



West Yorkshire
Fire & Rescue Service

Performance Management and Activity Report 2022/23

Period covered: 1 April – 31 December 2022
Date Issue: 23 February 2023



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1. Introduction/Summary

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

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

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

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 Projection (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	2095	1270	2481					3249	4576	43.0%	9127
Actual Rescues	1621	294	304	372	266					621	570	-29.9%	1137
Total Activity	24209	6835	7001	6443	8636					13278	15637	28.8%	31189
Dwelling Fires	1144	281	272	276	271					557	543	-5.3%	1083
Non-Domestic Building Fires	406	93	91	86	81					179	172	-15.5%	343
Prevalence of False Alarms	10558	2609	2744	3113	3236					5722	5980	13.0%	11927
Fire-Related Injuries	181	41	44	35	24					76	68	-25.1%	136
Road Traffic Collisions	645	138	150	156	149					294	299	-7.5%	596
Malicious False Alarms	358	85	102	107	80					192	182	1.4%	363

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	2.27	2.40	2.40					4.83	4.67
Number of deaths arising from accidental fires in dwellings (per 100,000 population)	0.09	0.00	0.04	0.04					0.13	0.04
Number of Fire-Related Deaths (per 100,000 population) arising from fires other than Accidental Dwelling Fires	0.04	0.09	0.04	0.00					0.09	0.09
Number of Injuries arising from accidental fires in dwellings (per 100,000 population)	1.30	1.17	1.13	0.78					2.43	1.95
(a) Number of Serious Injuries (per 100,000 population)	0.13	0.13	0.56	0.09					0.69	0.22
(b) Number of Slight Injuries (per 100,000 population)	1.17	1.04	0.56	0.69					1.73	1.73
The percentage of dwelling fires attended where there was a working smoke alarm which activated	57.30%	62.13%	60.87%	53.07%					59.07%	57.56%
The percentage of dwelling fires attended where a working smoke alarm was correctly fitted but did not activate	18.86%	18.01%	16.30%	24.55%					17.59%	21.31%
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%	2.17%					2.69%	2.91%
The percentage of dwelling fires attended where no smoke alarm was fitted	20.28%	16.18%	16.30%	24.55%					20.65%	18.21%
Number of calls to malicious false alarms (per 1000 population) – attended	0.04	0.04	0.05	0.03					0.08	0.08
False alarms caused by automatic fire detection equipment (per 1000 non-domestic properties)	7.84	8.54	11.41	10.14					19.25	18.68
False alarms caused by automatic fire detection equipment (per 1000 domestic properties)	1.01	1.04	1.23	1.18					2.24	2.23
Fires in non-domestic premises (per 1000 non-domestic premises)	1.10	1.08	1.02	1.01					2.12	2.09
Number of Primary Fires (per 100,000 population)	34.85	33.12	30.95	38.45					65.80	71.56

Number of Fire Casualties – excluding Precautionary Checks (per 100,000 population)	1.65	1.82	1.43	1.04					3.08	2.86
Arson Incidents – All Deliberate Fires (per 10,000 population)	8.58	9.08	5.50	10.78					14.08	19.86
Arson Incidents – Deliberate Primary Fires (per 10,000 population)	1.30	1.33	1.08	1.53					2.39	2.87
Arson Incidents – Deliberate Secondary Fires (per 10,000 population)	7.27	7.75	4.42	9.24					11.69	16.99

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	76	116	61	127	143	166							689

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.

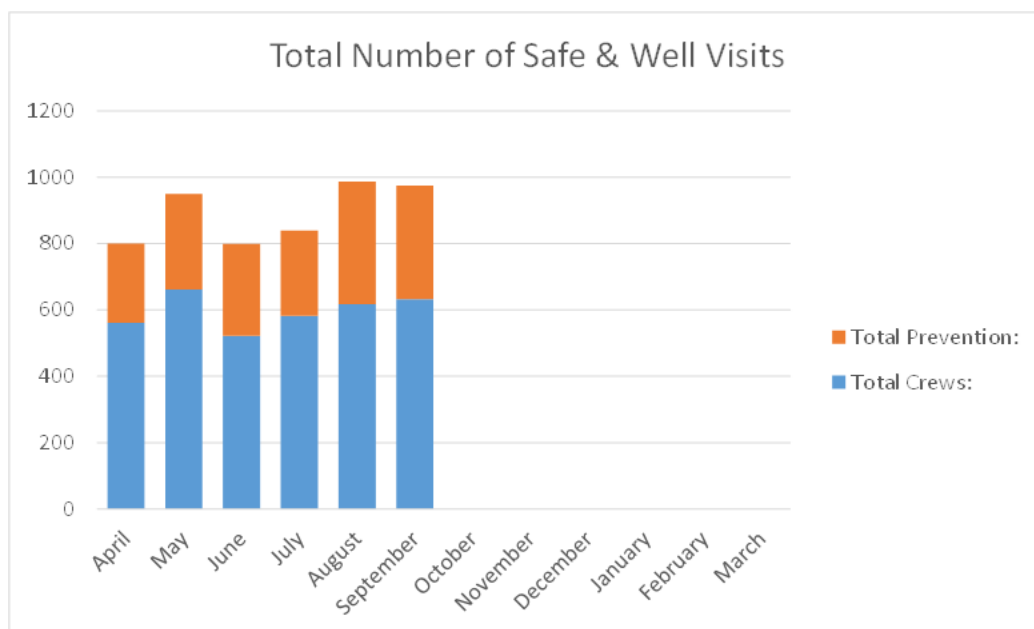
We are now building on our successes over the last five years by establishing more robust quality assurance processes, by implementing opportunities to learn from domestic fires to improve our understanding of risk and by implementing triage processes to ensure those vulnerable to fire receive the support they require in a timely fashion. We have considered the findings from the most recent HMICFRS inspection, and we are now developing a process which further improves how we target our resources to those most in need.

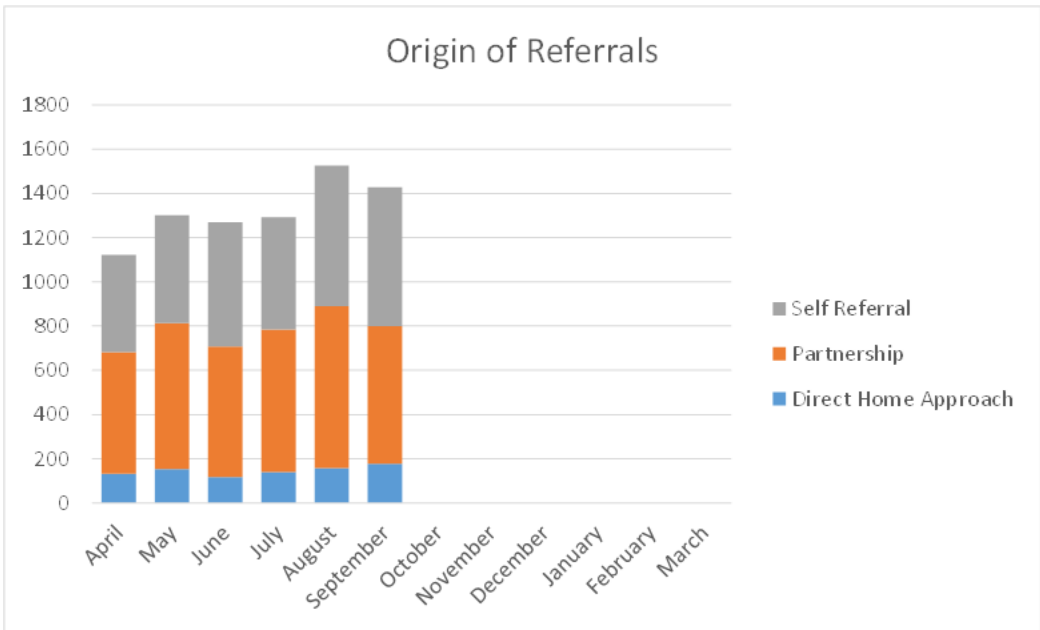
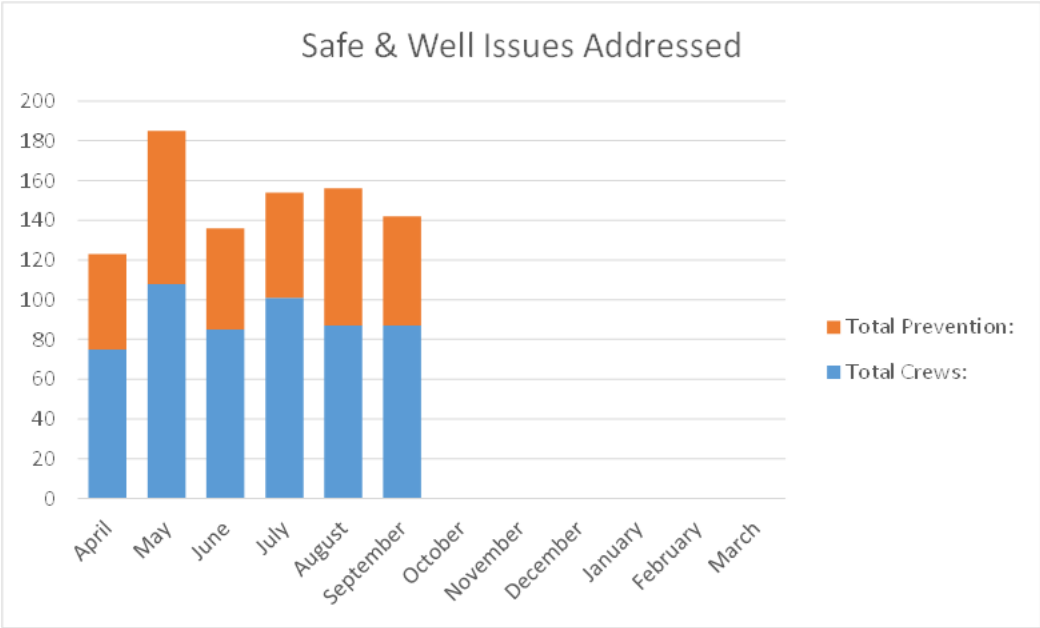
Performance

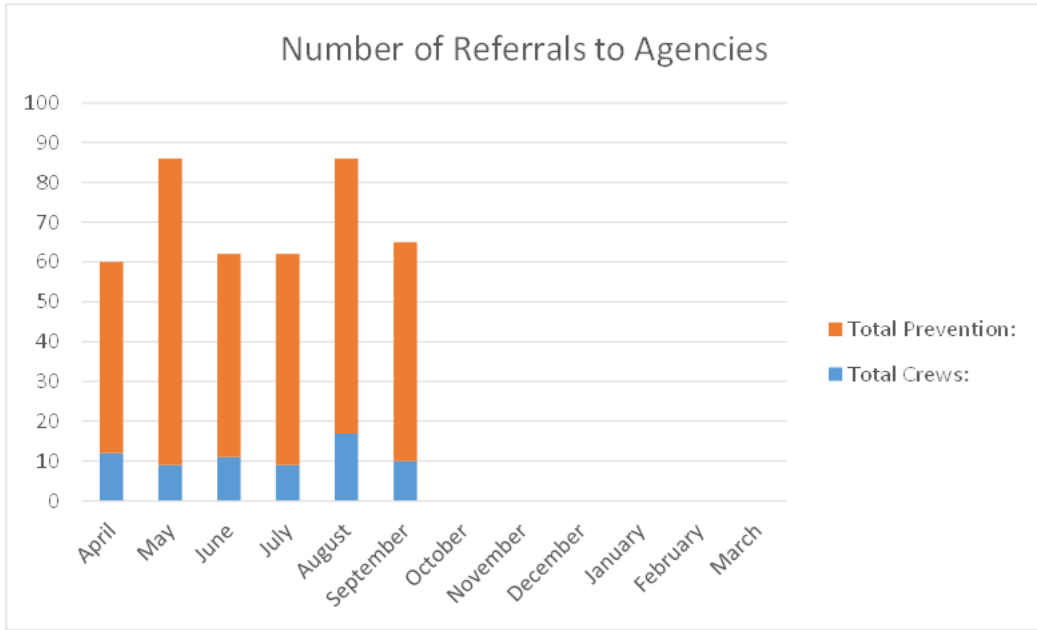
We are now undertaking visits at a rate consistent with pre-covid delivery, we aim to increase this rate as we progress through the year by targeting visits in areas where antisocial behaviour is prevalent whilst also responding to referrals from partners. We are revisiting our partnerships to ensure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

When delivering safe and well visits, providing high quality advice to the right people is key. Quality assurance processes have been implemented and are managed on a quarterly basis with each of the districts.

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





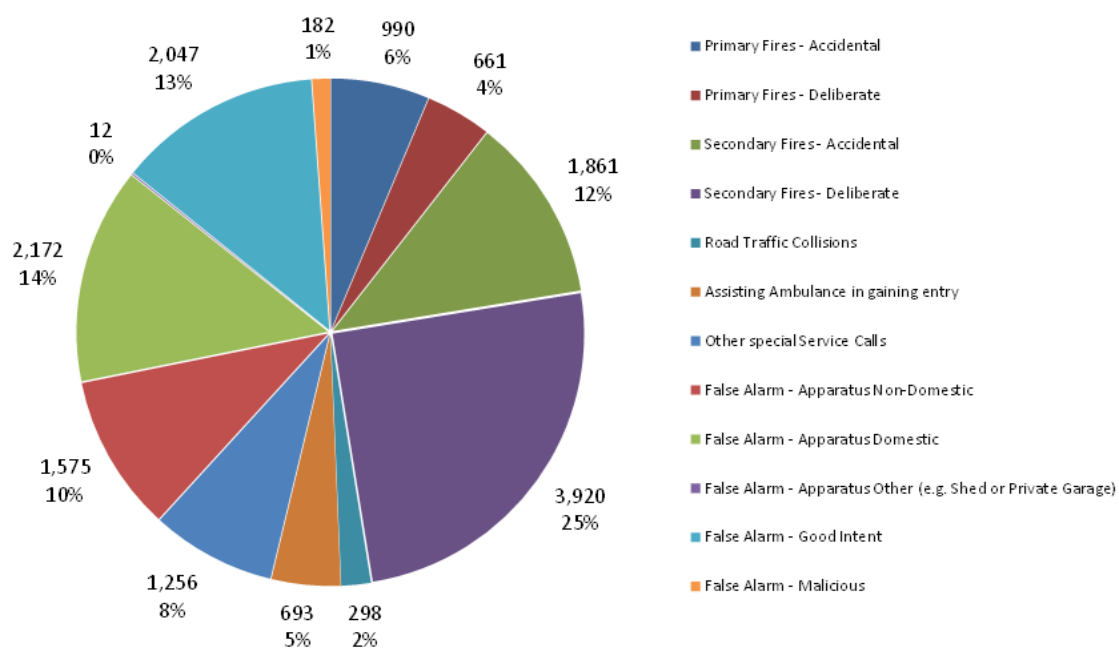


5. Incidents

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	990	6.32%
Primary Fires - Deliberate	661	4.22%
Secondary Fires - Accidental	1,861	11.88%
Secondary Fires - Deliberate	3,920	25.02%
Road Traffic Collisions	298	1.90%
Assisting Ambulance in gaining entry	693	4.42%
Other special Service Calls	1,256	8.02%
False Alarm - Apparatus Non-Domestic	1,575	10.05%
False Alarm - Apparatus Domestic	2,172	13.86%
False Alarm - Apparatus Other (e.g. Shed or Private Garage)	12	0.08%
False Alarm - Good Intent	2,047	13.07%
False Alarm - Malicious	182	1.16%
Total	15,667	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

Bayswater Place, Harehills, Leeds

18th August 2022

The deceased male was 63 years old and lived in two-storey end terrace back-to-back property with a loft area. The fire is believed to have started accidentally due to combustible items in close proximity to a flame from a portable camping stove.

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

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

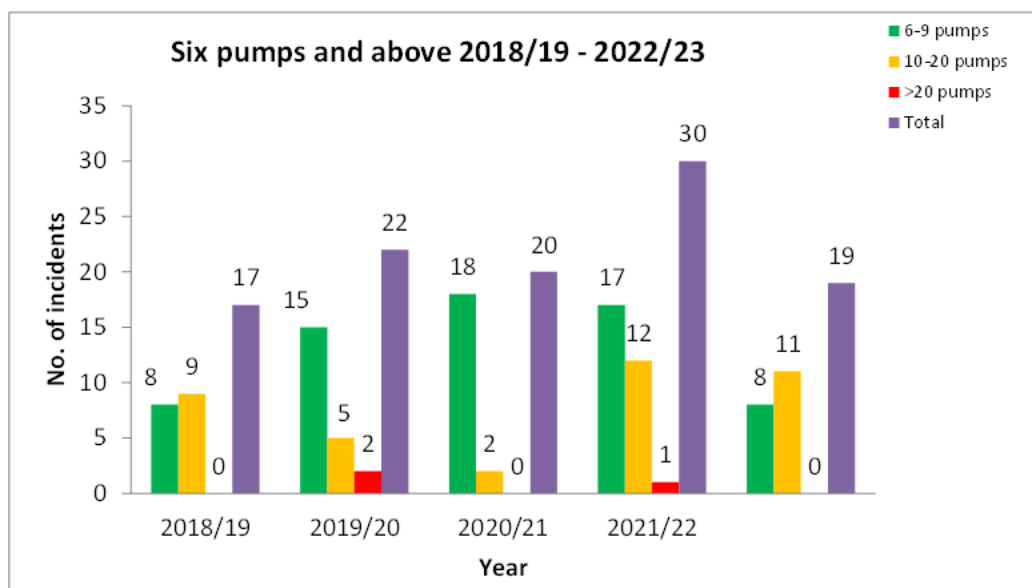
General Commentary

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

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

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 30 September 2022:



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

Date & Time	Address	Premises Use	Station Area	Cause	Pumps Plus Specials	Number of Personnel
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

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

Spa Field Terrace, New Street, Slaithwaite

11th July 2022

This incident was a fire in a waste plant in Slaithwaite station area.

The pre-determined attendance was 1 pump from Slaithwaite. This was increased to 10 pumps and pumps from Holmfirth, Marsden, Rastrick, Huddersfield, Mytholmroyd, Cleckheaton, Odsal, Illingworth and Dewsbury were mobilised. Four CLM vehicles were also mobilised.

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

Officers also attending the incident were Group Manager Daly as Incident Commander, Station Manager Tully was Ops Assurance Officer, Station Manager

Hawley was Command Support, Station Manager Hudson was Hazmat Officer, Station Manager Bruce as a Working Officer and Station Manager Cookson was Fire Investigation Officer.

The time of call for this incident was 0203 hours and the stop was sent at 0649 hours. The incident was closed at 0816 hours.

The cause of the fire was deliberate.

Kirkhaw Lane, Knottingley

16th July 2022

This incident was a fire in a waste recycling plant in Knottingley station area.

The pre-determined attendance was 3 pumps from Castleford, Normanton and Garforth. This was increased to 10 pumps and pumps from Rothwell, Wakefield, Hunslet, Killingbeck and Morley were mobilised. Three CLM vehicles were also mobilised.

Also mobilised were the Command Unit from Pontefract, an aerial from Leeds, the Hose Laying Unit from Mirfield and the Personnel Refreshment Unit from Skelmanthorpe. Support pumps were also mobilised from Ossett, Mirfield, Shipley and Dewsbury.

Officers also attending the incident were Group Manager Gardiner as Incident Commander, Station Manager Harrop was Ops Assurance Officer, Station Manager Holdsworth was Command Support, Station Manager Fox was Hazmat Officer, Station Manager Flynn as a Working Officer and Watch Manager Driver was Fire Investigation Officer.

The time of call for this incident was 1312 hours and the stop was sent at 0421 hours on 17th July 2022. The incident was closed that day at 0451 hours.

The cause of the fire was failure of a lithium-ion battery located within the waste.

Bradley Avenue, Castleford

17th July 2022

This incident was a fire in in a derelict building in Castleford station area.

The pre-determined attendance was 2 pumps from Killingbeck and Rothwell. This was increased to 5 pumps and pumps from Hunslet and Morley were mobilised. Two CLM vehicles were also mobilised.

Also mobilised were the Command Unit Lite from Featherstone, an aerial from Leeds, the Hose Laying Unit from Mirfield and the Personnel Refreshment Unit from Skelmanthorpe. Support pumps were also mobilised from Moortown, Mirfield, and Shipley.

Officers also attending the incident were Station Manager Thornton as Incident Commander, Station Manager Fox was Command Support, Station Manager Wolski was Hazmat Officer, Station Manager Harrop was Ops Assurance Officer and Watch Manager Driver was Fire Investigation Officer.

The time of call for this incident was 1322 hours and the stop was sent and the incident closed at 1744 hours.

The cause of the fire was unknown due to the extent of the damage.

Dacre Avenue, Wakefield

17th July 2022

This incident was a fire in the open in Ossett station area.

The pre-determined attendance was 1 pump from Dewsbury. This was increased to 15 pumps and pumps from Castleford, Huddersfield, Stanningley, Hunslet, Normanton, Skelmanthorpe, Rastrick, Wakefield, Leeds, Bradford, Cleckheaton, Ossett and South Yorkshire were mobilised. Three CLM vehicles were also mobilised.

Also mobilised were the Command Unit from Pontefract, an aerial from Leeds, the Hose Laying Unit from Mirfield and the Personnel Refreshment Unit from Skelmanthorpe. Support pumps were also mobilised from Rawdon, Mirfield, and Shipley.

Officers also attending the incident were Area Manager Teggart, Group Manager Gardiner and Station Manager Flynn as Incident Commanders, Station Manager Fox was Command Support, Station Manager Wolski was Hazmat Officer and Station Manager Harrop as a Working Officer.

The time of call for this incident was 1352 hours and the stop was sent at 1805 hours. The incident was closed the same day at 1912 hours.

The cause of the fire was careless disposal of items unknown.

Hangingroyd Lane, Hebden Bridge

2nd August 2022

This incident was an office fire in Mytholmroyd station area. This incident involved a multi-occupied converted mill.

The pre-determined attendance was 3 pumps from Mytholmroyd, Todmorden and Halifax. This was increased to 10 pumps and pumps from Illingworth, Rastrick, Slaithwaite, Huddersfield and North West Fire Service were mobilised. Five CLM vehicles were also mobilised.

Also mobilised were the Command Unit from Pontefract, aerials from Leeds and Huddersfield, the Hose Laying Unit from Mirfield and the Personnel Refreshment Unit

from Ilkley. Support pumps were also mobilised from Bingley, Mirfield, Hunslet and Stanningley.

Officers also attending the incident were Group Manager May and Station Manager Howorth as Incident Commanders, Station Manager Clark was Command Support, Station Manager Bruce was Hazmat Officer, Station Manager Goldwater was Ops Assurance Officer and Station Manager Cavalier was Fire Investigation.

The time of call for this incident was 0212 hours and the stop was sent at 0910 hours. The incident was closed the following day at 1238 hours.

The cause of the fire was a faulty electrical supply.

South Accommodation Road, Hunslet

4th September 2022

This incident was a fire in in a glass factory in Hunslet station area.

The pre-determined attendance was 3 pumps from Killingbeck and Hunslet. This was increased to 6 pumps and pumps from Moortown and Rothwell were mobilised. One CLM vehicle was also mobilised.

Also mobilised were the Command Unit from Pontefract, an aerial from Bradford, the Hose Laying Unit from Mirfield and the Personnel Refreshment Unit from Skelmanthorpe. Support pumps were also mobilised from Morley, Mirfield, and Stanningley.

Officers also attending the incident were Station Manager Bowen as Incident Commander, Station Manager England was Command Support, Station Manager Dracup was Hazmat Officer, Station Manager Cameron was Ops Assurance Officer and Station Manager Griffiths was Fire Investigation Officer.

The time of call for this incident was 1542 hours and the stop was sent at 1742 hours. The incident closed at 2100 hours.

The cause of the fire was a fault within a kiln

7. Violence at Work

Attacks on Personnel

There have been 37 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	37

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

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

Attacks on Firefighters as a Percentage of Turnouts										
District / Station	No. of Turnouts	Physical Assault	Weapon Brandished	Missile Thrown	Firework Thrown	Stoning	Aggressive Behaviour	Verbal Abuse	Total	Percentage
Bradford District										
Bradford	2265	4	1	1	1	3	2	1	13	0.57%
FWG	726			1		1			2	0.28%
Odsal	863		1						1	0.12%
Shipley	1055	1							1	0.09%
District Total	5906	5	2	2	1	4	2	1	17	0.29%
Calderdale District										
Rastrick	671			1					1	0.15%
Halifax	668						1		1	0.15%
Ilkley	638					1			1	0.16%
District Total	2247	0	0	1	0	1	1	0	3	0.13%
Kirklees District										
Huddersfield	1410						1	1	2	0.14%
Dewsbury	1389	3							3	0.22%
District Total	4259	3	0	0	0	0	1	1	5	0.12%
Leeds District										
Leeds	2180					1	1		2	0.09%
Cookridge	451				1				1	0.22%
Stanningley	728	1				2			3	0.41%
Killingbeck	1698			2			1	1	4	0.24%
District Total	8739	1	0	2	1	3	2	1	10	0.11%
Wakefield District										
Ossett	547							1	1	0.18%
South Kirkby	426							1	1	0.23%
District Total	3137	0	0	0	0	0	0	2	2	0.06%
Totals	24366	9	2	5	2	8	6	5	37	0.15%

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 (0.15% 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 17 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. Three of attacks have resulted in minor damage to our fire appliances.

Calderdale

In Calderdale there were 3 attacks on firefighters at incidents, details of which are available from the District Commander. There were no injuries to firefighters, but one instance resulted in damage to fire appliances during these attacks.

Kirklees

In Kirklees there were 5 attacks on firefighters at incidents, details of which are available from the District Commander. There was an injury to a firefighter at one of these incidents but no damage to fire appliances during these attacks.

Leeds

In Leeds there were 10 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 2 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.

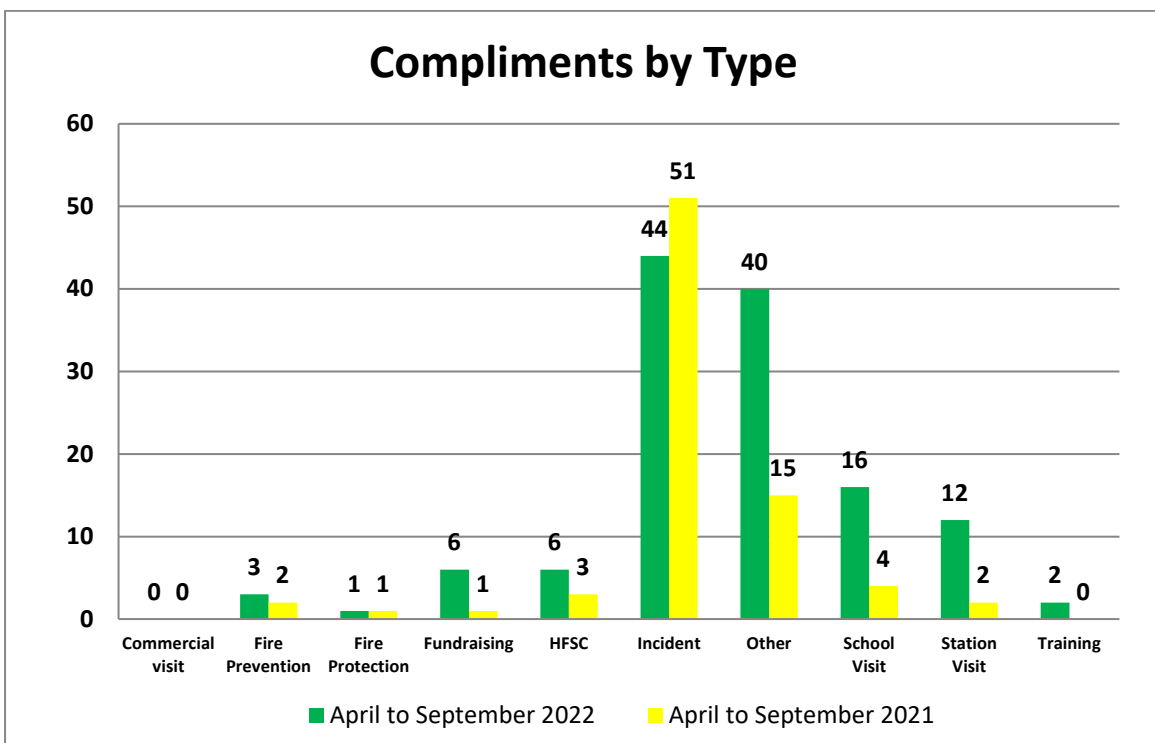
8. Corporate Performance Activity

Details of key corporate performance areas are shown below.

Compliments

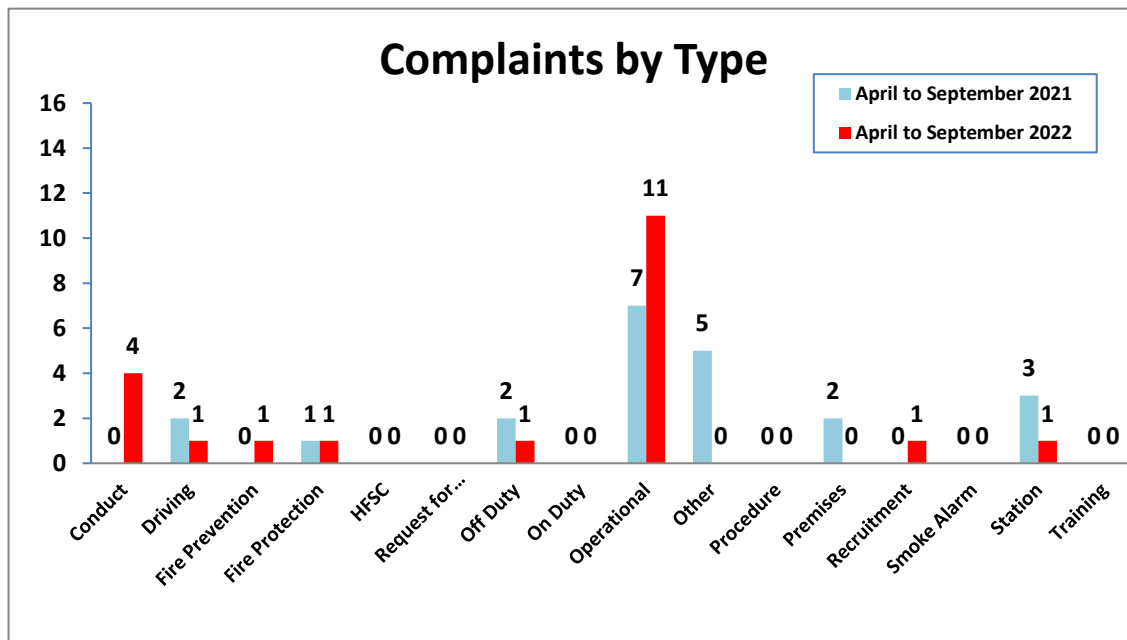
The charts below show by the type and the number of compliments and complaints received by West Yorkshire FRS for the period 1 April to 30 September 2022 and the same period in 2021.

During this period West Yorkshire FRS has recorded 130 compliments, which is higher than the 79 received in 2021.



Complaints

For the period 1 April to 30 September 2022, we have received 21 complaints, of which 8 were upheld. This compares to 22 received between the same dates in 2021, of which 7 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 30 September 2022 and a comparison with the same period during the year 2021-22.

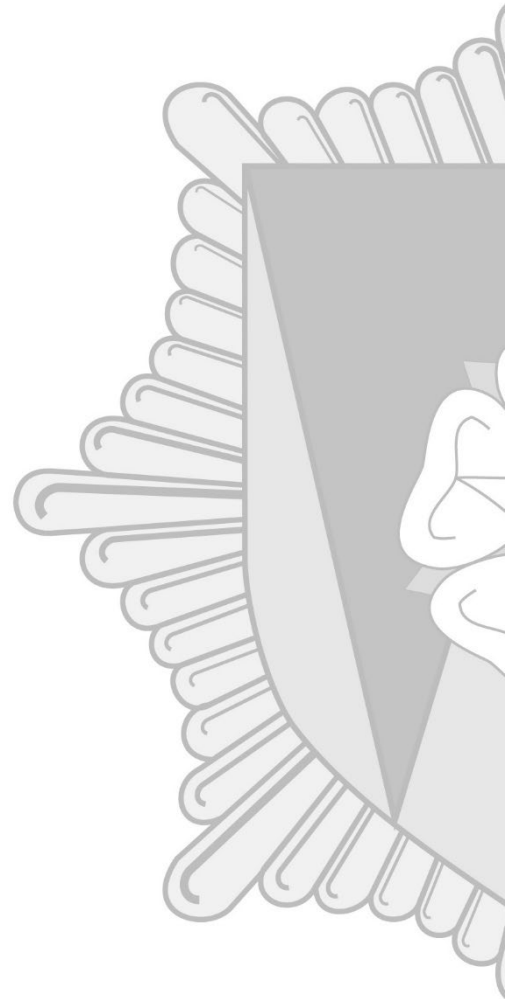
Category	2021-22		2022-23	
	Received	Upheld	Received	Upheld
Conduct	0	0	4	1
Driving	2	1	1	0
Fire Prevention	0	0	1	1
Fire Protection	1	0	1	1
HFSC	0	0	0	0
Request for Information	0	0	0	0
Off Duty	2	0	1	0
On Duty	0	0	0	0
Operational	7	2	11	4
Other	5	1	0	0
Procedure	0	0	0	0
Premises	2	1	0	0
Recruitment	0	0	1	0
Smoke Alarm	0	0	0	0
Station	3	2	1	1
Training	0	0	0	0
TOTALS	22	7	21	8

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 30 September 2022.

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							44
Number responded to within time limit	6	6	6	6	12	8							44
Number responded to out of time	0	0	0	0	0	0							0
Number suspended or closed due to no clarification from requester	0	1	1	0	0	0							2
Number of Internal Reviews due for response	0	0	0	0	0	0							0
Number of Internal Reviews responded to within time limit	0	0	0	0	0	0							0

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							3
Number responded to within time limit	0	3	0	0	0	0							3
Number responded to out of time	0	0	0	0	0	0							0



West Yorkshire Fire and Rescue Service
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