



West Yorkshire
Fire & Rescue Service

Performance Management and Activity Report 2022/23

Period covered: 1 April 2022 – 31 March 2023
Date Issue: 29 June 2023



Table of Contents

1.	Introduction/Summary	2
2.	Service Delivery Targets	3
3.	Operational Risk Visits (including Fire Safety)	6
4.	Safe and Well Checks	7
5.	Incidents	10
6.	Fire-Related Incidents attended by Six Pumps and Above	13
7.	Violence at Work	20
8.	Corporate Performance Activity	23

1. Introduction/Summary

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

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

All data, unless specified, is for the reporting period 1 April 2022 – 31 March 2023.

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

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

2. Service Delivery Targets

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

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

	Three Year Average Target (2019/22)	Quarter 1 (Apr-Jun)		Quarter 2 (Jul-Sep)		Quarter 3 (Oct-Dec)		Quarter 4 (Jan-Mar)		Actual Data to date		Performance Against Three Year Average (2022/23)	End of Year (2022/23)
		2021/22	2022/23	2021/22	2022/23	2021/22	2022/23	2021/22	2022/23	2021/22	2022/23		
Arson	6383	1979	2094	1270	2472	1209	962	1196	1064	5654	6592	3.3%	6592
Actual Rescues	1621	294	306	372	298	290	297	278	305	1189	1204	-25.7%	1204
Total Activity	24209	6835	7002	6443	8664	5998	5759	5741	5235	25017	26660	10.1%	26660
Dwelling Fires	1144	281	272	276	278	252	260	261	269	1070	1079	-5.7%	1079
Non-Domestic Building Fires	406	93	91	86	95	85	83	94	92	358	361	-11.1%	361
Prevalence of False Alarms	10558	2609	2744	3113	3237	2948	2990	2595	2332	11265	11303	7.1%	11303
Fire-Related Injuries	181	41	44	35	26	29	33	29	50	134	153	-15.5%	153
Road Traffic Collisions	645	138	150	156	150	163	149	131	144	588	591	-8.4%	591
Malicious False Alarms	358	85	102	107	80	113	93	73	70	378	345	-3.6%	345

Service Delivery Indicators

Description	Quarter 1		Quarter 2		Quarter 3		Quarter 4		Cumulative	
	(Apr-Jun)		(Jul-Sep)		(Oct-Dec)		(Jan-Mar)			
	2021-22	2022-23	2021-22	2022-23	2021-22	2022-23	2021-22	2022-23	2021-22	2022-23
Accidental Dwelling Fires (per 10,000 dwellings)	2.43	2.28	2.40	2.41	2.13	2.19	2.27	2.27	9.23	9.15
Number of deaths arising from accidental fires in dwellings (per 100,000 population)	0.09	0.04	0.04	0.04	0.13	0.04	0.09	0.09	0.35	0.22
Number of Fire-Related Deaths (per 100,000 population) arising from fires other than Accidental Dwelling Fires	0.04	0.04	0.04	0.00	0.09	0.04	0.13	0.00	0.30	0.09
Number of Injuries arising from accidental fires in dwellings (per 100,000 population)	1.30	1.17	1.13	0.82	0.74	0.87	0.78	1.69	3.94	4.55
(a) Number of Serious Injuries (per 100,000 population)	0.13	0.13	0.56	0.09	0.13	0.13	0.04	0.13	0.87	0.48
(b) Number of Slight Injuries (per 100,000 population)	1.17	1.04	0.56	0.74	0.61	0.74	0.74	1.56	3.08	4.07
The percentage of dwelling fires attended where there was a working smoke alarm which activated	57.30%	62.13%	60.87%	52.52%	61.11%	57.31%	62.45%	61.34%	60.37%	58.29%
The percentage of dwelling fires attended where a working smoke alarm was correctly fitted but did not activate	18.86%	18.01%	16.30%	24.82%	22.62%	18.46%	14.18%	18.96%	17.94%	20.11%
The percentage of dwelling fires attended where a smoke alarm, because it was faulty or incorrectly sited, did not activate	3.56%	3.68%	1.81%	2.16%	3.17%	3.46%	3.07%	2.97%	2.90%	3.06%
The percentage of dwelling fires attended where no smoke alarm was fitted	20.28%	16.18%	16.30%	24.82%	13.10%	20.77%	20.31%	16.73%	18.79%	18.54%
Number of calls to malicious false alarms (per 1000 population) – attended	0.04	0.04	0.05	0.03	0.05	0.04	0.03	0.03	0.16	0.15
False alarms caused by automatic fire detection equipment (per 1000 non-domestic properties)	7.84	8.54	11.41	10.26	10.63	10.97	8.92	7.91	38.80	37.68
False alarms caused by automatic fire detection equipment (per 1000 domestic properties)	1.01	1.04	1.23	1.19	1.19	1.21	1.05	0.99	4.49	4.43
Fires in non-domestic premises (per 1000 non-domestic premises)	1.10	1.08	1.02	1.13	1.01	0.98	1.11	1.09	4.25	4.28
Number of Primary Fires (per 100,000 population)	34.85	33.12	30.95	38.66	30.39	30.47	28.78	31.04	124.97	133.29

Number of Fire Casualties – excluding Precautionary Checks (per 100,000 population)	1.65	1.82	1.43	1.08	1.04	1.34	1.04	2.08	5.16	6.33
Arson Incidents – All Deliberate Fires (per 10,000 population)	8.58	9.08	5.50	10.72	5.24	4.17	5.18	4.61	24.51	28.57
Arson Incidents – Deliberate Primary Fires (per 10,000 population)	1.30	1.33	1.08	1.56	1.12	1.24	1.08	1.27	4.59	5.40
Arson Incidents – Deliberate Secondary Fires (per 10,000 population)	7.27	7.75	4.42	9.15	4.12	2.93	4.10	3.34	19.92	23.18

3. Site Specific Risk Inspections (including Fire Safety)

Below is a summary of Site-Specific Risk Inspections (SSRIs) undertaken in the financial year 2022-23. The visits were generated from operational liaison referrals, post fire visits and what crews identified as perceived risks within their station area.

SSRIs are allocated to each District which are then allocated to stations/watches.

The Operational Risk Management Team centrally audit 100 percent of all SSRIs. This ensures a standard approach to the recording and understanding of risk which in turn underpins the safety of operational crews when responding to premises considered higher risk.

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Total
Completed	213	273	336	216	231	308	203	241	193	301	353	214	3082

4. Safe and Well Checks

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

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

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

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

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

We have built on our success over the last five years and have established more robust quality assurance processes. We are implementing opportunities to learn from domestic fires to improve our understanding of risk and by implementing triage processes to ensure those vulnerable to fire receive the support they require in a timely fashion.

We have considered the findings from the most recent HMICFRS inspection and have implemented processes to ensure visits are undertaken on a prioritised basis and completed within a prescribed timeframe.

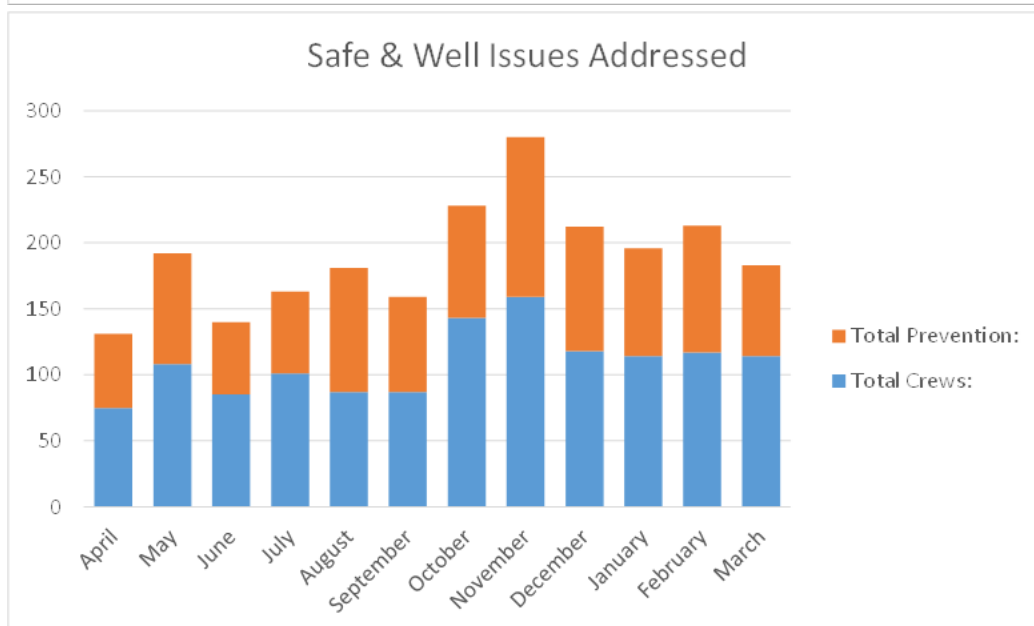
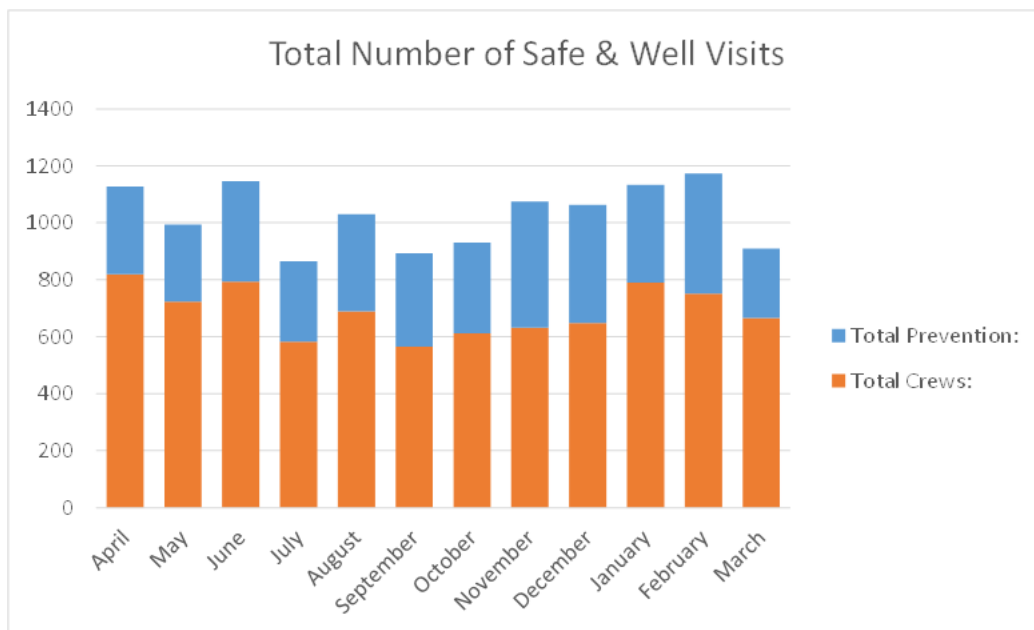
Performance

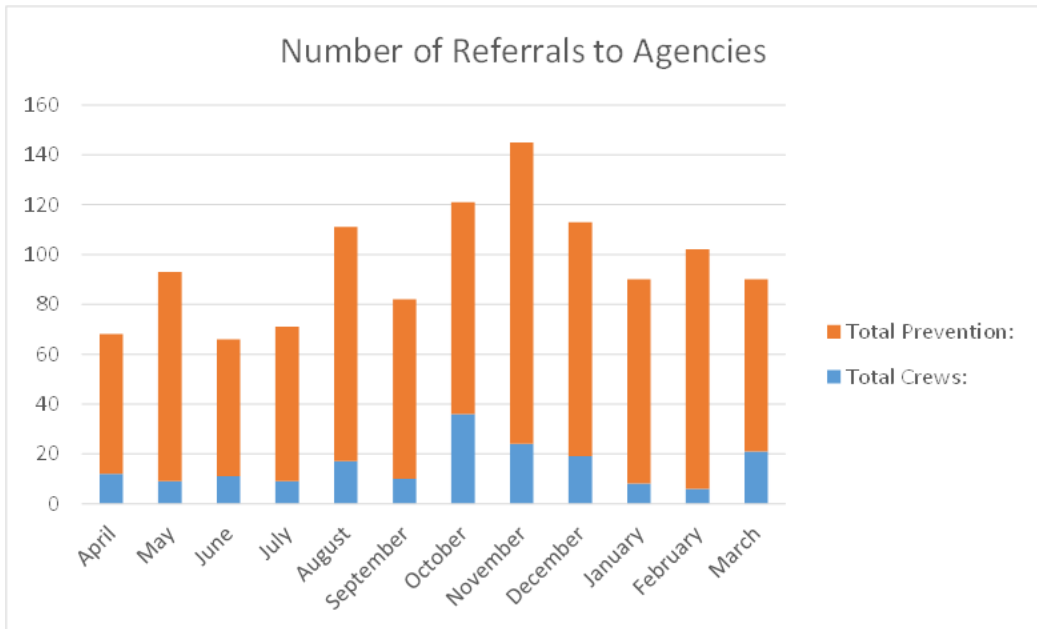
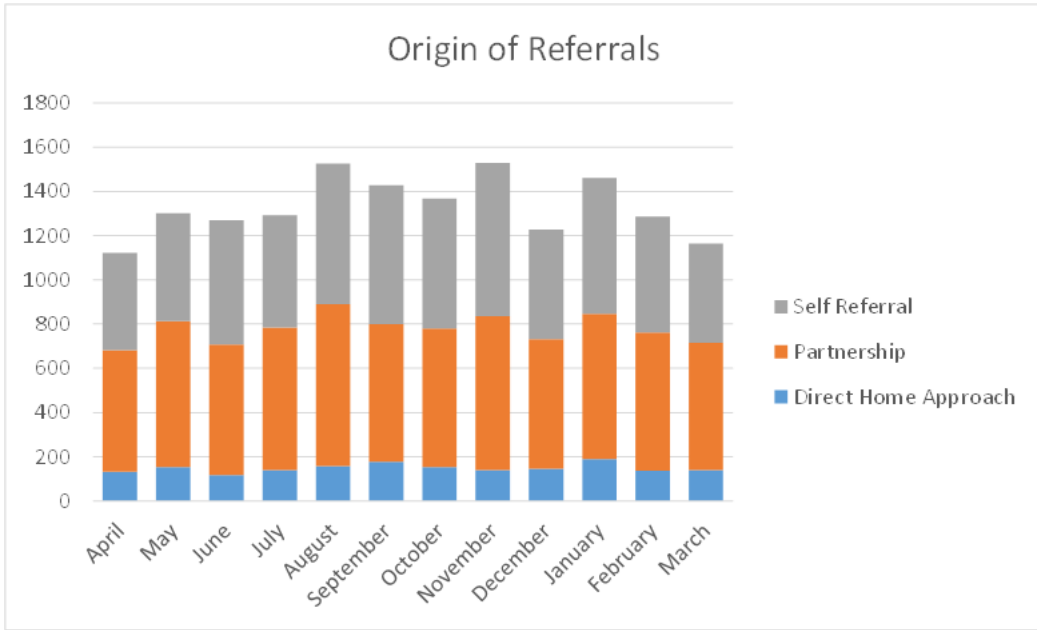
We are now undertaking visits at a rate greater than pre-covid delivery, we aim to increase this rate as we progress through the year by targeting visits in areas where antisocial behaviour is prevalent whilst also responding to referrals from partners. We are revisiting our partnerships to ensure we are targeting our responses at the most vulnerable people in our communities.

In 2022/23, 12,336 Safe and Well visits were undertaken.

When delivering safe and well visits, providing high quality advice to the right people is key.

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



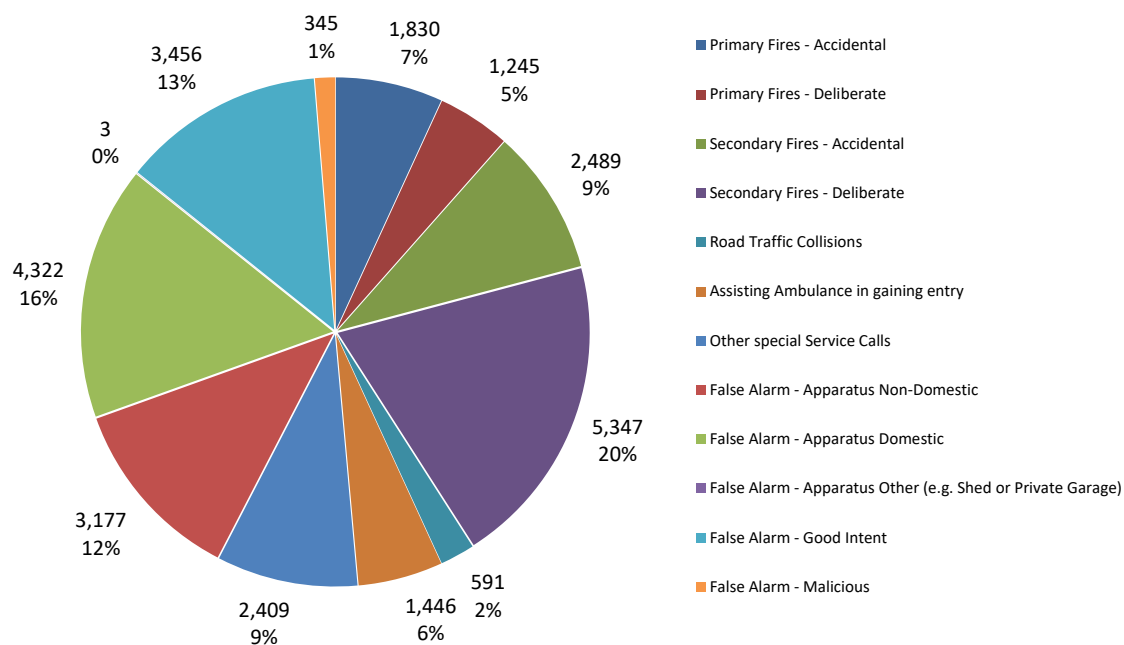


5. Incidents

The table and chart below show the operational activity of West Yorkshire Fire and Rescue Service for the financial year categorised by incident type.

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

Incident Category	Number	Percentage
Primary Fires - Accidental	1,830	6.86%
Primary Fires - Deliberate	1,245	4.67%
Secondary Fires - Accidental	2,489	9.34%
Secondary Fires - Deliberate	5,347	20.06%
Road Traffic Collisions	591	2.22%
Assisting Ambulance in gaining entry	1,446	5.42%
Other special Service Calls	2,409	9.04%
False Alarm - Apparatus Non-Domestic	3,177	11.92%
False Alarm - Apparatus Domestic	4,322	16.21%
False Alarm - Apparatus Other (e.g. Shed or Private Garage)	3	0.01%
False Alarm - Good Intent	3,456	12.96%
False Alarm - Malicious	345	1.29%
Total	26,660	100%



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

Incident Category	Number of incidents 1 April 2012 to 31 March 2013		Number of incidents 1 April 2017 to 31 March 2018		Number of incidents 1 April 2021 to 31 March 2022	
		Percentage		Percentage		Percentage
Primary Fires - Accidental	1,930	8.7%	1,756	7.7%	1,824	7.3%
Primary Fires - Deliberate	1,226	5.5%	1,516	6.6%	1,059	4.2%
Secondary Fires - Accidental	1,060	4.8%	1,652	7.2%	1,629	6.5%
Secondary Fires - Deliberate	3,577	16.1%	5,198	22.7%	4,595	18.4%
Road Traffic Collisions	382	1.7%	599	2.6%	588	2.4%
Special Service Calls	2,046	9.2%	1,898	8.3%	4,057	16.2%
False Alarm - Apparatus	8,501	38.2%	6,537	28.5%	7,650	30.6%
False Alarm - Good Intent	3,055	13.7%	3,403	14.8%	3,237	12.9%
False Alarm - Malicious	457	2.1%	377	1.6%	378	1.5%
Total	22,234	100.0%	22,936	100.0%	25,017	100.0%

Comments on Fatal Fires in the current quarter

Sunny Bank Road, Meltham

1st February 2023

The deceased male was 81 years old and lived with his wife in a privately-owned, detached house. The fire was in the living room and was slow-burning localised to a chair. It is believed the cause of the fire was radiated heat from an open fire.

Manchester Road, Slaithwaite

24th March 2023

The deceased male was 75 years old and lived in a privately-owned terraced house. The fire was in the living room, however, the cause of fire was not able to be conclusively determined.

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

Please note that the total number of fire-related fatalities in this financial year is seven.

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

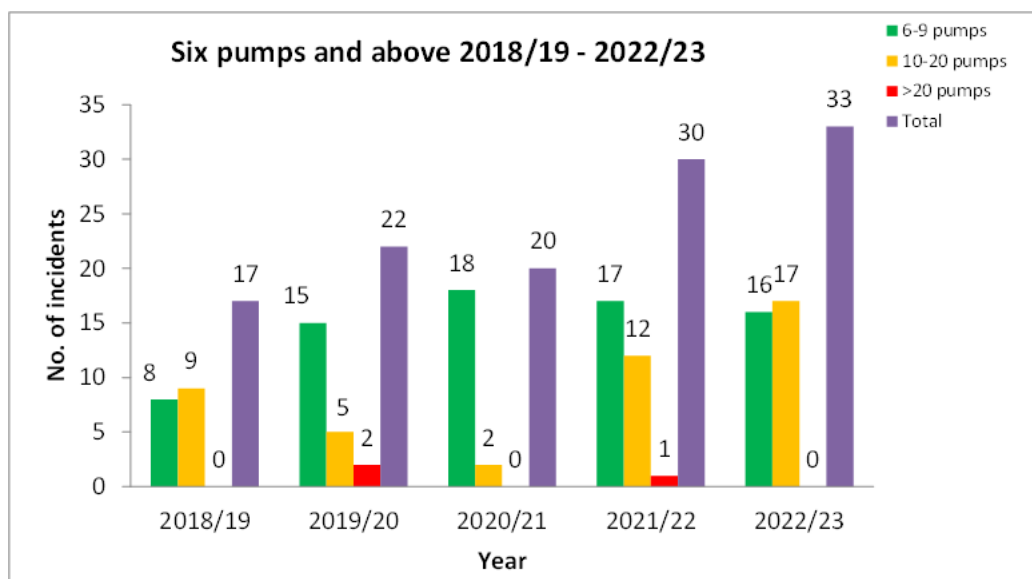
General Commentary

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

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

Our operational commanders are trained to the highest possible standard and are able to anticipate the resources required for any given incident type. To ensure safe systems of work, to protect life and property, and to mitigate the impact on the environment, Commanders will often request a large number of fire engines at the early stage of an incident before releasing them once the emergency is under control. This 'speed and weight' of response allows the service to quickly and safely resolve incidents.

The following chart details the numbers and severity of such incidents over the last five years up to 31 March 2023:



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

New incidents added to the table are shaded in white.

Date & Time	Address	Premises Use	Station Area	Cause	Pumps Plus Specials	Number of Personnel
Saturday 02/04/2022	LSS Waste Knowsthorpe Lane Cross Green Leeds	Recycling	Hunslet	Natural Occurrence	8 Pumps 3 Support 4 Specials	52 Ffs 6 Officers 2 CLM Vehicles
Sunday 10/04/2022	86 Queen Street Ravensthorpe Dewsbury	Dwelling	Dewsbury	Deliberate	10 Pumps 3 Support 5 Specials	62 Ffs 7 Officers 2 CLM Vehicles
Friday 15/04/2022	Pearl Supermarket Ltd Queens Road Works Queens Road Halifax	Supermarket	Halifax	Deliberate	10 Pumps 5 Support 6 Specials	72 Ffs 6 Officers 5 CLM Vehicles
Wednesday 20/04/2022	Derelict building Waterton Road Wakefield	Derelict school	Ossett	Deliberate	5 Pumps 3 Support 3 Specials	38 Ffs 4 Officers 2 CLM Vehicles
Saturday 23/04/2022	High Bracken Hill Farm Green Lane Silsden	Barn	Silsden	Bonfire out of control	13 Pumps 5 Support 4 Specials	80 Ffs 8 Officers 5 CLM Vehicles
Thursday 28/04/2022	Trade Bathrooms & Tiles Savile Road Castleford	Bathroom and tile showroom	Castleford	Lithium-ion battery	7 Pumps 5 Support 4 Specials	56 Ffs 5 Officers 3 CLM Vehicles
Sunday 15/05/2022	Widdop Road Heptonstall Hebden Bridge	Moorland	Todmorden	Deliberate	11 Pumps 4 Support 5 Specials	70 Ffs 6 Officers 4 CLM Vehicles
Saturday 04/06/2022	156 Grattan Road Bradford	Café	Bradford	Faulty electricity supply	12 Pumps 3 Support 6 Specials	72 Ffs 6 Officers 5 CLM Vehicles
Monday 06/06/2022	Cathedral City Furniture Unit 4 Millennia Park Wakefield	Furniture Unit	Wakefield	Deliberate	8 Pumps 3 Support 5 Specials	54 Ffs 6 Officers 4 CLM Vehicles
Wednesday 08/06/2022	BSB Furnishings Unit 2 Millennia Park Wakefield	Vehicle Diagnostics	Wakefield	Deliberate	5 Pumps 1 Support 3 Specials	26 Ffs 4 Officers 2 CLM Vehicles
Friday 10/06/2022	Wolseley UK Ltd Elmfield Road Morley Leeds	Vehicle Repair	Morley	Spark from welding equipment	12 Pumps 5 Support 6 Specials	80 Ffs 6 Officers 5 CLM Vehicles
Monday 27/06/2022	Cardinal Logistics Logistics House St Johns Works Neville Road Bradford	Office	Bradford	Deliberate	8 Pumps 4 Support 5 Specials	58 Ffs 6 Officers 5 CLM Vehicles

Wednesday 29/06/2022	Landmark House 11 Broadway Bradford	Flats	Bradford	Naked Flame	10 Pumps 3 Support 3 Specials	58 Ffs 6 Officers 5 CLM Vehicles
Monday 11/07/2022	Spa Field Terrace New Street Slaithwaite	Waste Plant	Slaithwaite	Deliberate	10 Pumps 2 Support 5 Specials	58 Ffs 7 Officers 4 CLM Vehicles
Saturday 16/07/2022	Castleford and Fryston Skip Service Kirkhaw Lane Knottingley	Waste Recycling Plant	Pontefract	Lithium-ion battery	10 Pumps 4 Support 4 Specials	64 Ffs 6 Officers 3 CLM Vehicles
Sunday 17/07/2022	Bradley Avenue Castleford	Derelict Public House	Castleford	Not known	5 Pumps 3 Support 4 Specials	40 Ffs 5 Officers 2 CLM Vehicles
Sunday 17/07/2022	Dacre Avenue Wakefield	Grassland	Ossett	Careless disposal of unknown items	15 Pumps 2 Support 3 Specials	74 Ffs 6 Officers 3 CLM Vehicles
Tuesday 02/08/2022	Burlees House Hangingroyd Lane Hebden Bridge	Office	Mytholmroyd	Faulty electrical supply	10 Pumps 4 Support 5 Specials	66 Ffs 6 Officers 5 CLM Vehicles
Sunday 04/09/2022	Allied Glass South Accommodation Road Hunslet, Leeds	Factory	Hunslet	Faulty Kiln	6 Pumps 3 Support 4 Specials	44 Ffs 5 Officers 1 CLM Vehicle
Sunday 02/10/2022	Prima Continental Bakeries Buck Street Bradford	Bakery and Car Wash	Bradford	Deliberate	8 Pumps 3 Support 4 Specials	52 Ffs 6 Officers 4 CLM Vehicles
Saturday 15/10/2022	Leonardo Building 2 Rossington Street Leeds	Building under construction	Leeds	Deliberate	10 Pumps 2 Support 2 Specials	52 Ffs 6 Officers 4 CLM Vehicles
Saturday 05/11/2022	N&P Recycling Ltd Unit 1 Thorpe Hill Farm Lingwell Gate Lane Thorpe Wakefield	Recycling Plant	Morley	Deliberate	6 Pumps 3 Support 5 Specials	46 Ffs 4 Officers 3 WM Vehicles
Friday 11/11/2022	P Waddington & Co Buck Street Bradford	Recycling Plant	Bradford	Vehicle fault (Vehicle inside building)	10 Pumps 5 Support 5 Special	70 Ffs 6 Officers 5 WM Vehicles
Wednesday 16/11/2022	Allied Glass Containers Ltd Fernley Green Road Knottingley	Industrial Manufacture	Pontefract	Electrical Appliance	10 Pumps 2 Support 4 Specials	56 Ffs 7 Officers 5 WM Vehicles
Wednesday 07/12/2022	Leeds City College Printworks Campus Hunslet Road Hunslet Leeds	College	Hunslet	Natural Occurrence	8 Pumps 3 Support 4 Specials	52 Ffs 6 Officers 2 WM Vehicles
Wednesday 21/12/2022	Allan Austin Ltd Jacob Street Bradford	Warehouse	Odsal	Faulty electrical appliance	9 Pumps 3 Support 3 Specials	54 Ffs 7 Officers 5 WM Vehicles
Tuesday 27/12/2022	Premier Beds Bradford Road Batley	Factory	Dewsbury	Not known	10 Pumps 3 Support 5 Specials	62 Ffs 6 Officers 6 WM Vehicles

Thursday 12/01/2023	Carr Dyke Mills Bradford Road Dewsbury	Mill	Dewsbury	Electrical Supply	9 Pumps 4 Support 6 Specials	64 Ffs 6 Officer 3 WM Vehicles
Tuesday 31/01/2023	City Road Bradford	Wholesale Warehouse	Bradford	Electrical Equipment	10 Pumps 2 Support 4 Specials	56 Ffs 7 Officers 5 WMs
Monday 20/02/2023	Arum Street Bradford	Community Centre	Odsal	Deliberate	6 Pumps 3 Support 4 Specials	42 Ffs 5 Officers 3 WMs
Wednesday 08/03/2023	Ravensthorpe Mills Huddersfield Road Ravensthorpe Dewsbury	Yarn Factory	Dewsbury	Overheated Appliance	6 Pumps 1 Support 3 Specials	34 Ffs 5 Officers 4 WMs
Tuesday 14/03/2023	CA English Textile Recycling Ltd Providence Mills Wormald Street Liversedge	Recycling	Cleckheaton	Deliberate	12 Pumps 3 Support 6 Specials	72 Ffs 7 Officers 5 WMs
Tuesday 14/03/2023	Dolly Lane Burmantofts Leeds	Shisha Lounge	Leeds	Combustible articles too close to heat source	6 Pumps 2 Support 4 Specials	40 Ffs 4 Officers 4 WMs

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

Carr Dyke Mills, Bradford Road, Dewsbury

11th January 2023

This incident was a fire in a mill in Dewsbury station area.

The pre-determined attendance was 3 pumps from Dewsbury and Cleckheaton. This was increased to 9 pumps and pumps from Ossett, Morley, Hunslet, Wakefield and Rothwell were mobilised. Three WM vehicles were also mobilised.

Also mobilised were the Command Unit Lite from Featherstone, aerials from Huddersfield and Bradford, the Hose Laying Unit from Mirfield and the Personnel Refreshment Unit from Skelmanthorpe. Support pumps were also mobilised from Killingbeck, Bradford, Rastrick and Mirfield.

Officers also attending the incident were Group Manager Jones as Incident Commander, Station Manager Ali was Ops Assurance Officer, Station Manager Loney was Command Support, Station Manager Wolski was Hazmat Officer, Station Manager Cameron as a Working Officer and Watch Manager Cavalier was Fire Investigation Officer.

The time of call for this incident was 2332 hours and the stop was sent at 0730 hours on 12th January 2023. The incident was closed the same day at 1249 hours.

The cause of the fire was a fault in the electrical supply.

City Road, Bradford

31st January 2023

This incident was a fire in a wholesale warehouse in Bradford station area.

The pre-determined attendance was 3 pumps from Bradford and Shipley. This was increased to 10 pumps and pumps from Cleckheaton, Odsal, Stanningley, Illingworth, Rawdon, Keighley and Dewsbury were mobilised. Five CLM vehicles were also mobilised.

Also mobilised were the Command Unit Lite from Featherstone, the Technical Rescue Unit from Cleckheaton, the Hose Laying Unit from Mirfield and the Personnel Refreshment Unit from Skelmanthorpe. Support pumps were also mobilised from Morley and Mirfield.

Officers also attending the incident were Group Manager Kovacs and Station Manager Garvey as Incident Commanders, Station Manager Goldwater was Ops Assurance Officer, Station Manager Earl was Command Support, Station Manager Wolski was Hazmat Officer, Station Manager Tully was Fire Investigation Officer with Station Manager Harrop shadowing.

The time of call for this incident was 0953 hours and the stop was sent at 1136 hours. The incident was closed the same day at 1717 hours.

The cause of the fire was faulty electrical equipment.

Arum Street, Bradford

20th February 2023

This incident was a fire in a community centre in Odsal station area.

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

Also mobilised were an aerial from Huddersfield, the Command Unit from Featherstone, the Hose Laying Unit from Mirfield and the Personnel Refreshment Unit from Ilkley. Support pumps were also mobilised from Hunslet, Mirfield and Dewsbury.

Officers also attending the incident were Station Manager Fox as Incident Commander, Station Manager Bell was Ops Assurance Officer, Station Manager Butterfield was Command Support, Station Manager Bambrook was Hazmat Officer and Station Manager Kilburn was Fire Investigation Officer.

The time of call for this incident was 0730 hours and the stop was sent at 1541 hours. The incident was closed the same day at 1644 hours.

The cause of the fire was deliberate.

Ravensthorpe Mills, Huddersfield Road, Ravensthorpe, Dewsbury

8th March 2023

This incident was a fire in a yarn factory in Dewsbury station area.

The pre-determined attendance was 3 pumps from Dewsbury and Mirfield. This was increased to 6 pumps and pumps from Ossett, Cleckheaton and Rastrick were mobilised. Four WM vehicles were also mobilised.

Also mobilised were the Command Unit from Pontefract, the Hose Laying Unit from Mirfield and the Personnel Refreshment Unit from Skelmanthorpe. A support pump was also mobilised from Huddersfield.

Officers also attending the incident were Station Manager Hargreaves as Incident Commander, Station Manager Butterfield was Ops Assurance Officer, Station Manager Moxon was Command Support, Station Manager Atkins was Hazmat Officer and Watch Manager Cavalier was Fire Investigation Officer.

The time of call for this incident was 0458 hours and the stop was sent at 0733 hours. The incident was closed the same day at 0948 hours.

The cause of the fire was overheating wool dust in the production of textiles.

Providence Mills, Wormald Street, Liversedge

14th March 2023

This incident was a fire in a recycling factory in Cleckheaton station area.

The pre-determined attendance was 5 pumps from Cleckheaton, Dewsbury, Morley and Rastrick. This was increased to 12 pumps and pumps from Odsal, Huddersfield, Bradford, Ossett, Hunslet and Leeds were mobilised. Five WM vehicles were also mobilised.

Also mobilised were the Command Unit from Pontefract, the Technical Rescue Unit from Cleckheaton, the Hose Laying Unit from Mirfield, the Drone from FSHQ, an aerial from Bradford and the Personnel Refreshment Unit from Skelmanthorpe. Support pumps were also mobilised from Huddersfield, Moortown and Mirfield.

Officers also attending the incident were Group Manager Daly and Station Manager Hargreaves as Incident Commanders, Station Manager Thornton was Ops Assurance Officer, Station Manager Bairstow was Command Support, Station Manager Clark was Hazmat Officer, Station Manager Pearson as Welfare Officer and Watch Manager Driver was Fire Investigation Officer.

The time of call for this incident was 1909 hours and the stop was sent at 1942 hours on 15th March 2023. The incident was closed the same day at 2052 hours.

The cause of the fire was deliberate.

Dolly Lane, Burmantofts, Leeds

14th March 2023

This incident was a fire in a Shisha lounge in Leeds station area.

The pre-determined attendance was 3 pumps from Killingbeck and Hunslet. This was increased to 6 pumps and pumps from Garforth, Leeds and Illingworth were mobilised. Four WM vehicles were also mobilised.

Also mobilised were the Command Unit from Featherstone, the Technical Rescue Unit from Cleckheaton, an aerial from Leeds and the Personnel Refreshment Unit from Ilkley. Support pumps were also mobilised from Cleckheaton and Rothwell.

Officers also attending the incident were Station Manager Clark as Incident Commander, Station Manager McCulloch was Ops Assurance Officer, Station Manager Garvey was Command Support, and Station Manager Thornton was Hazmat Officer.

The time of call for this incident was 2310 hours and the stop was sent at 0340 hours on 15th March 2023. The incident was closed the same day at 0355 hours.

The cause of the fire was combustible articles too close to heat source.

7. Violence at Work

Attacks on Personnel

There have been 72 incidents reported by West Yorkshire FRS so far in the financial year.

	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23
Attacks on Firefighters	40	76	64	60	87	92	75	81	68	66	72

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

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

District / Station	No.of Turnouts	Physical Assault	Weapon Brandished	Missile Thrown	Firework Thrown	Stoning	Aggressive Behaviour	Verbal Abuse	Total	Percentage
Bradford District										
Bradford	4138	4	1	2	1	7	4	1	20	0.48%
FWG	1256			1	3	1			5	0.40%
Keighley	928				2			1	3	0.32%
Odsal	1480		1				1		2	0.14%
Shipley	1765	1			2				3	0.17%
District Total	10395	5	2	3	8	8	5	2	33	0.32%
Calderdale District										
Rastrick	1153			1				1	2	0.17%
Halifax	1233						1		1	0.08%
Ilkworth	1086					1			1	0.09%
District Total	3910	0	0	1	0	1	1	1	4	0.10%
Kirklees District										
Huddersfield	2583	2			1		1	1	5	0.19%
Dewsbury	2297	3							3	0.13%
District Total	7404	5	0	0	1	0	1	1	8	0.11%
Leeds District										
Leeds	4280			1	1	1	1	1	5	0.12%
Cookridge	806				2		1		3	0.37%
Hunslet	3164		1					1	2	0.06%
Moortown	1041							1	1	0.10%
Rawdon	516			1					1	0.19%
Stanningley	1265	1				2			3	0.24%
Killingbeck	2866			2		2	1	2	7	0.24%
District Total	15799	1	1	4	3	5	3	5	22	0.14%
Wakefield District										
Wakefield	1121						1		1	0.09%
Ossett	886							2	2	0.23%
Pontefract	933							1	1	0.11%
South Kirkby	670							1	1	0.15%
District Total	4975	0	0	0	0	0	1	4	5	0.10%
Totals	42644	11	3	8	12	14	11	13	72	0.17%

The above table shows the number of incidents in which firefighters were subjected to violence as a percentage of attendance, by station and by district (0.17% overall). Some stations might appear to suffer a relatively high percentage of attacks, but this is largely due to the number of incidents attended from such stations.

The Chief Fire Officer re-emphasises that even one attack is one too many and that every assistance and encouragement will be given to the police to bring offenders to

court. Work is continuing with a variety of agencies from the police and district councils to community groups and youth leaders to address these issues.

District Actions to Address Violence

All districts are undertaking the following actions:

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

Bradford

In Bradford there were 33 attacks on firefighters at incidents, details of which are available from the District Commander. At one of these incidents a firefighter was hit with a stone thrown by a member of the public. Five of these attacks have resulted in minor damage to our fire appliances with one causing severe damage to the fire appliance shattering a window and denting panels.

Calderdale

In Calderdale there were 4 attacks on firefighters at incidents, details of which are available from the District Commander. None of these caused injuries to firefighters but one instance resulted in damage to fire appliances during these attacks.

Kirklees

In Kirklees there were 8 attacks on firefighters at incidents, details of which are available from the District Commander. There was an injury to a firefighter at two of these incidents and one incident where there was damage to the fire appliance.

Leeds

In Leeds there were 22 attacks on firefighters at incidents, details of which are available from the District Commander. There were no injuries to firefighters or damage to fire appliances during these attacks.

Wakefield

In Wakefield there were 5 attacks on firefighters at incidents, details of which are available from the District Commander. There were no injuries to firefighters or damage to fire appliances during these attacks.

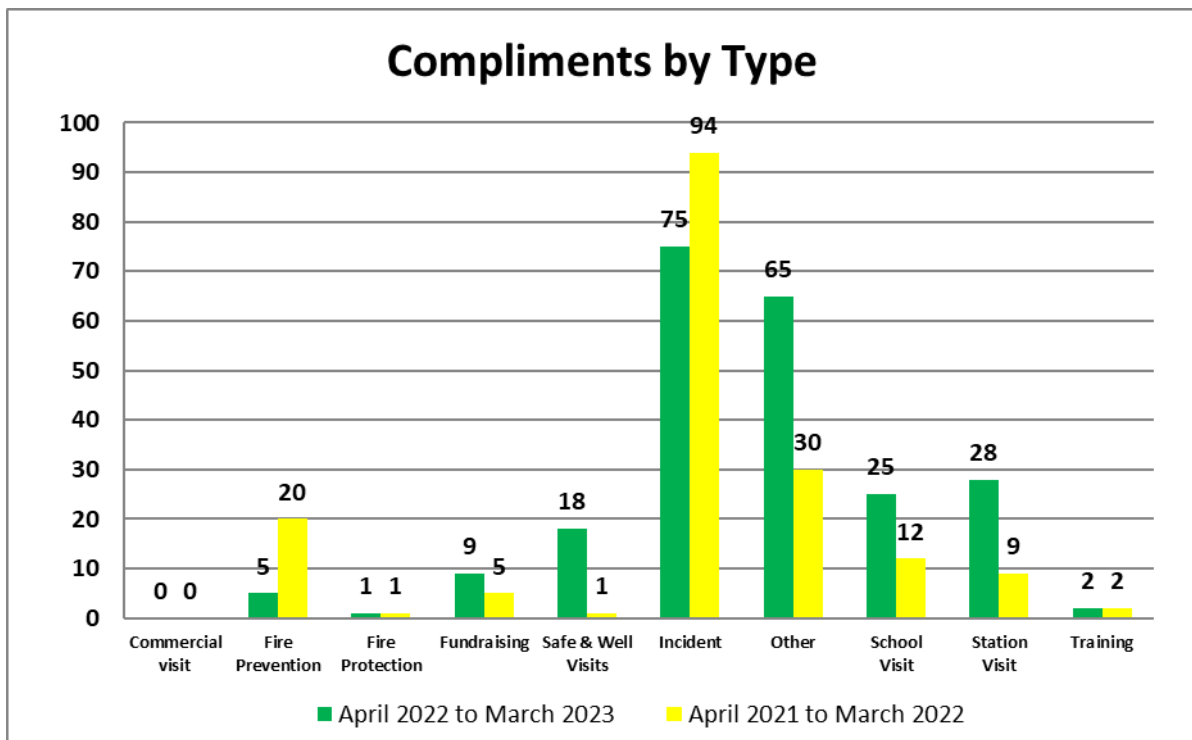
8. Corporate Performance Activity

Details of key corporate performance areas are shown below.

Compliments

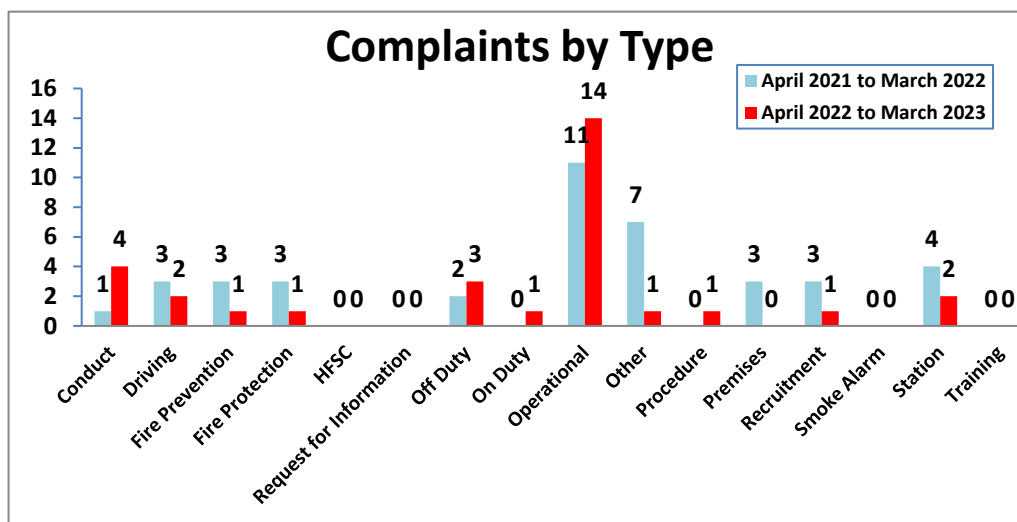
The charts below show by the type and the number of compliments and complaints received by West Yorkshire FRS for the period 1 April 2022 to 31 March 2023 and the same period in 2021/22.

During this period West Yorkshire FRS has recorded 228 compliments, which is higher than the 174 received in 2021/22.



Complaints

For the period 1 April 2022 to 31 March 2023, we have received 31 complaints, of which 10 were upheld. This compares to 40 received between the same dates in 2021, of which 16 were upheld.



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

The table below shows the number of complaints received and upheld from 1 April 2022 to 31 March 2023 and a comparison with the same period during the year 2021-22.

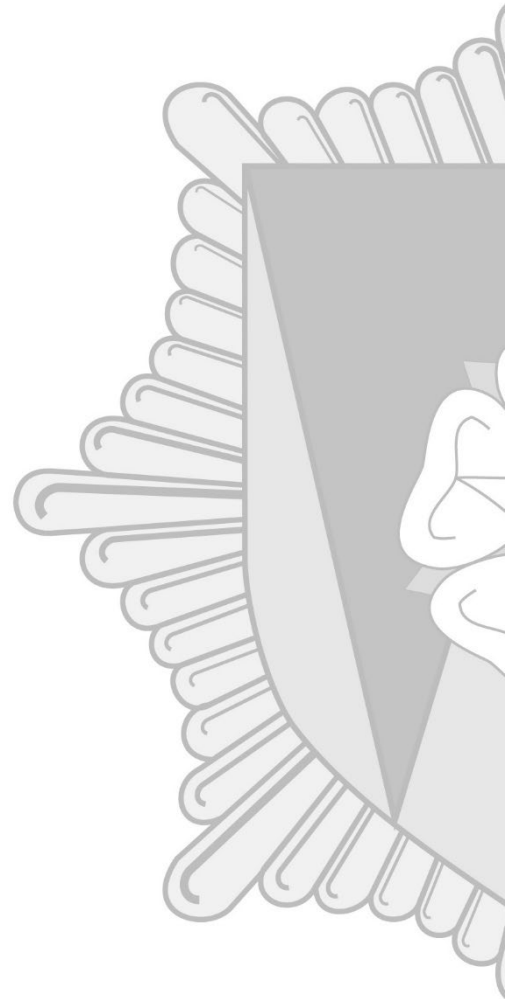
Category	2021-22		2022-23	
	Received	Upheld	Received	Upheld
Conduct	1	1	4	1
Driving	3	2	2	1
Fire Prevention	3	0	1	1
Fire Protection	3	0	1	1
HFSC	0	0	0	0
Request for Information	0	0	0	0
Off Duty	2	0	3	1
On Duty	0	0	1	0
Operational	11	3	14	4
Other	7	2	1	0
Procedure	0	0	1	0
Premises	3	2	0	0
Recruitment	3	3	1	0
Smoke Alarm	0	0	0	0
Station	4	3	2	1
Training	0	0	0	0
TOTALS	40	16	31	10

Freedom of Information and Data Protection

The tables below show the number of Freedom of Information Requests and Subject Access Requests dealt with within the period 1 April 2022 to 31 March 2023.

Freedom of Information Requests	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	TOTAL
Number due for response	6	6	6	6	12	8	12	6	9	6	10	17	104
Number responded to within time limit	6	6	6	6	12	8	12	6	9	6	10	17	104
Number responded to out of time	0	0	0	0	0	0	0	0	0	0	0	0	0
Number suspended or closed due to no clarification from requester	0	1	1	0	0	0	0	0	0	0	0	0	2
Number of Internal Reviews due for response	0	0	0	0	0	0	0	1	0	0	0	0	1
Number of Internal Reviews responded to within time limit	0	0	0	0	0	0	0	1	0	0	0	0	1

Subject Access Requests	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	TOTAL
Number due for response	0	3	0	0	0	0	2	1	2	3	4	1	16
Number responded to within time limit	0	3	0	0	0	0	2	1	2	3	4	1	16
Number responded to out of time	0	0	0	0	0	0	0	0	0	0	0	0	0



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