



OFFICIAL

District Action Plans - 6 Month update

Community Safety Committee

Date: 26 October 2018

Agenda Item:

6

Submitted By: Director of Service Delivery

Purpose

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.

Recommendations

That Members of the Community Safety Committee note the contents of this report

Summary

This report provides information on the progress of the District Action Plans for the 2018/19 period

Local Government (Access to information) Act 1972

Exemption Category: None

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Background papers open to inspection: None

Annexes: 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 6 April 2018 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 2018/19. The plans follow the same format as the Service Action Plan and give detail of the range of activities and objectives to be carried out across the year in support of the Service Action 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 against the annual Service Action Plan.
- 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 The Plans recognise the work that Districts must do to target the most vulnerable in the community for prevention work.
- 5.2 The Plans all set specific objectives for the provision and support of a safe and skilled workforce.

6 Health and Safety Implications

- 6.1 Sections of each plan cover specific elements of maintaining and improving health, safety and welfare of staff working across all districts.

7 Service Plan Links

- 7.1 The activities that are proposed within each District Action Plan will contribute towards the following key service priorities:
 - Deliver a proactive community safety programme
 - Deliver a professional and resilient emergency response service
 - Provision of a skilled workforce that meets the needs of a diverse community
 - Provide effective ethical governance and achieve value for money.

8 Conclusions

- 8.1 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.



DELIVER A PROACTIVE COMMUNITY SAFETY PROGRAMME



We will:

Ensure the authority's statutory fire protection duties are discharged efficiently and effectively in order to reduce the risk of fire and the effects of fire should it occur

Work with partners to reduce the risk of fires, road traffic incidents, other emergencies and enhance community well-being

Our action

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

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

Review District partnerships to ensure they are ever more focussed on the most vulnerable members of the community

Support, design and deliver targeted risk reduction campaigns in line with the Service Campaign Calendar and other local initiatives to reduce risk

Continue to build on success from previous years by working with key partners to design and deliver the 2018 Bonfire Plan

Progress

The more streamlined, risk based approach for carrying out operational risk visits is now well embedded across the county and in Bradford District. This approach focusses activity on the highest risk premises.

The final modules of the safe and well training are now being delivered, after which all watches will have been trained in all areas of the WYFRS safe and well visit.

The District's partnerships are being streamlined by the District Prevention Manager and our partners to ensure that an even higher percentage of referrals for safe and well visits are for high and very high risk people.

Initiatives in the service campaign calendar are supported by the district as and when they arise.

Bonfire planning has been on-going since May. The bonfire plan, both the pre-period prevention plan and the bonfire weekend response plan are very well developed and we are working with partners to ensure the bonfire period passes safely within the district.

DELIVER A PROFESSIONAL AND RESILIENT EMERGENCY RESPONSE SERVICE



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 ours and others experiences

Our action

Deliver the 2018/19 Performance Management Visit programme across Bradford district stations to assess knowledge and skills across a range of key performance indicators

Continue to meet and train with blue light partners, particularly West Yorkshire Police and Bradford MDC, using JESIP principles, to further improve the co-operation between WYFRS and key partners

Continue the District exercise programme, (whereby each watch in the District attend two 4 or 5 pump exercises per year) and the quarterly 3 to 4 pump District mini exercises. These multi pump training sessions will continue to develop officers and Firefighters in their technical and command skills

Implement the recommendations of the retained duty system (RDS) review

Act on recommendations following incident and exercise de-briefs

Progress

The 2018/19 PMV programme is approximately 50% complete and is providing excellent assurance of the operational effectiveness of the district's firefighters.

Regular meetings are held between WYFRS district officers and senior WYP colleagues to ensure alignment of objectives. The preparations for the bonfire period are an excellent example of this joint working.

These exercises continue and provide excellent opportunities for the districts Firefighters and officers to test their operational knowledge, procedures and skills in order to constantly develop our response capabilities.

The recommendations of the RDS review are currently being implanted across WYFRS including in Bradford District.

The District Operations and Training Assistant District Commander maintains an overview of the findings and recommendations of de-briefs following incidents. This is done in large part through co-operation between the Ops and Training ADCs via, for example, the re-vitalised Ops and Training ADC meetings.

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



We will:

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 through structured debriefing with OHSU and representative body partners

Provide and coordinate command development and progression at district level

Support the recruitment, selection and training of whole-time and retained duty system firefighters during 2018/19

Prepare the district for the first Her Majesty's Inspectorate of Constabulary and Fire and Rescue Services (HMICFRS) inspection including learning from the pilot

Explore and where necessary address specific issues raised within the Staff Survey

Support the implementation of the 2018 Operational Training Strategy

Progress

We ensure all annual fitness assessments are carried out for all staff to ensure fitness is maintained throughout the District. OHSU monitor and feedback on the take-up of the EAP assistance by staff within our district.

WYFRS has made some great strides in supporting operational staff following attendance at critical incidents such as those involving fatalities. In these circumstances a nominated Flexi Duty System (FDS) officer and the OHSU ensure welfare support for the watches involved.

The District exercise programme and other exercises provide opportunities for Junior Officers in the district to develop their operational command skills.

The appointment of the new RDS recruitment officer by WYFRS will be capitalised by the district in order to try improve staffing at Ilkley and Silsden fire stations.

The Inspectorate visited WYFRS, including Bradford District, in May. The visit was a great success with much learning for WYFRS and Bradford District to drive improvements in the future.

The District Team strive to improve communication through regular meetings with watches.

The training strategy for the year is progressing well with numerous exercises and training events, both centrally and through Bradford District team being delivered to support the training being delivered on watch

PROVIDE EFFECTIVE AND ETHICAL GOVERNANCE AND ACHIEVE VALUE FOR MONEY



We will:

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

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

Progress

Bonfire planning and response involves close co-operation between WYFRS, Bradford MDC and WYP. Bradford District Community Foundation Trust continue to carry out falls prevention classes at Shipley fire station. These classes have been a great success.

Bradford District supported the WYFRS response to the visit of the Inspectorate.

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

Electronic stores and supplies arrangements are currently being implemented within the District.



DELIVER A PROACTIVE COMMUNITY SAFETY PROGRAMME



We will:

Ensure the authority's statutory fire protection duties are discharged efficiently and effectively in order to reduce the risk of fire and the effects of fire should it occur

Work with partners to reduce the risk of fires, road traffic incidents, other emergencies and enhance community well-being

Our action

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

Support the Calderdale High Rise Working Group to implement the findings from the Independent Review of Building Regulations and Fire Safety

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

Deliver a wider range of risk reduction campaigns that support the Safer Communities Strategy

Develop a fresh partnership with Adult Social Care that delivers better outcomes for individuals at higher risk

Work with the Youth Intervention Team to deliver a bespoke intervention programme in North Halifax

Lead on delivering the new Calderdale Road Safety Strategy

Progress

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

The District Team continues to support this local group and contribute to delivering improvements in public safety. Recent initiatives delivered by the Group include; Calderdale MBC appointing another Fire Safety inspector, and Together Housing announcing that they will fit sprinkler systems throughout their high-rise stock.

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.

Calderdale continues to support the Safer Communities Strategy and "safe and well" principle. It is continually delivering a wide variety of initiatives together with partner organisations. Current initiatives include; supporting the Dementia Friendly service in the Calder Valley, refreshing the hoarding framework, and working in partnership with Tesco to tackle social isolation.

The partnership agreement is currently sitting with Adult Social Care. Once agreed and signed, the partnership should lead to a vast increase in the number of safe and well referrals to the Calderdale District Team.

The District is pursuing this with the Youth Intervention Team, but has not yet secured a suitable programme. The District Team have delivered a number of youth engagement days though working in partnership with local academies and schools. These days have been very successful and were also attended by the Police, street wardens, and Calderdale MBC.

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, and the number of road casualties is reducing.

DELIVER A PROFESSIONAL AND RESILIENT EMERGENCY RESPONSE SERVICE



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 ours and others experiences

Our action

Organise and deliver operational training initiatives with Greater Manchester and Lancashire Fire and Rescue Services

Deliver the retained duty system review recommendations and improve availability of the fire appliance at Mytholmroyd

Deliver a comprehensive Performance Management Visit programme which provides robust operational assurance

Encourage open dialogue following operational incidents and develop Joint Operational Learning by sharing the details of what worked well and what didn't work well with local partners

Progress

Firefighters from Todmorden, and Rastrick Fire Stations are undertaking periodic training with fire crews from Greater Manchester and Lancashire Fire and Rescue Services. Todmorden firefighters also provided continued assistance during the recent moorland fire operation in Greater Manchester.

The new Retained Duty System (RDS) contracts have been well-received by the Mytholmroyd fire crew. The District Team will monitor performance over the next few months to determine if the new arrangements are having a positive impact upon the fire appliance availability. The District Team is also developing options to provide more consistent management for the fire station.

The District Team continues to deliver its previous model of Performance Management Visits. This year's visits are revisiting specific operational themes covered within the last three-years. This year is therefore consolidating previous performance against the District Training Strategy objectives. It is also providing assurance that key information is being retained by operational staff.

The debrief outcomes facility is embedded and Calderdale crews are using it effectively. There is also a standing agenda item at District meetings to discuss operational incidents of note. The District Team maintains good relationships with its partners and has open dialogue with them following operational incidents.



We will:

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

Support the firefighter recruitment campaign by delivering local positive action initiatives

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

Continue to deliver the District's Communication and Engagement Strategy to ensure that employees are informed of organisational plans and relevant service change programmes

Actively support personnel following attendance at significant incidents with a focus on potential mental health impacts through structured debriefing with OHSU and representative body partners

Support the implementation of the 2018 Operational Training Strategy

Progress

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.

The District Team continues to support positive action initiatives and is feeding its ideas into the Recruitment Project Steering Group. During the remainder of this year the District Team will focus upon developing a local recruitment campaign for RDS firefighters.

The ADC structure operated by all Districts is enabling employees to take on additional responsibilities and increase ownership of objectives. Members of the District Team are continually developing individuals by holding one-to-one sessions to improve knowledge and understanding of management, leadership, and command.

Members of the District Team visit Watches on a regular basis. Watch Commanders also have an open invite to all District meetings. There are excellent opportunities to communicate and discuss plans and changes to policies.

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 District Team works closely with OHSU and its HR Business Partner to ensure that employees receive appropriate support.

The District's Training and Development Strategy continues helps to underpin the WYFRS Operational Training Strategy. Robust performance management arrangements also provide ongoing assurance of operational standards and competence.

PROVIDE EFFECTIVE AND ETHICAL GOVERNANCE AND ACHIEVE VALUE FOR MONEY



We will:

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

Explore fresh co-location and collaboration opportunities with local partners

Embed mobile working practices within Prevention and Protection work streams

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

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

Embed new and agile ways of working within the district

Pilot delegated district budgets that support more efficient management of services

Progress

The District is making good progress against this objective. Currently Calderdale MBC occupies office and garage space at Halifax Fire Station under a tenancy agreement. The Fire Station is also the base for the Calder Valley Search and Rescue Team command vehicle.

The District is awaiting delivery of electronic tablets. They will help to reduce duplication of work and reduce the risk of data breaches.

The District Team supplied comprehensive evidence to help support the HMICFRS Key Lines of Enquiry.

The District is gradually shifting toward local autonomy. This process is dependent upon implementing wider changes across the organisation though.

Again, working practices are gradually becoming more agile but progress is reliant upon wider changes across the organisation. The District is making some progress against allocating references to Watches, and reducing bureaucracy.

The District is awaiting finalisation of delegated budgets and associated guidelines.



DELIVER A PROACTIVE COMMUNITY SAFETY PROGRAMME



We will:

Ensure the authority's statutory fire protection duties are discharged efficiently and effectively in order to reduce the risk of fire and the effects of fire should it occur

Work with partners to reduce the risk of fires, road traffic incidents, other emergencies and enhance community well-being

Our action

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

Support, design and deliver targeted risk reduction campaigns in line with the Service Campaign Calendar and other local initiatives to reduce risk

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

Progress

Kirklees District Prevention Manager (DPM) has begun facilitation of Prevention PMVs across District with support of the new Risk Reduction Lead. Focus has been given initially to the roll out of the Prevention Quality Assurance Framework (QAF) and engaging crews with the process.

Refresher training is being provided by District Prevention team and complimenting Safe and Well visits. These visits will seek to identify vulnerability within students and will seek to support their education in fire safety and appropriate cooking habits etc.

Pilot assessments against the Prevention Quality Assurance Framework (QAF) have commenced via Central Prevention and will contribute to the ongoing development of operational crews.

The Kirklees DPM is sitting on the newly established Prevention Campaigns Task & Finish Group which is working towards developing a more coordinated approach to WYFRS-wide prevention campaigns and initiatives.

Safer Cooking in student accommodation: Operational crews and prevention staff will be targeting new students at the University of Huddersfield's Fresher Fayre week commencing 17 September 2018 via interactive activities and literature.

Bonfire & Fireworks Safety: A Fire work and bonfire safety awareness Prevention talk will be delivered to Yr7/9 in targeted High Schools Station based staff and District Prevention staff in consultation with Community Safety partners and in response to incidents in high risk areas. Local media messages will be developed with support from the Corporate Communications Team.

Road Safety Week 19-25 November 2018: A Partnership event (Road Safety Roadshow) is planned targeting young drivers via Kirklees Colleges to be held at the John Smiths Stadium on 21/11/18. Local media messages to be broadcast in conjunction with Road Safety partners throughout the week. During this time, Station based staff will deliver Yr5 talks throughout this academic year.

The Operational Risk Visit (ORV) programme is working well within Kirklees. The ADC for Operational Training has District oversight of required inspections and currently administrates the distribution across the District Stations and Watches.

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| | <p>An evaluation of risks within our District has highlighted the need to review specific ORV's and refresh the collated information. This has been of great benefit when gaps have appeared in sites or properties that had limited information or detail around the risk or threat found on-site.</p> |
| <p>Review and implement a District based high-risk intervention protocol that utilises available appropriate resources to meet the needs of the most vulnerable members of our community</p> | <p>There have been ongoing capacity/resource challenges within the District Prevention Team due to long-term sickness and staffing issues. Kirklees continues to receive a consistent number of high risk referrals for Safe & Well visits from key partners on a weekly basis, predominantly Kirklees Council's various Adult Social Care departments. On review it has become apparent that the higher number of RDSs in the district also has an impact on the number of Safe & well visits that can be completed each week. In response to this a District high risk intervention protocol has been introduced to mitigate risks as far as practicable.</p> <p>In the first instance bi- weekly screening has commenced to highlight referrals in the Prevention Advisor/Assistant queues which are rated as very high risk, have no smoke detection and have had no WYFRS contact for 4 x weeks or more. Such cases are allocated to local station queues in order for initial contact to be made and risks reduced. Where high risk interventions are still required they will return to the Prevention Advisor/Assistant queue but at least with some of the risks mitigated.</p> <p>New approaches are being developed to support the management of the RDS high risk queues by the nearest whole- time crews via prior arrangement with Control. A review of Adult Social Care referral pathways has commenced with Heads of Service and will incorporate a programme of reciprocal training between organisations which is anticipated will improve the quality of referrals and risk rating moving forward.</p> |
| <p>Continue to work with key partners to design and deliver the 2018 Bonfire Plan aligned to Service response planning</p> | <p>Kirklees District are already engaged with key partners regarding the 2018 Bonfire planning arrangements. An initial partnership planning meeting is taking place in September to discuss strategic planning. This planning will incorporate the identification of high risk areas where refuse and anti-social behaviour is an identified issue. We also have a number of visits to schools within identified areas to engage with pupils in the dangers encountered during the Bonfire period and information to deter anti-social behaviour around 'more than a uniform'.</p> |
| <p>Lead on the design and delivery of a Road Safety Strategy through the Kirklees Road Safety Partnership</p> | <p>Kirklees District has led on re-establishing the Kirklees Road Safety Partnership pulling together key Community Safety partners including WYP and the Highways Agency.</p> <p>New Terms of Reference have been introduced for the group and steps are being taken to integrate and focus priorities fed down by the new Kirklees Road Safety Board in order to develop a coherent Road Safety Strategy.</p> <p>The DC has also sought agreement for Road Safety to form part of the Kirklees Council Safer Communities Strategy and will be supported by the Council and other partners – Led by Kirklees District DC.</p> |

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| <p>Enhance opportunities for youth engagement through collaboration with West Yorkshire Police in the delivery of Youth Interventions (Broadening Horizons)</p> | <p>Kirklees district and WYP working in conjunction to bring a program of team building, positive role modelling with education on substance misuse and knife crime. Individuals identified by WYP and local schools. 1 session has taken place in May 2018 and we are currently putting plans in place to run 3 further sessions during the new academic year.</p> <p>Kirklees District are involved with various youth engagement initiatives that focus on health and wellbeing, community engagement and education (Such as first aid). We are in the process of reviewing these initiatives with a view of formulating 'one stop' youth engagement courses incorporating key partners also.</p> |
| <p>Continue to drive and deliver aligned initiatives to contribute to the delivery of objectives outlined in the Safer Kirklees community safety plan</p> | <p>Refreshed Kirklees District Risk Reduction Strategy is now in operation with identified areas of focus being formulated within an 'Action Plan' that is delivered by Station Based staff in conjunction with the District Team. These plans also compliment the key partner engagement through the Kirklees Safer Communities Community Outcome Groups attended by the ADC's.</p> <p>The District Team are represented within and contribute to the monthly Community Outcome Groups (COGs) which focus on localised community safety issues which in turn feed into meeting the Safer Kirklees Community Safety Plan objectives.</p> <p>Recent examples include:</p> <p>July / August Kilner Bank – Aim to reduce secondary fires and ASB within the area.</p> <ul style="list-style-type: none"> Worked with local council and Kirklees Neighbourhood Housing (KNH) to educate residents on fire safety, reporting of ASB and instruction on waste disposal. Community/ Youth engagement with residents at local events held over the summer months. <p>Westtown/Westborough Dewsbury – Aim to reduce secondary fires and ASB including targeted work with individuals identified as high risk.</p> <ul style="list-style-type: none"> 2 Targeted talks carried out in June 2018 to St John Fisher High School. Further talks planned for new academic year. Community based fire education with KNH, Safer Kirklees and WYP. Contact made with local Mosque. 2 high risk resident interventions completed with KNH, mental health team and Safer Kirklees. |

DELIVER A PROFESSIONAL AND RESILIENT EMERGENCY RESPONSE SERVICE

|  <p>We will:</p> | <p>Our action</p> | <p>Progress</p> |
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| <p>Work with blue-light partners and other agencies to provide a safe and effective emergency response</p> <p>Ensure emergency response is dynamic and</p> | <p>Deliver a pilot Station Assurance Visit (SAV) programme in Kirklees that will evolve the existing Station Performance Management Visit programme</p> | <p>Kirklees District has started the process of embedding the SAV into the Performance Management p and other aspects of District assurance. We are working with Wakefield District to refine the SAV process to enable a framework to be formulated. It is expected that once formulated the framework will allow each District to maintain ownership of training and assurance direction whilst also embedding the SAV framework</p> |

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| resilient reflecting changes to the level of risk and demand | | within all Districts. |
| Continuously improve our emergency response by learning from ours and others experience | Deliver the district exercise programme for Kirklees incorporating operational assurance and firefighter safety programme | Kirklees District continues to assist in the facilitation of Fire Fighter Safety Exercises. We ensure the consistent message and thread of the FF Safety Project forms part of all our training and input to Watches. The embedding of working together as one team with focus on one objective (Safety of all staff) has been an integral part of our operational training within Kirklees which compliments the work being driven within the FF Safety project. |
| | Review and deliver the 2018 Kirklees District Training and Development Strategy | The Kirklees District Training and Development strategy is now in-place and being delivered within to Staff. The strategy looks to broaden the objectives to not only look at assuring the operational standards of staff but also to encompass professional standards in the areas of communication, continues staff development and assurance protocols that seek to improve autonomy and trust and inspire leadership within District structures. |
| | Continue to engage in training exercises with key partners across Kirklees to build on existing co-response working arrangements | <p>We continue to focus on training to risk and aspire to utilise the engagement of key partners throughout this training. We have a number of local businesses that are now engaged with our District training programme and offer their sites and staff during exercises and training sessions.</p> <p>Suez waste disposal site Huddersfield – Initial joint white board exercise carried out July 2018. 2 further exercises planned between October and December 2018 incorporating chemical spillage and pit rescue.</p> <p>We have ongoing collaborative training sessions with Syngenta throughout 2018/19.</p> <p>Kirklees District also have a program of medium / high rise exercises planned in conjunction with KNH to run throughout 2018/19.</p> |
| | Implement the recommendations of the retained duty system review | Both the DC and the ADC for the RDS Stations within Kirklees District sit on the RDS Steering Group. The Steering Group is the current forum and delivery mechanism for the RDS Duty System review. |
| | Conduct a district based assurance review of the retained duty system appliance availability to improve district based service delivery | The district based assurance review of the retained duty system (RDS) and attributed appliance availability has been placed on hold whilst the RDS duty system review is being implemented. |

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



We will:

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

Provide training and development to

Our action

Continue to support employees to maintain fitness and well-being.

Progress

Kirklees staff are promoted to utilise the gym equipment on Stations, this includes District based staff. Discussion has also taken place within the District Management team where the DC voiced the importance of maintaining health and well-being including taking time away from desks / workloads etc.

maintain a skilled and flexible workforce

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

Monitor absences and implement effective measures to promote attendance in line with the new Absence and Attendance Policy.

Ensure continued availability of Welfare Officers within the district to support the rehabilitation of employees.

The DC continues to utilise the HR Business Partner and ADC to gain a holistic over view of HR issues within the District. Part of this incorporates an overview of absence and attendance cases to ensure a standardised and consistent approach is maintained regarding welfare, support and monitoring of absence.

PROVIDE EFFECTIVE AND ETHICAL GOVERNANCE AND ACHIEVE VALUE FOR MONEY



We will:

Our action

Progress

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

Conduct a review of Kirklees estates with a view to exploring all collaborative opportunities with partners

The DC for Kirklees has held an initial meeting with Property Management with and conducting Station visits and Huddersfield and Cleckheaton. These visits highlighted required property maintenance needs within each Station. Property services are currently reviewing this information.

A Station based survey of required property maintenance is being carried out by the assigned Station ADC and WC's.

Such surveys have already highlighted the need for an additional female toilet and shower facility on the ground floor at Huddersfield Fire Station to improve equality and appropriate welfare facilities.

Pilot and implement the new Delegated District Budget Pilot

The pilot and implementation of the new Delegated District Budget is incorporated within the pilot for the property defects review for Stations and the new electronic property defects form (E851) that has just been implemented within Kirklees.

Conduct a district based review of ways of working looking at more rationalised progressive opportunities of re-aligning responsibilities and development of staff

Review of ways of working project has now been assigned to SM Dale Gardiner who will complete this as part of a development ILM award. This project follows on and encompasses the Command Leadership and Management (CLM) implementation that took place last year. The work will seek to not only assure the CLM implementation but also seek to iron out other ways of working to improve autonomy, trust and rationalised working practices.

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

During the HMIFRS WYFRS inspection, visits were conducted to District and various Stations within Kirklees. During this visit the District Team enjoyed taking part in various sessions intended to focus on areas the inspectors were working towards. Kirklees District has also evaluated the information received following the visit and assured its processes and assurances to suite.

We look forward to being part of the next HMFRS inspection.



DELIVER A PROACTIVE COMMUNITY SAFETY PROGRAMME



We will:

Ensure the authority's statutory fire protection duties are discharged efficiently and effectively in order to reduce the risk of fire and the effects of fire should it occur

Work with partners to reduce the risk of fires, road traffic incidents, other emergencies and enhance community well-being

Our action

Focus the Operational Risk Visit programme on higher risk buildings such as residential high-rise, fire engineered buildings, multiple occupancy complexes and significant timber framed construction sites to maximise operational knowledge and firefighter safety

Deliver Safe and Well visits to vulnerable members of the community and support the full implementation of the new Safer Communities (Prevention) Strategy

Provide support and development for local crews to be innovative and take ownership of managing local risk to implement the Safer Communities Strategy

Support all opportunities to further enhance the Youth Interventions Programme

Continue to develop strategic working relationships with Leeds Adult Social Care and Leeds and York NHS Foundation Trust and seek support to extend the secondment of a WYFRS member of staff directly into those organisations

Support, design and deliver targeted risk reduction campaigns in line with the Service Campaign Calendar and other local initiatives to reduce risk

Continue to build on success from previous years by working with key partners to design and deliver the 2018 Bonfire Plan

Attend and support the Leeds Safer Road steering group (RSSG), educating schools, sharing knowledge and risk recognition/management initiatives

Progress

Crews from Leeds District are carrying out ORV's in line with the Risk Based Inspection Programme. We continue to focus on large known or developing sites that may pose risks to our communities and Firefighters. These sites include factories, warehouses, timber framed construction projects and high rise buildings.

The Safe and Well training is continuing throughout the District. During this reporting period crews have carried out over 1600 Safe and Well visits. The District Prevention has carried out over 681 high risk visits to support vulnerable people.

A range of community safety initiatives are currently been developed by Leeds staff. Crews from Killingbeck are exploring opportunities to engage with young people within the Harehills community. Crews are also developing family safety initiatives with a focus on child car seat safety. Rothwell Fire Station is now well established as a Foodbank and an evaluation of this project is completed.

The District Team continue to support the Youth Intervention Programme with a number of events occurring at Killingbeck and Stanningley during this reporting period. The Youth Intervention Team is currently working with partners and the Harehills community network in preparation for the bonfire period.

Unfortunately we have not been able to replace the previous secondee and we are currently managing the partnership through the Prevention Team. We are exploring avenues to part fund this post and seeking alternative secondment arrangements.

We continue to support the national and service campaign calendars. We also continue to support our partners' initiatives at community events. Drowning awareness and road safety week will be supported by Crews attending local partnership events.

We are currently working with partners to develop the 2018 Bonfire Plan. The Prevention Team are planning a number of joint initiatives in local schools. The ADC's continue to liaise with WY Police at local level sharing information and intelligence to support the safety of crews and the community.

We continue to be a key partner in the RSSG encouraging the development and uptake of education and campaigns to promote road safety.

Continue to work with Wetherby Young Offenders Institute to reduce deliberate cell fires

The Assistant District Prevention Manager provides support to HMYOI Wetherby. We have experienced a reduction in the number of cell fires and work continues to maintain this prevention work at the establishment. The Fire Cadet course developed to support the rehabilitation of Young Offenders has been a great success. Crews have carried out familiarisation visits to HMP Wealstun and HMP Leeds with a view to ensuring contingency plans are robust and adequate for the risk. We will establish an arson reduction plan with regards to the management and location of arsonists at each HMP site to mirror the success seen at HMYOI Wetherby and look to drive down the number of cell fires at these prison establishments.

DELIVER A PROFESSIONAL AND RESILIENT EMERGENCY RESPONSE SERVICE



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 ours and others experiences

Our action

Deliver the 2018/19 Performance Management Visit programme across Leeds district stations to assess knowledge and skills across a range of key performance indicators

Continue to exchange information with other blue-light responders within local tactical, operational and strategic groups

Deliver a series of multi-agency training exercises to improve our joint response to fire-related incidents, water rescue and mass casualty events

Continue to work with Leeds Bradford International Airport to maintain operational knowledge

Review and deliver the 2018 Leeds District Training and Development Strategy

Develop and circulate bespoke response plans for specific risks such as timber framed construction sites

Further develop working relationships between Killingbeck fire station and co-locating Neighbourhood Policing Teams

Progress

The Performance Management Visit programme for 2018/19 is well underway. During the visit Crews are given the opportunity to demonstrate their technical skills dealing with a local risk. Crews' knowledge and understanding is also tested through scenarios based around foreseeable risks.

The Assistant District Commanders have worked closely with both West Yorkshire Police and Yorkshire Ambulance Service (YAS) to support the response plans for planned events and local risks. Crews from Leeds and YAS routinely train together to develop the emergency response to water rescue incidents. The District Team have also supported emergency service partners to deliver major incident awareness training to the Leeds business community.

The District Team have planned a number of exercises to be delivered throughout 2018/19. Crews recently carried out a series of building fire exercises which focused on the use of Breathing Apparatus and Fire Fighter safety. We are currently delivering exercises to test our ability to deliver vast amounts of water to an incident ground using a number of Fire Appliances and a High Volume Pump. This tactical procedure is known as a Water Relay which is used at larger fires or incidents in remote areas where water is often in short supply.

The District Team continue to work closely with Leeds Bradford Airport. Planned joint training which will commence in autumn 2018 with local crews and we are exploring further training opportunities for a response to the terminal and table top command exercises.

The review of the Leeds District Training and Development Strategy is now completed and the delivery of training events is now programmed for 2018/19.

The District Team liaise with the Fire Protection Team regarding new building developments within the Leeds District. Risk information during the construction phase is then shared across the District stations. During this reporting period information regarding the Climate Innovation project on South Accommodation Road has been shared. As the project progresses, further information will be shared through site visits and risk presentations.

The working relationship between the Neighbourhood Policing Teams and WYFRS crews continues to grow. Information regarding known local issues and risks is routinely shared across both agencies. This practice supports a joint approach to both community and responder safety and is an excellent example of collaborative working between WYP and WYFRS.

Carry out an assurance of appliance availability to improve district-based service delivery

Assistant District Commanders continue to monitor appliance availability and routinely move resources across the district to meet service delivery needs. Where possible, appliances remain available during the exercise programme and the Performance Management Visit. We are also working with the Operational Support Team to make improvements to the appliance availability in Wharfedale.

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



We will:

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

Provide training to operational crews for the delivery of high risk interventions

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

Actively support personnel following attendance at significant incidents with a focus on potential mental health impacts through structured debriefing with OHSU and representative body partners

Support Watch Commanders with the integration and development of Trainee Firefighters

Explore and where necessary address specific issues raised within the Staff Survey

Raise awareness of the HR Business Partner role within Leeds district

Actively support and implement all approved measures to reduce attacks on firefighters

Progress

Crews have received high risk intervention instruction during safe and well training. Assurance of this training is achieved through the Prevention PMV process and where necessary further support is given to crews. Where necessary, crews in Leeds have received further awareness training regarding domestic abuse. This training is designed to support crews understanding of the issues and risks posed by domestic abuse and violence.

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.

During this reporting period 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.

Leeds District has received seventeen trainee Firefighters during this reporting period. These Firefighters are now working towards their NVQ qualification and the first wave of six month assessments are programmed. Watch Commanders will administer the assessment process with support from the District Team. Assistant District Commanders also provide support and feedback to the Watch Commanders through the Internal Quality Assurance process.

We continue to work towards and address the key issues raised within the staff survey. The District Team continue to promote staff engagement in the pursuit of creating and maintaining a positive and enjoyable working environment.

The HR Business Partner role is now well established within the District Team. The ADC for HR and the Business Partner are raising awareness of this role through the routine provision of HR advice and support to Watch Commanders as and when required.

Crews from Leeds report attacks when they occur through the agreed reporting mechanism. Joint conflict management training delivered by WYP is currently on-going. The ADC's liaise with WYP regarding specific attacks and where appropriate provide information/intelligence to crews and where necessary increase the number of resources to areas with a higher likelihood for attacks.

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

Staff from Leeds Stations supported by the District Team delivered a programme of positive action events to support the 2018 recruitment process. In support of these events, staff from Killingbeck delivered fitness sessions to support individuals interested in the Firerighter role. Lessons learned during this programme of events have been fed back to the central recruitment team.

Communicate and support the Service Values and organisational expectations throughout the district

The District Team continue to promote and support the organisation's values throughout the district.

Prepare the district for the first Her Majesty's Inspectorate of Constabulary and Fire and Rescue Services (HMICFRS) inspection including learning from the pilot

The Leeds District Team provided the required supporting evidence prior to the visit of the HMICFRS. Crews from the district participated in the inspection process, with a number of staff volunteering to participate in the programmed focus groups.

Support the implementation of the 2018 Operational Training Strategy

The revised Leeds District Training Strategy has been shared and aligned to the Operational Training Strategy.

PROVIDE EFFECTIVE AND ETHICAL GOVERNANCE AND ACHIEVE VALUE FOR MONEY



We will:

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

Explore opportunities for co-location and collaboration with local partners

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

Pilot delegated district budgets that support more efficient management of services

Progress

A number of opportunities have been explored during this reporting period. However, no specific plans are being progressed at this time.

The District Team collated the requested information to support the HMICFRS Key Lines of Enquiry.

No progress on this objective during this reporting period.



DELIVER A PROACTIVE COMMUNITY SAFETY PROGRAMME



We will:

Ensure the authority's statutory fire protection duties are discharged efficiently and effectively in order to reduce the risk of fire and the effects of fire should it occur

Work with partners to reduce the risk of fires, road traffic incidents, other emergencies and enhance community well-being

Our action

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

Working in consultation with Protection officers undertake visits to commercial and HMO premises in order to reduce risk and gather safety critical risk information to assist operational response

Establish bespoke projects and interventions in partnership with local agencies to reduce risk and improve health and wellbeing for the community

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

Support the delivery of local partner action plans in line with WYFRS priorities

Progress

Operational crews are working with the Operational Risk Management Team and are undertaking visits to higher risk sites, in conjunction with undertaking regular familiarisation visits.

Work is ongoing to identify the most vulnerable premises within the district to allow Operational crews and Fire Protection to visit, thereby reducing the risk and gathering safety critical risk information.

Number of local projects are underway throughout the district, with more being planned. The Safe and Well programme is slowly embedding with Operational crews and further training and input is being provided by the Prevention District Manager on the type of projects and interventions that they are able to undertake.

We are working with local partners closely to identify the data sets available to allow the targeting of the most vulnerable people within the area.

We are working closely with our local partners particularly the Police and Local Authority on ways to achieve joint outcomes that support the action plans for all services.

DELIVER A PROFESSIONAL AND RESILIENT EMERGENCY RESPONSE SERVICE



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 ours and others experiences

Our action

Deliver a pilot Station Assurance Visit programme in Wakefield that will evolve the existing Station Performance Management Visit programme

Establish partnership training with selected agencies to support the development of our operational response to emergency incidents. Partners will include Police, Emergency Planning, South Yorkshire Fire & Rescue and other Category 1 and 2 responders

Continue to improve the availability of the retained duty system fire appliance at Featherstone, to be achieved through targeted support of existing personnel, introduction of on-station initial training for new staff and the establishment of an on-going recruitment campaign

Progress

The pilot Station Assurance Visit programme has begun in Wakefield and has also been extended to Kirklees. We are working together to ensure the programme is underpinned by a framework to allow the different districts to work within.

Ad hoc training at exercises continues to take place regularly throughout the district. A more structured approach is being developed to allowed specific areas of training to be completed with and by various partners

Availability for this appliance continues to be on par with other similar appliances/stations within WYFRS. The fire station has recently taken on a new staff member and once available it is hoped this will increase the availability. We are continuing to work with Human Resources on Retained Duty System recruitment.

Establish the new Wakefield Fire Station build project accounting for on-going service delivery requirements and then implement the new build programme

Support the delivery of new equipment and procedures through a robust pre-planned training and assessment plan accounting for local and national evaluations

The final stages of consultation with Wakefield station staff are underway with a view to agreeing and finalising building layout with key stakeholders before the end of September 2018.

As new equipment is rolled out the District Command Team will ensure a suitable on-going training and assessment process is in place that will inform and link into the Station Assurance Visit programme.

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



We will:

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

Actively support personnel following attendance at significant incidents with a focus on potential mental health impacts through structured debriefing with OHSU and representative body partners

Establish a robust training and assessment programme for the 2018/19 year to support the development and required maintenance of competence for Wakefield based personnel

Identify development areas from the recent staff survey and implement suitable solutions in consultation with district based stakeholders ensuring open dialogue and communication is at the forefront of engagement

Support the implementation of the 2018 Operational Training Strategy

Progress

The fitness and welfare of staff within the District remain a high priority for the District Command Team. Assistant District Commanders often discuss the use of the Employee Assistance Programme whilst carrying out welfare duties.

As and when significant events occur we are actively engaging with operational crews to look at their mental health and wellbeing by carrying out structured debriefing with OHSU and representative body support.

The Station Assurance Visit programme along with regular on-station assessment by the ADC's allows for staff development and supports the maintenance of competence for Wakefield staff.

The District Command Team regularly meet with their watches to engage and communicate directly. Stations have previously provided monthly updates

The District Training Strategy aligns the local training within the district to the wider services exercise programme to provide a number of exercises and opportunities for staff to exercise and command multiple scenarios across a calendar year.

PROVIDE EFFECTIVE AND ETHICAL GOVERNANCE AND ACHIEVE VALUE FOR MONEY



We will:

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

Explore opportunities for further collaboration with local partners

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

Pilot delegated district budgets that support more efficient management of services

Progress

We are working with the Local Authority, West Yorkshire Police, Wakefield District Housing and the NHS Wakefield CCG on ways to work closer together.

District staff worked closely with the Service Delivery Assurance Team as part of the HMICFRS pilot inspection.

The District Team and Wakefield station staff are working closely with Finance on the trial of station and district budgets.

Quality of Service Surveys 2017-18

Community Safety Committee

Date: 26 October 2018

Agenda Item:

7

Submitted By: Chief Legal and Governance Officer

| | |
|------------------------|--|
| Purpose | To inform Members of the feedback from the annual Quality of Service, Home Fire Safety Check and School Fire Safety Visit Surveys 2017/18. |
| 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 2017/18. |

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 2017/2018, Final Benchmarking Report for West Yorkshire Fire and Rescue Service (June 2018)

Quality of Service: After the Incident Survey Domestic Incidents Quarters 1-4, 2017/18 (May 2018)

Quality of Service: After the Incident Survey Non-domestic Incidents Quarters 1-4, 2017/18 (May 2018)

Home Fire Safety Check Follow-up Survey, Quarters 1-4, 2017/18 (May 2018)

School Fire Safety Visit Survey, Terms 1-3, 2017/18 (August 2018)

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 10% random selection of the locations of incidents attended the previous month by fire stations throughout West Yorkshire.

The questionnaire covers areas such as:

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

- 1.2 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 2017/18

- 2.1 During 2017/18, 110 completed questionnaires were returned from domestic properties and 61 from non-domestic properties. 918 questionnaires were sent out, 654 to domestic and 264 to commercial giving a response rate of 17% for the domestic surveys and 23% for the non-domestic.

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

Home Fire Safety Check Survey 2017/18

- 2.3 During 2017/18 1,500 questionnaires were sent out, of which 414 were completed and returned. This is a response rate of 28% 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, 95% 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 2018/19 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 2017/18

- 2.8 During 2017/18 82 completed questions were returned.
- 2.9 Overall the feedback is positive with 97% 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 AND SAFETY IMPLICATIONS

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

7 SERVICE PLAN LINKS

- 7.1 This report links to all of the Service Plan 2015-2020 priorities.

8 RECOMMENDATIONS

- 8.1 That Members note the contents of the report.



Quality of Service Survey 2017/18 (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.

| | Domestic | Non-Domestic | Total |
|-----------------------------------|-----------------|---------------------|--------------|
| Questionnaires issued | 654 | 264 | 918 |
| Completed Questionnaires returned | 110 | 61 | 171 |
| Response Rate | 17% | 23% | 19% |

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)

110 completed questionnaires were returned to the independent research company out of the 654 sent out (17% return), an 11% decrease on 2016/17.

| | 2017/18 | 2016/17 |
|--------------------------|----------------|----------------|
| Completed questionnaires | 110 (17%) | 141 (28%) |

- 100% (110) of respondents said that they were very satisfied or fairly satisfied with their initial contact on the telephone with the Fire Service
- 55% (60) said that the Fire Service arrived at the incident quicker than expected and 37% (41) said that the arrival time was as expected
- 100% (110) of respondents said that they were very satisfied or fairly satisfied with the service provided at the scene
- 100% (110) of respondents felt that WYFRS kept the effects of the incident to a minimum

- 90% (99) of respondents received fire safety information at the scene, 52% (57) were offered a Home Fire Safety Check and 45% (50) received an advice booklet
- Overall 100% (110) of respondents expressed satisfaction with the service they received from WYFRS, of whom 96% (106) said they were very satisfied

3 Summary – Non Domestic Incidents

61 completed questionnaires were returned to the independent research company out of the 264 sent out (23% return), a 3% increase on 2016/17.

| | 2017/18 | 2016/17 |
|--------------------------|----------|----------|
| Completed questionnaires | 61 (23%) | 83 (20%) |

- 100% (61) of respondents said that they were satisfied or fairly satisfied with their initial contact on the telephone with the Fire Service.
- 48% (29) said that the Fire Service arrived at the incident quicker than expected and 44% (27) said that the arrival time was as expected.
- 96% (59) of respondents felt WYFRS kept the effects of the incident to a minimum.
- 96% (59) of respondents said that they were very satisfied or fairly satisfied with the service provided at the scene.
- 84% (51) of respondents received fire safety information at the scene and 22% (18) received an advice booklet.
- Overall 95% (58) of respondents said that they were satisfied with the service received from WYFRS, of whom 93% (57) 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 random 10% selection of incidents, covering a range of incident types. Although 62% 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 80 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 2016/17 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 | 2017/18 | 2016/17 |
|-------------|-----------|------------|
| Polite | 100% (80) | 100% (109) |
| Helpful | 100% (80) | 100% (109) |
| Efficient | 100% (80) | 99% (108) |
| Reassuring | 99% (79) | 97% (106) |
| Informative | 99% (79) | 97% (106) |

Overall, 100% (80) of respondents expressed satisfaction with their initial telephone contact with the Fire Service of whom, 97% (78) said that they were very satisfied.

This reflects a slight increase in very satisfied respondents since 2016/17 when 94% (102) 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 89 respondents were present at the scene at the time of the incident.

| | 2017/18 | 2016/17 |
|---|----------|-----------|
| Arrived at incident quicker than expected | 55% (49) | 53% (66) |
| Arrived at incident as was expected | 37% (33) | 42% (52) |
| Kept informed of what was happening during the incident | 94% (83) | 97% (120) |

The questionnaire asks a number of specific questions about the qualities displayed by the firefighters at the scene, with the following results and 2016/17 results included for comparison:

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

| Qualities | 2017/18 | 2016/17 |
|------------------|----------------|----------------|
| Polite | 100% (89) | 98% (122) |
| Helpful | 100% (89) | 100% (124) |
| Informative | 100% (89) | 98% (122) |
| Efficient | 100% (89) | 100% (124) |
| Sensitive | 97% (86) | 98% (122) |

100% (89) of respondents felt that WYFRS kept the effects of the incident to a minimum; which is higher than the 99% in 2016/17. The qualities demonstrated by the firefighters have increased in the majority against the 2016/17 results.

Overall, 100% (89) of respondents said that they were satisfied with the service provided at the scene, which is the same percentage as shown in 2016/17.

5.3 Domestic- Information and Advice Given

91% (81) of respondents received information at the scene, in the form of general safety advice. Of these 81 respondents, one of them did not find the advice useful.

This is slightly higher than the 2016/17 results where 89% (110) of respondents received general safety advice at the scene, however eleven of these did not find the advice useful.

56% (50) of respondents had been offered a Home Fire Safety Check after the incident. Most accepted the offer, but 8% (7) of these declined it, but gave no reason.

This is a decrease on the 2016/17 results, when 63% (78) of respondents were offered a Home Fire Safety Check, even though six of these respondents declined the check.

65% (58) of respondents had acted upon the advice given at the scene and/or in the Home Fire Safety Check, with just 5% (4) not acting upon it.

45% (40) of respondents received a FRS advice booklet after the incident. 100% (40) found it informative and easy to understand, 98% (39) helpful and 97% (38) found it relevant.

This is a slight increase upon the 2016/17 results where 44% (55) of respondents received a booklet after the incident.

5.4 Domestic - Overall Service

Overall, taking everything into account, 100% (110) of respondents expressed satisfaction with the service they received from WYFRS, of whom 96% (106) said that they were very satisfied.

These figures are higher than 2016/17 where 99% (140) of respondents expressed satisfaction with the service received and 94% (133) who said that they were very satisfied.

6 Non Domestic - Incidents Questionnaire

61 completed questionnaires were returned from the 264 sent out (23% return), a three percent increase on 2016/17.

| | 2017/18 | 2016/17 |
|---------------------------------|---------|---------|
| Completed questionnaires | 61 | 83 |

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 44% (27) 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 16% (10) 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 2016/17 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 | 2017/18 | 2016/17 |
|-------------|-----------|-----------|
| Polite | 100% (51) | 100% (75) |
| Helpful | 100% (51) | 100% (75) |
| Efficient | 100% (51) | 98% (73) |
| Reassuring | 90% (46) | 95% (71) |
| Informative | 90% (46) | 95% (71) |

Compared with the 2016/17 results, one has increased and two have decreased.

Overall, 100% (51) of respondents were satisfied with their initial contact with the Fire Service, of whom 93% (47) said they were very satisfied.

These results are better than those in 2016/17 where 100% (75) of respondents were satisfied with their initial contact with the Fire Service, of whom 91% (68) 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 52 (85%) of the incidents.

| | 2017/18 | 2016/17 |
|---|-----------|----------|
| Arrived at incident quicker than expected | 48% (25) | 29% (23) |
| Arrived at incident as was expected | 44% (23) | 64% (48) |
| Kept informed of what was happening during the incident | 100% (52) | 97% (73) |
| Not Kept informed of what was happening during the incident | 0% (0) | 4% (3) |

The questionnaire asks a number of specific questions about the qualities displayed by the firefighters at the scene, giving the following results and 2016/17 results included for comparison.

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

| Qualities | 2017/18 | 2016/17 |
|-------------|-----------|-----------|
| Polite | 100% (52) | 99% (74) |
| Helpful | 98% (51) | 99% (74) |
| Informative | 98% (51) | 99% (74) |
| Efficient | 98% (51) | 100% (75) |
| Sensitive | 94% (49) | 88% (66) |

96% (50) of respondents felt that WYFRS kept the effects of the incident to a minimum. This is a 3% reduction on last year where 99% (74) of respondents felt that WYFRS kept the effects of the incident to a minimum.

The majority of results demonstrate a comparable position to 2016/17. We see a 6% increase in "Sensitive" results.

Overall, 96% (50) of respondents said that they were very satisfied with the service provided at the scene.

Overall satisfaction results in 2016/17 showed 97% (73) were satisfied with the service provided. We have seen an 11% increase in those respondents who were very satisfied from 86% (65).

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 2016/17 results included for comparison.

| | 2017/18 | 2016/17 |
|---|----------|----------|
| General safety advice provided at the scene | 84% (51) | 73% (55) |
| Adopted the advice given | 79% (48) | 74% (41) |
| Advice given was already in place | 17% (10) | 24% (13) |

Only 21% (13 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 slight decrease compared to the 2016/17 figures where 22% (12) of respondents received a FRS advice booklet after the incident.

6.4 Non Domestic - Overall Service

Overall, taking everything into account, 95% (58) of respondents expressed satisfaction with the service they received from WYFRS, of whom 93% (57) said that they were very satisfied.

This result shows a decrease on the 2016/17 survey results where 99% (82) of respondents expressed satisfaction with the service they received from WYFRS.

7 Benchmarking

A total of 9 Fire and Rescue Services (FRS) commissioned Opinion Research Services to monitor the views of their users who experienced Domestic Incidents between 1 April 2017 and 31 March 2018 attended by the FRS.

9 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 nine Fire and Rescue Services who commissioned ORS, showing the results for 2017/18 and a comparison against 2016/17. 24 questions were asked as performance indicators in the questionnaire.

| | 2017/18 Results | 2016/17 Results |
|---|--|---|
| Total 1 st place ranking | <p>1 Indicator</p> <ul style="list-style-type: none"> Effect of Incident was Kept to Minimum | <p>10 Indicators</p> <ul style="list-style-type: none"> Initial Contact Polite Initial Contact Helpful Initial Contact Efficient Initial Contact Reassuring Initial Contact Informative Advice at Scene Useful Offered Home Fire Safety Check Booklet was Easy to Understand Booklet was Informative Booklet was Relevant |
| Total 2 nd & 3 rd place ranking | <p>6 Indicators</p> <ul style="list-style-type: none"> Satisfaction with initial contact Satisfaction with Service at Scene Received Safety Advice at Scene Advice at Scene Useful Offered Booklet Satisfaction with Overall Service | <p>9 Indicators</p> <ul style="list-style-type: none"> Satisfaction with Initial Contact Speed of Response Firefighters Helpful Firefighters Efficient Satisfaction with Service Received at Scene Received Safety Advice at Scene Offered Booklet Booklet was Helpful <p>Satisfaction with Overall Service</p> |
| Total 4 th place and below. | <p>17 Indicators</p> <ul style="list-style-type: none"> Initial Contact Polite Initial Contact Helpful Initial Contact Efficient Initial Contact Reassuring Initial Contact Informative Speed of Response Informed during Incident Firefighters polite Firefighters helpful Firefighters Informative Firefighters Efficient Firefighters Sensitive Offered Home Fire Safety Check Booklet was Easy to Understand Booklet was Informative Booklet Helpful Booklet was Relevant | <p>5 Indicators</p> <ul style="list-style-type: none"> Informed During Incident Firefighters Polite Firefighters Informative Firefighters Sensitive Effect of Incident Kept to Minimum |

The results show 2 performance indicator areas were significantly above the National Score, with 0 performance indicators significantly below.

The areas that were significantly above are:

- Effect of Incident Kept to a Minimum
- Satisfaction with Overall Service

7.2 Non-Domestic Incidents

Non-Domestic results are based on 9 FRS who commissioned ORS with a total of 19 questions asked as performance indicators. Non-domestic results for 2017/18 are similar to those of 2016/17.

| | 2017/18 Results | 2016/17 Results |
|---|-----------------|-----------------|
| Total 1 st - 5th place ranking | 17 Indicators | 9 Indicators |
| Total below 5th place ranking | 2 Indicators | 10 Indicators |

The results show 2 performance indicator areas were significantly below the National Score, with 8 performance indicators significantly above.

The areas that were significantly below are:-

- Effect of Incident kept to Minimum
- Satisfaction with Overall Service

The areas that were significantly above are:

- Initial Contact Polite
- Initial Contact Helpful
- Initial Contact Efficient
- Kept Informed during Incident
- Firefighters Polite
- Firefighters Informative
- Firefighters Sensitive
- Offered Information Booklet

Home Fire Safety Check Follow-Up Survey 2017-18

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 2017/18 of which 414 were returned giving a response rate of 28%.

| | 2017/18 | 2016/17 |
|--------------------------|---------|---------|
| Completed questionnaires | 414 | 493 |

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 2016/17 results for comparison.

| | 2017/18 | 2016/17 |
|--|-----------|-----------|
| Completed HFSCs at request of resident | 68% (281) | 56% (276) |
| Completed HFSCs following unscheduled visit | 8% (33) | 18% (89) |
| Completed HFSCs requested by an external authority | 20% (89) | 13% (64) |
| Completed HFSCs following incident / fire | 7% (29) | 13% (64) |

We have seen a 12% increase in the number of HFSCs at the request of the resident, whereas unscheduled visits have reduced by 10%. The process of requesting a HFSC has been refined. Unscheduled visits were not targeting the members of the community that are most at risk or vulnerable. Ahead of the Safe and Well campaign WYFRS have been encouraging residents to request home visits.

The majority of people 14% (58) found out about the HFSC from a member of the FRS coming to their door.

Following initial contact 54% (224) of respondents had their HFSC within one week, which is an 11% decrease on 2016/17 (65% 320). Those respondents who had to wait five weeks or more for their HFSC following initial contact has remained the same at 3% (12).

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 2016/17 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 | 2017/18 | 2016/17 |
|-------------|------------|------------|
| Polite | 100% (414) | 100% (493) |
| Helpful | 99% (410) | 100% (493) |
| Efficient | 99% (410) | 99% (488) |
| Informative | 98% (406) | 99% (488) |

Overall, 99% (410) of respondents were satisfied with the service received during initial contact, of whom, 95% (393) were very satisfied.

This represents an increase on the 2016/17 figures where 97% (478) of respondents were satisfied with the service received during initial contact.

3 The Home Fire Safety Check Visit

WYFRS managed to keep 99% (410) of its appointments made for a HFSC. Of the 4 respondents whose HFSC was not kept, three 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 2016/17 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 | 2017/18 | 2016/17 |
|-------------|------------|------------|
| Polite | 100% (414) | 100% (493) |
| Helpful | 100% (414) | 100% (493) |
| Efficient | 100% (414) | 100% (493) |
| Informative | 99% (410) | 99% (488) |

In the main, WYFRS personnel spent between 16 and 45 minutes inside a resident's home for 72% (298) of the visits.

The HFSCs carried out to the 75 or over age group generally took longer than 15 minutes, only 17% (70) 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% (410) of respondents agreed it was useful and easy to understand. These represent the same percentage results from 2016/17.

In 82% (339) of visits new smoke alarms were fitted into the resident's home. This is a slight increase on 2016/17 where new smoke alarms were fitted into the resident's home in 81% (399) of visits.

In 97% (402) of visits, advice was given about smoke alarms fitted in the home. The top three 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 | 87% (360) |
| Advice on the 10 year battery life | 78% (323) |
| How often to test the units | 70% (290) |

The advice was understood by 99% (410) of the respondents. In 83% (344) of visits a safety leaflet was left with the resident.

Thinking about the HFSC visit itself, 99% (410) of respondents were satisfied with the service received, of whom, 95% (393) were very satisfied. These represents a slight decrease from 2016/17 when 100% (493) were satisfied but the same 95% (468) that were very satisfied.

4 Fire Safety Measures

84% (348) 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 78% (323)
- A planned escape route 66% (273)
- A fire extinguisher 9% (37)
- Turn off/remove plugs at night 55% (228)
- Stopped using a chip-pan 43% (178)
- Fire blanket 7% (29)

47% (182) of respondents said they have adopted some of the ‘new’ fire safety measures in their home. 84% of those who responded (170) feel that their current fire safety measures are sufficient. 62% (92) of respondents aged 75 and over have not adopted any of the new fire safety measures and 18% (16) 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 | 2017/18 |
|---|----------------|
| Closing internal doors at night and when out | 38% (67) |
| Check / test alarm regularly | 19% (32) |
| Door and window keys placed where easily accessible | 14% (24) |
| Planned escape route | 8% (14) |
| Replace square block multi-plug adaptors with extension leads | 14% (24) |

5 Overall Service

Taking everything into account, 99% (410) of respondents were satisfied with the Home Fire Safety Check Service, of whom, 95% (393) were very satisfied.

These results are in line with those obtained during 2016/17 when taking everything into account, 99% (488) of respondents were satisfied with the Home Fire Safety Check Service, of whom, 95% (468) were very satisfied.

The demographic profile of the responses is as follows:

- 68% (266) female, 32% (127) male
- 69% (280) respondents were aged 60 or above
- 15% (59) smokers, 85% (324) non-smoker
- 50% (200) have a long standing illness, disability or infirmity
- 81% (324) own the property themselves
- 92% (375) White, 8% (31) 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 2017/18

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.

82 completed questions were returned during terms 1-3 2017/18. This is higher than the 66 returned during 2016/17.

Age Group

100% (82) of visits were given to 'key stage two' year groups.

Planning and Visual Aids

99% (81) of respondents agreed that the overall lesson was appropriate for the age of the class 89% (73) strongly agreed, 95% (78) agreed that the visual aid and support material were appropriate to the age of the class 73% (60) strongly agreed, 96% (78) of respondents agreed that the visual aids and support material used were appropriate to the lesson 79% (65) strongly agreed.

The comparison with 2016/17 results is detailed in the table below.

| | 2017/18 | | 2016/17 | |
|--|-------------|----------------|-------------|----------------|
| | Agree | Strongly Agree | Agree | Strongly Agree |
| Overall lesson appropriate | 99% (81) | 89% (73) | 99% (65) | 86% (57) |
| Visual aids and support material appropriate to age | 95% (78) | 73% (60) | 94% (62) | 70% (46) |
| Visual aids and support material appropriate to lesson | 96% (78) | 79% (65) | 94% (62) | 77% (51) |

The Presenters

99% (81) of respondents agreed that the presenters engaged with the group, 82% (67) strongly agreed; 100% (82) agreed that the presenters were approachable, 87% (72) strongly agreed; 99% (81) of respondents agreed that the presenters were professional 89% (73) strongly agreed. 100% (82) agreed that the presenters were well informed 90% (74) strongly agreed.

The comparison with 2016/17 results is detailed in the table below.

| | 2017/18 | | 2016/17 | |
|-----------------------------------|--------------|----------------|--------------|----------------|
| | Agree | Strongly Agree | Agree | Strongly Agree |
| Presenters engaged with the group | 99% (81) | 82% (67) | 99% (65) | 79% (52) |
| Presenters approachable | 100% (82) | 87% (72) | 100% (66) | 85% (56) |
| Presenters professional | 99% (81) | 89% (73) | 99% (65) | 86% (57) |

| | | | | |
|--------------------------|--------------|-------------|--------------|-------------|
| Presenters well informed | 100% (82) | 90% (74) | 100% (66) | 88% (58) |
|--------------------------|--------------|-------------|--------------|-------------|

Pupils

95% (80) of respondents agreed that the pupils were interested in the talk, 83% (70) strongly agreed; 100% (82) agreed the pupils had understood what they had been taught, 81% (66) strongly agreed; 98% (81) of respondents agreed that the pupils had recalled what had been taught afterwards, 76% (63) strongly agreed and 99% (81) felt that the message had been communicated well to all the pupils in the class, 85% (70) strongly agreed.

Length of visit

97% (79) of respondents felt the length of the visit was “about right” whilst 3% (2) thought it was “too short”.

Overall Satisfaction

97% (78) of respondents were satisfied with the overall School Fire Safety visit, of whom, 86% (69) were very satisfied.

The comparison with 2016/17 results is detailed in the table below

| | 2017/18 | | 2016/17 | |
|----------------------|-------------|----------------|-------------|----------------|
| | Satisfied | Very Satisfied | Satisfied | Very Satisfied |
| Overall Satisfaction | 97% (78) | 86% (69) | 97% (63) | 85% (55) |

Appointment

85% (70) of respondents answered that the original appointment was kept. 15% (12) 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 seven were not kept because the Fire Service was called out to an emergency. One appointment was changed due to staffing levels, two were due to training exercises, one appointment was due an administrative error by the school and one gave no reason.

These results are the same as 2016/17 results where 85% (56) of respondents answered that the original appointment was kept.

Follow up

36% (39) of respondents answered that they would carry out follow up activities with their class. Most follow up activities involved discussions around what they have learnt, creating fire plans and completing booklets.

This result is higher compared with the 2016/17 result where 33% (28) of respondents answered that they would carry out follow up activities with their class.

Comments

The majority of comments were positive with most complimenting how informative the session was, how approachable, friendly and professional the firefighters were and how well they engaged with the children. However two did comment that the sessions could just as easily been delivered by school staff and that more demonstrations would be a better use of fire service personnel time. Also one said that the printing of the booklets is a big school expense so individual worksheets may be preferable in future. Four commented that the visual aids were quite old/dated or needed updating and one said they were aimed too young. One mentioned that the on-line delivery was new so took time to organise sound and access and was very much video orientated with little discussion between.

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.



OFFICIAL

Youth Interventions Team Annual Report

Community Safety Committee

Date: 26 October 2018

Agenda Item:

8

Submitted By: Director of Service Delivery

| | |
|------------------------|--|
| Purpose | This report details the progress of the Youth Interventions Team for the academic year 17/18. |
| Recommendations | That the report be noted. |
| Summary | <p>The Youth Interventions portfolio has been refined and has matured throughout the year with quality raised across the board and successful implementation of a new delivery model.</p> <p>A platform for growth in the next academic year has been planned including expansion into new schemes in partnership with the Prince's Trust.</p> |

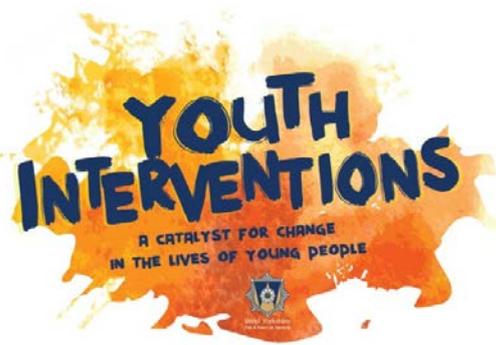
Local Government (Access to information) Act 1972

Exemption Category: None

Contact Officer: Jo Hardy – Youth Interventions Team Manager
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Background papers open to inspection: None

Annexes: Annex 1 – Breakdown – time / cohorts / total
Annex 2 – Comparison with 2016 – 17
Annex 3 – Firesetters referrals comparative figures
Annex 4 – Examples of interventions by District



1 Introduction

- 1.1 The range of Interventions outlined in the Youth Interventions Booklet have been delivered across West Yorkshire throughout the year to young people identified by targeted 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 and 25 to change behaviours through a variety of practical, structured interventions. Most focus on aspects of personal development such as resilience whilst others are themed around an issue such as Road Safety.
- 1.2 This year the focus has been on targeting young people facing more complex issues and raising quality and impact of experience for them, primarily through a **changed delivery model** of 1 x specialist Youth Intervention Trainer with 1 x Youth Instructor. A partner who was interested in becoming a Youth Intervention Trainer commented *“Youth Interventions constantly aims for such a high standard in terms of the experience for the young people and quality, it’s the team to be in and I want to work here”*
- 1.3 Tasks not related to programme delivery such as marketing and partnership development which deliver growth have not progressed as much as hoped due to a lack of capacity within the team.
- 1.4 A robust financial model coupled with our growing reputation for quality has enabled us to fund a new Coordinator to drive growth and enable expansion into new schemes.

2 Intervention Delivery Update

- 2.1 The team delivered structured Youth Interventions aimed at behaviour change to **58 cohorts** of children and young people. This was a total of **621 children and young people** amounting to **1227.5 delivery hours** over the academic year. The minimum programme length is 5 hours (see annex 1 for details and breakdown of information and Annex 2 for comparison to previous year). Examples of programmes delivered in different Districts can be found in Annex 4.
- 2.2 The team have received **196 Firesetter** referrals in the academic year of which **119 were deemed high risk** or complex and a Youth Intervention Trainer attended to deliver the Fire setter Intervention. The remaining 77 were deemed medium risk and the Fire setter Intervention was delivered by a pool of Fire Setter Officers situated throughout the brigade and trained by the Youth Interventions Team. A comparison of data from the previous year (see annex 3), shows that there has been a slight increase in firesetter referrals and a distinct increase in the number being assessed as high risk. This is attributed to our increased alignment with more risk targeted partnerships. Often more complex cases require multiple visits so this had had an increased delivery impact on the team.
- 2.3 The team continue to deliver **Educational Interventions** to extremely high risk groups or individuals for whom the structured Youth Interventions on a station are not appropriate. This year **210 people in 37 separate groups and 7 individuals totalling 217 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 an intervention to **1034 young people**, the majority of which are deemed as high risk and vulnerable young people who are most likely to need or instigate blue light services now or in the future. This figure is in line with the previous year’s data but with a general trend within the 1034 to working with more complex higher risk cases. These young people tend to have more chaotic lifestyles and we are increasingly finding that this leads to lower attendance at some groups.



3 Intervention Development Update

All Interventions were designed in the previous two years as part of the transition from Youth Training team to Youth Intervention team. This year, there has been a focus on refining the programmes and raising quality of experience and impact on the young people. Whilst there have been improvements across all the new interventions, **the highlights** of these developments are described below.

3.1 Firesetter Intervention

West Yorkshire Fire and Rescue Service (WYFRS) Youth Interventions team recently designed and hosted a new Regional Firesetter "Show and Tell" Day. The event was well attended from all neighbouring Brigades plus the National Firesetter Lead officer from Cambridgeshire. The event was focused on reviewing and sharing good practice. WYFRS Firesetter Interventions was acknowledged as very robust and effective and in line with national standards. We continue to make refinements and improvements and will be working locally, regionally and nationally to ensure we continue deliver best practice.

3.2 Targeted Intervention Days

We have increased the number of Targeted Intervention Days, often managing to bring high risk groups onto station for intense prevention work rather than delivering off-site educational talks. **Fast, Fatal and Furious** is now an established programme for local Youth Offending Teams with 6 cohorts attending programmes. The team secured external funding from the Police Crime Commissioner to deliver 10 cohorts, 6 of which have been completed with a further 4 scheduled.

Progress has been made in developing and delivering the **Action Strike Back** Targeted Intervention Day. This is an innovative, thought-provoking and intense practical scenario day about the issues and impact of anti-social behaviour (ASB). We are specifically going to areas where ASB has been reported and building relationships with partners and young people. This has been more complex to set up than other interventions. It is time consuming, the young people are particularly complex, the partners are less stable and the understanding of young people about what they are taking part in is more intricate. The biggest challenge is getting a partner who can get a group of the right young people on station together, once they are there; their experience is valuable and impactful.

3.3 Get Started in Partnership with the Prince's Trust

WYFRS has working in partnership with Prince's Trust for 3 years successfully delivering Get Started with Boxing twice a year. This year Prince's Trust commissioned us for two additional new programmes: **Get Started with Emergency Response** and **Get Started with Survival**. These programmes are targeted at 16-25 year old young people who are unemployed and facing multiple barriers to progression. It seeks to engage them and boost their confidence to enable to take the next step.

Both of the new programmes were designed from first concept to finished product by our Youth Interventions Trainers with excellent input from the Instructor team. The subjects of Emergency Response and Survival were used as a vehicle to develop motivation, courage, team work, resilience, decision making and self-esteem. The team and young people were particularly proud

of their achievements in a complex response rescue removing a car roof and in taking part in the first overnight experience on survival camp.

Prince's Trust tracks the progress of young people following completion of the programme. Data from the first three programmes shows **71 percent of unemployed young people completing our programme then go into work, further training or education.**

The Prince's Trust value our partnership incredibly highly: *"The partnership with WYFRS continues to grow from strength the strength. The influence these programmes have on young people is sometimes life changing...this is due to the fact that the Youth Interventions Team are inspiring, caring and are committed to supporting young people. The programmes are delivered in a way that stretches and challenges young people to learn and develop and overall feel more confident about their lives. The Prince's Trust is very proud to be working with WYFRS and hope to continue to deliver fantastic programmes."*

3.4 Prince's Trust Team Collaboration

Prince's Trust has a range of programmes in their portfolio delivered in partnerships. One of them is called Team and it is a full-time 12-week personal and employability programme. Whilst we have not delivered this programme ourselves, we have engaged in collaboration with other partners delivering this programme. We have supported three Team programmes this year in Leeds, Bradford and Huddersfield and themed the experience of the young people to the Fire Service and prevention work. The collaboration involves 20 days of support and includes activities such as mock interviews, prevention challenges delivered to the public, a community project, a residential, our educational interventions and Crash and Burn. The collaboration has also provided professional development for the Trainer Team.

Following the success of this work, **we will now link with Kirklees College and Prince's Trust to deliver this programme ourselves from Dewsbury.** Recruitment of staff and development of contracts has begun already in preparation for this expansion.

4 Review of previous year's Priorities

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

4.1 Raise Quality

A new dashboard system has been designed to direct the team's functions and monitor task progress. A focus on quality of experience for service users has led to increased quality of interventions.

A significant change in the delivery model has driven a rise in quality. Interventions are now delivered by one Youth Intervention Trainer and one Youth Instructor. This approach has improved consistency of interventions and focus on the developmental journey experienced by participants. Most importantly it has enabled delivery of a more sophisticated, specialist programme to more complex targeted young people without compromising safety. This change in the way of working has meant that a Trainer's time is utilised more on specialist training and less on the other coordinating tasks.

4.2 Increased use of the new prevention-focused Youth Intervention Portfolio

Further work needs to be continued on this priority. The new delivery model (see 4.1) was designed to be supported by a Coordinator post which would lead on marketing, partnership development, evaluation, profile raising. Unfortunately, initial attempts at securing funding were not successful. Whilst Trainers and the Team Manager have made some progress in this area,

more time has been spent delivering intervention content than in previous years. Funding is now in place for next year and a new Co-ordinator has been appointed.

The external profile of the team's work has been developed through a very active use of @WYFRSYouth twitter account and the new website. Internally, Firespace has undergone a total overhaul and crews across the service are receiving face to face update on Youth Interventions. We report frequently in Burning Issues and present at all Corporate Induction days and to all Trainee Recruit cohorts.

4.3 Cultivate the development of a valued and confident specialist team

We entered this year with vacancies in the Trainer team due to previous Trainers being successful in other progression opportunities. New specialist Trainers were recruited and trained for post. They have brought a wealth of energy and experience with them.

An analysis of the coordination of Youth Instructors (operational Firefighters delivering interventions with a Trainer on days off) presented an opportunity to simplify communication and booking process and all Instructors were pooled into one county-wide list under the co-ordination of a Youth Instructor Coordinator (approximately 10 hours work a month). This has successfully improved flexibility, skill development and responsiveness. Several new instructors have expressed an interest in joining the team.

4.4 Maintain financial security in-year and for the year beyond

Financial planning and monitoring is vigorous, responsive and resilient. The majority of the team is now externally funded through the cost recovery model and sustainable to at least 12 months in advance. This is remarkable in comparison to other provisions of a similar nature in the current economic climate.

Funding is sought from a wide range of sources, either direct from partner agencies, and increasingly, as a result of successful funding bids.

5 Next Steps

The Youth Interventions Team Manager has identified 4 priorities for the coming academic year:

5.1 Improve Coordination by:

- Appointing an externally funded Youth Intervention (YI) Coordinator
- Transitioning resource allocation systems to the YI Coordinator
- Developing proactive approach to marketing, partnership management, funding guidance, internal and external profile through the new Co-ordinator
- Managing continued steady growth in provision, scaling up delivery across the county and to specifically underrepresented areas (Calderdale and Bradford)

5.2 Maintain Quality by:

- Prioritising a challenging, thought provoking experience for vulnerable, at risk young people engaged through our targeted partnerships
- Nurturing the energetic team culture of resourcefulness and reflective practice
- Continuing to utilise value of the dual delivery model of 1 specialist Youth Intervention Trainer and 1 Youth Instructor
- Maximising financial efficiency and resilience whilst maintaining integrity

5.3 **Develop the delivery Team by:**

- Increasing the Youth Intervention Trainer Team to 6 multi-disciplined specialists
- Increasing Youth Instructor Pool through internal promotion of the role and improved induction
- Enhancing guidance to Youth Instructors through robust and relevant policy
- Encouraging ambition and innovation in the design of complex programmes, particularly for Anti-Social Behaviour Interventions

5.4 **Expand Prince's Trust Partnership by:**

- Delivering the 12-week **Prince's Trust Team Programme** from Dewsbury Station in partnership with Kirklees College
- Trialling the Prince's Trust **Mosaic Mentoring programme**
- Maintaining and adding to the highly valued Get Started portfolio
- Seeking ways to involve Prince's Trust in our other established Youth Interventions
- Exploring new ways of working with the Prince's Trust as they restructure and roll out their new national strategy



6 **Projections**

- 6.1 The Youth Interventions Team continues to have high aspirations for growth. Moving into the new academic year, we have already secured funding for and recruited two additional members of the team (Coordinator and Trainer) along with new expressions of interest from Youth Instructors. Plans are in place to expand into new schemes, in particular the Prince's Trust Team Programme. The Coordinator post has specific priorities assigned which should drive expansion of existing schemes. Several ambitious funding bids are already submitted and currently being written which will increase our ability to engage more partners and look at other schemes. We anticipate increased growth in cohorts, young people and delivery hours.

7 **Office Move**

- 7.1 The team and delivery will be significantly affected by the demolition of Wakefield Fire station where the county-wide office and kit store is based. Plans are being developed to accommodate the relocation of programme delivery from Wakefield and the transition of the staff team to new accommodation. It is anticipated that this will hinder service delivery for multiple reasons. Priority will be to continue front line service.

8 **Financial Implications**

- 8.1 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.

9 **Legal Implications**

- 9.1 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.

10 Human Resource and Diversity Implications

- 10.1 The Youth Intervention Team's work demonstrates significant 'due regard' to the service's Public Sector Equality Duties. With regard 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.
- 10.2 There are ongoing HR dependencies due to the nature of externally funded posts which are short term contracts. Recruitment and Induction is been 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.

11 Health and Safety Implications

- 11.1 A significant review of operating procedures and risk assessments has been undertaken this year, including how this information is presented to and accessed by both Youth Instructors and Youth Intervention trainers. As a result a robust and accessible "Safe Working Practices Policy" has been developed and is currently being implemented.

12 Service Plan Links

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

13 Conclusions

- 13.1 The Youth Interventions Team has had another successful year and continued to actively implement improvements. We welcomed some excellent talent to the team and have strengthened our position as a specialist Trainer Team. The growing pool of Youth Instructors continues to complement programmes with excellent practical scenarios. The new Youth Instructor Coordinator has commented "*the new way of working with a Trainer and Instructor working side by side has been great for instructors as it has not only developed their skills for Youth Interventions but they have also learnt things which have had a positive impact on their role as Fire fighters.*"
- 13.2 Whilst the team feel they are making a very valuable impact on the 1034 young people we worked with and we are often working at maximum capacity in terms of human resource, we are still not meeting the need across West Yorkshire.
- 13.3 The team is optimistic to make a leap forward into new ventures with the Prince's Trust and also to strengthen the existing portfolio with the focused and proactive approach of the new Youth Interventions Coordinator.

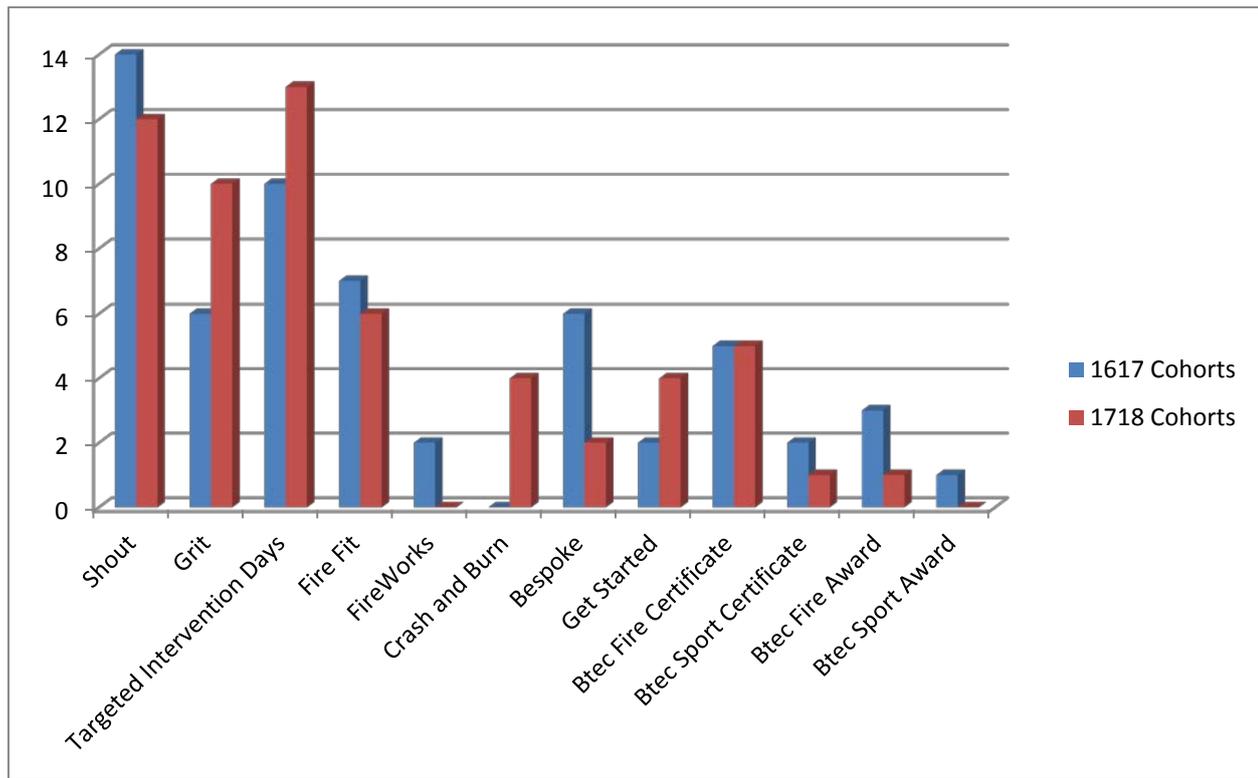
Annex 1

Breakdown of structured Youth Interventions by Programme, hours and cohorts:

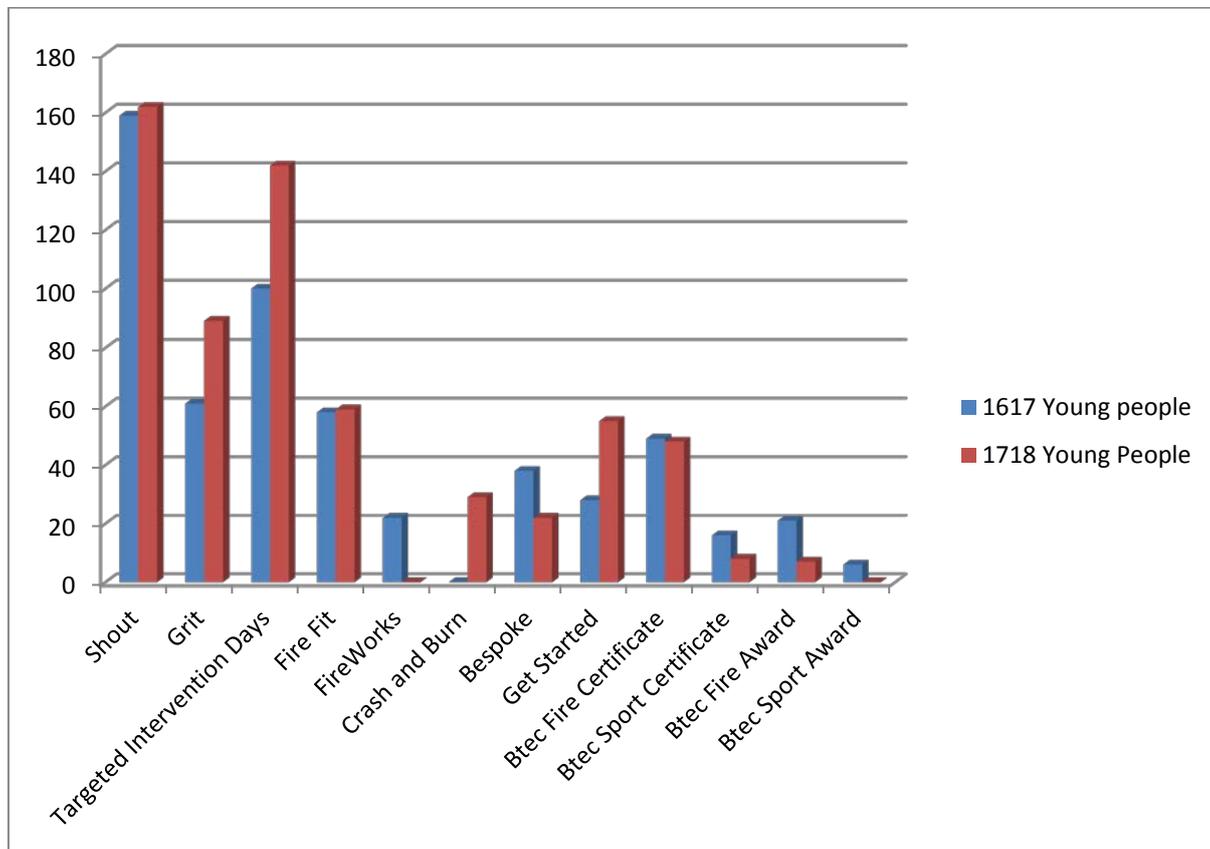
| Programmes for the Year 2017 to 2018 | Programmes | Delivery | | Young People |
|--------------------------------------|----------------------------|---------------|-----------|--------------|
| | | Hours | Cohorts | |
| Interventions | Shout | 142 | 12 | 162 |
| | Grit | 184 | 10 | 89 |
| | TID | 65 | 13 | 142 |
| | Fire Fit | 72 | 6 | 59 |
| | FireWorks | 0 | 0 | 0 |
| | C and B | 59 | 4 | 29 |
| | Bespoke | 30.5 | 2 | 22 |
| | Get Started | 150 | 4 | 55 |
| | Total Interventions | 702.5 | 51 | 558 |
| Btecs | Btec Fire Certificate | 387.5 | 5 | 48 |
| | Btec Sport Certificate | 77.5 | 1 | 8 |
| | Btec Fire Award | 60 | 1 | 7 |
| | Btec Sport Award | 0 | 0 | 0 |
| | Total Btecs | 525 | 7 | 63 |
| | Total | 1227.5 | 58 | 621 |

Annex 2

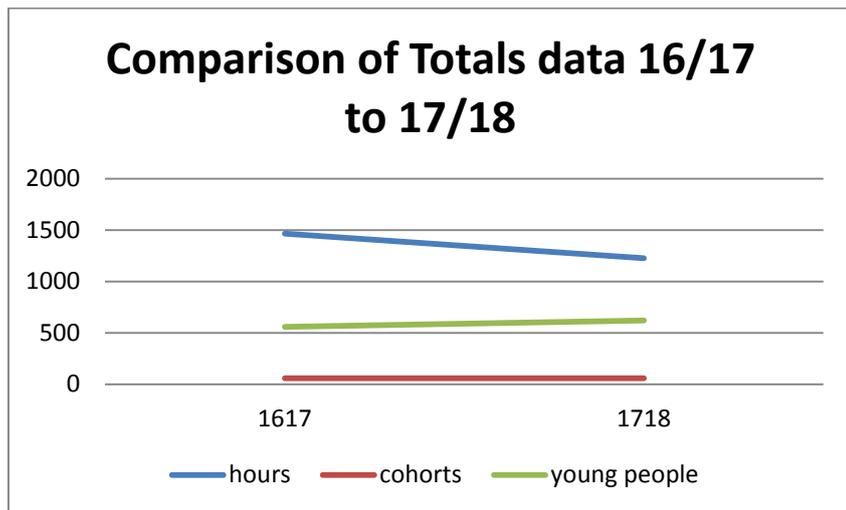
Cohort Comparison to previous Year by programme:



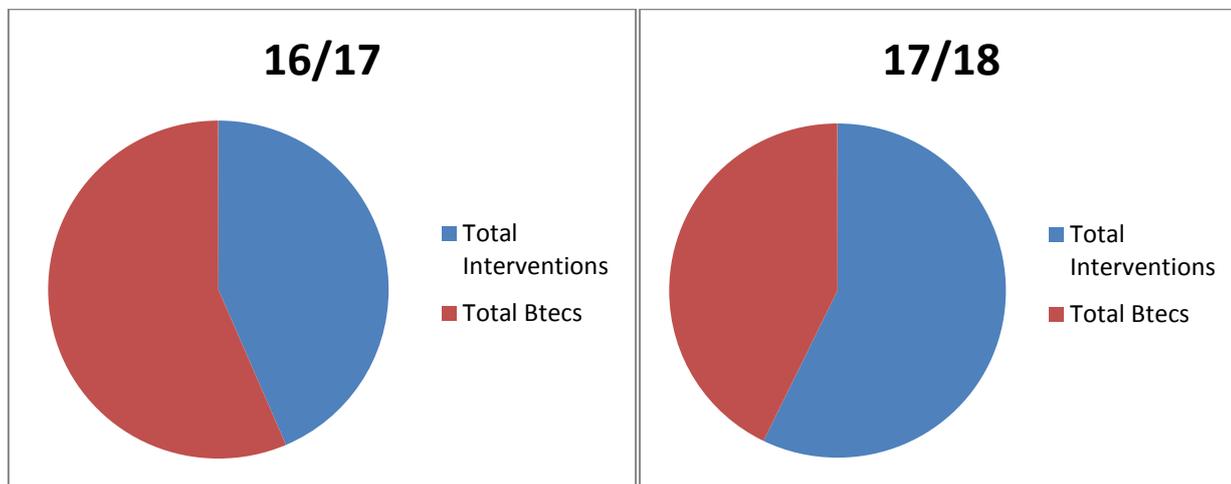
Young People Comparison to Previous year by Programme:



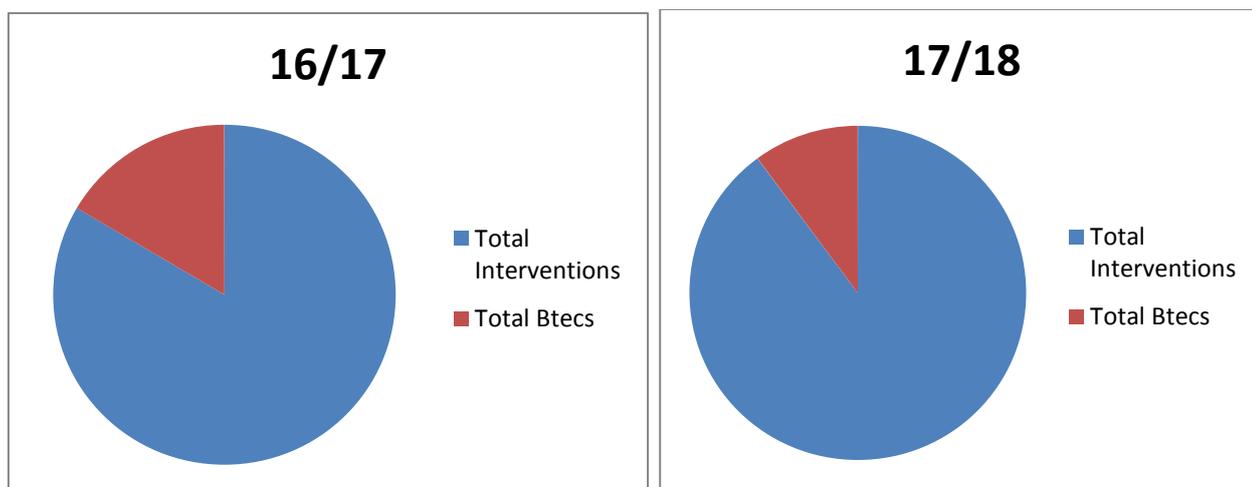
Comparison of Total Young People on structured interventions:



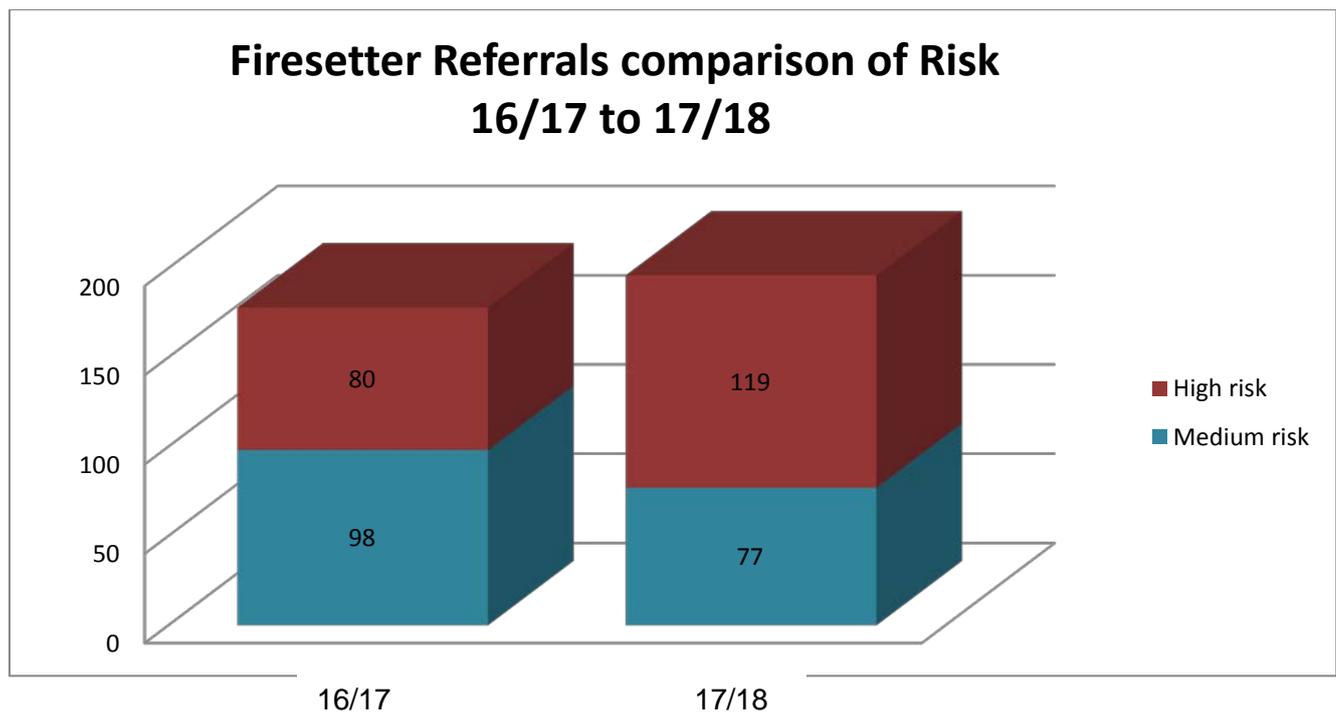
Comparison of Btec to Core Interventions by Delivery Hours:



Comparison of Btec to Core Interventions by Young People:



Annex 3



Annex 4

Examples of interventions delivered across different Districts

Wakefield

We continue to deliver the few remaining Young Firefighter programmes in this district at both Wakefield and Castleford Stations to local schools who have contracted this provision for several years but it continues to decline.

We have an excellent partnership with Pontefract Academy's Trust delivering the Shout Intervention as part of their year-long CHOICE programme to ease transition of vulnerable Year 6 learners up to secondary education. We worked with 9 primary schools in the area for this.

This year we were able to get funding for Wakefield Youth Offending Team (YOT) to attend station with a group of young people involved in road offences to deliver an Intense Fast, Fatal and Furious Targeted Intervention Day.

We have delivered multiple GRIT programmes to a range of partners including Pupil Referral Units, Family Integrated Services, and secondary schools.

We repeated a Family Fire Fit with Sportivate Funding to the local early Help Hub which was incredibly successful in engaging both the children and parents in physical and mental wellbeing. Sadly this funding is no longer available and we are looking for other funding sources.

Leeds

All four Get Started programmes were hosted in Leeds at Stanningley Fire station but the young people came from multiple Districts. This station is chosen specifically for its ease of access on public transport as young people 16-25 year old attend this independently.

We have a well-established relationship with Leeds YOT and have delivered four Targeted Intervention days to young people with road related offences.

We work with some integrated family support and early intervention teams in Leeds who commission us to deliver GRIT and Safe & Sound to children attending multiple schools who are selected because they are from vulnerable families.

John Jamieson School commission us for a bespoke version of our GRIT programme which is adapted for learners with multiple learning difficulties who may live independently in the future. We focus on personal safety in the home, general safety awareness as well as developing communication, character and increasing self-esteem.

One of the Prince's Trust Team Collaboration projects was delivered in Leeds and we therefore had the group on Leeds Station for the Crash and Burn Intervention, pushing young unemployed people to explore their ability to cope under pressure and learn techniques for coping with challenges that they face in life.

Kirklees

We engaged four schools in this district in Fire Fit interventions, both primary and secondary and all funded through Sportivate funding bid. We had excellent attendance throughout and brilliant Fire Fit Olympics with lots of families in attendance.

We were commissioned by a NEET (Not in Education, Employment or Training) provider for a Crash and Burn intervention. The young people were facing so many challenges that we withdrew the intervention as they were unable to engage at that level. Instead we developed a bespoke programme for the provider to meet the prevention need of these particularly high risk young people.

We had an excellent relationship with Kirklees College for their Prince's Trust team programme and we did a collaboration project with them which included the delivery of Crash and Burn very successfully. As part of this project we hosted the team celebration event on site and various other activities such as a charity car wash.

Thornhill school commissioned us to deliver GRIT again which was incredibly successful this year after lessons learned from previous years.

Bradford

Historically we have been very underrepresented in this area and we have begun to establish more contacts in the District. We have focused on Anti-Social Behaviour interventions and have attended multiple groups for educational interventions which we have then been successful in getting funding for Targeted Intervention Days. We have developed the Action Strike Back intervention on Bradford main station with groups of young people involved in or on the periphery of anti-social behaviour (ASB). The partnerships developed this year are already creating further opportunities for interventions next year.

We worked with Culture Fusion's group on Prince's Trust Team Programme to deliver our collaboration in which we themed many aspects of the standard Team programme to prevention work, for example training all young people in the delivery of ASB awareness education which they then delivered to other groups. We also delivered Crash and Burn on station to the group.

Calderdale

We have had the least work commissioned in this District. Whilst we have some partners interested, they have not translated to programmes. A Prince's Trust team Programme Collaboration was scheduled but then the partner withdrew due to their own staffing issues.

We delivered a Fire Fit to Trinity Academy and trialled running some sections from the school grounds to reduce the pressure on the school for staffing and transport and, whilst the learners still engaged, we lost a significant amount of impact.

Firesetters and Educational Interventions

These interventions are delivered across West Yorkshire and have been delivered in all corners of the county and are in addition to all the interventions mentioned above.



OFFICIAL

Flying High Challenge

Community Safety Committee

Date: 26 October 2018

Agenda Item:

10

Submitted By: Deputy Chief Fire Officer

| | |
|------------------------|---|
| Purpose | To update Members on the participation of the service in the Nesta 'Flying High Challenge'. This is a national technology led project to look at potential future uses for drone technology. |
| Recommendations | That Members note the content of the report |
| Summary | The paper provides a narrative around an ongoing, conceptual project which is being undertaken with both local and national partners. The pace of change in the way in which drone technology is evolving provides an opportunity to shape potential future models of service delivery. |

Local Government (Access to information) Act 1972

Exemption Category: None

Contact Officer: Dave Walton – Deputy Chief Fire Officer

Background papers open to inspection: None

Annexes: None

1 Introduction

- 1.1 Nesta is a global innovation foundation. They 'back new ideas and tackle the big challenges of our time'. Nesta is a UK charity that operates all over the world in partnership with governments, businesses and charities.
- 1.2 The 'Flying High Challenge' has been developed to influence the future use of drones in cities across the world. It seeks to conclude with a plan that takes the vision of cities, public services and citizens, and frames them as challenges to be actively solved.

2 Information

- 2.1 Members will be aware through their viewing of incident footage that the service has been trialling the use of a drone for a number of months. Many UK FRS are already using drones to enhance decision-making and capture operational practice to support learning. The National Fire Chiefs Council (NFCC) has formed a group to allow collaboration and the sharing of good practice between FRS.
- 2.2 In April of this year WYFRS was approached by Bradford MDC who had been successful in their bid to lead one of the projects that ran under the Flying High Challenge. Bradford had been asked to explore the use of drones in a disaster response scenario. This has subsequently translated into a piece of work with WYFRS to consider possible future ways of working in pursuance of improved service outcomes.
- 2.3 The first stage of the challenge involved the development of an operating concept and a business case to support future progression to Stage 2. If successful, Nesta will allocate resources and support to develop the conceptual ideas further.
- 2.4 The concept developed with Bradford MDC is to locate two drones within the Bradford area which would be dispatched to the scene of an emergency incident as soon as a Fire Control operator had sufficient information from a 999 caller to provide a response location to the drone operator. Once on scene, the drone would provide live images to either Fire Control and/or the responding fire crews to allow them to develop situational awareness prior to the arrival of physical FRS resources. This information could be used to assist in resourcing, tactical planning and incident management.
- 2.5 It should be stressed that this proposal is highly conceptual at this stage, it is a visionary research project. This particular case is just one possible use amongst many. Whilst, in theory, the technology exists to complete this project there are a number of challenges that would need to be overcome in order to make the project a reality. One of the most significant requirements would be a change in the Civil Aviation Authority (CAA) regulations surrounding the use of drones. At the moment drones must be flown within line of sight of the operator. Clearly the proposal would require them to fly beyond this range. Work is underway nationally with the CAA to explore this.
- 2.6 There is no suggestion that the drone currently operated by WYFRS would be used for this purpose. Were the project to be successful then a project team would be established to develop the concept to a point of practical field-testing.
- 2.7 As part of the Phase 1 of the project Bradford MDC conducted a limited public survey to help understand the public appetite for the developing use of drones. 98% of those surveyed supported their use by the Fire & Rescue Service.
- 2.8 Clearly there are benefits to be achieved from the developing capability of drones in the UK. There are immediate benefits for the FRS linked to better use of emergency response resources, improved environmental outcomes and perhaps most importantly improved firefighter and public safety. It is also the case that there are concerns which will have to be addressed in terms of the public perception around such reconnaissance devices and the need for privacy and data security to name but a few.

- 2.9 We will continue to be involved in this exciting project to help us explore possible future ways of working.
- 2.10 On 23 July 2018 Nesta launched their report into the first phase of the challenge. In support of this WYFRS hosted a live BBC Breakfast outside broadcast from our HQ site which was attended by the Chief Executive of Nesta, Tris Dyson, and Bradford Councillor Alex Ross-Shaw who leads the Regeneration, Planning and Transport Portfolio. This was an opportunity to showcase the work that WYFRS has already done with drones and to talk about our future aspirations. This coverage was seen by approximately 6 million viewers, and was supported by extensive use of social and mainstream media.

3 Financial Implications

- 3.1 There are no direct implications which arise from participation in the project.

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 direct implications which arise from participation in the project.

6 Health and Safety Implications

- 6.1 There are no direct implications which arise from participation in the project.

7 Service Plan Links

- 7.1 Participation in this project supports the following service plan priorities:
- 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 ours and others Experiences

8 Conclusions

- 8.1 This project is conceptual and will take a number of years to demonstrate any tangible changes to the means by which we provide our service. It is important that the service maintains an ability to work with emerging technology, and to shape its development in order to ensure that the service which we provide continues to evolve and that we learn from the experiences of others.



OFFICIAL

Accidental Dwelling Fire Fatalities Review

Community Safety Committee

Date: 26 October 2018

Agenda Item:

11

Submitted By: Director of Service Delivery

| | |
|------------------------|---|
| Purpose | This paper provides Members of the Community Safety Committee with a summary of the findings of a review of accidental dwelling fire fatalities across West Yorkshire from 2012 to 2017. |
| Recommendations | That Members of the Community Safety Committee note the contents of this report |
| Summary | The WYFRS Fire Investigation Unit has researched data from 53 accidental dwelling fire fatalities that occurred within West Yorkshire between 1 January 2012 and 31 December 2017. The outcomes of this research have identified common trends and factors that are present in accidental dwelling fires that result in fatalities. |

Local Government (Access to information) Act 1972

Exemption Category: None

Contact Officer: Chris Kirby - Area Manager Service Delivery

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E: chris.kirby@westyorkshire.gov.uk

Background papers open to inspection: None

Annexes: None

1 Introduction

- 1.1 There were 53 accidental dwelling fires fatalities (ADFFs) within West Yorkshire between 01 January 2012 and 31 December 2017. The numbers in any one year range from 3 fatalities in 2012 (our lowest number in any 1 year since records began) to 14 in 2015.
- 1.2 Fire fatalities from accidental ADFs in West Yorkshire have been in steady decline since the mid 1980's. Reductions in deaths from fire can be attributed to a number of factors including improved building design, furniture materials (furniture and furnishings fire safety regs 1988), improved ownership of smoke alarms and education on fire safety in the home.
- 1.3 The following chart shows the number of accidental dwelling fires has been in steady decline between 2012 and 2017. The lowest number of such fires was recorded in 2017 and was the first time we attended less than 1000 accidental dwelling fires across West Yorkshire within a year.

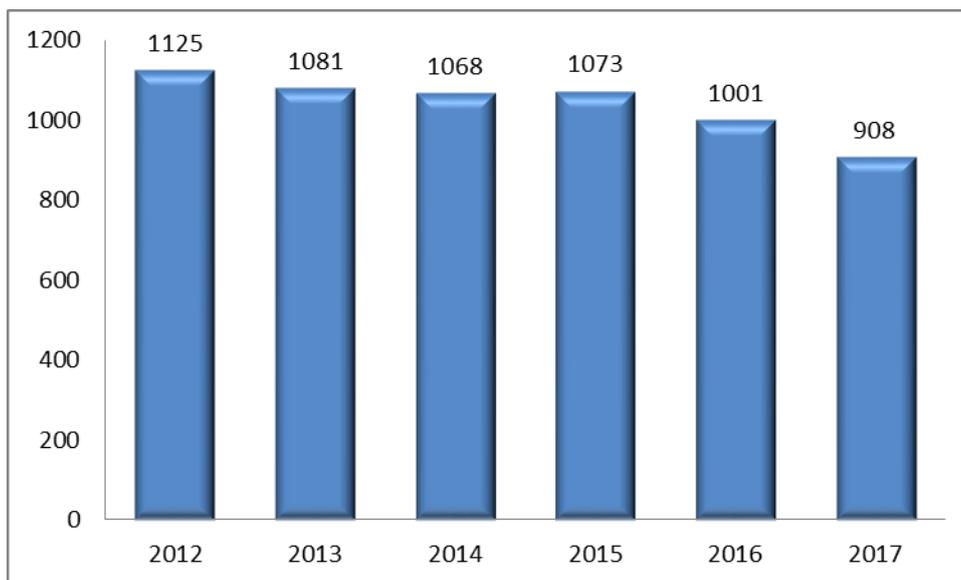


Chart 1 – Number of accidental dwelling fires across West Yorkshire (2012-2017)

- 1.3 There are several factors that appear to increase the risk of an occupant with regard to fire. These are:
- Poor Mental Health
 - Poor Housekeeping
 - Alcohol
 - Smoking
 - Drugs (prescription and/or illegal)
 - Impairment
 - Living Alone.
- 1.4 The following section will give an overview of the findings of a study into accidental dwelling fire fatalities between 2012 and 2017. The fire investigation team worked on data taken from investigation reports and the Incident Recording System to produce the information that is included within this report.

2 Information

- 2.1 This review has considered the period between 01 January 2012 and 31 December 2017. During this time, there were 53 fire related fatalities resulting from accidental dwelling fires.
- 2.2 When considering that factors that have been found to increase the risk of fire (in 1.3 above), the most common factor was living alone. 34 of the 53 cases within the review period involved someone living alone.
- 2.2 Official figures from the Office of National Statistics show that 30% of households within our region are occupied by a lone adult, yet two thirds of our accidental dwelling fire fatalities occur in the homes of people who live alone.
- 2.3 Although age is not a lifestyle factor, there is an increased risk of fire as people get older. 50% of fatalities involved people over the age of 55.
- 2.4 Smoking was the second most common factor and 55% of the victims were smokers and 51% of the incidents were attributed to smoking materials being the cause. All 5 West Yorkshire districts are above the UK average with regard to the % of people who are smokers.
- 2.5 A noticeable statistic is the number of cases where more than one of the risk factors (listed at 1.3) were present. In 85% of cases, more than 1 of the risk factors was present and in some cases, all of the risk factors were evident.
- 2.6 The chart below shows the risk factors that were present in the cases that have been investigated:

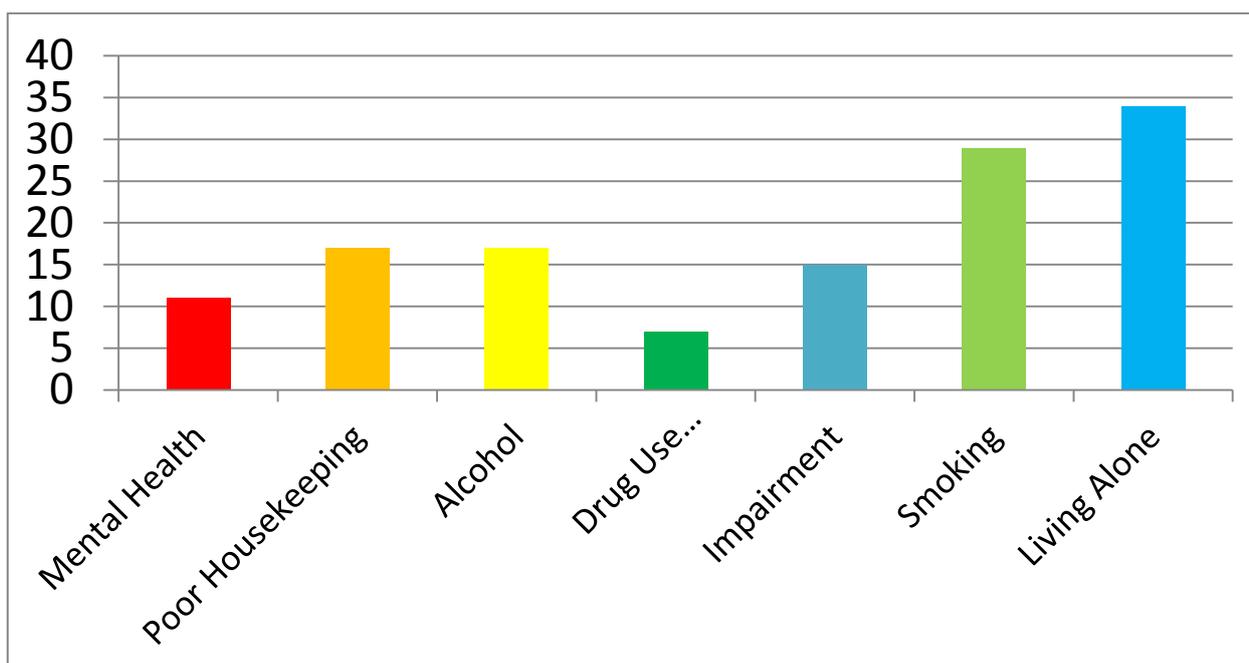


Chart 2 – Factors found to be evident following investigations into fire fatalities across West Yorkshire (2012-2017)

- 2.7 Results of the review show that there were more male victims of fire than women (35 men / 18 female).
- 2.8 The average age of male victims was 56 compared to 62 for female victims. The chart below shows the gender and age of victims:

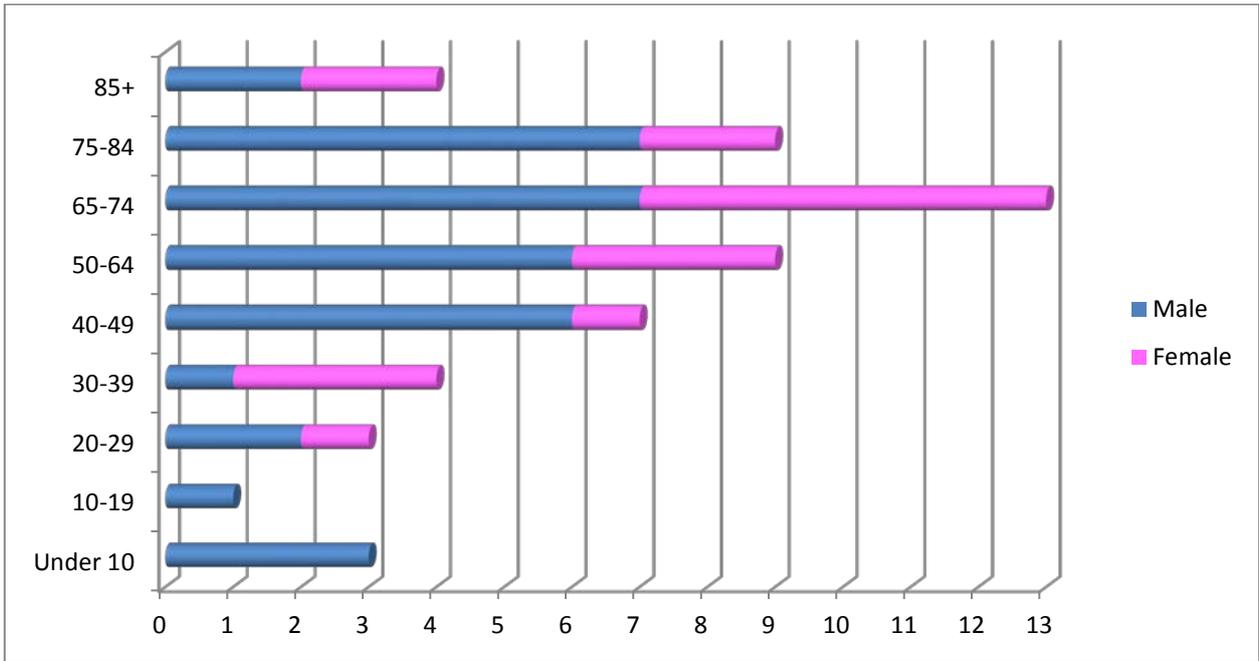


Chart 3 – The gender and age breakdown of fire victims across West Yorkshire 2012-2017

2.9 In terms of time of discovery and the day of the week, there is an even spread as seen in the charts below:

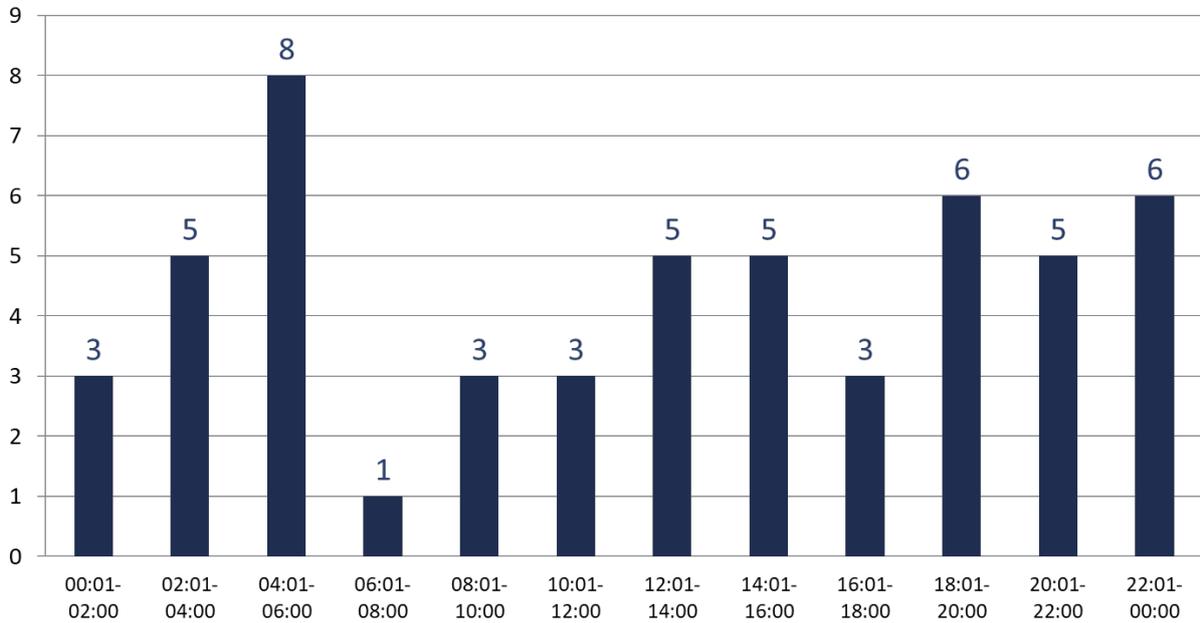


Chart 4 – Time of discovery in relation to fatal fires across West Yorkshire 2012-2017

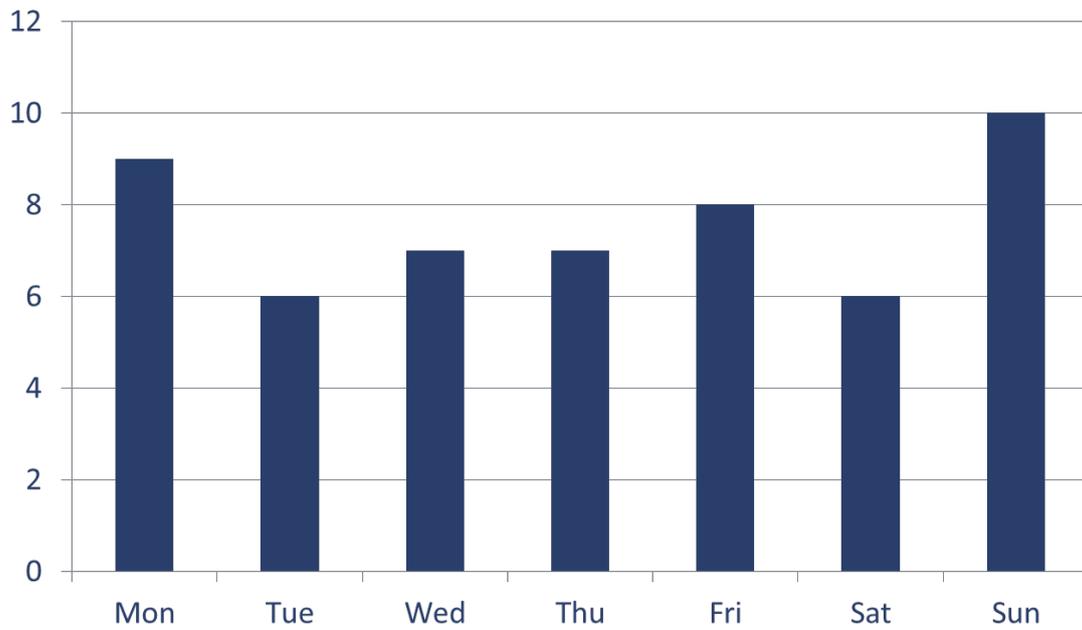


Chart 5 – Days of the week when fire fatalities occurred across West Yorkshire (2012-2017)

2.10 The month when fatal fires occurred is shown in the chart below:

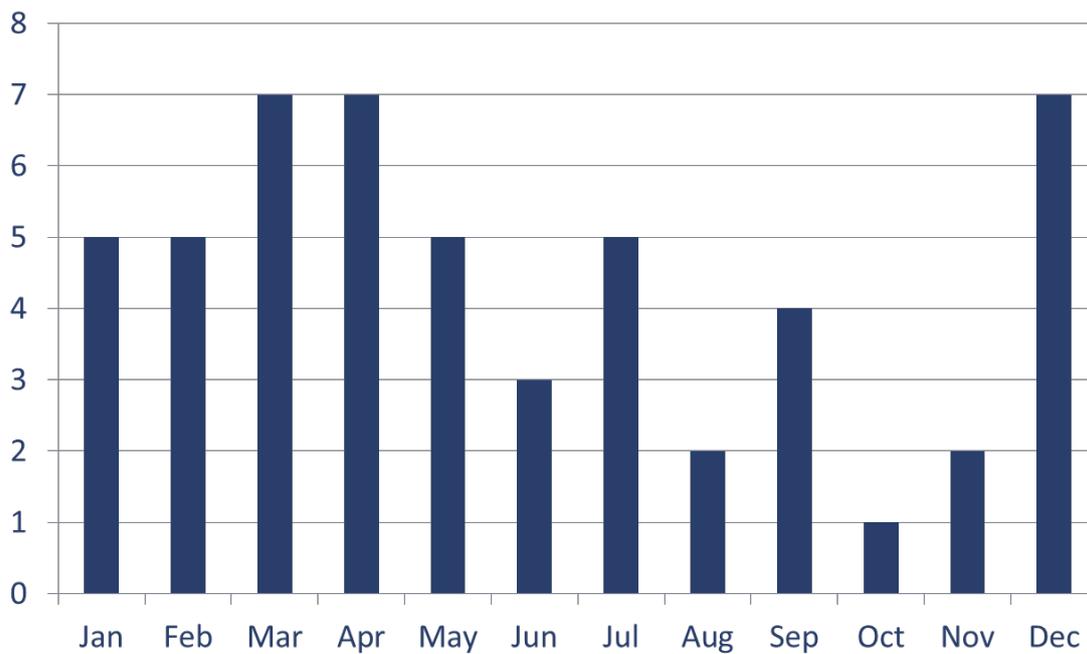


Chart 6 – Months in which fatal fires occurred across West Yorkshire (2012-2017)

2.11 The study revealed that an alarming number of fatal fires were caused by smoking materials, which accounted for 51% of the sources of ignition. Whilst national and local prevention campaigns have focussed on preventing fires caused by carelessly discarded cigarettes, smoking materials were still the most common cause of ignition and resulted in 27 fatalities over the study period (2012-2017). The chart below highlights the causes of fatal fires across West Yorkshire:

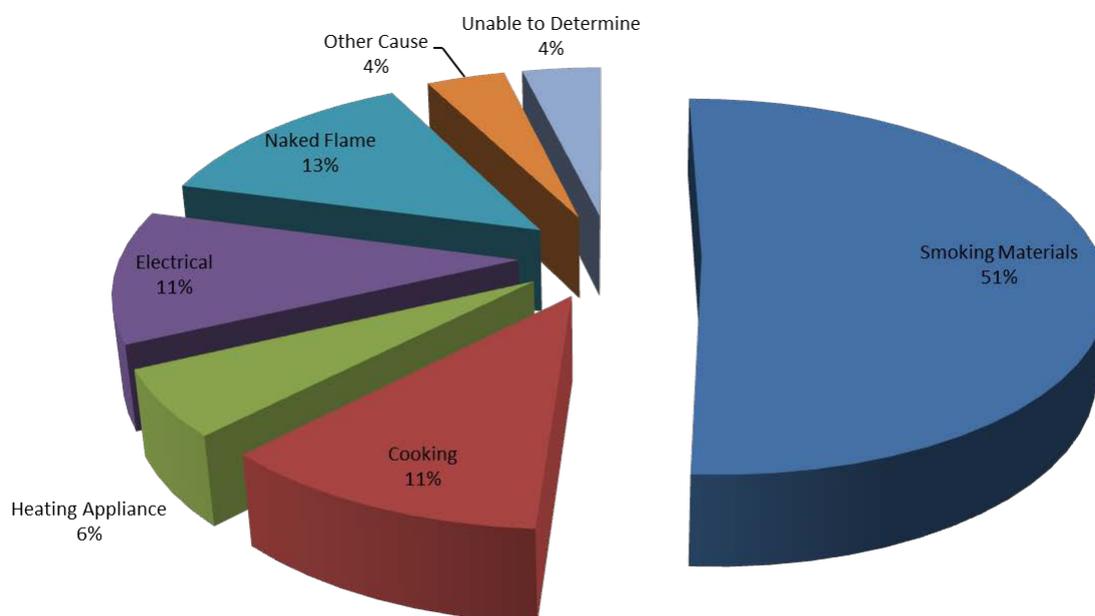


Chart 7 – The cause of accidental dwelling fires that resulted in fatalities within West Yorkshire 2012-2017 (as determined by the WYFRS fire investigation team)

- 2.12 Fires caused from cooking accounted for almost 45% of the total accidental dwelling fire figures in West Yorkshire over the study period (2813 out of 6256). 9 people died from fires started by cooking. Smoking materials caused much fewer dwelling fires (558 which equates to 9%) yet resulted in significantly more fatalities compared to any other cause. The key prevention message is around the danger of falling asleep whilst smoking.
- 2.13 Of the 53 victims, the fire investigation team identified that 24 were known to other agencies. 9 of those 24 people known to other agencies did have some interaction with WYFRS and received some interventions. 5 cases where other agencies were aware, the victim refused to engage with WYFRS.
- 2.14 Fire deaths do not occur equally across the 5 districts. The correlation between fire fatalities and deprivation is evident in the chart below, which shows the individual incidents where fatalities occurred as separate black dots against a heat map of deprivation across the 5 Districts. There are clear clusters of dwelling fire fatalities around the areas that are identified as being very high on the indices of multiple deprivation.

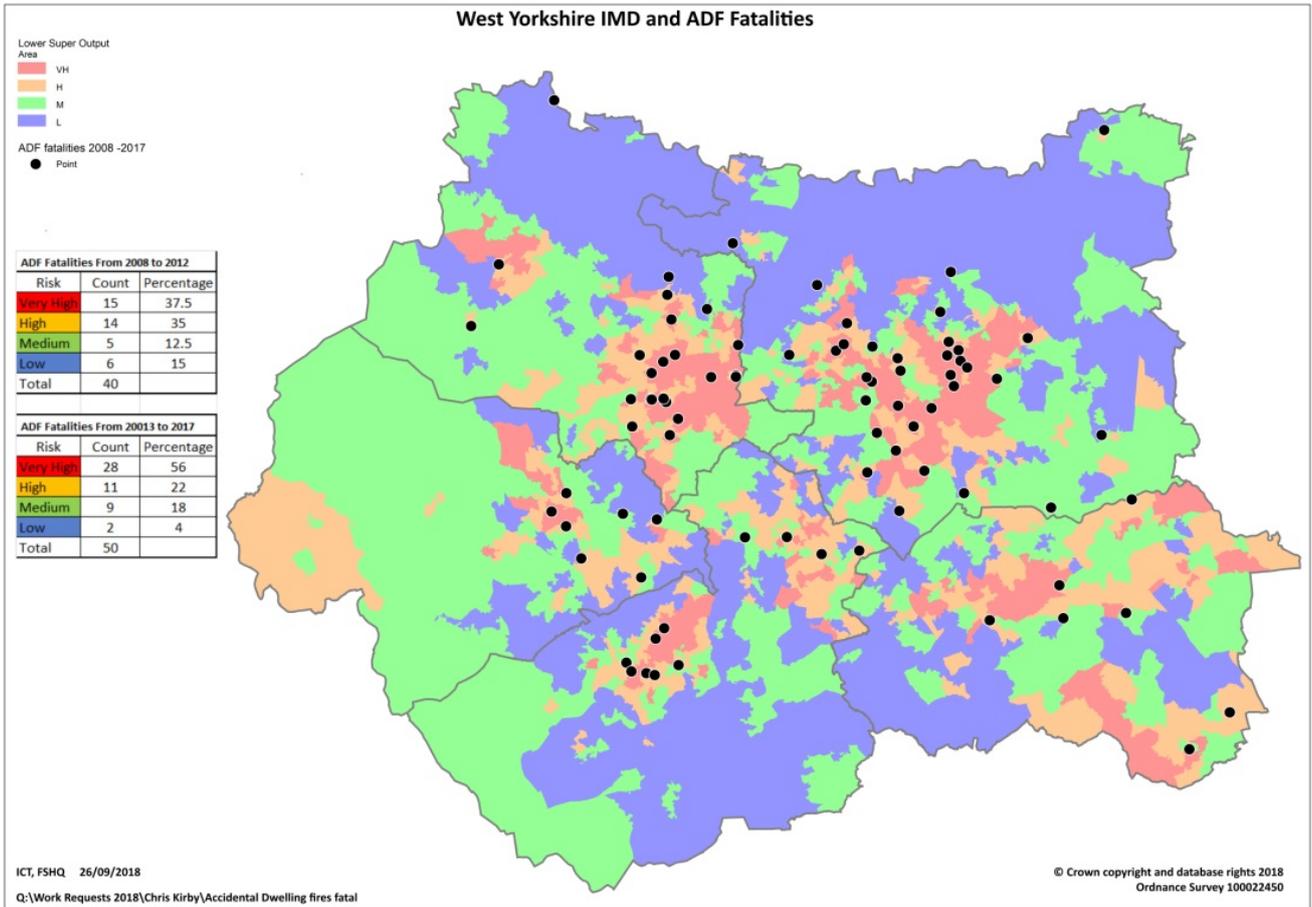


Chart 8 – Chart showing the location of accidental dwelling fire fatalities across West Yorkshire (2012-2017) against a heat map of deprivation

2.15 In view of the distribution of risk across the county, we then need to consider where our prevention activity is being carried out. As such, a review of our home visit activity reveals that there is strong evidence that we deliver higher numbers of home visits in the areas where the risk exists.

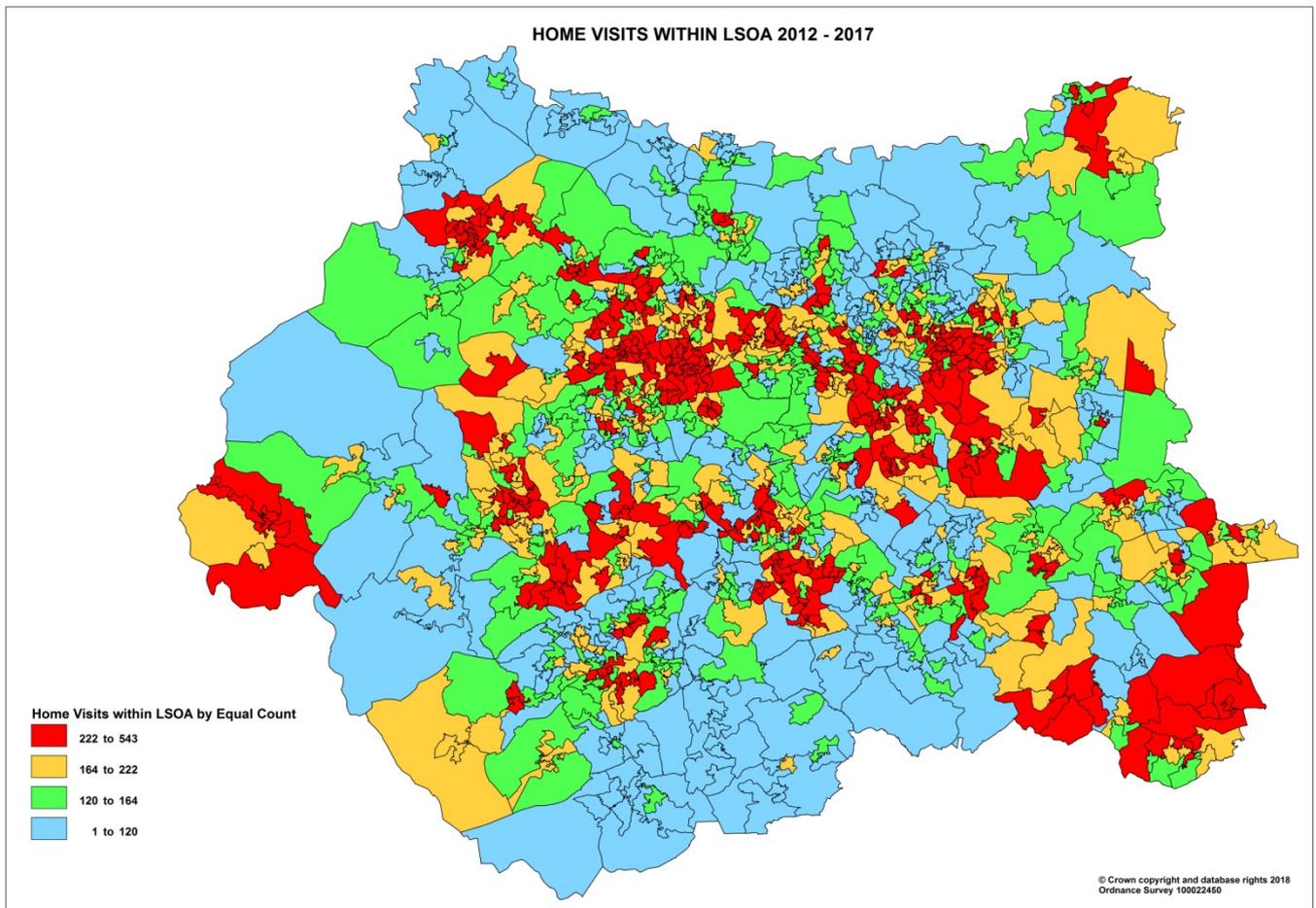


Chart 9 – Showing the heat map of prevention activity (home visits)

2.16 Further analysis looking at the correlation between deprivation and accidental dwelling fires reveals there is a strong link. The number of accidental dwelling fires rises in line with an increase in the scale of deprivation.

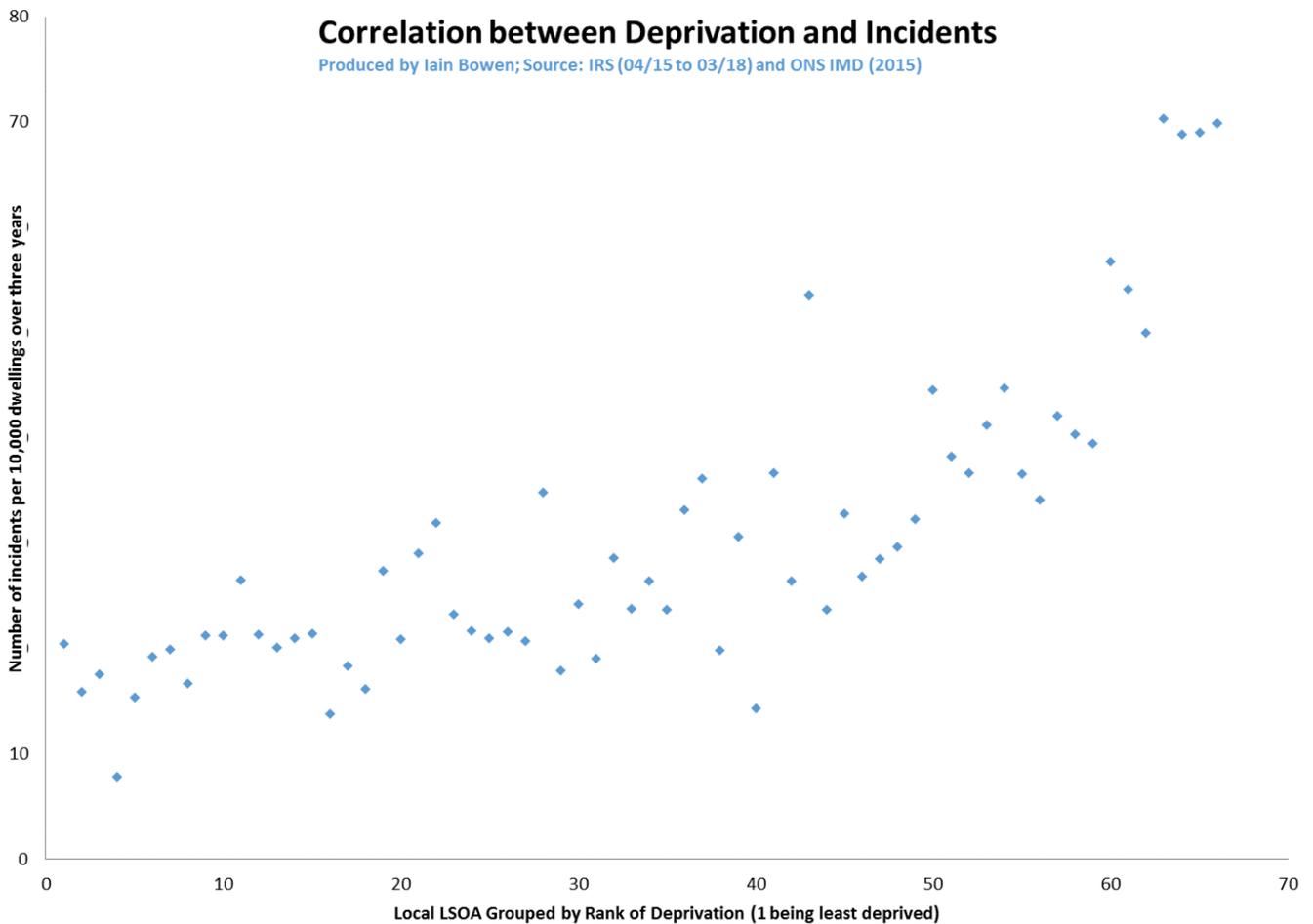


Chart 10 – Showing correlation between indices of deprivation and location of accidental dwelling fire fatalities (2012-2017)

2.17 With regard to the type of property where fatal fires occur, the study revealed that the majority 62% were in properties described as terraced or flat / bedsit. The chart below shows the property types where fatal fires occurred:

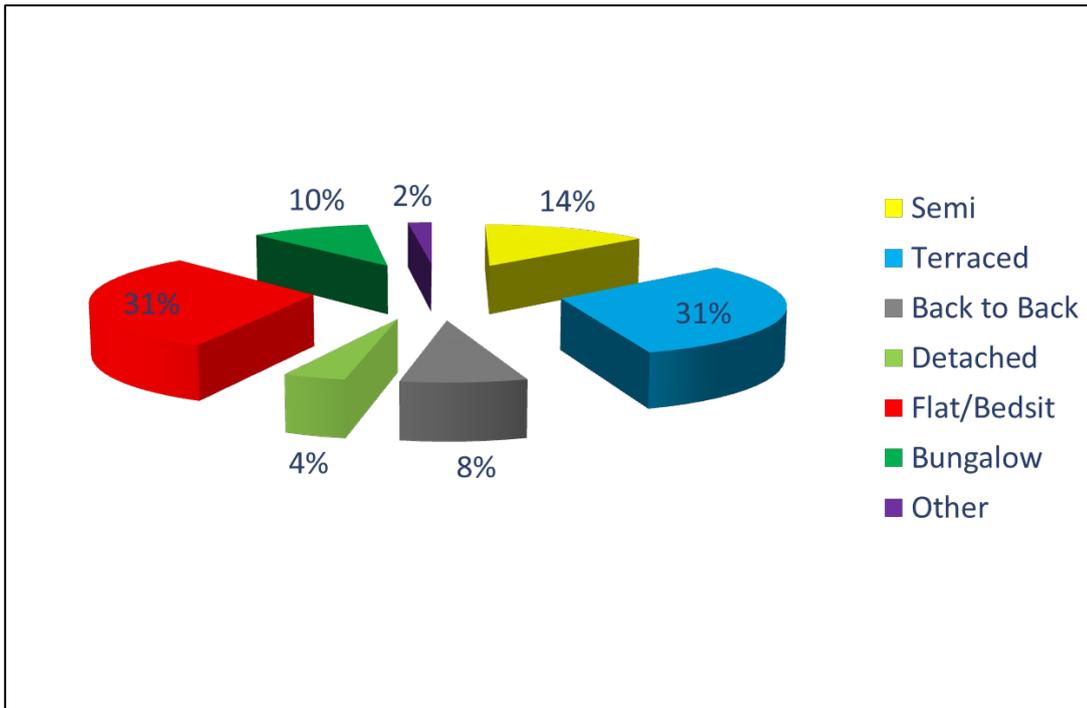


Chart 11 - Property type where accidental fire fatalities occurred within West Yorkshire 2012-2017

2.18 The fire prevention effort is focussed on risk and vulnerability to ensure that we are delivering our prevention services in the areas most at risk. The following chart demonstrates where prevention activity is taking place and in which types of property across the types of property:

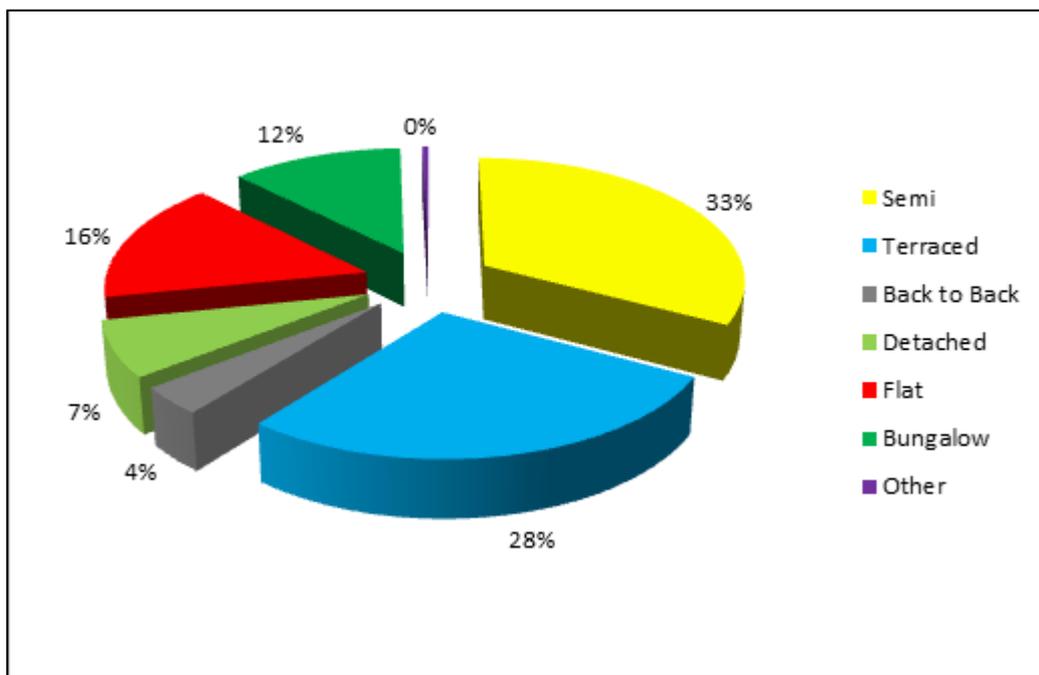


Chart 12 – The property types where fire prevention visits (safe and well checks) were carried out in 2017

2.19 Property ownership is also considered in the review and the chart below shows the ownership of property where accidental fire fatalities occurred over the study period:

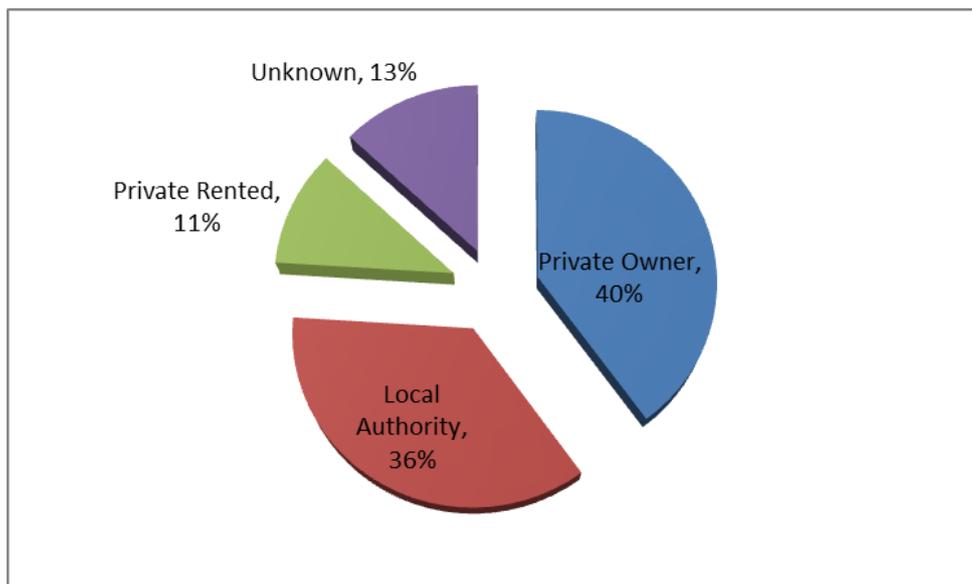


Chart 13 – Property ownership in dwellings where accidental fire fatalities occurred across West Yorkshire 2012-2017

2.18 The location within the property where the fire started that resulted in a fatality are shown in the chart below. It can be seen how fire starting in the bedroom and lounge were more prevalent and again will be used to inform prevention activity.

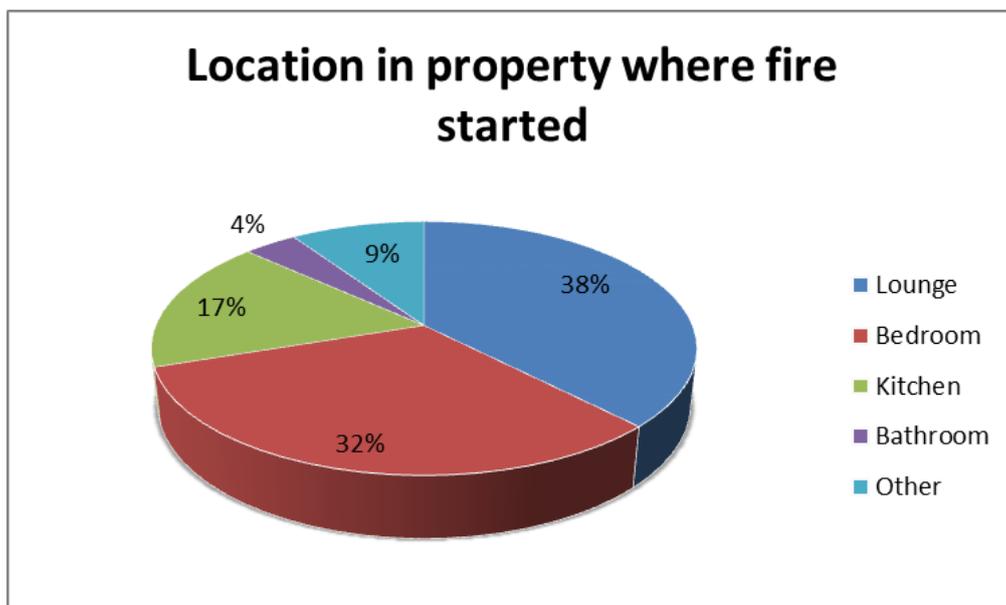


Chart 14 – Rooms within the property where fires started that resulted in fatalities from accidental dwelling fires

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 Developing the understanding, skills and abilities of our staff to deliver prevention activities has been a key priority of the Safer Communities Prevention Strategy. Notably, the Safe and Well training programme is improving the ability of staff to deliver high quality prevention activity that is targeted to those who are most vulnerable. This approach is justified based on the evidence provided within this review.

6 Health and Safety Implications

6.1 The health and safety of our staff and those who we deliver our services to are key priorities for WYFRS. We will continue to learn from reviews of accidental dwelling fire fatalities to further improve our ability to target risk and vulnerability.

7 Service Plan Links

7.1 This report supports the following key service priorities:

- Deliver a proactive community safety programme
- Provide a safe, skilled workforce that meets the need of a diverse community

8 Conclusions

8.1 This review considers findings from 53 accidental fire fatalities that occurred between 1 January 2012 and 31 December 2017.

8.2 Following each report of a fire fatality, a dedicated Fire Investigation Officer will attend the scene to carry out an investigation into the cause and circumstances surrounding the fire.

8.3 The fire investigation process and findings from such investigations can significantly influence the way prevention activity is carried out so the links between fire investigation and fire prevention are important.

8.4 The finding of the review concluded that:

- 64% of victims lived alone
- 50% of victims were over the age of 55
- 55% of the victims were smokers and smoking materials was found to be the cause in 27 out of the 53 cases (51%).
- There were 35 male victims compared to 18 female victims
- Of the 53 victims, 24 were known to other agencies yet only 9 had any interaction with WYFRS
- There is a strong correlation between the incidents where fire fatalities from accidental dwelling fires occur and levels of deprivation
- 62% of fire fatalities occur in terraced properties (31%) or bedsits / flats (31%)

- The majority of fires that resulted in a fatality started in either the bedroom (32%) or the lounge (38%).

8.5 The detail from this review has been shared across the fire prevention teams and wider service delivery managers to ensure that it provides an opportunity to review prevention activities to ensure we are continuing to learn from fire related fatalities and adapt our prevention services to prioritise those most vulnerable. The presentation has also been shared with regional fire and rescue services for their learning and information.



OFFICIAL

Performance against PMI Targets

Community Safety Committee

Date: 26 October 2018

Agenda Item:

12

Submitted By: Director of Service Delivery

| | |
|------------------------|---|
| 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 set out outcome targets for various incident types that we monitor. |

Local Government (Access to information) Act 1972

Exemption Category: None

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Background papers open to inspection: None

Annexes: PMI Performance sheets 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 2018/19 year.
- 1.2 The performance report covers the reporting period from 01 April 2018 to 30 September 2018.
- 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.
- 2.3 Across West Yorkshire, performance against the following incident types is projected to be outside of the target set by more than 10%:
- 2.4 **Arson** (projected to be 55.9% outside of target) – The extreme weather event during the summer (where Britain experienced its longest heat wave in 42 years) saw just 47 mm of rainfall between 1 June and 16 July. Dry conditions, coupled with the extreme heat contributed to a significant increase in outdoor fires involving crops, moorland, grass and vegetation. The Fire on Saddleworth Moor broke out on 24 June and WYFRS provided resources to support out colleagues in Greater Manchester FRS for a prolonged period as 7 sq miles of moorland was consumed by the fire. Lancashire also experienced large scale moorland fires and again our resources were called upon to support Lancashire FRS.

Looking at arson figures on a month by month basis highlights the significant spike in activity during the hot, dry spell in 2018. The table below compares monthly secondary arson figures to previous years over the first 6 months of the year:

| Month | Arson Incidents | | |
|-----------------------|-----------------|-------------|-------------|
| | 2016 | 2017 | 2018 |
| April | 472 | 869 | 383 |
| May | 599 | 759 | 682 |
| June | 508 | 630 | 911 |
| July | 635 | 688 | 1441 |
| August | 654 | 666 | 897 |
| September | 566 | 412 | 653 |
| Total 6 months | 3434 | 4024 | 4967 |

2.5 **Secondary Fires** (projected to be 70.7% outside of target) - There was a significant increase in activity in June and July 2018. This has resulted in a spike in the arson figures over this reporting period compared to the same period in previous years. Notably, secondary deliberate fires have increased by 23% compared to the previous year with 941 more incidents of this kind attended in April to September 2018 compared to the previous year. The majority of this increase is due to the number of deliberate fires in the open recorded as 'vegetation' which increased from 626 in 2017 to 1418 in 2018.

Important Note: The 'End of year projection' uses a very basic calculation which assumes that incidents per day will continue in the same pattern throughout the year. When you consider the potential influence of weather and school holidays on the secondary arson figure, then this is not the case. We attend a much higher number of arson incidents between April to September compared to the period between October and March. When the figures in 2017 are considered (below) you can see that incidents of arson are not equally distributed through the year.

| Date Range | Numbers of incidents recorded as arson |
|----------------------------------|--|
| 01 April to 30 September 2017 | 4024 |
| 01 October 2017 to 31 March 2018 | 2688 |

2.6 **Total Activity** (projected to be 32.9% outside target) – The increase in the total activity number is predominantly linked to the significant increase in deliberate secondary fires. The other target which has increase compared to last year is the number of false alarms which has also had an impact on the total activity figure

2.7 Across West Yorkshire, performance against the following incident types is projected to be outside of the target set by up to 10%:

2.8 **Primary Arson** (projected to be 9.8% outside of target) - When primary arson figures are considered, the figures show a slight reduction from 862 incidents recorded as primary arson in 2017, to 853 in 2018. The majority of primary arson incidents are recorded as vehicles fires. Of the 853 primary arson incidents in the reporting period, 445 were vehicle fires. There were 120 dwelling fires and 137 non-domestic building fires recorded as deliberate in the reporting period.

2.9 **Actual Rescues** (3.8% outside of target) – There has been a 14% increase in the number of rescues we have performed compared to the same period last year. This figure includes those rescued from fires in dwellings and non-domestic buildings as well as people rescued from road traffic collisions, water and people rescued from height. The more serious types of rescues have fallen slightly (such as rescues from fire and road traffic collisions) compared to previous years. However, the increase (and vast majority) has come from the more minor incidents which include assisting people who have fallen, rescuing people who have become stuck whilst attempting to rescue their pets, releasing people from locked cars and children who get their arms, legs and heads stuck in railings or bikes. It even includes removal of rings from people's fingers.

2.10 **Malicious False Alarms** (projected to be 1.4% outside of target) – There have been 13 more malicious false alarms in the reporting period in 2018 compared to the same period the previous year. On average there are less than 1 of these types of incidents per day across West Yorkshire. We continue to call challenge and will work to highlight the dangers of malicious false alarms if we can identify specific locations (such as schools) where calls are received. This forms part of the work of our unwanted fire signals team and is also discussed during our interaction with young people on school talks etc.

- 2.11 Across West Yorkshire, performance against the following incident types is projected to meet or exceed the target:
- 2.12 **Dwelling Fires** (projected to meet target) – The number of dwelling fires in the 2017/18 year was the lowest ever recorded with 1093. Dwelling fires have continued on a downward trend for many years and we will continue in our efforts to target our prevention resources to those most vulnerable to fire in their homes. Although we have seen a slight increase in the number of dwelling fires over the reporting period compared to the same period last year, we are still within the 3 year average target.
- 2.13 **Non-Domestic Building Fires** (projected to exceed target by 10.5%) – We have had some challenging years with this type of incident and it is pleasing that all districts are performing well on the figures for non-domestic fire incidents. We continue to work with specific locations where we have experienced high numbers of fires (such as Wetherby Young Offenders Institute) and also continue to deliver advice on arson prevention when visiting commercial property as part of our risk based inspection programme and operational risk visits. The impact of fire when it destroys local businesses should not be underestimated and the work that the FRS delivers to keeping businesses safe from fire protects jobs and supports the local economy.
- 2.14 **Prevalence of False Alarms** (projected to meet target) – WYFRS continues to work with businesses and schools to reduce the number of false alarms. We have seen significant reductions in recent years and will continue to campaign for upgrades to fire alarm systems to further reduce the number of unwanted fire signals. The reduce the amount of time that can be spent delivering prevention and protection work so we will continue to look at ways to reduce the number of false alarms we are called to.
- 2.15 **Fire Related Injuries** (projected to exceed target by 9.6%) – A slight reduction on the same time period in 2017 has resulted in a positive position in relation to this target. We continue to see people being alerted to fires sooner due to smoke alarm ownership but need to ensure we persevere with the message around how important smoke alarms are for giving early warning of fire. We are also very supportive of the local authorities who are taking the decision to retrofit fit some of their housing stock with sprinklers, which the FRS believes significantly improves the safety of occupants who are at most risk.
- 2.16 **Road Traffic Collisions** (projected to exceed target by 12.2%) – The overall numbers for this target look very positive, yet we still see tragic incidents on our road networks that have a huge impact on our local communities. We will continue to deliver road safety education interventions and are working on a dedicated programme for motorcycling safety that is in development. We sit on the West Yorkshire Safer Roads Executive Group and also have representation across all district road safety partnerships. Our unique status allows us to interact with and influence vulnerable road users such as young, inexperienced drivers to deliver education and prevention messages around safer driving, use of seatbelts and driving under the influence. We will again be supporting the national road safety week in November 2018.

3 Financial Implications

- 3.1 There are no financial implications associated with 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 and Safety Implications

- 6.1 The extreme weather has resulted in a dramatic increase in the number of secondary fires that crews from WYFRS have attended. The Health, Safety and Welfare of staff is extremely important and welfare was considered throughout the period of high activity. Additional water stocks were supplied to stations and welfare officers were nominated to attend out of County deployments to ensure our staff had everything covered from a health, safety and welfare perspective.

7 Service Plan Links

- 7.1 The District Risk Reduction activities and performance monitoring are an example of the following priorities:
- Delivery of a proactive community safety programme
 - Delivery of a professional and resilient emergency response service
 - Provision of a safe skilled workforce that serves the needs of a diverse community, and
 - Provision of effective and ethical governance and achieving value for money.

8 Conclusions

- 8.1 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.
- 8.2 Performance over the first half of the 2018/19 year shows that we are very likely to miss target on arson incidents due to the significant number of incidents experienced linked to the extreme weather over the summer period.
- 8.3 Our efforts will continue towards dealing with risk and vulnerability through our safer communities strategy. However, we do have to look at innovative ways to address the increase in deliberate fires across communities and this will only be achieved through better collaboration with key partners across the districts.

WEST YORKSHIRE FIRE AND RESCUE SERVICE - PERFORMANCE MONITORING SYSTEM

DEFINITIONS

| | |
|--|---|
| 3 YEAR AVG TARGET (Previous 3 Years) | Average performance from the previous 3 financial years, used as the target for this current year |
| SAME PERIOD LAST YEAR (Previous Year) | Cumulative total for the same period in the previous year |
| TOTAL SO FAR (Current Year) | Cumulative total for current year so far |
| AGAINST TARGET SO FAR (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) |
| END OF YEAR PROJECTION (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 (2015/18) | SAME PERIOD LAST YEAR (2017-30/09/17) | [values to 30 Sep 2018 23:59:59] | | |
|-----------------------------|--------------------------------|--|----------------------------------|---------------------------------|-------------------------------------|
| | | | TOTAL SO FAR (2018/19) | AGAINST 3 YEAR AVG (2018/19) | END OF YEAR PROJECTION (2018/19) |
| Arson | 6355 | 4024 | 4967 | 55.9% | 9907 |
| Arson - Primary Fires | 1549 | 862 | 853 | 9.8% | 1701 |
| Arson - Secondary Fires | 4806 | 3162 | 4114 | 70.7% | 8206 |
| Actual Rescues | 784 | 357 | 408 | 3.8% | 814 |
| Total Activity | 22504 | 12613 | 14996 | 32.9% | 29910 |
| Dwelling Fires | 1169 | 547 | 584 | -0.4% | 1165 |
| Non-Domestic Building Fires | 448 | 209 | 201 | -10.5% | 401 |
| Prevalence of False Alarms | 11249 | 5366 | 5562 | -1.4% | 11094 |
| Fire Related Injuries | 214 | 109 | 97 | -9.6% | 193 |
| Road Traffic Collisions | 634 | 306 | 279 | -12.2% | 556 |
| Malicious False Alarms | 352 | 166 | 179 | 1.4% | 357 |

COMMENTS RELATING TO PERFORMANCE INDICATORS

WYFRS SUMMARY REPORT - PERFORMANCE MONITORING SYSTEM

DEFINITIONS

3 YEAR AVG TARGET (Previous 3 Years)

Average performance from the previous 3 financial years, used as the target for this current year

AGAINST TARGET SO FAR (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)

| 01 April 2018 to 30 September 2018 23:59:59 | BRADFORD | | CALDERDALE | | KIRKLEES | | LEEDS | | WAKEFIELD | | WYFRS TOTAL | |
|---|---------------------|---------------------|---------------------|---------------------|---------------------|---------------------|---------------------|---------------------|---------------------|---------------------|---------------------|---------------------|
| | TARGET (2018/19) | SO FAR (2018/19) |
| Arson | 1978 | 58.8% | 452 | 43.9% | 895 | 82.3% | 2142 | 37.2% | 889 | 73.9% | 6355 | 55.9% |
| Arson - Primary Fires | 468 | 7.0% | 96 | 3.9% | 222 | 29.4% | 560 | -4.2% | 203 | 36.6% | 1549 | 9.8% |
| Arson - Secondary Fires | 1510 | 74.9% | 356 | 54.6% | 672 | 100.0% | 1582 | 51.8% | 686 | 84.9% | 4806 | 70.7% |
| Actual Rescues | 175 | 14.0% | 102 | -23.7% | 143 | -6.5% | 258 | 12.9% | 106 | 5.4% | 784 | 3.8% |
| Total Activity | 5875 | 32.5% | 1873 | 39.1% | 3610 | 48.3% | 8340 | 19.8% | 2806 | 48.9% | 22504 | 32.9% |
| Dwelling Fires | 306 | -0.3% | 100 | 33.6% | 185 | -3.0% | 435 | -1.0% | 143 | -19.1% | 1169 | -0.4% |
| Non-Domestic Building Fires | 103 | 4.6% | 36 | -0.3% | 67 | 1.2% | 191 | -26.9% | 51 | -2.2% | 448 | -10.5% |
| Prevalence of False Alarms | 2701 | -2.5% | 897 | 0.9% | 1867 | 2.2% | 4524 | -7.1% | 1260 | 14.3% | 11249 | -1.4% |
| Fire Related Injuries | 62 | 2.9% | 20 | 39.6% | 30 | -6.9% | 70 | -25.9% | 32 | -31.4% | 214 | -9.6% |
| Road Traffic Collisions | 152 | -12.1% | 68 | -23.7% | 117 | -23.3% | 205 | -5.6% | 92 | -4.6% | 634 | -12.2% |
| Malicious False Alarms | 124 | 4.6% | 24 | -8.6% | 55 | 23.3% | 122 | -11.7% | 27 | 10.8% | 352 | 1.4% |

COMMENTS RELATING TO PERFORMANCE INDICATORS

BRADFORD LOCAL AUTHORITY (DRRT) - PERFORMANCE MONITORING SYSTEM

DEFINITIONS

| | |
|--|---|
| 3 YEAR AVG TARGET (Previous 3 Years) | Average performance from the previous 3 financial years, used as the target for this current year |
| SAME PERIOD LAST YEAR (Previous Year) | Cumulative total for the same period in the previous year |
| TOTAL SO FAR (Current Year) | Cumulative total for current year so far |
| AGAINST TARGET SO FAR (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) |
| END OF YEAR PROJECTION (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 (2015/18) | SAME PERIOD LAST YEAR (2017-30/09/17) | [values to 30 Sep 2018 23:59:59] | | |
|-----------------------------|--------------------------------|--|----------------------------------|---------------------------------|-------------------------------------|
| | | | TOTAL SO FAR (2018/19) | AGAINST 3 YEAR AVG (2018/19) | END OF YEAR PROJECTION (2018/19) |
| Arson | 1978 | 1292 | 1575 | 58.8% | 3141 |
| Arson - Primary Fires | 468 | 256 | 251 | 7.0% | 501 |
| Arson - Secondary Fires | 1510 | 1036 | 1324 | 74.9% | 2641 |
| Actual Rescues | 175 | 80 | 100 | 14.0% | 199 |
| Total Activity | 5875 | 3388 | 3902 | 32.5% | 7783 |
| Dwelling Fires | 306 | 148 | 153 | -0.3% | 305 |
| Non-Domestic Building Fires | 103 | 54 | 54 | 4.6% | 108 |
| Prevalence of False Alarms | 2701 | 1305 | 1321 | -2.5% | 2635 |
| Fire Related Injuries | 62 | 35 | 32 | 2.9% | 64 |
| Road Traffic Collisions | 152 | 75 | 67 | -12.1% | 134 |
| Malicious False Alarms | 124 | 68 | 65 | 4.6% | 130 |

COMMENTS RELATING TO PERFORMANCE INDICATORS

Bradford District Performance Monitoring Report – 1st April – 30th September 2018

The District performance in the following areas either meets or exceeds the set target:

Dwelling Fires

There were 153 dwelling fires up to 30th September, which is 0.3% above the target set. In the last financial year there were 306 dwelling fires in Bradford District, which was the lowest total since the present recording system began. It is our ambition in the Bradford District to continue to reduce dwelling fires year on year and we will continue to drive the prevention strategy with our many partners within Bradford. We are committed to the 'Safe and Well' programme which focusses on the most vulnerable people in Bradford and ensuring they are safe as possible within their homes.

Road Traffic Collisions

There have been 67 road traffic collisions requiring action by FRS crews in the year so far. This is a 12.1% improvement on the target set at the start of the year. As with dwelling fires, a comparison with the same period last year is also favourable. We are currently developing new strategies to engage with the community around road safety education and we hope to continue drive the number of RTCs down further over the coming years.

Prevalence of False Alarms

The figures for false alarms in the reporting period suggest we will achieve the target by the end of the year. We will continue to work with our colleagues in the Protection department and directly with local businesses in Bradford to reduce the number of false alarms through supporting businesses to improve their fire detection systems and management of their systems. Where appropriate, we will continue to apply charges where there is a continual failure to invest in improvements in fire alarm systems as at least half of false alarms are a result of faulty apparatus.

The District performance in the following areas has not met the target:

Arson

Arson – both primary and secondary – is forecast to be significantly above the target (58%) in Bradford Districts and this is consistent across the County. There were 1575 incidents recorded as deliberate during the reporting period. Both 'primary' arson fires (where property is destroyed) and 'secondary' arson fires (where no property is destroyed e.g. grass and rubbish fires on waste ground) are well above target for the period. The hot summer was a particular period of high activity and overall 74% of the recorded arson incidents are secondary fires. We will continue to work with the local authority, police and other partners in 'Ward Partnership Team Meetings' to identify areas of concern with regard to arson and work with communities to reduce the problem. Partnership events held throughout the year are aimed at young people and WYFRS give a presentation to young people on the consequences and impact of arson.

Total Activity

Total activity is projected to be above the target set by 32.5%, largely due to the increase in secondary arson incidents. We will continue to target arson reduction with partner agencies including Police, local councils and neighbourhood groups in an effort to reduce these figures.

Non-Domestic Buildings Fires

Compared to the same period last year there has been a slight increase in fires in non-domestic premises so far this year and we are projected to be over the target set by just 4 incidents. We will, as always, continue to target non-domestic building fires with the aim to reduce them ever further. The revised ORV process which allows us to target visits on where the greatest risk of fires exists should help us in this aim. Derelict properties can be a big target for arson and work is ongoing with Local Authority to identify these properties and ensure the security of these premises is continually monitored.

Actual Rescues

There have been 100 rescues up to 30 September which is projecting that we will be outside of target by 14%. Our focus as a District will be to continue to drive down all property fires and to work with partners to contribute to reducing road traffic collisions. By doing this the actual rescues figure should also reduce as a result. These incidents also include incidents when we assist ambulance to carry people on stretchers, remove children's fingers trapped in railings or doors, rescuing children who have become locked in cars and so not all rescues from fire or following road traffic collisions.

Fire Related Injuries

Fire related injuries, standing at 32 for the year so far, are -2.9% on track to be below the target. This category covers everything from death to slight smoke inhalation requiring a precautionary check-up. By continuing to target and reduce all fires through our Prevention and Protection work these figures should continue to reduce along with the fires that cause them. Our Safe and Well strategy will continue to make the community safer in Bradford and we are committed to driving this number down year on year.

Malicious False Alarms

There were 65 malicious false alarms recorded over the reporting period, an decrease of 3 compared to the previous year. We are on track to be slightly over the target by just 6 incidents. We will continue to work with Control to 'call challenge' when appropriate and we will also continue to push the message out via media and through community liaison around the consequences and impacts of malicious activity.

Summary

This year has brought about many challenges for the Firefighters of Bradford, in the main, due to the long hot spells of weather we have experienced. The fire crews have done a fantastic job in what has been some of the most challenging working conditions for many years. The stand out figures in the performance data is the increase in Secondary Fires (Arson); this trend mirrors what is happening across other districts and indeed across the rest of the country. It has put even more emphasis on the work we are doing around youth and community engagement with our partners in an attempt to reduce these incidents.

It is pleasing to see that Bradford is on target for Dwelling Fires and this is an area that has continued to fall in the district. Our commitment to the 'Safe and Well' strategy appears to be well received in the community and importantly crews feel that they are making a real difference to those most vulnerable in the Bradford area.

We will continue to drive our partnership working and aim for a reduction all incident types, making Bradford a safer place.

CALDERDALE LOCAL AUTHORITY (DRRT) - PERFORMANCE MONITORING SYSTEM

DEFINITIONS

| | |
|--|---|
| 3 YEAR AVG TARGET (Previous 3 Years) | Average performance from the previous 3 financial years, used as the target for this current year |
| SAME PERIOD LAST YEAR (Previous Year) | Cumulative total for the same period in the previous year |
| TOTAL SO FAR (Current Year) | Cumulative total for current year so far |
| AGAINST TARGET SO FAR (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) |
| END OF YEAR PROJECTION (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 (2015/18) | SAME PERIOD LAST YEAR (2017-30/09/17) | [values to 30 Sep 2018 23:59:59] | | |
|-----------------------------|--------------------------------|--|----------------------------------|---------------------------------|-------------------------------------|
| | | | TOTAL SO FAR (2018/19) | AGAINST 3 YEAR AVG (2018/19) | END OF YEAR PROJECTION (2018/19) |
| Arson | 452 | 268 | 326 | 43.9% | 650 |
| Arson - Primary Fires | 96 | 58 | 50 | 3.9% | 100 |
| Arson - Secondary Fires | 356 | 210 | 276 | 54.6% | 550 |
| Actual Rescues | 102 | 46 | 39 | -23.7% | 78 |
| Total Activity | 1873 | 1027 | 1306 | 39.1% | 2605 |
| Dwelling Fires | 100 | 49 | 67 | 33.6% | 134 |
| Non-Domestic Building Fires | 36 | 12 | 18 | -0.3% | 36 |
| Prevalence of False Alarms | 897 | 422 | 454 | 0.9% | 906 |
| Fire Related Injuries | 20 | 11 | 14 | 39.6% | 28 |
| Road Traffic Collisions | 68 | 29 | 26 | -23.7% | 52 |
| Malicious False Alarms | 24 | 13 | 11 | -8.6% | 22 |

COMMENTS RELATING TO PERFORMANCE INDICATORS

Calderdale District Performance Monitoring Report - 1 April 2018 to 30 September 2018

District performance in the following areas either meets or exceeds the required target:

- **Actual Rescues** – Traditionally, most of Calderdale's rescues have followed road traffic collisions, rescues from water and from height. This year fire crews have performed a wider range of rescues though. Crews seem to be releasing a growing number of people from machinery and other objects, and responding to a greater number of medical incidents, particularly where people have fallen. It is pleasing that only 5% of rescues this year have followed dwelling fires. Despite the diversity of rescues performed, the District is surpassing its target for actual rescues by **23.7%**. Multiple rescues from road traffic collisions can sometimes skew performance against this indicator. The reducing number of road traffic collisions in the District is therefore contributing to the good performance.
- **Non-Domestic Building Fires** – Historically, Calderdale has struggled to meet the target set for non-domestic building fires. It is therefore refreshing that current performance is slightly ahead of the 2018/19 target by **0.3%**. Only four of the 18 building fires were started deliberately and the majority of incidents were dealt with by one, or two fire engines. Fire crews from across the county dealt with two larger incidents though at Holt Brothers in Halifax (7 pumps) and Crompton Mouldings in Brighouse (15 pumps). 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 incidence of non-domestic fires.
- **Road Traffic Collisions** – In 2016, a number of local surveys reflected Calderdale residents' perceptions of road safety, and that conditions were deteriorating. It is therefore pleasing that the number of road traffic collisions attended by WYFRS continue to reduce. Performance in the District is currently surpassing the target by **23.7%**. The District Team is delivering several initiatives to help improve road safety. A good example of these initiatives is the Roadshow delivered during National Road Safety Week which targets local sixth form students who are effectively the next generation of drivers. The District Commander also chairs the Road Safety Partnership Board in Calderdale. The Board is implementing a framework of road safety initiatives that reflect four main themes; education, engagement, enforcement, and engineering.
- **Malicious False Alarms** – Again, Calderdale generally struggles to meet its malicious false alarm target. It is therefore refreshing that the District is currently beating the target by **8.6%**. It is worthwhile highlighting that Calderdale receives a particularly low incidence of nuisance calls and just a few incidents can greatly influence performance against this target. It is also worthwhile noting that malicious calls have reduced by 71% when compared with the same reporting period for 2010.

Performance in the following areas fall outside the required target:

- **Arson** – Calderdale District is currently way behind its deliberate fires target by **43.9%**. This performance reflects a sharp increase in deliberate fires across whole-county though. The increase is also associated with the unusual spell of hot weather and significantly higher number of incidents attended during July. It is pleasing though that 85% of these deliberate fires were confined to grass, refuse, and timber and did not damage property of significant value. The District is therefore only 3.9% short of meeting its deliberate primary fires target. The Calderdale District Team will continue to work with the Police, Street Wardens, Environmental Services, and local crime prevention groups to improve resilience to the threat of arson. The Team also continue to engage with local youth groups and in initiatives that target anti-social behaviour. These initiatives are leading to some positive outcomes. The District Team therefore expects to improve upon its current performance however it is unlikely to meet the end of year target.
- **Total Activity** - The District is not on course to meet the target set for the overall number of emergency incidents. Current performance indicates that Calderdale will fall way short of the target by **39.1%**. The District has responded to 278 more emergency calls than during the same reporting period last year. Again, the increase is associated with the unusual spell of hot weather and significantly higher number of incidents attended during July.
- **Dwelling Fires** – Last year the number of dwelling fires in Calderdale fell to their lowest ever level. This was a fantastic achievement but it presented a real challenge for the District Team to maintain similar performance. Unfortunately this trend has not continued and current performance is slipping behind the 2018/19 target by **33.6%**. The District Team is aware that dwelling fires generally increase during school holiday periods. It therefore expects performance against this target to improve during the next six-months. Current performance does not reflect the hard work taking place to deliver bespoke and innovative prevention initiatives which are reducing the risk of fires in the home.
- **Prevalence of False Alarms** – The target for reducing responses to unwanted fire signals continues to be very challenging. In spite of this, the District is marginally missing the target by just **0.9%** (two incidents). 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 though.
- **Fire Related Injuries** – For successive years, Calderdale District failed to meet the target set for fire related injuries. Last year though, fire related injuries in Calderdale fell to at an all-time low level. Unfortunately this year's performance has failed to build on last year's success and is currently falling short of the target by **39.6%**. The District is therefore not on track to meet last year's unprecedented achievement. The vast majority of injuries sustained this year have been minor and with most casualties suffering smoke inhalation. The low numbers used to determine performance against this target means that any minor deviation can disproportionately affect the percentage performance. To help provide some context, the District is currently exceeding the target by just three injuries.

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 unusual hot period of weather in July led to a sharp increase in emergency call. The impact of this is that the District will struggle to recover its position against its arson and total activity targets. The District is performing strongly against some of its targets though, particularly road traffic collisions and actual rescues. The District Team continue to be pragmatic in their approach and are championing 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

DEFINITIONS

| | |
|--|---|
| 3 YEAR AVG TARGET (Previous 3 Years) | Average performance from the previous 3 financial years, used as the target for this current year |
| SAME PERIOD LAST YEAR (Previous Year) | Cumulative total for the same period in the previous year |
| TOTAL SO FAR (Current Year) | Cumulative total for current year so far |
| AGAINST TARGET SO FAR (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) |
| END OF YEAR PROJECTION (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 (2015/18) | SAME PERIOD LAST YEAR (2017-30/09/17) | [values to 30 Sep 2018 23:59:59] | | |
|-----------------------------|--------------------------------|--|----------------------------------|---------------------------------|-------------------------------------|
| | | | TOTAL SO FAR (2018/19) | AGAINST 3 YEAR AVG (2018/19) | END OF YEAR PROJECTION (2018/19) |
| Arson | 895 | 661 | 818 | 82.3% | 1632 |
| Arson - Primary Fires | 222 | 133 | 144 | 29.4% | 287 |
| Arson - Secondary Fires | 672 | 528 | 674 | 100.0% | 1344 |
| Actual Rescues | 143 | 69 | 67 | -6.5% | 134 |
| Total Activity | 3610 | 2148 | 2684 | 48.3% | 5353 |
| Dwelling Fires | 185 | 78 | 90 | -3.0% | 180 |
| Non-Domestic Building Fires | 67 | 33 | 34 | 1.2% | 68 |
| Prevalence of False Alarms | 1867 | 889 | 957 | 2.2% | 1909 |
| Fire Related Injuries | 30 | 18 | 14 | -6.9% | 28 |
| Road Traffic Collisions | 117 | 54 | 45 | -23.3% | 90 |
| Malicious False Alarms | 55 | 23 | 34 | 23.3% | 68 |

COMMENTS RELATING TO PERFORMANCE INDICATORS

Kirklees District Performance Monitoring Report April – Sep 2018

The District performance in the following areas either meets or exceeds the required Target:

Dwelling Fires

Kirklees District has exceeded its target in this area by 3% against the 3 year target average. This has been achieved as a result of the prevention work and activities that has been carried out by both crews and prevention staff. We hope to continue this trend across Kirklees by reviewing and revitalising partnership links within such areas as Adult Social Care and driving the delivery of the safe and well campaign.

Actual Rescues

Actual rescues within Kirklees have exceeded the target by 6.5%. Of the 67 rescues, 7 were as a result of dwelling fires, 20 were as a result of RTC and the remainder were related to a variety of rescue needs e.g. support to other blue light services, entrapment and specialist rescue. The District will continue to work with key partners through the delivery of our safe and well programme and road safety campaigns to reduce this figure further.

Fire Related Injuries and Deaths

Regrettably there has been one fatality within Kirklees. Whilst the serious incident review is still on-going, it has highlighted the need to reaffirm links that were already established within partnerships.

There has been 14 fire related injuries for this period which is 6.9% below target average. This may be attributed to the beneficial work conducted through the Seconded Watch Commander Kirklees council post. In addition the continued drive and targeted approach to Fire Prevention work through safe and well and community events within the District, it is hoped this trend will continue.

Road Traffic Collisions

Incidents in this area have seen a healthy reduction from the previous year with the current total at 45 and the previous total for the period being 54. This is 23.3% less than the actual target set. We continue to drive our road safety campaign through the Kirklees Road Safety Partnership and road show and will look at future initiatives that target students and new drivers.

Performance in the following areas is outside of the target set:

Non-Domestic Building Fires

The number of non-domestic building fires is 1.2% which is slightly above the target set for Kirklees, this equates to 34 incidents which is one above last year's total for the same period. Kirklees District has had successful initiatives in identifying owners of unsecure buildings and working with them to reduce the risk of unnecessary incidents. We will continue to carry out early intervention measures and work with our key partners to identify high risk unoccupied and derelict buildings.

Prevalence of False Alarms

Kirklees District has seen a slight increase in False Alarms of 2.2% outside of the target set. We saw an increase in False Alarms during the month of June which was a trend seen across all Districts. We continue to give targeted advice on the reduction of false alarms and to work closely with Fire Protection to identify repeated calls to the same property.

Arson

There has been a significant increase in deliberate fires over this reporting period. If the rate of arson remains the same into the second half of the year, then we will be over the target on arson by 82.3%. The projected figure is influenced by the sharp increase seen in June and July and it is expected that other months will be more in line with previous years. Whilst the increase encapsulates all reports of arson, it reads differently when broken down into primary and secondary data sets.

Primary Arson

Primary arson has seen an increase of 11 incidents compared to last year's figures for the same time period from 133 to 144 with the largest increase being attributed to Dwelling fires. This is a trend that is reflected across most Districts.

Secondary Arson

We attended 674 secondary fires that were recorded as deliberate in the reporting period compared to 528 in the same period in 2017.

Incidents relating to vegetation or grass fires have seen an increase of 137 reported incidents from 125 in 2017 to 262 in 2018 and this is the significant factor in the overall rise in arson incidents within the reporting period. This is attributed to the extreme hot weather conditions and its association with a rise in grass fires. During this period, Kirklees District formed part of the Kirklees Severe Weather Group and delivered initiatives around areas at high risk of grass and moorland fire such as Kilner Bank.

Secondary arson within Kirklees has seen a reduction in refuse fires compared to the previous year. Kirklees District has been driving initiatives in this area in collaboration with key partners to reduce the impact and issues associated with refuse and fly tipping. This issue is still quite prevalent within Kirklees and through District now forms part of a target area within the Kirklees Partnership Strategy under anti-social behaviour.

Kirklees District Risk Reduction - Station Action Plans continue to be developed to establish SMART objectives for Stations to deliver initiatives targeted around given areas such as arson.

Arson activity within Kirklees has seen a higher increase but not in all data sets, it is clear that the recent extreme weather has had a massive impact on incidents attributed to arson within Kirklees when compared with other years against this period.

Total Activity

Largely due to an increase in both arson fires and there has been an overall rise in total activity across Kirklees District. Activity has risen to 2684 which is the projected to be 48.3% above the target. This is a trend that has been shown across all Districts and on a National level and may be associated to the extremely warm weather conditions. It is expected that this projected figure will not be so high as the number of incidents in the second half of the year usually reduces.

Malicious False Alarms

The number of malicious false alarms is 23.3% above the target set with a total of 34 incidents. Areas where there have been multiple calls have had Kirklees Risk Reduction Action Plans in place. An example would be Sandy Nook School in Huddersfield who have had input from operational crews on the implications of malicious fire alarms. Where there are no clear trends, data is being further investigated to see if there are any links between anti-social behaviour within the related area. Any sites that have had multiple malicious false alarms have had interventions from District via the Fire Protection team. Kirklees District will seek to continue to utilise the Kirklees Council secondment post to target this area within partner organisations and will continue to deliver education programmes to schools and community groups where required.

Summary

The PMI's for Kirklees have identified challenges and trends that may be seen on a Brigade and National level. A reduction in dwelling fires and actual rescues is seen as a real positive for District. The success seen within the area of RTC's may be attributed to work carried out in collaboration with partners through the Kirklees Road Safety Partnership where a rise in incident trends was being identified years ago.

Arson and specifically secondary arson is still a challenge within Kirklees due to its association with anti-social behaviour such as fly tipping. We will continue to seek

progression in this area working with key partners through the Kirklees Partnership COG meetings within identified areas.

The Kirklees District Team are dedicated to making Kirklees a safer place for our community and will continue to drive this objective through partnership, collaborative initiatives and our delivery of safe and well.

LEEDS LOCAL AUTHORITY (DRRT) - PERFORMANCE MONITORING SYSTEM

DEFINITIONS

| | |
|--|---|
| 3 YEAR AVG TARGET (Previous 3 Years) | Average performance from the previous 3 financial years, used as the target for this current year |
| SAME PERIOD LAST YEAR (Previous Year) | Cumulative total for the same period in the previous year |
| TOTAL SO FAR (Current Year) | Cumulative total for current year so far |
| AGAINST TARGET SO FAR (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) |
| END OF YEAR PROJECTION (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 (2015/18) | SAME PERIOD LAST YEAR (2017-30/09/17) | [values to 30 Sep 2018 23:59:59] | | |
|-----------------------------|--------------------------------|--|----------------------------------|---------------------------------|-------------------------------------|
| | | | TOTAL SO FAR (2018/19) | AGAINST 3 YEAR AVG (2018/19) | END OF YEAR PROJECTION (2018/19) |
| Arson | 2142 | 1239 | 1473 | 37.2% | 2938 |
| Arson - Primary Fires | 560 | 306 | 269 | -4.2% | 537 |
| Arson - Secondary Fires | 1582 | 933 | 1204 | 51.8% | 2401 |
| Actual Rescues | 258 | 113 | 146 | 12.9% | 291 |
| Total Activity | 8340 | 4444 | 5009 | 19.8% | 9991 |
| Dwelling Fires | 435 | 205 | 216 | -1.0% | 431 |
| Non-Domestic Building Fires | 191 | 87 | 70 | -26.9% | 140 |
| Prevalence of False Alarms | 4524 | 2117 | 2108 | -7.1% | 4204 |
| Fire Related Injuries | 70 | 33 | 26 | -25.9% | 52 |
| Road Traffic Collisions | 205 | 104 | 97 | -5.6% | 193 |
| Malicious False Alarms | 122 | 52 | 54 | -11.7% | 108 |

COMMENTS RELATING TO PERFORMANCE INDICATORS

Leeds District Performance Monitoring Report – 1st April 2018 to 30th September 2018

The District performance in the below areas exceeds the set target:

Arson – Primary Fires. We projected to meet this performance objective by 4.2%. Primary fires (269) caused by arson include 45 Dwelling Fires, 55 Non-Domestic Buildings and 120 vehicles. We continue to work with our partners to deliver joint risk reduction initiatives with WY Police Neighbourhood and Crime Prevention Team; Leeds City Council and local schools.

Dwelling Fires. The number of dwelling fires has reduced in Leeds District during this reporting period resulting in a projected figure that is 1.0% better than the three year average target. We hope to continue this trend across Leeds over the remaining financial year with the continued development and implementation of Safe and Well. Our local partners have received training on the new referral process, with a Safe and Well workshop planned for the near future.

Non Domestic Building Fires. Leeds has achieved a significant reduction in this particular performance area. This can be attributed to the secondment of the Assistant District Prevention Manager into Her Majesty Young Offenders Institute, Wetherby. The key objective set was to reducing the number of cell fires at this particular establishment. The secondment has led to the target for Non Domestic Building Fires being on track to exceed the target by -26.9%.

Prevalence of False Alarms. Leeds is on track to meet this particular target by 7.1%. This reduction is due to the continued joint working of crews, Fire Protection and the Leeds District Team. We have done this by giving suitable advice to reduce the number of false activations; issuing warning letters and where appropriate, taking the lead on monitoring sheltered schemes and high rise buildings with repeat activations.

Fire Related Injury. Leeds has experienced a decrease in numbers of fire related injuries compared to the same period in 2017 and is therefore projected to meet the target by 25.9%. The District Prevention Team and crews continue to deliver fire related safety messages during Safe and Well visits; at targeted community events and through Year 5 school talks. We are continuing to deliver reduction work to maintain this trend.

Road Traffic Collisions. Leeds District Prevention Team continues to support and be an influential member of the Leeds Safer Roads Steering Group. The Team continues to be involved in road safety events and campaigns throughout the year. RTCs in Leeds have declined during this reporting period with our attendance at 97 incidents and the projected figure is 5.6% better than target.

Malicious False Alarms. We are exceeding performance against this target (projection is that we will beat target by 11.7%) during this reporting period due to the continued efforts of our staff. The Prevention Team and Operational crews work towards reducing malicious calls through community education and delivering Year 5 school talks. Looking forward, we are currently delivering more focused presentations before the bonfire period where this

issue is addressed. Control staff continue to call challenge and endeavour to deter this anti-social behaviour.

The performance in the following areas are outside of the target set:

Arson. There have been 1473 recorded arson incidents across the district in the reporting period and this then projects that we will miss the target by some 37.2%. This performance target includes both primary and secondary fires caused by arson. The majority of fires caused by arson can be attributed to the increase in secondary fires (projected to miss the target by 51.8%) involving vegetation or refuse with a notable increase in the Middleton Ward. During this reporting period we have experienced 1204 secondary fires with dry weather conditions been a contributing factor to the rise in fires involving vegetation.

Actual Rescues. We have experienced an increase in the number of actual rescues of during this reporting period (146 rescues compared to 113 in the same period of 2017). These rescues can be attributed to 12 people rescued from building fires; 27 people extricated from RTCs; and 86 people rescued from other situations including: rescues from height, water and entrapments in machinery. As previously mentioned, we continue to deliver risk reduction work through Safe and Well visits, support Road Safety initiatives and the water safety campaign which continues to be delivered in the city centre and the Hunslet area.

Total Activity. Leeds District has seen an overall increase in activity over the period and is therefore projected to miss target by 19.8%, largely as a result of the increase in secondary fires which can be attributed to the dry weather during the summer months. This increase in activity is a reflection of the overall increase in activity at both Brigade and national level.

Summary

Overall, Leeds District has performed well against the challenging performance targets set. We have seen a reduction in the number of dwelling fires and the subsequent fire related injuries. This reduction is a result of the on-going fire prevention work carried out by operational crews and prevention staff. Looking forward, we have more prevention work to do around the areas of arson. We will endeavour to do this by working with partners to develop innovative ideas and solutions and developing our existing partnerships to support the Safe and Well.

WAKEFIELD LOCAL AUTHORITY (DRRT) - PERFORMANCE MONITORING SYSTEM

DEFINITIONS

| | |
|--|---|
| 3 YEAR AVG TARGET (Previous 3 Years) | Average performance from the previous 3 financial years, used as the target for this current year |
| SAME PERIOD LAST YEAR (Previous Year) | Cumulative total for the same period in the previous year |
| TOTAL SO FAR (Current Year) | Cumulative total for current year so far |
| AGAINST TARGET SO FAR (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) |
| END OF YEAR PROJECTION (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 (2015/18) | SAME PERIOD LAST YEAR (2017-30/09/17) | [values to 30 Sep 2018 23:59:59] | | |
|-----------------------------|--------------------------------|--|----------------------------------|---------------------------------|-------------------------------------|
| | | | TOTAL SO FAR (2018/19) | AGAINST 3 YEAR AVG (2018/19) | END OF YEAR PROJECTION (2018/19) |
| Arson | 889 | 564 | 775 | 73.9% | 1546 |
| Arson - Primary Fires | 203 | 109 | 139 | 36.6% | 277 |
| Arson - Secondary Fires | 686 | 455 | 636 | 84.9% | 1269 |
| Actual Rescues | 106 | 49 | 56 | 5.4% | 112 |
| Total Activity | 2806 | 1606 | 2095 | 48.9% | 4179 |
| Dwelling Fires | 143 | 67 | 58 | -19.1% | 116 |
| Non-Domestic Building Fires | 51 | 23 | 25 | -2.2% | 50 |
| Prevalence of False Alarms | 1260 | 633 | 722 | 14.3% | 1440 |
| Fire Related Injuries | 32 | 12 | 11 | -31.4% | 22 |
| Road Traffic Collisions | 92 | 44 | 44 | -4.6% | 88 |
| Malicious False Alarms | 27 | 10 | 15 | 10.8% | 30 |

COMMENTS RELATING TO PERFORMANCE INDICATORS

Wakefield District Performance Report from 1st April 2018 – 30th September 2018

The District performance in the following areas either meets or exceeds the target:

Dwelling Fires

Wakefield District is currently exceeding the target set, with current data showing we are projected to be 19.1% below by year end. 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 statistic is being closely monitored following the introduction of the Safe & Well programme where we are visiting less dwellings overall but focussing our time and resource on the most high risk people.

Non – Domestic Building Fires

Wakefield District is currently exceeding the target set, with current data showing we are projected to be 2.2% below by the end of the year. Incidents have been recorded across the district with no specific trends identified. The work undertaken with HMP Wakefield continues to show a reduction in the number of callouts to the site. Work is also underway with multi-agency partners around the most appropriate ways of reducing the fire risk at unused premises.

Fire Related Injuries

Recorded fire related injuries are continuing to fall and current data showing the district is projected to be 31.4% below the target which is very pleasing. The district team are continuing to work closely with crews to ensure accurate recording of injuries to casualties and the introduction of post fire visits to clarify information with the victims of fire is supporting this.

Road Traffic Collisions (RTC)

The number of RTC's recorded continues to reduce, with Wakefield district on track to be 4.6% below the set target. The incidents are geographically spread with RTC's being mainly on the high speed roads throughout the district around the areas that are less densely populated. We are working closely with Safer Roads Wakefield and various other local agencies to increase engagement with young drivers. The WYFRS Safer Motorcycling Project has recently delivered a Ridesafe pilot course with the Institute of Advanced Motorists (IAM) and The Royal Society for the Prevention of Accidents (RoSPA) Advanced Drivers and Riders.

Performance in the following areas is outside of the target set:

Arson

Recorded arson has increased significantly within the district with current figures showing our projection to be 73.9% above the target if we continue at the same rate until the end of the year. The number of recorded incidents as of 30th September 2018 is 775 incidents. The majority of the incidents (512) have occurred within quarter 2 (July-September) and fall within the 'Secondary Fires' category which includes vegetation (grass, corn etc.), refuse, bonfires and wheelie bins. The exceptionally dry and warm weather has seen a high incidence of grass fires particularly in the outlying areas of the district. We are working closely with Police colleagues in the areas of high arson which often correlate to the known areas of high anti-social behaviour.

Actual Rescues

The district is currently on track to be 5.4% above the target set for actual rescues at incidents. This is goes against the output of dwelling fires and RTC's, which have both seen a decrease in output. Education is a key element of our prevention programme and we continue to highlight the need to

have escape plans in place for all types of property. The rescues are geographically spread with limited numbers (56 so far this year) with no trends being identified.

Total Activity

Wakefield district has seen a significant increase in activity, this correlates directly with the increase in arson incidents. The district is currently projected to be 48.9% above target if the incident rate continues to the end of the year. 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. Some of the proactive measures being implemented for the reduction of incidents include engaging with local schools and colleges and delivery of education to the travelling community.

Prevalence of False Alarms

Wakefield district is currently projected to be above the target by 14.3%. Many of the false alarm incidents have been attributed to sheltered housing, hospitals and businesses within the district. Over 50% of the occurrences have been directly related to the apparatus itself, often due to faults on the system. Stations continue to work with Fire Protection Inspectors and partners to drive down unwanted fire signals and target premises with a high number of false alarms calls. The district team are currently tracking organisations that are experiencing high numbers of false alarms and working with them and the Fire Protection department to reduce attendances.

Malicious False Alarms

Wakefield district is on track to be 10.8% above this target, equating to 15 incidents so far this year. 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.

Summary

Whilst it has been great to have a “proper” summer the good weather has brought with it many challenges including the busiest period we have seen in many years. The performance data relating to Wakefield district for the first half of the year has identified some challenging areas. The increase in incidents is mainly due to the number of deliberate secondary fires that we are attending. This has been recognised and interventions are being applied to tackle the new trend with increased efforts around youth work and engagement. Wakefield is not unique regarding the increase in activity and arson incidents as this has been seen across the districts within the county and is also reflected regionally and nationally with an upturn in deliberate fire setting on the back of the prolonged period of warm and dry weather.

The district team are working hard with crews to embed interventions such as the School and College education packages, Travelling Community programme, improving the incident recording, and work is underway on a refreshed approach to derelict buildings with our partners. We are pleased with the reduction in property related fires and injuries and road related incidents as these tend to be the most serious and impactful issues for our community. 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.



OFFICIAL

Spotlight On Case Studies

Community Safety Committee

Date: 26 October 2018

Agenda Item:

13

Submitted By: Director of Service Delivery

| | |
|------------------------|--|
| Purpose | 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. |
| Recommendations | That Members of Community Safety Committee note the contents of this report |
| Summary | The 'Spotlight On' case studies highlight examples of the excellent work that is being delivered across the communities of West Yorkshire. |

Local Government (Access to information) Act 1972

Exemption Category: None

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Background papers open to inspection: None

Annexes: Spotlight on Case Studies

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 and Safety 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 Service Plan Links

- 7.1 The Spotlight On case studies attached provide examples of how we deliver against the following key service priorities:
- Deliver a proactive community safety programme
 - Deliver a professional and resilient emergency response service
 - Provide a safe, skilled workforce that meets the needs of a diverse community

8 Conclusions

- 8.1 Members are requested to note the contents of the report and attached Spotlight On case studies.

Spotlight on...

Fire Cadets at Wetherby HMYOI

What the need was and how we identified it:

During 2015/16 West Yorkshire Fire and Rescue Service (WYFRS) attended 88 fire related incidents within the Leeds District prisons, of which 50 occurred in HMYOI Wetherby. Of these 88 incidents there were 20 fire related injuries. This is having a very significant impact on the District's non-domestic building fire and fire related injury performance management indicators (PMI), which in turn is beginning to impact on the overall performance summary for WYFRS.

With agreement from HMYOI Wetherby and WYFRS the joint decision was taken to second a member of staff, part time, into the prison service to explore new and innovative ways of reducing cell fires. This role has been picked up within the current Leeds ADPM role by WM Craig Bedford.

What we have done:

Craig has been able to influence change in many areas; change that would not have been able to happen from outside Her Majesty's Prison and Probation Service. Areas which have been addressed include:

- The investigation of cell fires, primarily looking at the material used to ignite the first item and replacing these with other materials.
- Aiding on the internal information gathering and evidence to push for prosecution for a cell fire where necessary.
- Developed and delivered an arson awareness package to all the establishments' young people.

- Improving the recording of arson within the establishment by creating live documents that record the costs of cell fires and those responsible for them.
- Improving training for both HMP staff and WYFRS staff by running regular training exercises on site.
- Familiarisation visits for all crews who are on the Pre-determined attendance for the establishment.
- Establish an Arson Reduction plan with regards to the management and location of arsonists.

It was also identified during Craig's time spent in the prison that there was an opportunity to support HMYOI Wetherby in the development of a Fire Cadet course, similar to an Army Cadet Course already well established within the educational remit of the prison.

First Fire Cadets in a UK Prison

Due to the commitment of the HMYOI Wetherby's Governor for education, staff within Health, Safety and Fire Team and NOVUS (the prison education provider) a full time permanent course lead teacher and assistant were appointed to ensure the effective and sustained delivery of a Fire Cadet course within the prison.

On the 11th of May 2018, WYFRS were proud to be in support of the first Pass-out Parade of a Firefighter Cadet course, delivered in a Young Offender institute. After successful application, taster day attendance and entry on to the 10 week course, six young people successfully achieved a NCFE level 1 diploma in Uniformed Services.



West Yorkshire
Fire & Rescue Service

Making West Yorkshire Safer
www.westyorksfire.gov.uk

Spotlight on...

Fire Cadets at Wetherby HMYOI

The course schedule was designed to fit around the delivery of key skill classes such as Maths and English and covered many Fire and Rescue subjects such as understanding the use of breathing apparatus and road traffic collision/casualty care. Input from various other teams within HMYOI Wetherby was also included such as information on drug and alcohol abuse, sexual health and general health and safety.

What difference are we making?

The cadets went from strength to strength, showing a vast improvement in their team work, effort and discipline over the duration of the course. During the inclement weather in March/April the cadets volunteered to clear pathways for staff and other young people on the entire site. The stand out moment for these young people was when they delivered an hour long session on fire safety and the dangers of cell fires to their peers. The session went extremely well and was something that the Novus teaching staff and HMPPS staff had never seen before.

In addition to this, the cadets displayed their pride in their achievements during the final Pass-out parade attended by prison officers, teachers, case workers and most importantly their families. The cadets showcased some of the skills they had learned and paraded in both their Firefighting personnel protective equipment donated by WYFRS and their bespoke undress uniform before attending a presentation where they received their certificates of completion and NCFE level 1 diploma in Uniformed Services from Station Commander Derek Milne.

The third Fire Cadets Course is due to begin in September 2018 with continued support from WYFRS to ensure sustained improvement and learning takes place. The addition of this course into HMYOI education portfolio maintains the presence of WYFRS and allow us to influence the reduction of cell fires at the establishment.

In addition, the young people completing the course are given the opportunity to develop the transferable skills such as discipline, pride and determination to succeed in their home communities. One young person has now been accepted as a community volunteer based out of Scarborough Fire Station, his local town.

Visiting Shadow Secretary of State for Justice, Richard Burgon MP, said *"It was good to visit Wetherby Young Offenders Institute to discuss challenges facing our justice system with governor and staff. It's positive to see the education and rehabilitation initiatives such as the Fire Cadet course delivered by Novus in conjunction with West Yorkshire Fire and Rescue Service"*. The course has also been nationally recognised as a success by Ministry of Justice officials who also attended from London to see the cadets.

What next?

WYFRS continue to support Wetherby HMYOI to improve their educational delivery in fire safety and are looking to work in different ways with other prisons in Leeds.



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Spotlight on... In Kirklees District



Know your Numbers! ® is Blood Pressure UK's flagship awareness campaign. It encourages adults across the UK to know their blood pressure numbers and take the necessary action to reach and maintain a healthy blood pressure. This is highlighted via Know your Numbers! week, the nation's largest annual blood pressure testing and awareness event. It takes place in the second week of September each year and provides free checks for thousands of adults across the UK.

Organisations sign up to provide free blood pressure tests and information at venues known as Pressure Stations. Pressure Stations are located throughout the community including pharmacies, workplaces, GP surgeries, hospitals, health clubs, leisure centres, shopping centers and supermarkets.

This year Kirklees District registered Huddersfield Fire Station as a pressure station for the first time deciding to incorporate Know Your Numbers! ® Into a wider health and wellbeing event with local partners to promote ways to stay fit and active, safe and well in the community.

Outcomes

We opened our 'Pressure Station' on Wednesday 12th September welcoming members of the public through our engine house doors between 12:00 and 4:00 p.m. They were able to visit a range of stalls, find out more about what health, fitness and wellbeing support and advice is available in Kirklees, talk to WYFRS Kirklees Prevention staff about Safe and Well and of course have their numbers checked! A total of 43 people had their blood pressure taken on the day, much more than expected!

Special thanks has to go to Linda Deacon, our nurse for the afternoon kindly supplied by Locala who was kept busy facilitating all the blood pressure checks, giving special advice where needed, supported by a member of the Chart Kirklees team. It was a great piece of partnership and promotional work for all involved.

Keys to our success:

The event was supported by Kirklees Council's Sport and Physical Activity Development Department, who were able to promote all the activities they have on offer in the community including walking groups, tea dances and Movement and Games in Chairs (MAGIC) for those with mobility problems. Local Health Trainers, Kirklees PALS and Locala Community Partnerships also set up stall.

An added bonus was having the Wellbeing Wheels join us from the Adult Substance Misuse Service, Chart Kirklees. They were in particular able to give guidance on safer drinking and harm reduction.

Key Contacts:

Kirklees District Prevention Manager Tanya Simmons
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Kirklees Assistant District Commander Mick Fox
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Deliver a proactive community safety programme



We will:

- Ensure the authority's statutory fire protection duties are discharged efficiently and effectively in order to reduce the risk of fire and the effects of fire should it occur
- Work with partners to reduce the risk of fires, road traffic incidents, other emergencies and enhance community well-being



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OFFICIAL

Secondment opportunity - Kirklees MC and Kirklees Neighbourhood Housing team

Community Safety Committee

Date: 26 October 2018

Agenda Item:

14

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

Purpose

To inform Members of the Community Safety Committee of the extension of a secondment post within Kirklees which has been successful in delivering early interventions and prevention programmes.

Recommendations

That approval be given to a further two-year extension of the secondment post.

Summary

To request a further two-year extension to the Kirklees District Fire Prevention Officer secondment role that has been in place for over 12 months. The role came to fruition due to issues in collaborative approaches when dealing with high risk individuals or premises within Kirklees. Along with original objectives attributed to the secondment, it is anticipated the role will drive key West Yorkshire Fire and Rescue (WYFRS) and Kirklees Community Partnership Plan focus areas such as reduction in anti-social behaviour and arson.

Local Government (Access to information) Act 1972

Exemption Category: None

Contact Officer: DC Toby May – Kirklees District Commander
Toby.May01@westyorkshirefire.gov.uk

Background papers open to inspection: None

Annexes: Annex A – job specification

1 Introduction

- 1.1 This report evaluates and requests extension to the secondment role of WYFRS Safer Kirklees Fire Prevention Liaison Officer (KFPLO) based within the Kirklees Community Safety Partnership (CSP) – Kirklees Council.
- 1.2 This secondment was initially scheduled to run from 1 April 2017 to 31 March 2018 with a subsequent evaluation.
- 1.3 The primary outcomes for the post were to prevent and reduce the number of fatalities, dwelling fires / arsons and attributed injuries within Kirklees District along with improving the required interventions needed to reduce such events.
- 1.4 The post intended to achieve this by the delivery of interventions through the following 4 focus areas although the focus on preventing and removing risk at the earliest opportunity took precedence:
 - Prevention and fire safety education
 - Early intervention to reduce risks
 - Developing intelligence led approaches
 - High risk management and review

2 Kirklees Fire Prevention Liaison Role - Benefits and learning

- 2.1 Following the embedding of the KFPLO role, WYFRS are now able to target some of the most vulnerable people within Kirklees using specific intelligence via the close links formed with key partner organisations.
- 2.2 This role has been invaluable not only for WYFRS but for key partners in delivering an integrated approach to supporting the most vulnerable members of our community.
- 2.3 The role has seen tangible benefits in improving information sharing, building closer working relations and rationalising protocols in delivering the required support for vulnerable members of our community and reducing risk within Kirklees.
- 2.4 It is clear that there are still important partnerships and areas to work towards to improve community safety within Kirklees. Current performance management (PMI) challenges within Kirklees around arson reduction and the interventions required for high risk individuals are key to the importance of the secondment post and the successful deliverables in these areas.

2.1.1 Integrated approach

The KFPLO role has become successfully embedded within Kirklees Council Communities Directorate. These links have allowed the development of targeted prevention strategies for the most vulnerable Kirklees Neighbourhood Housing (KNH) tenants. This integrated approach allows the delivery of timely bespoke multi-agency support packages tailored towards given individual requirements.

2.1.2 Benefits

Kirklees Council Observations

“The role of Fire liaison Officer has been invaluable to our team. We are able to get advice and assistance in relation to fire safety, hoarding and calls for service in relation to Anti Social Behaviour (ASB) and nuisance fires. The role has also given an important input in to the Community Outcome Group meetings

(COG) and provided clarity on issues in relation to vulnerable individuals and high risk tenancies, as well as broader issues in the community. KNH have also noted that the role has been very helpful to them and it demonstrates the future possibilities of more integrated working would be very beneficial”.

Malicious False Alarms

One of the initial objectives for the role was to develop targeted prevention strategies for reducing unnecessary calls to Kirklees Neighbourhood Housing (KNH) properties. Focusing on medium to high rise properties, a 6 month programme was delivered in conjunction with the KNH and Community Environment Support Officer to focus on fire safety to reduce unnecessary call outs by WYFRS.

A programme of targeted Safe and Well and educational talks have been conducted at various priority sheltered housing and supported housing properties owned by KNH to help promote fire safety and reduce false alarms. This has seen a reduction in WYFRS attendances to KNH properties but is still an area of focus and challenges. Malicious calls within Kirklees still exist and further progressive work is required.

Intervention – Vulnerability

The KFPLO role has dealt with many community intervention cases involving various aspects of vulnerability and social deprivation such as mental health, chaotic substance misuse and self-neglect.

The role has been invaluable in forming part of a structured and unified intervention protocol which has seen great improvements in information sharing, integrated working practices and the delivery of crucial referral services in a more timely manner.

2.1.3 Case Study 1

A high risk individual within KNH property was identified. There had been a number of fires within the flat over a short period of time. The individual's life-style and vulnerabilities led to the property being unsecure and attracted concerns from other tenants.

This was, in turn, attracting anti-social behaviour and increasing crime in the area. In conjunction with KNH, Safer Kirklees, West Yorkshire Police (WYP) and Adult Social Care it was decided to offer the individual some bespoke interventions and support. WYFRS fitted extra smoke detection to the property and gave specific fire safety advice.

Visits were also made to the neighbouring properties to ease community tensions and ensure adequate smoke detection was in place. Following the property becoming uninhabitable the individual located themselves to a communal area of a nearby block of flats, leading to further tensions and crime in the area.

A joint operation was delivered to provide alternative housing and extra multi-agency support. Further interventions were put in place to give the individual extra support and a new safe place to stay was found. In addition all residents in the area received fire safety education and advice from WYFRS on how to reduce the risk posed by door step crime and discarded drug paraphernalia.

Following numerous joint multi agency meetings to ensure the individual was receiving the much needed support, an action day with all the key partner agencies has taken place to reassure residents within the local neighbourhood.

2.1.4 Case Study 2

Due to the close links that have been forged within with KNH and the KFPLO, a call was received regarding a possible hoarder at a property which had no smoke detection fitted. A joint visit was made to the property with the local operational crew to undertake an assessment of the gravity of hoarding and fit smoke alarms plus provide the individual with specific fire safety advice.

This case was then referred via the KFPLO direct to the Kirklees Hoarding Panel to see what could be done to support the occupant and reduce clutter within the house.

Joint agency visits were made to the property due to the formulated integrated working practices of the KFPLO role and key partners. The visits ascertained key actions for each agency and a number of options to support the individual.

It was agreed with the occupant that WYFRS and KNH would help clear the property of the clutter to improve ease of access and egress to assist the occupant's mobility issues. The KFPLO, through local community engagement, enlisted the help of local neighbours to improve the situation. This has led to the house being free from clutter and the individual having ongoing support from partner organisations and neighbours moving forward.

Both of these cases required timely coordinated interventions due to the gravity of the situations. It is recognised that, without the secondment KFPLO role, the time and on-tap support aligned to the role may have taken longer to achieve. It is also recognised that Kirklees has key community issues regarding deprivation, community tensions and PREVENT to which the KFPLO role will be invaluable in creating stronger links and integration within key partners and the delivery of community support moving forward.

3 Developing areas for the role moving forward

- 3.1 Communication and joint approaches will always be a key focus of development throughout the duration of the role. There are still areas to progress in educating broader key partner organisations and integrating approaches to enable more effective delivery of required multi-agency support for the community of Kirklees and West Yorkshire.
- 3.2 Progressive work has been identified in the area of youth vulnerability with links being made within the Kirklees Stronger Families Team to target vulnerable young individuals involved in anti-social behaviour and fire setting.
- 3.3 Other areas of progression are to build stronger links within the National Citizen Service and other youth engagement programmes to enable Kirklees District to integrate into on-going youth intervention programmes within Kirklees to enable a focus on fire safety education and road safety.
- 3.4 Broadening contacts within Kirklees PREVENT team will enable access to WYFRS staff on focused on-line training relating to local threat and tension assessments cementing links and improving information sharing.
- 3.5 Working with the new WYP youth intervention team at Safer Kirklees to build on the youth engagement work currently being undertaken.

4 Financial Implications

- 4.1 The KFPLO role is based at Watch Commander (A) level which is thought to be the appropriate role aligned to key partner agencies.
- 4.2 The previous agreement saw the cost of the secondment split into 3 contributors – WYFRS / Kirklees Neighbourhood Housing / Kirklees Council (although the Council actually paid the $\frac{2}{3}$ with no return from KNH).
- 4.3 Due to the development and required key focus areas involving the role, Kirklees Council have requested the secondment cost now be split 2 ways moving forward. It is recommended that whilst Kirklees Council contribute 50% to the payment of the role, that the on-costs are placed onto WYFRS (due to their only being 2 contributors and not 3 as before).

4.4 Therefore the secondment post is proposed to be funded the following way:

| | |
|------------------|---------------------------------------|
| WC (A) per annum | £42,266.02 |
| WYFRS | £25,313.51 (Including £8,361 on cost) |
| Kirklees Council | £16,952.51 |

4.5 It is requested that that role is extended for a further 2-year period with invoices being sent to Kirklees Council on a quarterly basis.

5 Human and Diversity Implications

5.1 There are no direct human resources and diversity implications attributed to this report.

6 Health and Safety Implications

6.1 There are no direct health and safety implications attributed to this report.

7 Service Plan Links

7.1 Making West Yorkshire Safer

- Deliver a professional and resilient emergency response service.
- 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

8 Kirklees Council Community Safety Partnership Plan

8.1 Set intelligence led priorities (in conjunction with partners) and manage performance against Partnership Plan outcome themes:

- Reducing Crime
- Tackling Anti- Social Behaviour
- Preventing People from Serious Harm
- Improving Confidence & Satisfaction

9 Conclusions

9.1 A request for Community Safety Committee to note the contents of this report and support the extension off the KFPLO - WC(A) Kirklees District secondment role into Kirklees Council for a further two years. The two-year extension is required due to the current and progressive areas of work and required progress to be delivered in these areas.

SAFER KIRKLEES FIRE LIAISON OFFICER – TBG

At Kirklees we want to be innovative and creative in the way we work to deliver our services to our communities. We know we have challenging times ahead so we are always looking for better and smarter collaborative ways to working.

This post contributes towards the delivery of the Kirklees Community Safety Partnership Plan Theme of “protecting people from serious harm”, namely reducing the number of dwelling fires / arson, deaths and attributed serious injuries associated with such incidents. In common with other areas in the plan, the aim of the post is to focus on prevention and early resolution of any risk factors before they become result in serious harm. In this job you will work with communities and partners from a range of agencies such as housing providers (in particular Kirklees Neighborhood Housing) and other community safety partners (primarily West Yorkshire Fire and Rescue Service and Kirklees Council Services) to prevent and reduce risks associated with fire and arson.

This role is based within the Safe and Cohesive Communities Service which will provide excellent links to Community Safety professionals and Community Engagement specialists which will be vital to the delivery of the post.

The Job

The primary outcomes for the post are to prevent and reduce the number of dwelling fires / arson and the deaths and injuries associated with these incidents.

The post will achieve this by delivery of interventions at the following four levels although the focus will be on preventing and removing risk at the earliest opportunity.

Prevention

Develop and convey key communications messages to raise awareness of fire risks and preventions strategies.

Develop targeted prevention strategies to vulnerable groups such as the elderly or young people and those with drugs / alcohol issues.

Research – identifying and testing innovative practice and learning that might be used in other areas.

Early Identification and tackling risks

Developing materials and co-ordinating training and support for frontline staff (and community contacts) regarding fire hazards and what can be done to reduce the risks.

Developing Intelligence led approaches

Contribute to multi-agency problem solving groups to tackle shared issues.

Undertake geographic and property based risk assessment and implement improvement strategies.

High Risk Management and Review

Develop links and protocols within safeguarding and healthcare services to ensure integrated joint working to manage risk and community safety.

Develop inter-organisational learning regarding community safety issues to ensure the learning is targeted towards the delivery of robust service provision.

Job Checklist

- Builds strong relationships and work effectively as part of a team with key partners including, Kirklees Neighbourhood Housing, West Yorkshire Fire and Rescue Service, West Yorkshire Police, Council Services, elected members and communities.
- Raises awareness in public / partners of fire prevention and risk management strategies.
- Undertakes targeted engagement work with vulnerable groups regarding fire risks.
- Uses intelligence to target interventions and ensures these are based on best practice.
- Implements processes to identify, manage and monitor fire risks at both an operational and strategic level.
- Develops and delivers briefings and training for staff and community contacts on risk management.
- Involvement in audits (both corporate and internal) to ensure procedures fit for purpose.
- Monitor and address key risks in the risk log and keep up to date / actioned as appropriate.
- Attend multi-agency problem solving groups – ensures fire / arson management in place.
- Involved in investigations and ensures any lessons learnt are implemented.
- Produce and present in a variety of formats performance reports to a range of audiences.
- Undertake budget monitoring to ensure effective management of resources to deliver services.
- Works within the Safer Kirklees delivery agenda.
- Progressive work in the area of youth vulnerability with links being made within the Kirklees Stronger Families Team targeting vulnerable young individuals involved in anti-social behaviour and fire setting.
- Enhance links within the National Citizen Service and other youth engagement programmes to integrate on-going youth intervention programmes
- Broadening contacts within Kirklees PREVENT team will enable access to WYFRS staff on focused on-line training relating to local threat and tension assessments cementing links and improving information sharing.

The Person

We need our employees to be driven to achieve the best, to be hard working, respectful and thoughtful to each other and our customers and to be creative, wherever they work.

You will be positive and enthusiastic and be able to deliver outcomes whilst maintaining and building excellent relationships with stakeholders. Your ability to engage and your positive communication style will ensure that the Safer Kirklees approach on reducing risk at the earliest opportunity is understood and embedded in partnership practice. Your approachable manner and respectful, constructive challenge will help you to engender trust and respect from those you are working with.

As a self-starter you will be creative and have the ability to use your own initiative, providing practical guidance and support to partners and communities.

You will be flexible and confident in your delivery of the role and have the ability to communicate with a variety of individuals to ensure they take responsibility for managing fire risk.

Professional in your approach you will be keenly aware of the importance of strictest confidentiality because of the often very sensitive information you will access.

The right behaviours and attitudes are as important to us as the skills you bring to the job. We expect all our employees to demonstrate the following behaviours:

- Positive
- Honesty
- Respectful
- Flexible
- Communicative
- Supportive

Person Checklist

- Excellent communication skills with previous experience of multi-agency and partnership working.
- Ability to engage with wide variety of people from both professional and community backgrounds.
- Knowledge / awareness of relevant legislation and implementing changes as appropriate.
- Able to understand emerging trends and research and implement innovative practice.
- Ability to develop and deliver training to staff and communities in a way appropriate to the audience.
- Able to work with partners to understand shared issues and implement joint strategies (including policy change) to mitigate risks.
- Experience of undertaking risk assessments and reviews regarding fire risk management.
- Ability to develop and maintain relationships with specialist providers (such as health) to address more complex issues.
- Good understanding of the diverse communities within Kirklees.
- The ability to work in a political environment and manage relationships with community groups and leaders.
- Willingness to work flexible hours, including evenings and weekends.
- Ability to travel to various locations in order to carry out the duties of the job and be flexible in your approach to the days and hours worked.
- To display positive behaviours in all areas of work, acting as an advocate for the service.
- To be safeguarding trained or be willing to undertake appropriate training as directed.

This Role Profile is intended to provide an understanding and appreciation of the responsibilities of this particular job. It is not possible to specify every detail and we expect you to work flexibly within your skills, knowledge, experience and grade of this job.

For Recruitment Purposes: In order to be considered for this role you will need to... **PLEASE COMPLETE**