

OFFICIAL

Agenda item: 06

People and Culture Activity Report

People and Culture

Date: 4 October 2024

Submitted by: Director of People and Culture

Purpose: To inform Members of HR activity to the end of June 2024, incorporating data for Quarter 1 (April to June 2024).

Recommendations: That Members note the content of the report.

Summary: This report informs Members of key data relating to the functional areas within the People Directorate.

Local Government (Access to information) Act 1972

Exemption Category: None

Contact Officer: Rachel McArdle, Head of HR
rachel.mcardle@westyorksfire.gov.uk

Background papers open to inspection: None

Annexes: None

1. Introduction

This report informs Members of key data relating to the functional areas within the People Directorate. The data presentation has been adopted for the 2024/25 financial year.

2. Summary Information

Staff Profile (Employee Headcount) – As of 17 July 2024.

This summary table shows our current headcount as a full time equivalent (FTE) value against our target establishment.

	FTE Headcount (June 2024)	Target Establishment	Variance
Control	39.61	44	4.39
Green Book	313.77	322	8.23
On Call	75.38	120	44.62
Whole time	916.4	939	22.6
Total	1,345.16	1,425	79.84

The Wholetime operational headcount and strength is as follows. Black details the total headcount and red shows the FTE headcount.

**Whole-Time Headcount (FTE in Red) as at
26/09/2024**

	Total	FF	CM	WM	224 WM	SM	GM	AM	ACO	DCFO	CFO
Total	932	575	190	51	61	38	11	3	1	1	1
FTE Total	916.40	565.40	189.10	48.00	61.00	35.90	11.00	3.00	1.00	1.00	1.00
Corporate Services	1	0	0	1	0	0	0	0	0	0	0
	1.00	0.00	0.00	1.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Employment Services	16	6	1	5	0	3	1	0	0	0	0
	7.40	1.40	1.00	2.00	0.00	2.00	1.00	0.00	0.00	0.00	0.00
Service Delivery	850	544	166	38	61	30	7	2	0	1	1
	843.40	539.00	165.50	38.00	61.00	28.90	7.00	2.00	0.00	1.00	1.00
Service Support	65	25	23	7	0	5	3	1	1	0	0
	64.60	25.00	22.60	7.00	0.00	5.00	3.00	1.00	1.00	0.00	0.00

NB these figures include temp promotions in each role but exclude employees on career breaks, secondments and maternity leave

The table below details on the On-Call headcount for each station as well as FTE headcount in red. Establishment at On-Call station include 1 x WM, 2 X CM, 9 X FF (total 12 FTE).

On Call

	Total	
Featherstone Station	12	6.32
Holmfirth Station	17	9.80
Ilkley Station	13	5.82
Meltham Station	13	7.22
Mirfield Station	15	7.40
Mytholmroyd Station	15	8.42
Otley Station	14	7.42
Silsden Station	13	5.69
Skelmanthorpe Station	15	9.18
Slaithwaite Station	16	8.13
Total	143	75.38

The table below details on the Control headcount at each level in Control as well as current FTE headcount in red.

Control

	Total	CM	FF	GM	SM	WM
Control	44 39.61	15 13.00	19 17.00	1 1.00	1 1.00	8 7.61

Finally, the table below details our current headcount in black across all Directorates, as well as FTE headcount in red.

Green Book

Headcount (FTE in red)	Total
Corporate Services	13 12.36
Employment Services	47 44.46
Finance & Procurement	20 19.90
Legal & Governance	5 2.70
Service Delivery	136 120.81
Service Support	119 113.53
Total	340 313.77

The tables below show the ethnic diversity of our workforce.

Wholetime:

Ethnicity	Q1 (Apr 24- Jun 24)	%	Q2 (Jul 24- Sep 24)	%	Q3 (Oct 24- Dec 24)	%	Q4 (Jan 25 - Mar 25)	%
Total	869	%		%		%		%
Arab	1	0.11						
Any other Ethnic Group	6	0.69						
Any other Mixed / Multiple Ethnic Background	5	0.57						
Any Other White	11	1.26						
Asian or Asian British	16	1.84						
Black or Black British	4	0.46						
Chinese	2	0.23						
Indian	2	0.23						
Mixed	11	1.26						
Not Declared	8	0.92						
Pakistani	1	0.11						
Prefer not to specify	7	0.80						
White and Asian	1	0.11						
White and Black African	2	0.23						
White and Black Caribbean	6	0.69						
White British	121	13.92						
White British or Irish	665	76.52						

Control

	Q1 (Apr 24- Jun 24)	%	Q2 (Jul 24- Sep 24)	%	Q3 (Oct 24- Dec 24)	%	Q4 (Jan 25 - Mar 25)	%
Ethnicity								
Total	48	%		%		%		%
Mixed	1	2.08						
Not Declared	1	2.08						
White and Asian	1	2.08						
White British	11	22.92						
White British or Irish	34	70.83						

On-Call

	Q1 (Apr 24- Jun 24)	%	Q2 (Jul 24- Sep 24)	%	Q3 (Oct 24- Dec 24)	%	Q4 (Jan 25 - Mar 25)	%
Ethnicity								
Total	147	%		%		%		%
Any Other White	2	1.36						
Chinese	1	0.68						
Not Declared	2	1.36						
Prefer not to specify	1	0.68						
White and Asian	1	0.68						
White and Black Caribbean	1	0.68						
White British	17	11.56						
White British or Irish	122	82.99						

Green Book

Ethnicity	Q1 (Apr 24- Jun 24)	%	Q2 (Jul 24- Sep 24)	%	Q3 (Oct 24- Dec 24)	%	Q4 (Jan 25 - Mar 25)	%
Total	309	%		%		%		%
African	1	0.32						
Any other Asian Background	1	0.32						
Any other Black / African / Caribbean Background	2	0.64						
Any other Ethnic Group	1	0.32						
Any Other White	5	1.61						
Asian or Asian British	10	3.23						
Caribbean	1	0.32						
Gypsy or Irish Traveller	1	0.32						
Indian	3	0.97						
Irish	1	0.32						
Not Declared	2	0.64						
Pakistani	1	0.32						
Prefer not to specify	3	0.97						
White and Asian	1	0.32						
White and Black African	1	0.32						
White and Black Caribbean	1	0.32						
White British	100	32.36						
White British or Irish	173	55.98						

Sickness Absence

SICKNESS ABSENCE - WORKING DAYS LOST PER EMPLOYEE

July 2023 - June 2024 PER MONTH

	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24
Ops Response	1.10	1.03	0.81	1.06	0.93	0.94	1.00	0.93	1.08	0.94	0.87	0.75
Ops Support	0.79	0.15	0.38	0.23	0.40	0.69	0.33	1.07	1.44	1.51	1.70	1.00
Prev & Prot	0.53	0.59	0.05	0.25	0.93	1.21	1.23	1.35	0.82	0.81	0.25	0.29
Legal & Gov	1.79	0.21	0.20	0.27	0.18	0.06	0.29	0.12	0.00	0.00	0.12	0.00
Service Support	0.91	1.16	0.97	1.01	1.14	1.15	0.85	0.90	1.08	0.96	0.74	0.71
Emp Services	0.27	0.00	0.33	0.71	0.61	0.66	0.92	0.32	0.02	0.16	0.00	0.55
Finance	0.88	2.06	0.00	0.24	0.50	0.00	0.00	0.06	0.59	0.41	0.17	0.44
Corporate Comms	0.00	0.42	1.28	1.69	1.00	0.00	1.06	0.00	0.00	0.00	0.00	0.00
FSHQ	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Total	1.01	0.96	0.75	0.97	0.92	0.93	0.95	0.90	1.02	0.90	0.80	0.70
Target (overall)	0.60	0.60	0.60	0.60	0.60	0.60	0.60	0.60	0.60	0.60	0.60	0.60

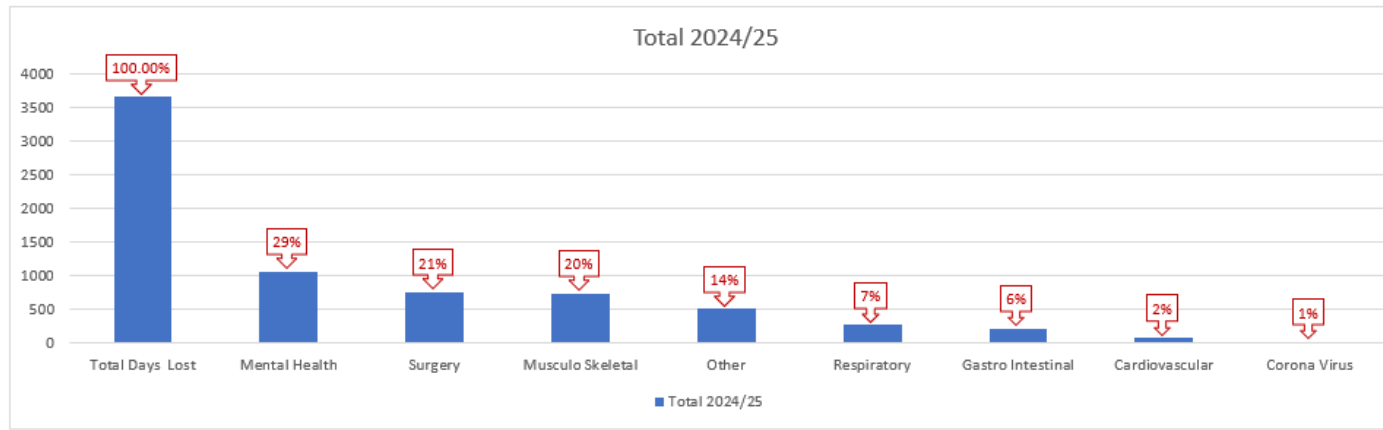
GREEN - ON TARGET OR BELOW
AMBER - WITHIN 10% OF TARGET
RED - OVER 10% OF TARGET

From April 2023
 Ops Response & Ops Support Target = 0.75
 All Other Departments Target = 0.50
 Overall Target = 0.60

Previous Year Total (2022/23)	0.87	0.82	0.72	0.97	0.94	0.98	0.83	0.74	0.83	0.68	0.83	0.83
-------------------------------	------	------	------	------	------	------	------	------	------	------	------	------

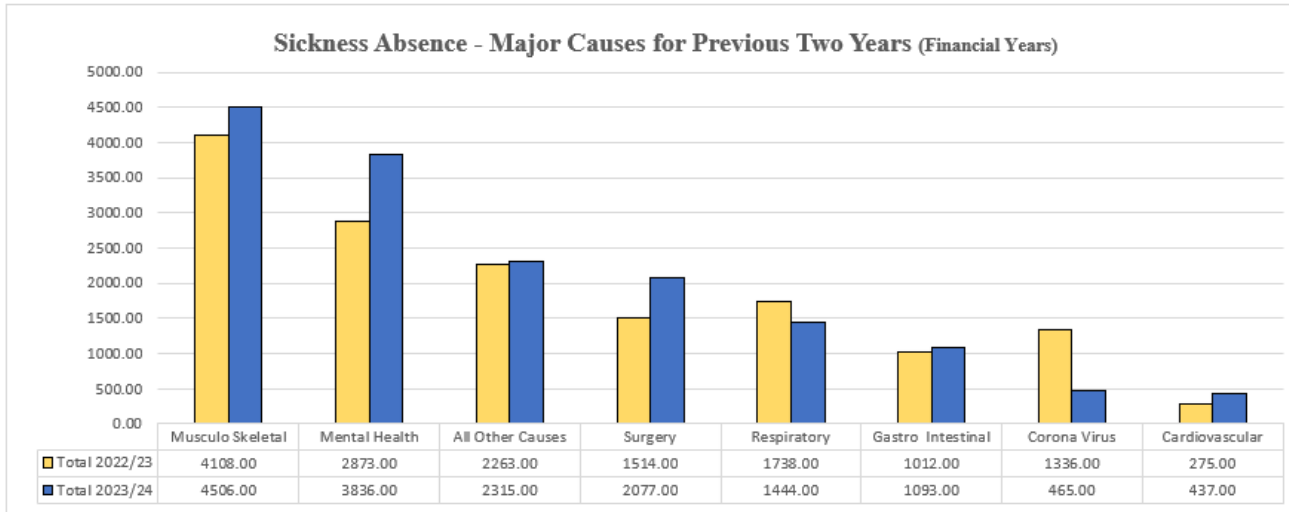
SICKNESS ABSENCE - MAJOR CAUSES FOR CURRENT FINANCIAL YEAR 2024/25 (April to June)

	Total Days Lost	Mental Health	Surgery	Musculo Skeletal	Other	Respiratory	Gastro Intestinal	Cardiovascular	Corona Virus
Total 2024/25	3669.0	1070.0	758.0	742.0	513.0	266.0	221.0	80.0	19.0
Percentage	100.00%	29%	21%	20%	14%	7%	6%	2%	1%



SICKNESS ABSENCE - MAJOR CAUSES FOR APRIL 2022 to MARCH 2024 (Financial Years)

	Total Days Lost	Musculo Skeletal	Mental Health	All Other Causes	Surgery	Respiratory	Gastro Intestinal	Corona Virus	Cardiovascular
Total 2022/23	15119.00	4108.00	2873.00	2263.00	1514.00	1738.00	1012.00	1336.00	275.00
Total 2023/24	16173.00	4506.00	3836.00	2315.00	2077.00	1444.00	1093.00	465.00	437.00
Total	31292.00	8614.00	6709.00	4578.00	3591.00	3182.00	2105.00	1801.00	712.00
Percentage	100.00%	27.53%	21.44%	14.63%	11.48%	10.17%	6.73%	5.76%	2.28%



Health And Safety Performance 1 APRIL 2024 – 30 JUNE 2024.

Lost time up to 3 days

Actual performance 2024/25	Target 2024/25
5	19

Lost time over 3 days

Actual performance 2024/25	Target 2024/25
2	28

RIDDOR Major injury/disease

Actual performance 2024/25	Target 2024/25
-	No target set

Lost time up to 3 days

Actual performance 2023/24	Target 2023/24
19	24

Lost time over 3 days

Actual performance 2023/24	Target 2023/24
29	22

RIDDOR Major injury/disease

Actual performance 2023/24	Target 2023/24
2	No target set

Occupational Health Key Performance Indicators.

Period 1st April 2024 – 30 June 2024.

Ref No.	KPI	Target	Quarter 1 ST April 2024 – 30 th June 2024	YTD 1 st April 2024 – 31 st March 2025	Target achieved for present quarter
1	Management referral to appointment date (3 weeks)	90%	42%	42%	NO
2	AMA report to management within 48hr	90%	100	100	Yes
3	No. of Did Not Attends (DNA's) or cancellation <48 hr notice*		0 Nurse 0 AMA	0 0	
4	No. of physiotherapy referrals		33	33	
5	No. of counselling referrals		38	38	
6	No. of management referrals		12	12	
7	No. of health screenings		27	27	
8	No. of self-referrals		5	5	

9	No of AMA consultations		203	203	

Health screenings include the Asbestos medicals.

*The EAP provider who commenced in October 2023, provides a breakdown of counselling and advice, which the previous provider didn't.

Discipline and Grievance cases. [To update with 1 April to 30 June 2024]

01/04/24	30/06/24	Total Disciplinary Completed.		Current Live Cases.	Time to Complete if Outside of Target, Examples.
	Total started in Period.	In Target [within 60 days].	Out of Target [over 60 days].		
Green Book.	0	1	1	0	On previous quarter there was 1 Live case still within 60 days. No Case to Answer. On previous quarter there was 1 Live case outside 60 days.
Control.	1			1	1 live case still within 60 days.
On Call.	1	1		0	1 completed within 60 days: Outcome: Informal. 1 started in previous quarter = Completed within 60 days: Outcome: No Case to Answer.
Wholetime.	1	2		3	Completed with 60 days = 1 No Case to Answer; 1 Informal Warning.
Total.					

01/04/24	30/06/24	Total Grievances Completed.		Current Live Cases.	Average / Time to Complete.
	Total Received in Period.	In Target [under 30 days].	Out of Target [Over 30 days].		
Green Book.	1	1		0	1 Upheld.
Control.	1	1		0	1 Complainant has left and not responded to correspondence.
On-Call.	0			0	
Wholetime.	3	1		2	1 Trying to resolve informally. 1 Ongoing. 1 Not Upheld.
Total.					

Recruitment Statistics.

External Recruitment by Directorate 1 April 2024 to 30 June 2024.

Directorate.	Total Received	Total Complete in Period	Total Complete Within Target	Total Complete Outside Target	Live cases	Average time to complete (Days)	Vacancies not appointed to
Finance & Procurement.	2				2		
Service Delivery.	4				4		
Corporate Services.	0						
Employment Services.	1				1		
Service Support.	9	5	5		4	49	

Target Timescale

Green < 84 Days
Red > 84 Days

Internal Only Recruitment by Directorate 1 April 2024 to 30 June 2024.

Directorate.	Total Received	Total Complete in Period	Total Complete Within Target	Total Complete Outside Target	Lives cases	Average time to complete (Days)	Vacancies not appointed to
Finance & Procurement.	1	1	1			26	
Service Delivery.	0						
Corporate Services.	0						
Employment Services.	0						
Service Support.	7	6	2	3	1	43	1

Target Timescale

Green <30 Days
Red > 30 Days

Recruitment Achievements

Fire Prevention Officers

In January 2024, WYFRS ran a successful recruitment campaign in which three applicants were appointed, two of which were female. This was part of a coordinated strategy to fill openings across Kirklees, Calderdale and Leeds. It was observed that a significant number of black and minority ethnic candidates applied but were not shortlisted. Consequently, as a positive action measure, feedback was provided to all candidates with examples to enhance their prospects in future applications.

Project Coordinators (Transition Project)

In February 2024, the above role was advertised. There were 16 applications for this fixed term role, two-thirds of which were female and 50% were black and minority ethnic candidates. Two applicants were appointed (1 female, 1 from an ethnic minority background).

Fire Protection Inspectors / Business Fire Safety Advisors

In May 2024, the Fire Protection team liaised with Corporate Communications and HR to use a targeted social media campaign to push the recruitment of these roles. WYFRS had 20 places to fill, as training for these apprenticeship roles would be starting in September 2024, and with interviews, medicals and pre-employment checks needing to be completed within 3 months, timing was of the essence. The advert was open for 5 weeks, and over 300 applications were received; 26% were aged 25 or under, 19% were female, and 25% were from minority ethnic groups. 19 candidates were appointed to initially; of these, 24% were aged 25 or under, 41% were female, and 21% were from minority ethnic groups.

The final place on the apprenticeship was secured following an internal grey book process.

3. Financial Implications

There are no financial implications arising from this report

4. Legal Implications

The Monitoring Officer has considered this report and is satisfied it is presented in compliance with the Authority's Constitution.

5. Human Resource and Diversity Implications

This report concentrates on Human Resource and Diversity implications

6. Equality Impact Assessment

Are the recommendations within this report subject to Equality Impact Assessment as outlined in the EIA guidance?: No

7. Health, Safety and Wellbeing Implications

This report considers health and safety and wellbeing as part of the content and narrative

8. Environmental Implications

There are no environmental implications arising from this report.

9. Your Fire and Rescue Service Priorities

This report links with the Community Risk Management Plan 2022-25 strategic priorities below:

- Promote the health, safety, and wellbeing of all our people.
- Achieve a more inclusive workforce, which reflects the diverse communities we serve.

OFFICIAL

Agenda item: 07

Annual Accident Analysis Report 2023/24

People & Culture Committee

Date:	4 October 2024
Submitted by:	Director of People & Culture
Purpose:	To inform Members of the People and Culture Committee of the accident trends covering the period 1 April 2023 and 31 March 2024
Recommendation:	That Members note the accident performance of the Authority for the year 2023/24
Summary:	The Health and Safety Team undertake an analysis of reported accidents annually. This report identifies the long-term accident trends and also highlights any patterns in activity and/or cause to assist in identifying any possible actions to reduce similar accidents in the future.

Local Government (Access to information) Act 1972

Exemption Category:	None
Contact Officer:	Mark Dixon, Head of Occupational Health, Safety & Wellbeing. Mark.dixon@westyorksfire.gov.uk
Background papers open to inspection:	None
Annexes:	Appendix 1 – Annual accident analysis report – 2023/24 Appendix A – Accident trends 2005/6 to date Appendix B – Priority topics 2023/24

1. Introduction

- 1.1 Reactive, as well as proactive monitoring of H&S performance is an important element of any H&S management system. This attached report (Appendix 1) reviews all employee accidents and also accidents which occurred to non employees either on our premises or which were caused or affected by our undertakings, for the period April 2023 – March 2024.

2. Information

- 2.1 The total number of accidents reported in the period April 2023 – March 2024 was 111. This is a reduction of 19 (15%) in comparison with the previous year, which is good. The previous year recorded a 6 year high which was due to increased operational activity in Q2 due to the heatwave. The 3 years prior to this were affected by covid. This year's performance takes us back to a more normal performance; just slightly under the last 5 year average.
- 2.2 When looking at severity, the long term trend continues to fall for both WY Majors (lost time) and RIDDORs, however both have risen slightly compared to the previous year (16% and 11% respectively). The majority of the overall reduction we have seen have been around WY minor accidents (first aid, no lost time), which has seen a reduction of 30% compared to the previous year.
- 2.3 This year's performance further supports the long term downward trend, as can be seen in Appendix A. More detailed analysis can be found in the attached report.

3. Financial Implications

- 3.1 There are no direct costs associated with this report. The report does however attempt to calculate the cost of accidents and these are detailed in the report.

4. Legal Implications

- 4.1 The Monitoring Officer has considered this report and is satisfied it is presented in compliance with the Authority's Constitution.

5. Human Resource and Diversity Implications

- 5.1 None arising directly from this report

6. Equality Impact Assessment

- 6.1 There are no EDI implications arising directly from this report

7. Health, Safety and Wellbeing Implications

7.1 Contained within the body of the report.

8. Environmental Implications

8.1 There are no environmental implications arising from this report

9. Your Fire and Rescue Service Priorities

9.1 This report links with the Community Risk Management Plan 2022-25 strategic priorities below:

- Improve the safety and effectiveness of our firefighters.
- Promote the health, safety, and wellbeing of all our people.

10. Conclusions

10.1 Due to the small numbers of accidents we are seeing, the identification of trends in terms of cause groups is becoming increasingly difficult, however it is still a worthwhile exercise. There were a total of 111 accidents reported in 2023/24 which is a reduction of 19 (15%) compared to the previous year which continues the long term downward trend. In comparison to the peak in 2010/11 this years performance seek a reduction of 63% which is a real achievement.

Annual Accident Analysis Report – April 2023 – March 2024

1. Introduction

Reactive, as well as proactive monitoring of H&S performance is an important element of any H&S management system. This document reviews all employee accidents and also accidents which occurred to non employees either on our premises or which were caused or affected by our undertakings, for the period April 2023 – March 2024.

The purpose of this report is to identify the long term accident trends and also to highlight any patterns in activity and/or cause to assist in identifying possible actions to reduce similar accidents in the future.

2. Analysis of 2023/24 data

The total number of accidents reported in the period April 2023 – March 2024 was 111. This is a reduction of 19 (15%) in comparison with the previous year, which is good. The previous year recorded a 6 year high which was due to increased operational activity in Q2 due to the heatwave. The 3 years prior to this were affected by covid. This year's performance takes us back to a more normal performance; just slightly under the last 5 year average. The long term trend remains downward. The total accidents include accidents to non employees such as visitors, contractors and young firefighters.

Two factors which can affect accident rates are the number of staff we employ and the number of operational incidents we attend. There was a slight decrease in staffing (0.4%), and also a 3.8% decrease in the number of incidents we attended, both of which may have contributed to the decrease.

When looking at severity, the long term trend continues to fall for both WY Majors (lost time) and RIDDORs, however both have risen slightly compared to the previous year (16% and 11% respectively). The majority of the overall reduction we have seen have been around WY minor accidents (first aid, no lost time), which has seen a reduction of 30% compared to the previous year, although it should be noted that the number of WY minors in the previous year was unusually high and this years performance takes us back down to more usual performance.

This year's performance further supports the long term downward trend, as can be seen in Appendix A.

a) Accidents to non employees

There were just 3 accidents in 2023-24 which occurred to non-employees, which is unusually low and is a reduction of 6 (67%) compared to the previous year (which was identical to 2021-22). A couple were minor accidents involving slips

& trips by members of the public whilst on Authority premises and the third was a contract cleaner who tripped over her vacuum cable, which resulted in time off work. No significant learning was identified from any of these accidents.

b) Operational V Fire & Rescue staff accidents

Excluding accidents to non-employees, there were 100 (93%) accidents to operational staff and 8 (7%) to F&R staff. Having analysed the figures over the last 5 years, the breakdown appears to show a swing towards more accidents to operational staff. The 5 year average for operational staff accidents is 86% and 14% for F&R staff, whilst the percentage make up of our workforce has remained constant (within 1%, at 75% & 25% respectively). We will continue to monitor this trend.

Traditionally, analysis of operational staff accidents has found there to be a split of 2/3 whilst training and performing routine duties and 1/3 on the incident ground. Through covid, this changed towards more accidents during operational incidents due to routine duties and training largely being suspended. As we got back to normality, 2021-22 saw a swing back towards more of a 50/50 split, with 53% occurring during routine duties & training and 47% whilst at incidents. 2022-23 has seen a continued trend towards operational incidents with only 43% occurring during routine duties & training and 57% during operational incidents. This again was the result of the spike in accidents in Q2 previously mentioned. 2023-24 has seen a slight swing back towards accident during routine duties & training, with a 50/50 split (ops;50%, training;28% & routine duties;22%).

Risks whilst training and performing routine duties should be able to be well managed which in turn should result in fewer accidents in comparison to operational incidents, where the situation, whilst well managed, is dynamic and presents time pressures to perform certain tasks, often in unfamiliar environments. This logic would suggest we should expect more accidents on the incident ground, however operational staff spend far more time undertaking routine duties and training than responding to incidents, which will increase the chance of accidents.

When looking at the split between wholetime and on call, the findings are unremarkable.

c) Costings

The cost of accidents is not an exact science; however, it can be helpful to quantify what accidents are costing the Authority. Whilst the majority of the costs do not come off the "bottom line", they should be viewed as an indirect cost, or as a missed opportunity to making West Yorkshire safer. The five most recent years costs are detailed below:

	Claims costs	Investigation costs	Physio costs	Days lost cost	TOTAL
2019-20	£79,476	£3,589	£1,088	£19,672 (226)	£103, 825
2020-21	£30,515	£5,350	£1, 022	£58,279 (700 days)	£95, 166

2021-22	£51,092	£4,201	£1,055	£27,568 (298 days)	£83, 916
2022-23	£95,664	£5,365	£1, 277	£48,570 (491 days)	£150,876
2023-24	£179,466	£5,149	£1,197	£102,405 (995 days)	£288,217

Investigation and physio costs have remained consistent with previous years, however the significant increase is due to a jump in claims costs and lost time. In 2023-24, there were 8 claims (3 more than the previous year), however the value was significantly higher than the previous year.

As the table shows, days lost due to accidents fluctuates, however this reporting period has seen the highest number of lost days recorded over the last 5 years, with an increase of 103% and a cost increase of 110%.

64% of the total lost days were attributed to just 6 accidents; 5 to operational staff and 1 to a F& R staff member. These were clearly due to more serious accidents; examples include: 201 days following a slip/fall in a station toilet, 132 days following a back injury whilst lifting a PPV fan during a house fire and 107 days to a Ff who partly fell through the floor of a derelict building whilst dealing with a building fire.

d) Top 5 Priority Topics

Excluding accidents which result in first aid only and no lost time, the top 5 most common causes of accidents have been identified. Breakdown of these priority topics are included in Appendix B. Whilst the positions within the top 5 fluctuate, they remain the same year on year. These have been analysed to identify cause and any contributing factors.

Top 5 Priority Topics:

1. = Musculoskeletal disorders (14)
2. = Slips, trips & falls (14)
3. Struck by/against (13)
4. Contact with (5)
5. Exposure to (3)

1. Musculoskeletal Disorders

With one exception, musculoskeletal disorders have been the no. 1 priority topic for the last ten years. There were a total of 24 accidents in this period (14 majors and 10 minors), which is a reduction of 2 (8%) compared to the previous year: the severity of the injuries however has slightly increased (from 50% majors to 58% majors).

At 58%, musculoskeletal disorders account for the biggest percentage ratio of major injuries by far, compared to any other cause group, so have the potential to cause significant injury and lost time. Further analysis has also shown roughly an even split between those which occurred whilst training & performing routine duties and those which occurred at operational incidents. Arguably, there is no

“civil imperative” when it comes to routine duties and training and therefore we should be able to manage the risks well, however operational staff spend a significant amount of time performing such duties, when compared to operational incidents, and so probability would suggest there was an increased risk given the amount of time spent performing these duties. Only 2 accidents involved F&R staff.

That said, as with previous years, 50% of the accidents were not due to what would traditionally be considered as manual handling such as picking up/putting down heavy items or pushing pulling loads, but were due to quite low risk, routine activities. Examples include: a Ff leaning across to the passenger footwell at an RTC to release the seat and bending down to open a fire appliance locker. Others were classed as “cumulative/non specific”. Examples include: aches/strains from spending a prolonged period of time at a wildfire/riding the argo cat and complaining of MSK pain after completion of a task, but with no index event.

The only trend identified was injuries resulting from the movement of hose/hose reel jets, with 4 such injuries being recorded, however this only accounted for 16%. All of the other accidents were spread in very small numbers across a range of activities with things like casualty handling, carrying equipment and fitness training. Due to the low numbers, there were no trends identified in terms of activities, which makes it difficult to make any specific recommendations. The emphasis therefore needs to be on using the correct manual handling techniques to prevent any acute injuries, but also to prevent cumulative injuries that build up over time, due to poor posture/lifting techniques. The approach taken to providing manual handling training has therefore been reviewed with a move away from watch based instructors to a Training Centre, crew based delivered model. The sessions will be delivered by specialists within the Trauma Team at Training Centre and include practical application and assessment of correct techniques, including team lifting, which is an important part of the role.

2. Slips, trips & falls

There were 28 accidents in total attributed to slip, trips & falls in 2023-24, which is an increase of 6 (27%) on the previous year. Of the total, 14 (50%) were majors, which is significantly higher than usual (in the previous 2 years it was still only 14% & 35%). It is too early to say if this is a trend and the H&S team will continue to monitor.

The majority (71%) were slips, trips and falls on the same level (as they were the previous year). Analysis has found that 25% occurred due to tripping over obstructions and a further 25% from uneven ground, with moorland firefighting accounting for most of these. All except 2 occurred at operational incidents/not on Authority premises, with no accidents as a result of slipping on wet surfaces/spillages or snow /ice, which suggests our premises are being well managed in this regard. Dismounting the fire appliances has traditionally accounted for a number of injuries up until 2022-23, when there were no such accidents reported. Unfortunately there were 2 such accidents in 2023-24. These were due to stepping from the appliance onto uneven ground/curb edges/hose and not from slipping/falling off the steps. That said, the new appliances that are currently being rolled out across the service, have a step that automatically deploys when the crew cab door is opened (and fold away when closed) which will greatly assist crews from misplacing their feet when coming out of the cab (backwards).

The rest of the accidents were spread in low numbers across various causes with no patterns identified and therefore no recommendations are made in relation to slips, trips & falls.

3. Struck by/against

This category includes being struck by flying/falling objects and struck against fixed or stationary objects (banging into things) and traps. There was a total of 27 accidents in the period which is a reduction of 2 (7%) on the previous year. Usually, the % of minor accidents associated with this cause group is the highest of the top 5 (72% last year), however this year, there is a near 50/50 split (52% minors & 48% majors), suggesting a move towards more serious injuries. The H&S team will monitor this.

With one exception, analysis has identified no real pattern, with accidents spread in ones and twos across a range of activities such as walking into things/hitting head on items e.g. ladder gantry, appliance cab when tilted for maintenance, entrapment whilst using RTC equipment and debris in eyes. There were however 5 accidents (19%) resulting from water rescue training; the majority resulting from striking submerged items. Water rescue training, like BA training must be as realistic as possible to allow crews to experience and hone their skills in as close to the real scenario as they can, whilst managing the resulting risk. The venues for water rescue training are all risk assessed and known submerged items are pointed out to students as part of the safety brief, and this along with defensive swimming techniques which are taught, reduce the risk to as low as reasonably practicable, however the risk can never be eliminated. The risk of not allowing crews to train in realistic scenarios is a bigger risk that the relatively small number of accidents we have.

One thing worthy of note is the continued low number of accidents caused whilst gaining entry (1, and only 2 the previous year) which has been raised as a concern in previous reports and suggests the gaining entry training, along with new equipment, continues to have a positive effect.

No recommendations are made in relation to this category of accidents.

4. Contact with

This category includes contact with sharp objects, animals/insect bites, hot surfaces, airborne particulate and electricity. There were in total 14 accidents for the period, which is a reduction of 5 compared to the previous year. 5 (36%) of these were majors, which is a more usual split, compared to the previous year, which was unusually high at 53%.

The causes of these accidents are spread across a range in small numbers, many in ones and twos. Examples include: a splinter in a finger from a wooden bench, being hit in the eye by a tree branch and a wasp sting.

Again, due to the small numbers, analysis has identified no trends and therefore there are no recommendations for this category of accident.

5. Exposure to

This category includes exposure to hazardous substances, heat/fire, explosion, & noise. There were 13 reported incidents in total, with just 3 (23%) majors and 10 (77%) minors. This is a reduction of 17 (56%), which takes it down to a more normal level, as the previous year was unusually high (13 of the 30 accidents reported in 2022-23 were as a result of one USAR deployment).

One of the trends we have identified in previous reports is burns during breathing apparatus (BA) training. The training centre have worked hard in previous years to review their safe systems of work which has reduced the numbers considerably:

- 2020/21 = 1
- 2021/22 = 8
- 2022/23 = 6 (5 burns and 1 heat exhaustion).
- 2023/24 = 0

BA training is one of the most high risk training scenarios we provide and must strike the balance between safety and exposing staff to realistic scenarios (similar to water rescue mentioned above), which brings a level of risk. With the work going on at HQ, BA training has proved particularly challenging, and it is credit to Training Centre they have continued to provide quality, realistic training with zero reported burns this year

The remaining accidents are spread in 1's and 2's with no trends, therefore no other recommendations are made in relation to exposure to injuries.

6. Conclusions

In terms of the total number of accidents reported, for various reasons explained in the report, there has been much fluctuation over the last 5 years. This reporting period has seen 111 reported accidents which is a reduction of 19 (15%) which is a more normal level and slightly under the 5 year average. This continues the long term downward trend and represents a reduction of 63% in comparison to 2010/11, when accidents peaked at 299. This is a real achievement.

When looking at severity, the long term trend continues to fall for both WY Majors (lost time) and RIDDORs, however both have risen slightly compared to the previous year (16% and 11% respectively). The increased number of major accidents for Struck by/against explains some of this increase. The H&S team will continue to monitor this.

The costs associated with accidents have seen a significant increase, rising by £137,341 (91%). This has been due to an increased number and value of civil claims along with a significant increase in days lost to sickness following accidents.

Whilst in a different order, the "top 5" priority topics remain consistent with previous years, with Musculoskeletal injuries continuing to be the number 1 cause group. All these accident causes are well known to WYFRS.

Accidents are only one method by which health & safety performance is measured. The small number of accidents makes the identification of trends and subsequent recommendations very difficult, however suggests that H&S continues to be well managed within West Yorkshire Fire & Rescue Service.

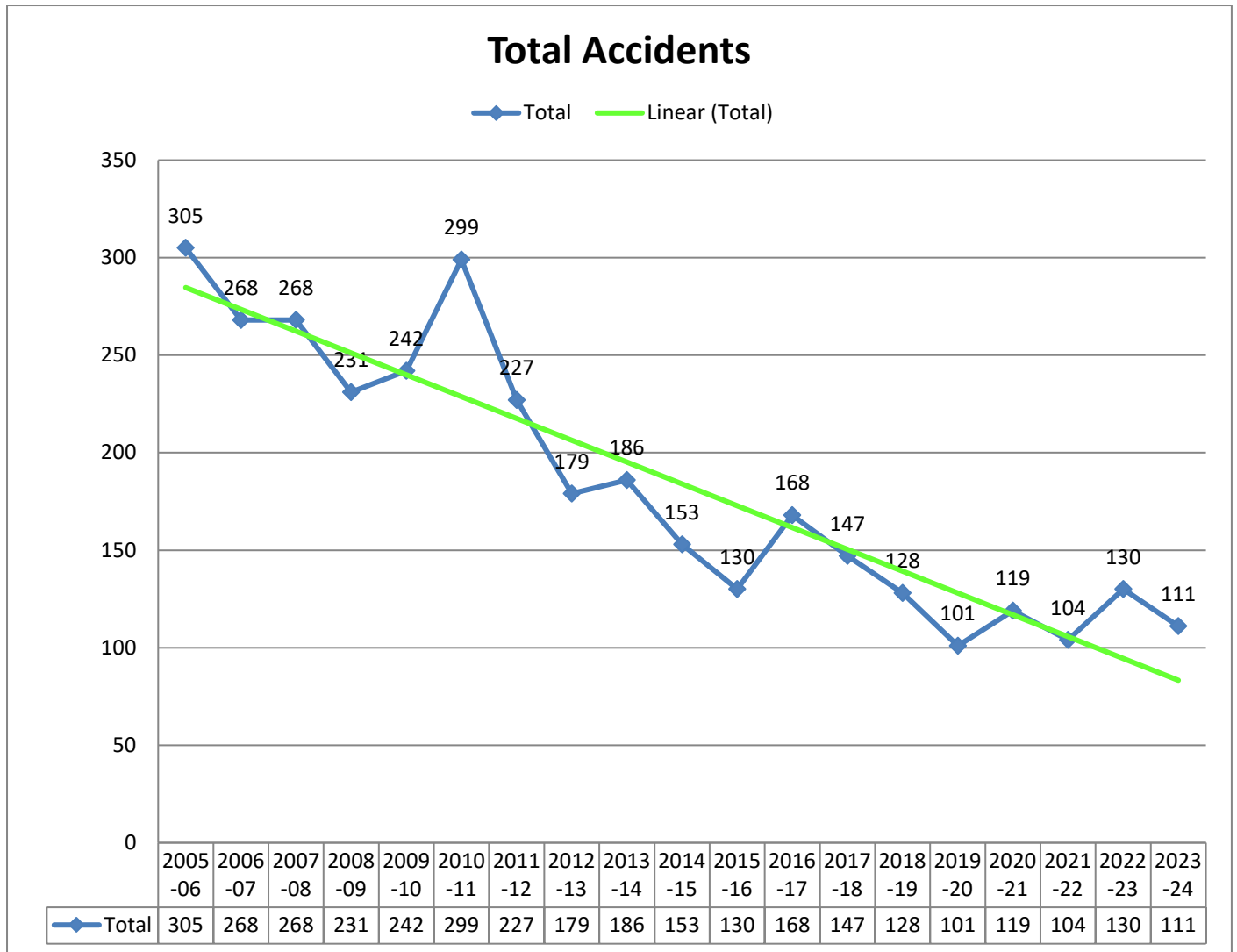
7. Recommendations

The following recommendations are made:

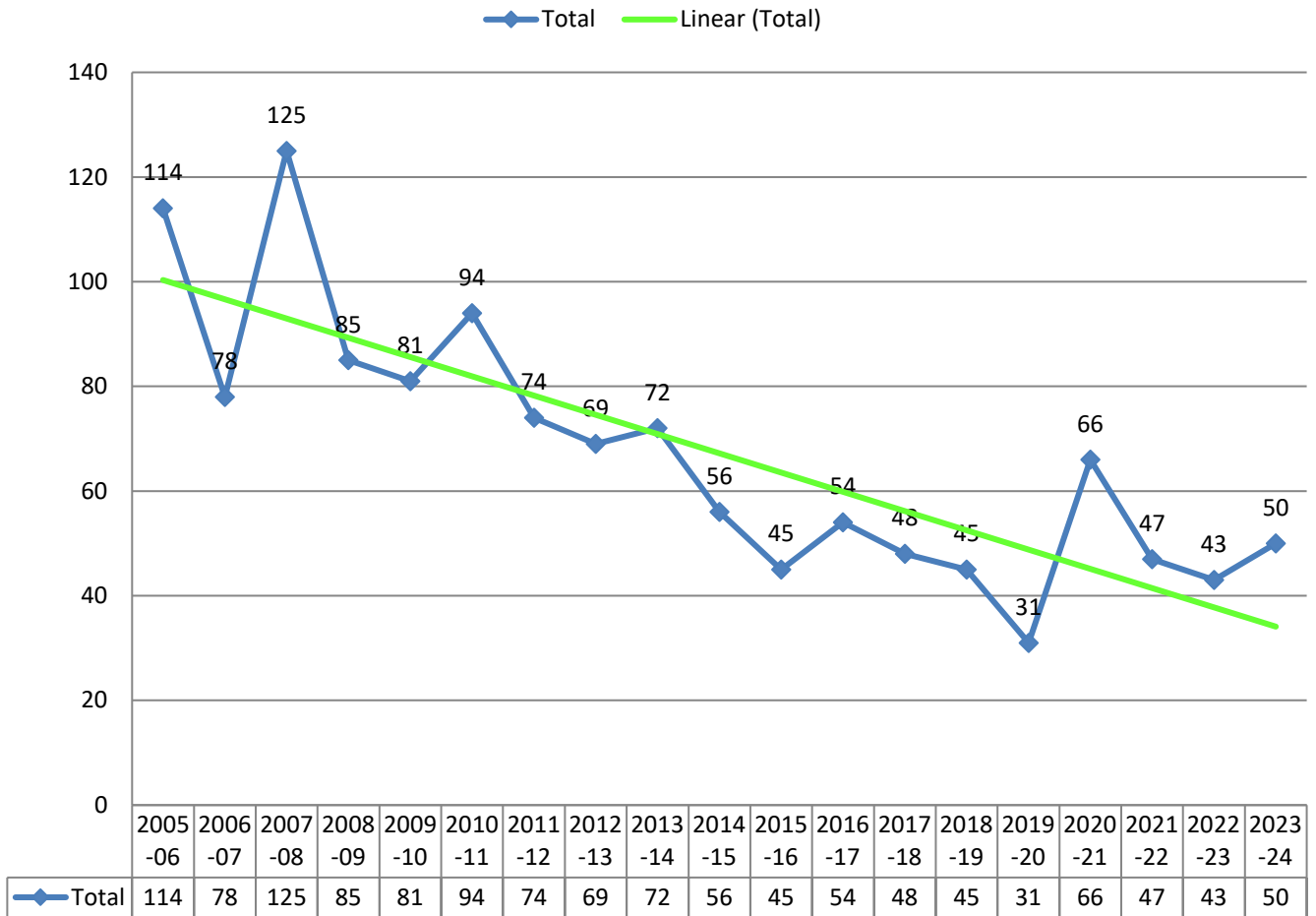
1. Move towards a crew based, Training Centre led model for the delivery of Manual Handling training and evaluate its delivery, along with any reduction in MSK injuries.

Aug 2024

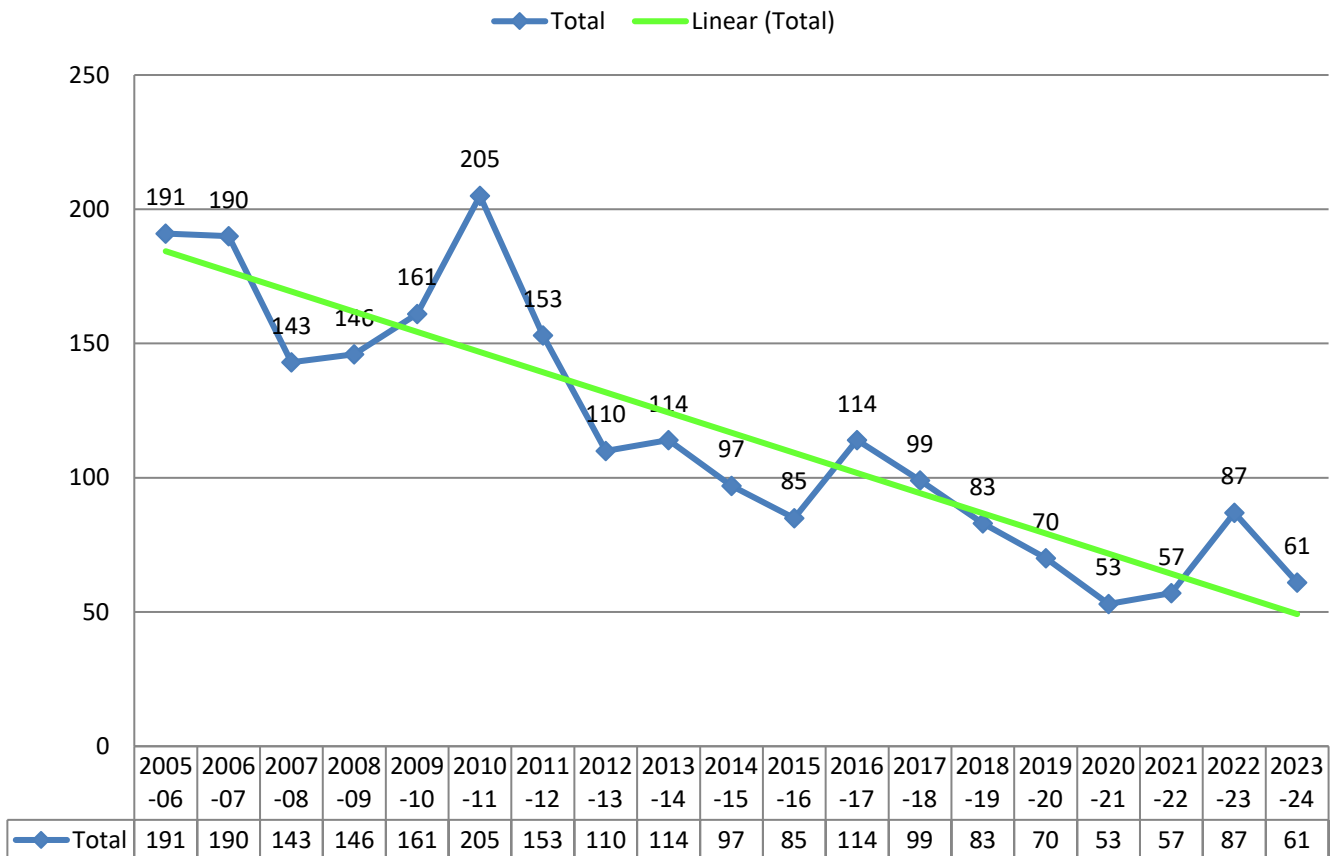
Appendix A 2023-24



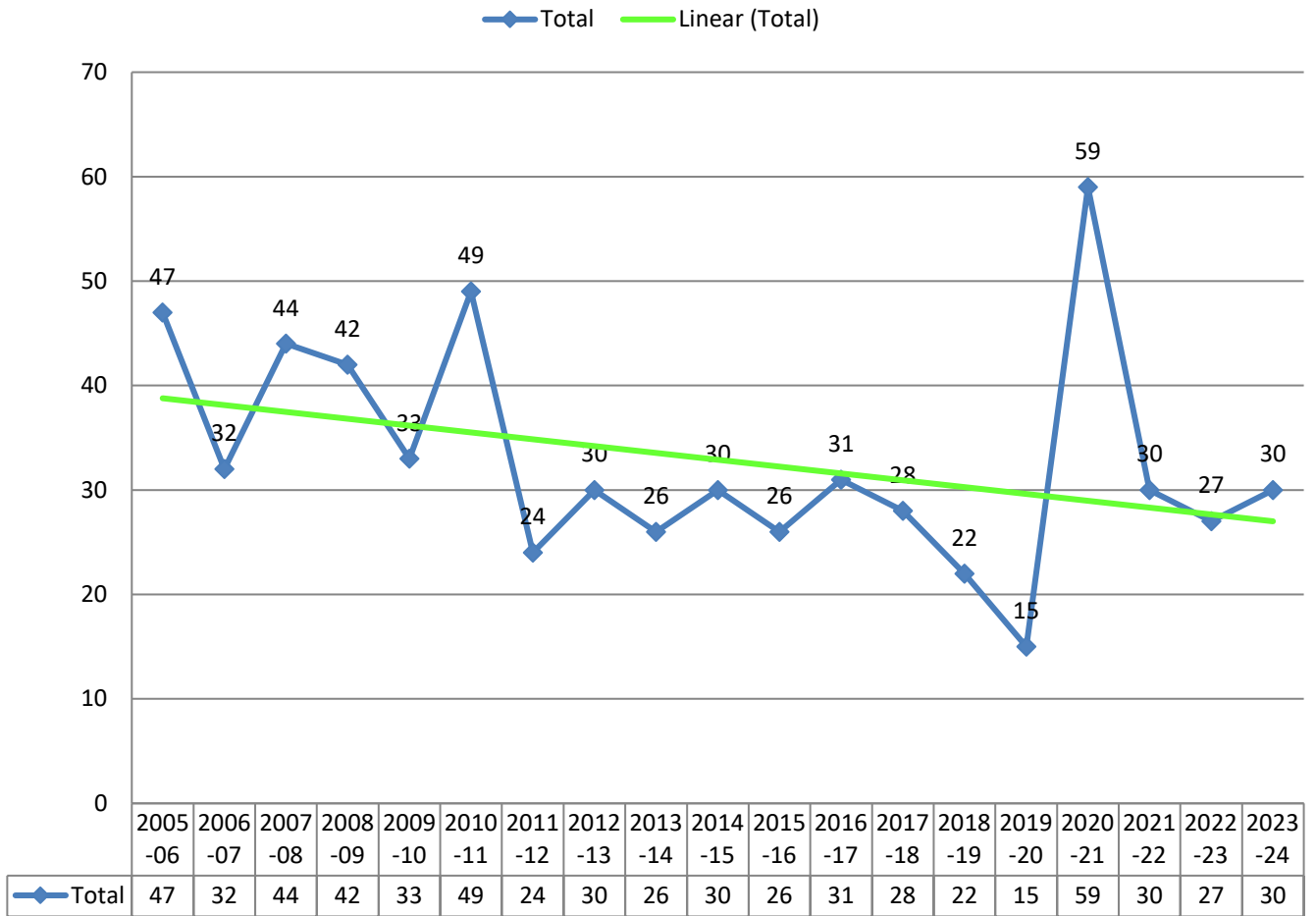
Total Accidents WY Major Only



Total Accidents WY Minor Only



Total Accidents RIDDOR (old over3 day)



Appendix B Financial Year 2023-24				Severity				Duty System				OPS Activity				OPS Split			
Cause Group	1 - Minor	Lost Time	Total	FRS	OPS	Non-Emp	Total	Routine	Training	Incident	Total	WT	RET	TRAIN	Total				
Bending, Twisting Or Reaching	1	3	4		4		4	1	3		4	4			4				
Exertion	4	3	7	1	6		7		4	2	6	6			6				
Manual Handling	4	8	12	1	11		12	1	3	7	11	11			11				
Musculo/Skeletal Disorder Total	9	14	23	2	21		23	2	10	9	21	21			21				
Difference to previous year	-4	+1	-3	+1	-4		-3	-3	-2	+1	-4	-2			-2				
Percentage split	39%	61%		9%	91%	0%		10%	48%	43%		100%	0%	0%					
STF From Height	1	3	4		4		4	1		3	4	4			4				
STF From Stairs/steps		4	4		4		4	2	1	1	4	3	1		4				
STF On Same Level	13	7	20		17	3	20	4	4	9	17	14	1	2	17				
Slip Trip Fall Total	14	14	28		25	3	28	7	5	13	25	21	2	2	25				
Difference to previous year	-5	+11	+6	-5	+12	-1	+6	+7	-3	+8	+12	+11		+1	+12				
Percentage split	50%	50%		0%	89%	11%		28%	20%	52%		84%	8%	8%					
Struck - Against	9	4	13	4	9		13	2	5	2	9	9			9				
Struck - By	5	9	14	2	12		14	1	6	5	12	12			12				
Struck Total	14	13	27	6	21		27	3	11	7	21	21			21				
Difference to previous year	-7	+5	-2	+1	-1	-2	-2		+6	-7	-1		-1		-1				
Percentage split	52%	48%		22%	78%	0%		14%	52%	33%		100%	0%	0%					
Hot Liquid/vapour/gas	2		2		2		2			2	2	2			2				
Hot Solid/surface/object	1		1		1		1	1			1	1			1				
Insect (Bite/stings)	1		1		1		1	1			1	1			1				
Object -	1		1		1		1			1	1	1			1				
Object - Sharp	5	5	10		10		10	5	2	3	10	10			10				
Contact With Total	10	5	15		15		15	7	2	6	15	15			15				
Difference to previous year	+1	-5	-4	-1	-1	-2	-4	+2	+2	-5	-1		-1		-1				
Percentage split	67%	33%		0%	100%	0%		47%	13%	40%		100%	0%	0%					
Hazardous Substance	7	3	10		10		10			10	10	10			10				
Heat / Fire	2		2		2		2			2	2	2			2				
Radiation	1		1		1		1			1	1		1		1				
Exposure To Total	10	3	13		13		13			13	13	12	1		13				
Difference to previous year	-14	-3	-17	-1	-16		-17	-1	-6	-9	-16	-16			-16				
Percentage split	77%	23%		0%	100%	0%		0%	0%	100%		92%	8%	0%					
VC Struck By - Vehicle	3	1	4		4		4	3		1	4	4			4				
Vehicle Collision Total	3	1	4		4		4	3		1	4	4			4				
Difference to previous year	+2		+2		+3	-1	+2	+2		+1	+3	+3			+3				
Percentage split	75%	25%		0%	100%	0%		75%	0%	25%		100%	0%	0%					
Violence																			
V- Missile Thrown	1		1		1		1			1	1	1			1				
Violence Total	1		1		1		1			1	1	1			1				
Difference to previous year	-1		-1		-1		-1			-1	-1	-1			-1				
Percentage split	100%	0%		0%	100%	0%		0%	0%	100%		100%	0%	0%					
Grand Total	61	50	111	8	100	3	111	22	28	50	100	95	3	2	100				
	-28	+9	-19	-5	-8	46	-19	+7	-3	-12	-8	-4	-2	-2	-8				
	55%	45%		7%	90%	3%		22%	28%	50%		95%	3%	2%					

OFFICIAL

Agenda item: 08

Service Delivery Administration Hub

People and Culture Committee

Date: 4 October 2024

Submitted by: Director of Service Delivery

Purpose: To provide an update to Members of the People and Culture Committee on the Station Clerk Review

Recommendations: That Members note the contents of the report

Summary: The traditional role fo the station clerk has changed and with the developments in our digital and data ways of working, moving into a virtual hub model offers far more efficiencies and effectiveness for the Service. The flexibility within the role means the team can move with the demands of the Service. Our communities will receive a more consistent level of service with a greater level of coverage Monday to Friday.

Local Government (Access to information) Act 1972

Exemption Category: None

Contact Officer: Scott Donegan, AM Service Delivery
Scott.Donegan01@westyorksfire.gov.uk
Laura Boocock, GM Strategic Development
Laura.Boocock@westyorksfire.gov.uk

Background papers open to inspection: None

Annexes: Comparison of Structure

1. Introduction

- 1.1 Over the last decade we have seen significant changes to how the WYFRS delivers its service to the public. Minor amendments to the station clerk job description have been made however, the fundamental elements of the role have not kept pace with the wider changes to district ways of working.
- 1.2 The role is not delivered in a consistent way, doesn't always make best use of clerk time and variations to the tasks undertaken exist.
- 1.3 By redirecting spare capacity into the delivery of prevention activities we will improve the timeliness of high-risk interventions. This was highlighted as an area for improvement in 2023-25 HMICFRS Inspection Report.

2. Information

- 2.1 In June 2023, a formal review commenced with the aim of improving the effectiveness of the clerk function. The review identified opportunities to:
 - To improve the support clerks provide to districts and stations.
 - Improve resilience in the station clerk function.
 - Refresh the clerk role so it continues to add value.
 - Redistribute resource and provide financial savings.
 - Improve the efficiency and productivity of station-based staff.
 - Provide a central point of contact for enabling functions.
- 2.2 It must be noted that the station clerks are committed individuals, and it is often their resourcefulness and drive to do more which has led to the variation across stations and districts.
- 2.3 The review of the role was undertaken and found that existing ways of working demonstrated:
 - Lack of local resilience – A uneven spread of the hours worked by station clerks meant that there were a significantly higher proportion of clerks working on Tuesday, Wednesdays and Thursdays compared to Mondays and Fridays. Additionally due to the distribution of clerks we could frequently see clerks on duty in Leeds and Bradford but limited availability in Calderdale or Kirklees.
 - Inconsistency across stations / districts – Due to variance in district priorities, prevention & protection demands and local risks, the station clerks' role had deviated from the job description and the level of support provided to watches differed across stations and districts.
 - Inconsistencies for the public accessing our services – Due to the variation in working hours, the level of clerk availability differed across the service.
 - Legacy ways of working no longer adding value – During the review we found station clerks undertaking tasks which they have always done, however, the outputs delivered were no longer used by other teams.

2.4 The creation of a Service Delivery Administration Hub (SDAH) provides:

- Full organisation resilience – The station clerks will now form a virtual hub, any external call requiring advice or district services will be answered by a clerk working in any district. This provides resilience, a higher chance of a call being answered and a standard service.
- Consistency in role – reduces district variance and levels the workloads placed on individuals.
- Improved service for the public – improved spread of availability and provision of a single point of contact for all service delivery enquiries from members of the public.
- Creation of a single hub model as opposed to current disparate model – provides a more efficient way of working which allows all internal and external requests to be channelled through a single point
- Opportunities to expand the role – through the consultation, opportunities to reduce the demand and streamline other process were identified which will lead to further organisational benefits.
- Opportunity to invest savings into wider service delivery – the change has resulted in financial savings which will be reinvested to provide an improved level of service to our communities.

2.5 In the 2023 – 25 HMICFRS Inspection Report two areas for improvement were highlighted within the ‘Preventing Fires and Other Risks’ section. These were:

1. The service should make sure it delivers safe and well visits in a timely manner
2. The service should make sure it puts effective measures in place to address the backlog of safe and well visits.

2.6 The effectiveness of case management is one of the drivers for this change. The savings realised from the restructure will enable growth within the prevention function. This will allow us to provide high risk interventions in a shorter period of time.

3. Financial Implications

3.1 The existing structure is based up 26 members of staff working a total of 472.5 hours at a cost of £400,226 per year.

3.2 The new model is 7 FTE posts at a cost of £221,732 with an additional grade 5 Service Delivery Administration Co-ordinator FTE post £37,339

3.3 The new model provides savings of £141,155 per year. These saving will be reinvested into prevention officers.

4. Legal Implications

- 4.1 The Monitoring Officer has considered this report and is satisfied it is presented in compliance with the Authority's Constitution.

5. Human Resource and Diversity Implications

- 5.1 The move towards a Service Delivery Hub has resulted in a reduction of staff from 13 Full Time Equivalent Posts (FTE) down to 8 FTE posts (7 administrators and a coordinator). This reduction has been managed through retirements, existing vacancies and clerks transferring into other roles in the service. The reduction in administrators has been achieved through redeployment and retirements.
- 5.2 The financial savings realised from this reduction will be reinvested into Service Delivery with growth likely within the fire prevention team.

6. Equality Impact Assessment

- 6.1 Are the recommendations within this report subject to Equality Impact Assessment as outlined in the EIA guidance? Yes

[\(EIA template and guidance\)](#)

- 6.2 Date EIA Completed: 17 April 2024

- 6.3 Date EIA Approved:

- 6.4 The EIA is available on request from the report author or from diversity.inclusion@westyorksfire.gov.uk

7. Health, Safety and Wellbeing Implications

- 7.1 The restructure now offers a hybrid working option due to all systems moving online. This can be beneficial for members of the SDAH team to use the flexible approach.
- 7.2 The creation of the SDAH will provide a more consistent approach to the work undertaken by Service Delivery Administrators. The workloads placed upon the team will be closely monitored to ensure they are manageable and appropriate to the role.

8. Environmental Implications

- 8.1 Service delivery administrators opting to work 'hybrid' will undertake fewer road journeys.

9. Your Fire and Rescue Service Priorities

- 9.1 This report links with the Community Risk Management Plan 2022-25 strategic priorities below:

- Promote the health, safety, and wellbeing of all our people.

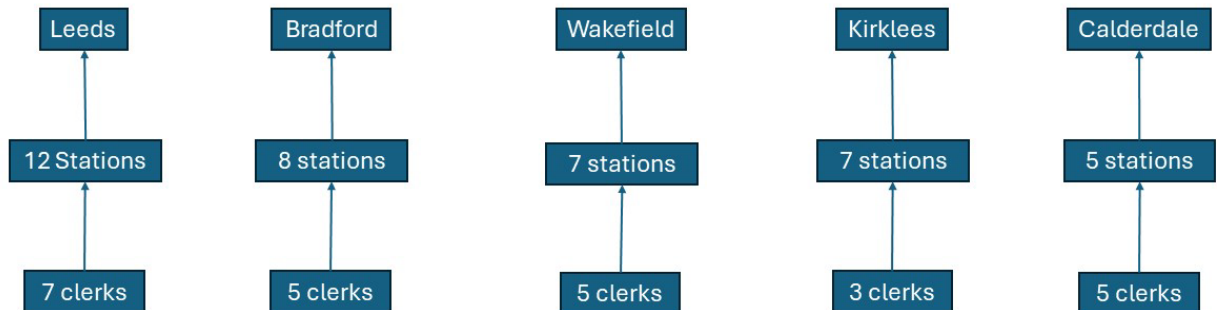
- Encourage a learning environment in which we support, develop, and enable all our people to be at their best.
- Focus our prevention and protection activities on reducing risk and vulnerability.
- Provide ethical governance and value for money.
- Work in a sustainable and environmentally friendly way.
- Achieve a more inclusive workforce, which reflects the diverse communities we serve.
- Continuously improve using digital and data platforms to innovate and work smarter.
- Plan and deploy our resources based on risk.

10. Conclusions

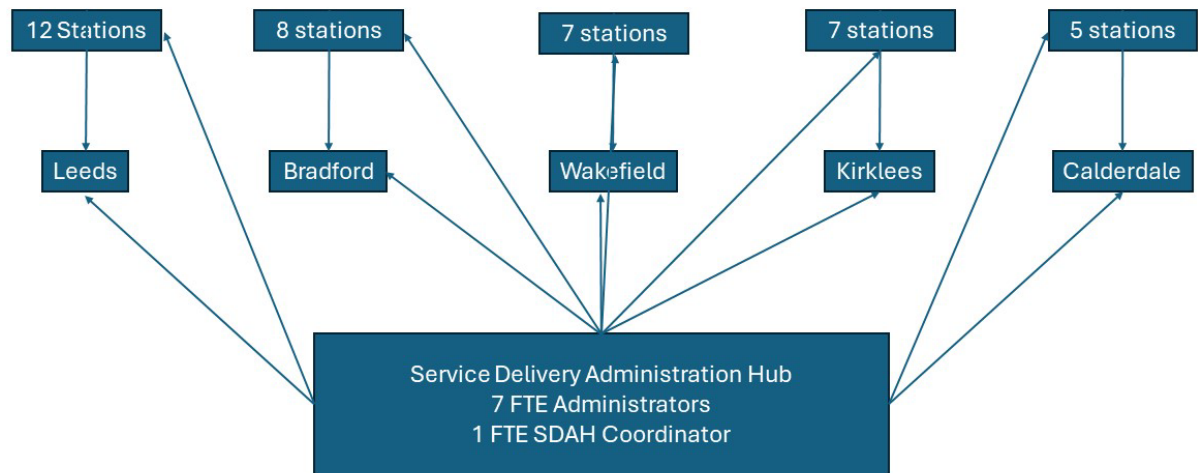
- 10.1 The traditional role of the station clerk has changed and with the developments in our digital and data ways of working moving into a virtual hub model offers far more efficiencies and effectiveness for the service.
- 10.2 The flexibility within the role means the team can move with the demands from the service.
- 10.3 Our communities will receive a more consistent level of service with a greater level of coverage Monday-Friday.
- 10.4 All public enquiries around utilising our facilities, safe and well visits, community engagement will come via the 0800 number or the SDAH email which will be picked up through the central team and dealt with in a timely manner.
- 10.5 Moving forward with the role, there may be scope to expand the responsibilities and upskill the members of SDAH.

Appendix 1: Comparison of Structure

Previous Station Clerk Model



New Service Delivery Administration Hub Model



OFFICIAL

Agenda item: 9

Spotlight On Reports

People and Culture Committee

Date: 4 October 2024

Submitted by: Director of People and Culture

Purpose: To provide members with an update on the work of the Diversity & Inclusion (D&I) team, along with positive action and community engagement initiatives.

Recommendations: That members note the content of the reports.

Summary: The Spotlight On Reports aim to showcase the work being delivered by the D&I team, and the specific work being done to elevate positive action and community engagement work.

Local Government (Access to information) Act 1972

Exemption Category: None

Contact Officer: Gill Cockburn, D&I Manager.
Gill.cockburn@westyorksfire.gov.uk

Background papers open to inspection: None

Annexes: Spotlight on reports for D&I and Positive Action and Community Engagement

1. Introduction

- 1.1 The Diversity and Inclusion (D&I) team report their activities into the Diversity and Inclusion Board (DIB). It was noted at the last DIB meeting that the team deliver on a number of initiatives and projects which are making considerable impact. It was agreed that this work should be showcased more visibly and that Spotlight On reports would be provided as a regular agenda item for the People and Culture Committee. 2 Spotlight On reports will be produced moving forward; one focussing on D&I and one focussing on Positive Action and Community Engagement.

2. Information

- 2.1 The Spotlight On Reports attached showcase the work delivered by the D&I team. The first report focusses on the D&I initiatives that we have overseen in the last 4 months including new toolkits, events attended and delivered, and our plans for the next 4 months. The second report focusses solely on Positive Action and Community Engagement as this is a key area of work in delivering our recruitment message.

3. Financial Implications

- 3.1 There are no financial implications arising from this report. The activities carried out in the development of the work described come from existing revenue budgets.

4. Legal Implications

- 4.1 The Monitoring Officer has considered this report and is satisfied it is presented in compliance with the Authority's Constitution.

5. Human Resource and Diversity Implications

- 5.1 None

6. Equality Impact Assessment

- 6.1 Are the recommendations within this report subject to Equality Impact Assessment as outlined in the EIA guidance? No

7. Health, Safety and Wellbeing Implications

- 7.1 None

8. Environmental Implications

- 8.1 None

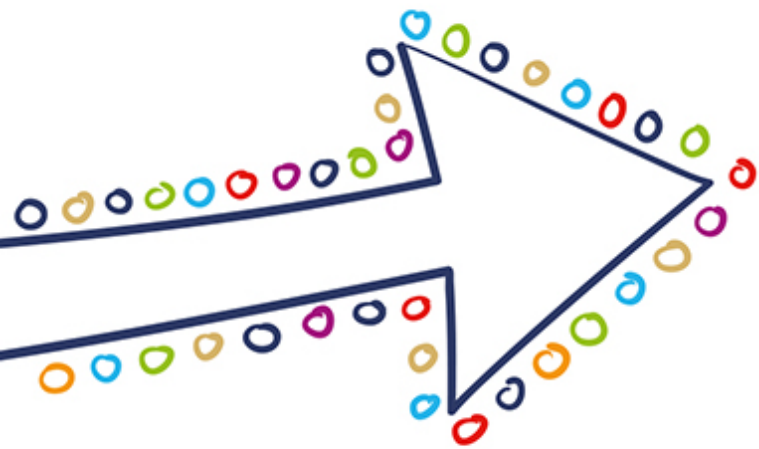
9. Your Fire and Rescue Service Priorities

9.1 This report links with the Community Risk Management Plan 2022-25 strategic priorities below:

- Promote the health, safety, and wellbeing of all our people.
- Encourage a learning environment in which we support, develop, and enable all our people to be at their best.
- Focus our prevention and protection activities on reducing risk and vulnerability.
- Collaborate with partners to improve all of our services.
- Achieve a more inclusive workforce, which reflects the diverse communities we serve.

10. Conclusions

10.1 The Spotlight On Reports demonstrate how the Diversity and Inclusion team are delivering on their objectives and providing innovative and meaningful initiatives that impact positively on the organisation, the workforce and the community.



Spotlight on...

Diversity and Inclusion



➔ What did we do?

The Diversity and Inclusion (D&I) team have delivered on a number of key objectives during the last quarter.

Inclusive Language Guide

Staff provided feedback that they lacked confidence in knowing which language is appropriate and which is not. In collaboration with the staff networks we produced the [Inclusive Language Guide](#), a tool for staff to use when communicating with colleagues, communities and partners. The guide contains a glossary of inclusive language and its meaning, along with a table of outdated terminology with rationale on why it should be avoided.

Inclusion Standard Submission

The Inclusion Standard is an evidence-based accreditation tool designed to assess and promote inclusion and diversity within workplaces. We last completed a submission in 2021 and received Bronze accreditation, we are aiming to elevate this to Silver with our 2024 submission. We will receive the results week commencing 9th September which will be promoted during

National Inclusion Week. Watch this space!!

Leeds Pride attendance

This year we joined up with Yorkshire Ambulance Service and West Yorkshire Police to celebrate Leeds Pride on 21st July. We had many staff volunteers in attendance and a great day was had by all!



White Ribbon Accreditation

We are delighted to confirm our White Ribbon accreditation. White Ribbon is an organisation committed to ending men's violence against women. We have a 3-year action plan, steering group, ambassadors and champions all working towards



increasing awareness and putting mechanisms in place to support our staff and communities. We have commissioned 2 training sessions from White Ribbon, delivered earlier this year:

- Domestic Abuse for Managers.
- Understanding and Preventing Violence Against Women and Girls.

West Yorkshire Women of Fire Event



FireGIN co-chair, Georgina Ralph, designed and delivered our 2nd in service Women in the Fire Service event on 29th July at Leeds Fire Station. 25 staff attended the full day which included talks, workshops and networking. Workshops included 'Be a Firefighter', Initial Incident Command, RTC, Line Rescue and Control Room appreciation. Attendees were able to fully immerse themselves into these

workshops with the help of the incredible facilitators - and everyone looked as though they were having a phenomenal time despite the heat and being in full fire kit!

Accessible Content Toolkit

We have a legal requirement to produce accessible content, both internally and externally, in order for audiences with additional needs to engage with our content. We have produced an [Accessible Content Toolkit](#) which is now live and available for all staff. Guides on how to produce accessible content are available for each Microsoft application and departments are working towards updating their content to comply with accessibility requirements.

Accessible Organisational Templates

There is now a suite of accessible organisational templates available for staff. This will allow staff to produce organisational content, such as policies and minutes, using accessibility features.

Equality Impact Assessment (EIA)

The team are in the process of reviewing and streamlining the EIA process to make it easier for staff. We have already updated the template and guidance and promoted this across the service.

We are now working with ICT to identify an online solution to speed up the process, using PowerApps or MS Forms.

Culture and Values

We are currently engaging with staff through focus groups to bring our culture survey to life. We are developing a living action plan, which will outline the practical steps we will take to move towards our desired culture.

➔ What are we doing next?

Diversity and Inclusion Board (DIB)

With the arrival of our new Director of People and Culture, we will be refreshing the membership, terms of reference and agenda of DIB. The Board will continue to review and approve the work of the D&I team, but with greater scrutiny of officers who will be required to update on how they are implementing the D&I strategy and priorities into their own areas of work.

National Inclusion Week (NIW)

NIW runs from 23rd to 27th September and during this week we will be hosting a programme of guest speakers for staff about inclusion topics, including the traveller community, race trauma, ableism



and the true meaning of masculinity. We will also be promoting the work of the D&I team, including tools and support staff can access.

White Ribbon Day and International Men's Day

As part of our White Ribbon accreditation, we are committed to celebrating White Ribbon Day, which this year will combine with International Men's Day as a dual event. The D&I team, along with staff networks and staff volunteers are planning awareness raising activities which will be held in November.

Staff Networks

The Diversity Project Officer (DPO) is leading on a project to review and reinvigorate the staff networks. The aim of this is to elevate the work already being done, increase membership and make the networks more accessible to operational staff. The networks have already achieved many successes and we want to build on this and embed their position in decision making through consultation, EIA support and influencing change.

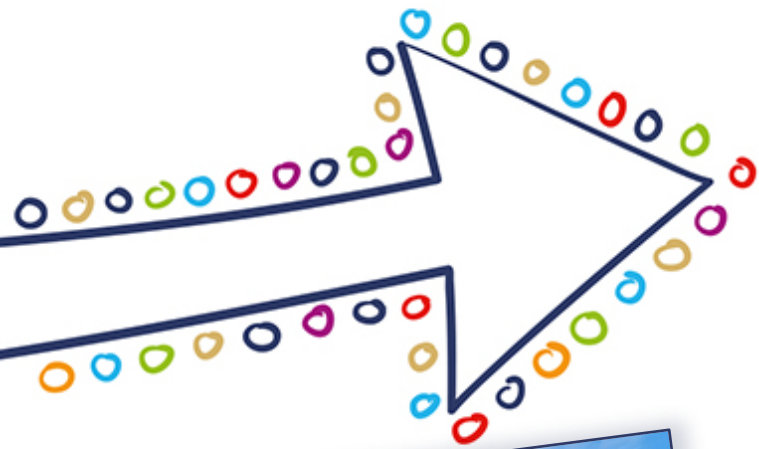
Pay Gap Reporting

With the incoming government comes a fresh review of pay gap reporting. In addition to gender there is likely to be an increased focus on ethnicity and disability pay gap reporting. We are encouraging people to share their data and preparing data in readiness for the additional reporting requirements.

Black History Month

FireREACH are planning to deliver an event for Black History Month at the end of October. This will include a guest speaker, a talk from a black retired firefighter and their experiences, followed by a lunchtime networking event.





Spotlight on...



West Yorkshire
Fire & Rescue Service

Positive Action and Community Engagement



What was the need, how was it identified?

In the past few months, the Positive Action and Community Engagement Officers have engaged with a range of teams and external partners to further our relationships with the diverse communities of West Yorkshire as part of our Positive Action Strategy.

To improve and widen the talent pool of people who apply for careers within WYFRS, we are increasing targeted engagement throughout the county with a range of people.



What did we do?

Leeds West Indian Carnival

Nine members of staff attended Leeds Carnival on 26th August. They hosted a prevention and recruitment stall within Potternewton Park with a fully kitted pump. Volunteers were requested from the FireREACH staff network and represented the diverse backgrounds of people working at WYFRS. The team engaged with people

from 9am – 8.30pm, a true sense of their commitment and the sheer number of people who wanted to speak with us. Feedback from the public showed an excitement to speak with Firefighters, and feeling like they had an opportunity to discuss a career in Firefighting.



When I came into the park today and saw Black Firefighters, I was so shocked but really happy. I have never seen so many Black Firefighters. Usually everyone is White, it's so good.



Previously, WYFRS has been part of the parade, however this year's presence in the park allowed us to have more in depth conversations with a wider range of people over a longer period. In future, we hope to increase our attendance by being involved in the parade and the park. A QR coded Firefighter recruitment flyer specific for the event was handed out and has already



➔ What are we doing next?

Leeds Faith Trail with WYP

In September the Diversity and Inclusion Team will join West Yorkshire Police on the Leeds Faith Trail. This will involve a day of attending 5 different places of worship across Leeds to grow our awareness of the religions and create connections with leaders within them. We will be aiming to create future trails for our staff to increase awareness and understanding.

Places of Worship

We will continue to build relationships within the Gurdwaras we have approached but are now looking to broaden our engagement through different districts. We will be attending a careers event within the Leeds Temple.

Careers Events

With the start of the new school year in September, we will be attending careers events across all of West Yorkshire using our new recruitment resources advertising both firefighter and non-firefighter roles.

Ignite Programme

Working from the success of the Ignite Programme, we are now looking to standardise the learning resources and approach ready for the next programme running at Killingbeck Station. We aim to grow the programme to other districts. We will continue to work on our aims of furthering participation of females from ethnically diverse backgrounds.

CATCH

After the successful Pathfinder's Programme, we are in discussions with CATCH and other public services of how we can improve the programme using last year's learning and continue to make it accessible for the students and the public services.

➔ Contact



Rhiannon Wraith and Manjinder Uppal



Rhiannon.wraith@westyorkshire.gov.uk
Manjinder.uppal@westyorkshire.gov.uk



OFFICIAL

Agenda item: 10

Local Pension Board Annual Report 2023/24

People and Culture Committee

Date: 4 October 2024

Submitted by: Director of People and Culture

Purpose: To consider the Local Pension Board Annual Report 2023/24 and confirm whether the Local Pension Board is acting within its Terms of Reference and in accordance with good governance principles.

Recommendations: That Members agree that the Local Pension Board is acting within its Terms of Reference and in accordance with good governance principles.

Summary: The Local Pension Board is required to produce an Annual Report setting out activity undertaken during the course of the previous year. The Annual Report is submitted for formal ratification by this Committee

Local Government (Access to information) Act 1972

Exemption Category: None

Contact Officer: Jik Townson, Committee Services and Governance Officer
E: Jik.Townson@westyorksfire.gov.uk
T: 01274 682311 X 671340

Background papers open to inspection: None

Annexes: Annex 1 – LPB Annual Report 2023/24
Annex 2 – LPB Terms of Reference

1. Introduction

- 1.1 The Local Pension Board is required to produce an Annual Report for formal ratification by the West Yorkshire Fire and Rescue Authority's People and Culture Committee (formally Human Resources Committee) as set out in the approved Terms of Reference. The People and Culture Committee (formally Human Resources Committee) is the responsible committee of the Fire Authority tasked with considering recommendations from the Local Pension Board

2. Information

- 2.1 The draft Annual Report 2023/24 was considered by the Local Pension Board at its meeting held on 2 August 2024.
- 2.2 A copy of the Annual Report is attached as an annex to this report and Members are invited to confirm (as appropriate) that the Local Pension Board is acting in accordance with its Terms of Reference and in accordance with good governance principles,

3. Financial Implications

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

4. Legal Implications

- 4.1 The Monitoring Officer has considered this report and is satisfied it is presented in compliance with the Authority's Constitution.

5. Human Resource and Diversity Implications

- 5.1 There are no human resource or diversity implications arising from this report.

6. Equality Impact Assessment

- 6.1 Are the recommendations within this report subject to Equality Impact Assessment as outlined in the EIA guidance? No

7. Health, Safety and Wellbeing Implications

- 7.1 There are no health, safety and wellbeing implications arising from this report.

8. Environmental Implications

- 8.1 There are no environmental implications arising from this report.

9. Your Fire and Rescue Service Priorities

9.1 This report links with the Community Risk Management Plan 2022-25 strategic priorities below:

- Promote the health, safety, and wellbeing of all our people.
- Encourage a learning environment in which we support, develop, and enable all our people to be at their best.
- Provide ethical governance and value for money.
- Collaborate with partners to improve all of our services.
- Work in a sustainable and environmentally friendly way.
- Achieve a more inclusive workforce, which reflects the diverse communities we serve.
- Continuously improve using digital and data platforms to innovate and work smarter.

10. Conclusions

10.1 That the Loal Pension Board Annual Report is ratified.



LOCAL PENSION BOARD

Annual Report 2023 - 2024

OFFICIAL

Ownership: Legal and Governance

Date Issued:

Version:

Status: Final



Revision and Signoff Sheet

Change Record

Date	Author	Version	Comments
		V1 – initial draft	To submit to Local Pension Board for final comment and recommendation for approval to HR Committee – 2 August 2024
		V2 – final version	To submit to HR Committee for formal ratification

Reviewers

Name	Version Approved	Position	Organisation	Date
Jik Townson		Committee Services	WYFRA	22.07.24

Distribution

Name	Position	Organisation
Local Pension Board		West Yorkshire Fire and Rescue Authority
Human Resources Committee		4 October 2024

Document Properties

Item	Details
Document Title	LOCAL PENSION BOARD
Author	Administrator
Creation Date	7 July 2022
Last Updated	22 July 2024

Contents

1	Foreword.....	2
2	Membership and meetings of the Board	2
3	Work undertaken by the West Yorkshire Fire and Rescue Authority Local Pension Board 2023 – 24	2
4	Specific investigations and Board resolutions.....	3
5	Conflicts of interest	3
6	Identified Risks and areas of concern	4
7	Expenses and Costs	4
8	Gifts and Hospitality	4
9	Training.....	4
10	Legislative updates	4
11	Scrutiny and review	4

1 Foreword

- 1.1 The purpose of this Annual report is to provide a source of information about the status of West Yorkshire Fire and Rescue Authority Local Pension Board for Scheme members and for the Scheme Manager together with a summary of issues considered in the relevant period (1 April 2023 – 31 March 2024)
- 1.2 In accordance with Section 5 and s.30 (1) of the Public Service Pensions Act 2013 and Regulation 4A of the Firefighters' Pension Scheme (Amendment) (Governance) Regulations 2015, the West Yorkshire Fire and Rescue Authority Local Pension Board was established in February 2015 to provide advice on the effective and efficient administration and management of the various firefighter pension schemes.
- 1.3 The Local Government Pension Scheme for Green Book employees is monitored by a separate Local Pension Board established by the West Yorkshire Local Government Pension Scheme and does not form part of this Annual Report.
- 1.4 The Report includes commentary on the following;
- A summary of the work undertaken by the Local Pension Board during 2023/24
 - Detail of areas investigated and how these areas were dealt with
 - Any conflicts of interest and how these were managed
 - Any identified risks and other areas of potential concern
 - Any expenses and costs incurred by the Board
 - Gifts and hospitality received by members of the Board
 - Training for Board members
 - Breaches
 - Scrutiny and review

2 Membership and Meetings of the Board

- 2.1 The West Yorkshire Fire and Rescue Authority Local Pension Board comprises 6 members as follows (as approved by the Full Authority on 29 June 2023);
- 3 Scheme Member representatives (Ryan Binks, Jim Davies (FBU) and Ian Dunkley)
 - 3 Scheme Manager representatives (Councillors Mike Pollard and Fozia Shaheen, and John Roberts CEx/CFO - Chair) (plus Non-voting Officer Adviser(s) as appropriate)
- 2.2 The Board has met on 2 occasions in the 2023 – 24 year. There was an attendance of 83% during the period in question.

3 Work undertaken by the West Yorkshire Fire and Rescue Authority Local Pension Board 2023/24

- 3.1 The work undertaken by the Board during the course of the year has been defined by the extant Terms of Reference (initially approved at the 24 June 2016 meeting of the West Yorkshire Fire and Rescue Authority) and as amended in December 2021 with regard to the revised term of office (two years).

3.2 During the period 1 April 2023 – 30 June 2024 the following items were considered by the Board;

- Updates on the work with the national Scheme Advisory Board (SAB) & its sub-committee (Ensuring the effectiveness of the Local Pension Board)
- Pension Fund – Key Performance Indicators and corporate risks
- Discretions made by the Scheme Manager
- Annual benefit statements and pension saving statement deadline
- Annual review of Terms of Reference
- Pension Risk Register
- Compliance deadlines and Breaches Register
- Pensions administration audit
- Pension Ombudsman sample cases
- Legislative updates
- Firefighter Pensions England bulletins

3.3 The Activity report (submitted to each meeting) includes detail on the number of;

- pension scheme members across the various schemes
- number of new scheme members
- retirees
- pensioner members
- deferred members
- IDRPs stage 1 and 2 complaints
- Opt-outs
- Pension estimates requested / processed

3.4 Each agenda also includes the following standing items;

- legislative update (see section 10.)
- scrutiny and review (including discretions, breach and risk registers)
- Pensions ombudsman cases (see section 9.)
- Member training update
- WY Pension Fund key performance indicators

4 Specific Investigations and Board Resolutions

4.1 There were no investigations or actions that required further investigation during 2023/24.

5 Conflicts of interest

5.1 As statutorily required, members of the Local Pension Board complete a Declaration of Interests. The register is maintained by the West Yorkshire Fire and Rescue Authority Committee Services section. Members of the Board reviewed their Declarations in July 2023.

5.2 There have been no declarations made by any member, adviser or attendee at any meeting of the Board during the relevant period.

6 Identified Risks and areas of concern

6.1 No specific risks or areas of concern were raised during the year.

7 Expenses and Costs

7.1 There has been no expenditure or costs incurred within the relevant period for the administration of the Board.

8 Gifts and Hospitality

8.1 There have been no declarations of gifts or hospitality received by Members of the Local Pension Board during the relevant period.

9 Training

9.1 It is a statutory requirement of the Public Service Pensions Act 2013 that members of the Local Pension Board should have the capacity to become conversant with, and develop a knowledge of, detailed related issues in order to effectively carry out their duties.

9.2 In this respect monthly bulletins from LGA Pension Advisory Service have been provided along with the summaries and decisions on cases dealt with by the Pension Ombudsman, which serve as a learning tool for LPB members.

9.3 In addition members have been offered the opportunity to attend LGA LPB Training Sessions via MS Teams

10 Legislative Updates

10.1 As a statutory requirement, members of the Local Pension Board have been provided with regular legislative updates.

10.2 The following have been provided during the relevant period;

- Public Service Pensions & Judicial Offices Act 2022, Finance Act 2022,
- Matthews – Second Option Exercise,
- Age Discrimination Remedy,
- Remedy Tax Legislation,
- Judicial Review into 2016 Cost Cap Valuation
- SCAPE Discount Rate
- Retained Firefighters Pensions Settlement
- CARE Revaluation Error
- Valuation Directions from HM Treasury
- Abolition of Lifetime Allowance
- Pensions Dashboards

11 Scrutiny and Review

11.1 Members are required to scrutinise areas relevant to the administration of the Firefighters' Pension Schemes.

11.2 The following areas were scrutinised during the relevant period;

- Discretions
- Breaches register

- Pension Risk register
- Compliance deadlines

West Yorkshire Fire and Rescue Authority

Local Pension Board

Terms of Reference

Function and Responsibilities

The function of the Local Pension Board is to assist the Scheme Manager (West Yorkshire Fire and Rescue Authority) in administering the various firefighter pension schemes. This will be achieved by providing governance and by scrutiny of policies, pension documentation, decisions and outcomes.

The Local Pension Board will also assist the Scheme Manager to:

- secure compliance with the Regulations, any other legislation relating to the governance and administration of the Schemes, and requirements imposed by the Pensions Regulator in relation to the Schemes and;
- ensure the effective and efficient governance and administration of the Schemes

Duties of the Board

The Board should at all times act in a reasonable manner in the conduct of its purpose. In support of these duties Board members:

- should act always in the interests of the Scheme and not seek to promote the interests of any stakeholder group above another
- should be subject to and abide by the Local Pension Board approved code of conduct

Frequency of meetings

The WYFRA Local Pension Board will meet six monthly (July and January in each municipal year), to review / report on previous actions and determine work streams and priorities for the future.

The Chair of the Board, with the consent of the Board membership, may call additional meetings. Urgent business of the Board between meetings may, in exceptional circumstances, be conducted via communications between members of the Board including telephone conferencing and e-mails.

Local Pension Board membership

To comply with the regulations the Board must have a minimum of four members (two Scheme Member representatives and two Scheme Manager representatives). A Local Pension Board membership of four is the most straight forward and cost effective way of providing the Local Pension Board and complying with the Regulations.

Membership of the West Yorkshire Fire and Rescue Authority Local Pension Board will be:

3 X Scheme Member representatives (including 1 x FBU representative)

3 X Scheme Manager representatives (2 x elected Members, 1 x Officer representative)

Non-voting Officer Advisor(s) as appropriate

Scheme Manager (elected Member) representation on the Board will be determined by the Fire Authority at its Annual Meeting (or as otherwise required). The Officer representative will be nominated by the Authority's Management Board.

The Officer Advisor will be a specific officer who is to assist the Board in gathering/analysing information and writing reports. The Board will also be able to request assistance from any officer who has specific knowledge of a subject matter they are investigating.

Scheme Member representatives

Scheme Member representatives shall be appointed to the Board on an annual basis (or as otherwise required) by the Executive Committee of the West Yorkshire Fire and Rescue Authority following a formal application process.

2 x Scheme Member representatives will be active, deferred or retired members of one of the firefighter pension schemes administered by WYFRA.

1 x Scheme Member representative will be nominated by the Fire Brigades' Union.

Scheme Member representatives should be able to demonstrate

- their capacity to represent pension scheme members
- capacity to attend and complete the necessary preparation for meetings, and
- capacity to participate in training as required

Scheme Manager representatives

2 x elected Member Scheme Manager representatives shall be appointed on an annual basis to the Board at the Annual Meeting of the Authority (or as otherwise required)

1 x Officer Scheme Manager representative shall be appointed/confirmed on an annual basis by the Authority's Management Board.

Scheme Manager representatives with delegated responsibility for discharging the Scheme Manager function of WYFRA may not serve as Scheme Manager representatives on the Board.

Scheme Manager representatives should be able to demonstrate

- their capacity to represent the Scheme Manager
- capacity to attend and complete the necessary preparation for meetings, and
- capacity to participate in training as required

Appointment of Chair and Vice chair

Local Pension Board Members will act as the Chair and Vice- chair on an annual, rotational basis ie. when a Scheme Manager representative is appointed Chair of the Board, the position of Vice chair will be filled by a Scheme Member representative and vice versa on an annual basis.

Notification of appointments

On appointment to the Board, WYFRA shall publish the name of the appointees, the process followed in the appointment together with the way in which the appointments support the effective delivery of the purpose of the Board.

Objectives

WYFRA Local Pension Board should consider the following:

- Are pension statements timely and accurate?
- How long does it take between retirement and receipt of pension?
- The number of errors made by the pension administrator.
- Are relevant policies in place and of a sufficient standard?
- Are pension estimates accurate and timely?
- Is the West Yorkshire Pension Fund (WYPF) website accurate and user friendly?
- Ensure that annual CARE scheme calculations are being carried out.
- Scrutinise data quality.

- Ensuring pension rules and regulations are being complied with, when officers are making decisions on pension matters.
- If complaints/appeals are being dealt with correctly and the correct procedures being followed.
- Review internal audit reports

This list is not exhaustive. The Local Pension Board will have the power to investigate anything it wishes in relation to the firefighters' pension schemes within WYFRS.

Conduct and Conflict of interest

Members of the Board are responsible for ensuring that their board membership does not result in any conflict of interest with any other posts they hold.

All members of the Board must declare to WYFRA on appointment and at any such time as their circumstances change any potential conflict of interest arising as a result of their position on the Board. On appointment to the Board and following any subsequent declaration of potential conflict WYFRA shall ensure that any potential conflict is effectively managed in line with both the internal procedures of WYFRA and the requirements of the Pensions Regulator's codes of practice on conflict of interest for Board members.

Members of the Board must not use their membership for personal gain.

Gifts and hospitality should only be accepted with the permission of the Authority - any gifts accepted should be reported on in the Local Pension Board's annual report.

Members of the WYFRA Local Pension Board should maintain confidentiality when discharging their duties.

The WYFRA Local Pension Board has the right to use WYFRA facilities and resources in the course of discharging its duties.

Knowledge and understanding (including Training)

Knowledge and understanding must be considered in light of the role of the Board to assist WYFRA as detailed above. The Board should establish and maintain a policy and framework to address the knowledge and understanding requirements that apply to Board members. That policy and framework shall set out the degree of knowledge and understanding required as well as how knowledge and understanding is acquired, reviewed and updated.

Board members shall attend and participate in training arranged in order to meet and maintain the requirements set out in the Board's knowledge and understanding

policy and framework. Board members shall participate in such personal training needs analysis or other processes that are put in place in order to ensure that they maintain the required level of knowledge and understanding to carry out their role on the Board.

Term of office

Term of Office should be for 2 years and in accordance with the committee cycle in WYFRA

Board membership may be terminated prior to the end of the term of office due to:

- A Scheme Member representative no longer holding the office or employment or being a member of the body on which their appointment relied
- A Scheme Manager representative no longer holding the office or employment or being a Member on which their appointment relied
- The representative no longer being able to demonstrate their capacity to attend and prepare for meetings or to participate in required training

Board Members may be re-appointed for more than one term of office following an approved appointment / nomination process.

Reporting

The West Yorkshire Local Pension Board will produce an Annual Report which will highlight areas of concern and identify good practice.

The report will also contain information on the number of retirements (natural and ill health), new starters, membership and opt-out numbers.

The Board will report to the People and Culture (formerly Human Resources) Committee.

Resourcing and funding

Members of the WYFRA Local Pension Board will be entitled to claim any reasonable out of pocket expense incurred through discharging their Local Pension Board responsibilities.

The Board will not have a dedicated budget. Requests for finance to purchase technical assistance, Board member training and anything else the Board may require to effectively discharge its duties will be made through the WYFRA Finance and Resources Committee.

Quorum

A meeting is only quorate when three Board members are present (including either the Chair or Vice chair).

Voting

The Chair shall determine when consensus has been reached. There will be no casting vote.

Where consensus is not achieved this should be recorded by the Chair.

Relationship with West Yorkshire Fire and Rescue Authority

In support of its core functions the Board may make a request for information to WYFRA with regard to any aspect of the Scheme Manager function. Any such a request should be reasonably complied with in both scope and timing.

In support of its core functions the Board may make recommendations to WYFRA which should be considered and a response made to the Board on the outcome within a reasonable period of time.