

OFFICIAL

Agenda item: 06

Performance Against Response Indicators

Community Safety Committee

Date: 11 October 2024

Submitted by: Director of Service Delivery

Purpose: To inform Members of the Community Safety Committee of the performance against the 2024/25 performance outcome targets. The report specifically looks at performance covering 1 April 2024 to 11 September 2024.

Recommendations: That Members of the Community Safety Committee note the contents of the report.

Summary: The service has delivered strongly against the key performance indicators. This strong performance is marred by a spike in fire related fatalities which highlights we still have lots of work to do in order to make West Yorkshire Safer.

Local Government (Access to information) Act 1972

Exemption Category: None

Contact Officer: Scott Donegan, AM Service Delivery
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Background papers open to inspection: None

Annexes: None

1. Introduction

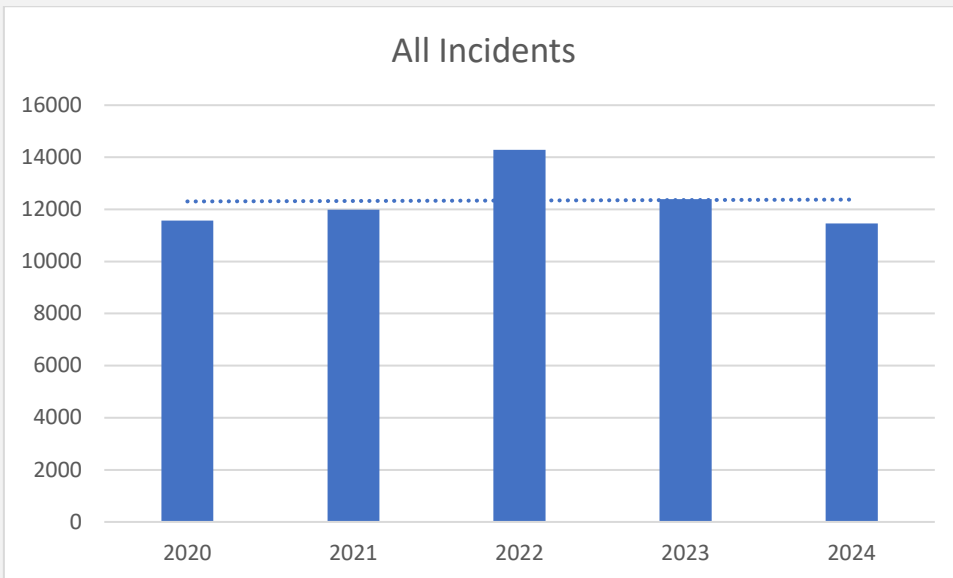
- 1.1 This performance report covers the period from 01 April 2024 to 11 September 2024
- 1.2 Full commentaries against the indicators at district level have been provided by the relevant district commanders.

2. Information

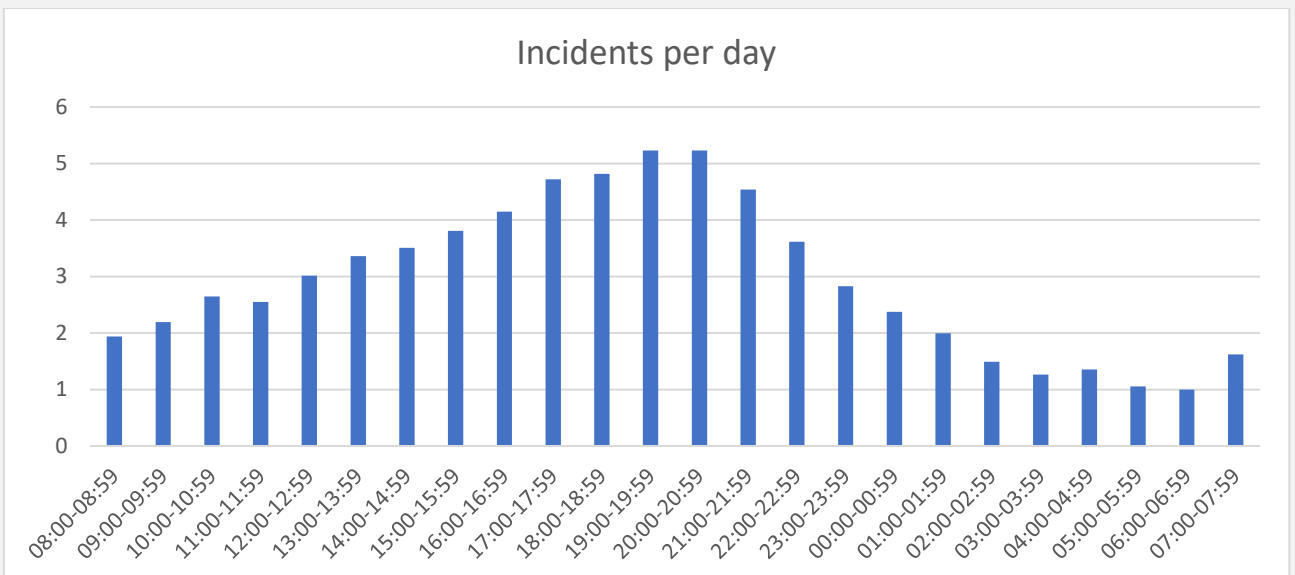
- 2.1 A suite of nine Authority approved metrics provide a view of operational activity in the current financial year. These metrics are measured against a three-year average to demonstrate how the service are performing in comparison to previous years.
- 2.2 The nine metrics are:
 - Non fires
 - Injuries and Fatalities
 - Incident Demand
 - False Alarms
 - Victims Rescued
 - Fire Related Injuries and Fatalities
 - All Incidents
 - Road Traffic Collisions
 - Fires
- 2.3 Performance reports at district level are included in the appendices and can be used to inform discussion with local district commanders.
- 2.4 Performance Against the Indicators

All Incidents

- 2.5 In 2024 / 25 we have responded to 11457 incidents. This is 1433 fewer incidents when compared to the three-year average and 942 fewer incidents than the same period last year. This is strong performance and continues the trends we have seen over the last 5 years for this reporting period.



2.6 Incident Demand – The peak period for operational mobilisations is between 17:00 and 22:00. The busiest period of the day tends to be between 19:00 and 21:00 as shown below.



2.7 Since 01 April 2024, the service has mobilised to an average of 70 emergencies per day with operational demand increasing slightly on weekends (6% increase).

2.8 Performance against the Authority approved risk-based planning assumptions currently sits at 93.25%. This is 0.75% lower than the same period last year and continues to demonstrate a high degree of confidence in the service’s ability to respond quickly relative to risk.

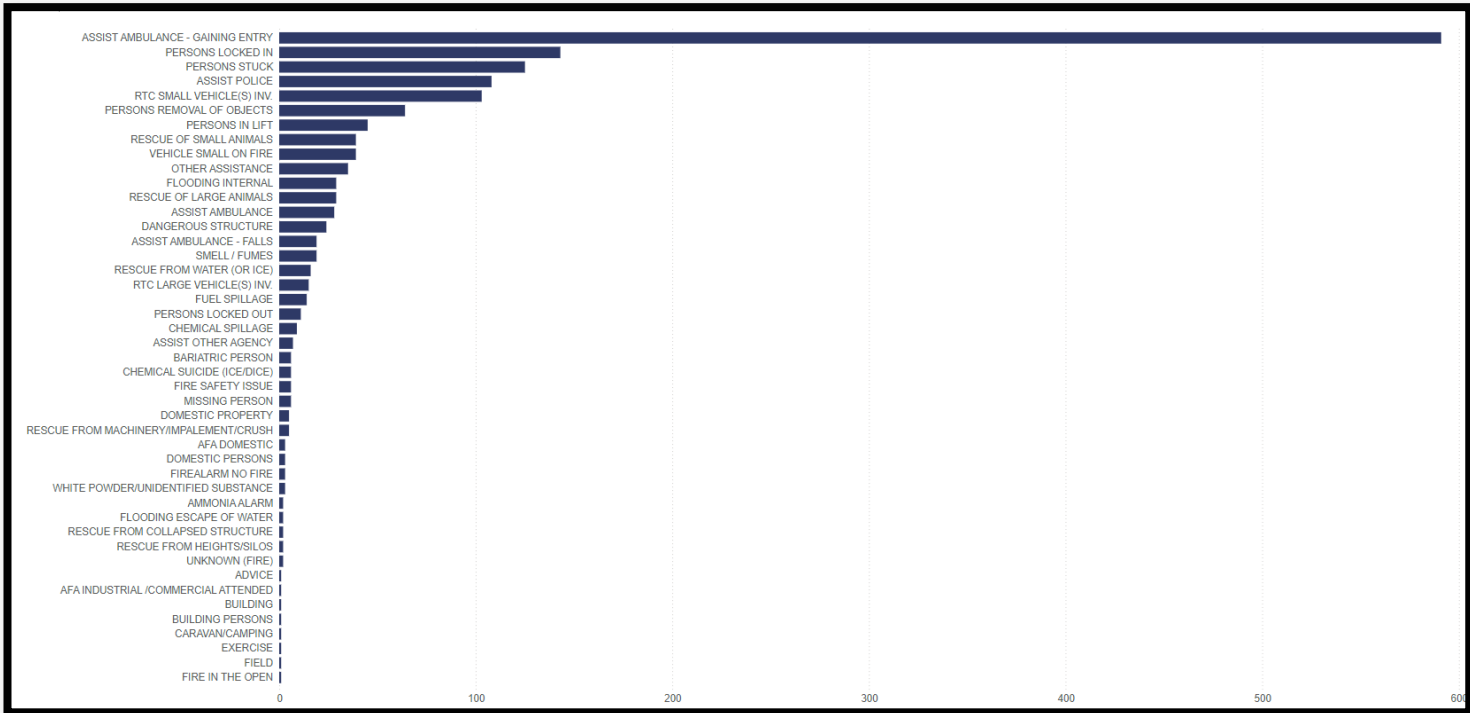
RiskScore	Incident s	Met RBPAs	% met	% missed	Av Response Time
Very High	1531	1442	94.19	5.81	00:06:40
High	1903	1807	94.96	5.04	00:06:42
Medium	2361	2251	95.34	4.66	00:07:09
Low	2703	2548	94.27	5.73	00:07:25
Very Low	3242	2899	89.42	10.58	00:08:54
Total	11740	10947	93.25	6.75	00:07:33

Fires

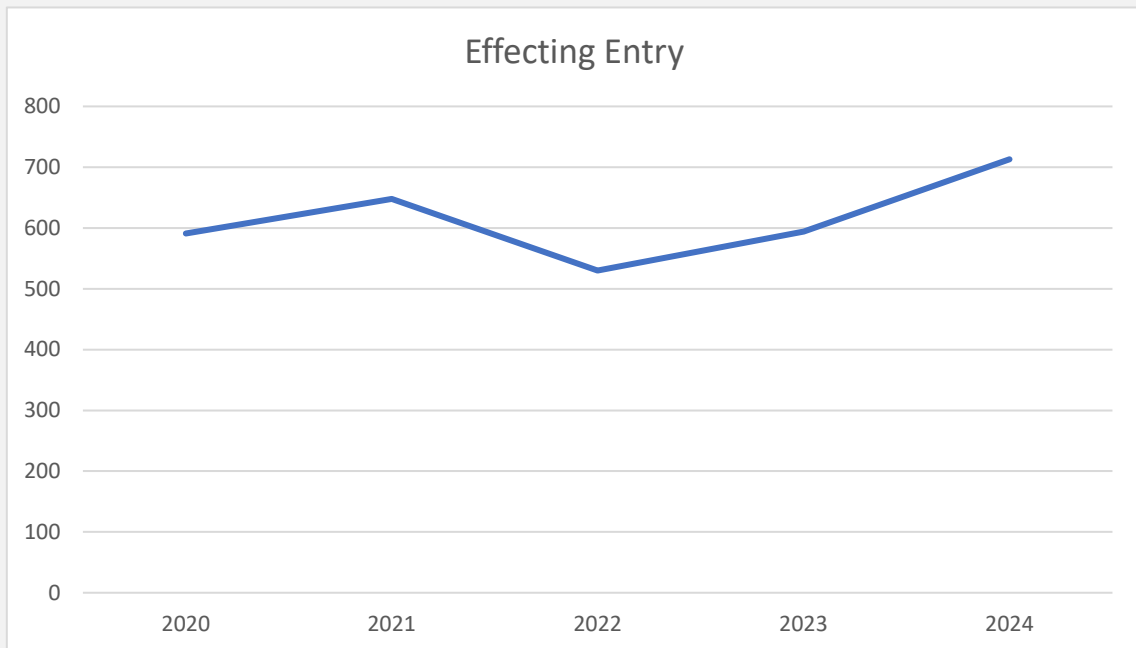
- 2.9 We have responded to 4482 fires since 01 April 2024, this is 1079 fewer than the three yearly average and 571 fewer than the same period last year. 39% of all incidents attended are fires.
- 2.10 There have been 2680 fires thought to have been started deliberately of which 2058 occurred outdoors. We are committed to working in partnership with the Police and Local Authorities to tackle antisocial behaviour which often leads to nuisance fire setting.
- 2.11 There has been 59 fires within secure accommodation, 58 of these fires were set deliberately. This is 44 more than the three-year average. The majority of these incidents are resolved without fire service intervention. The Leeds District Team continue to work with the Prison Service to identify opportunities to reduce deliberate fire setting.
- 2.12 There has been a 5% reduction in Accidental Dwelling Fires (402) when compared to the three-year average and 3 fewer than the same reporting period last year. We continue to target the people most vulnerable to fire in our communities. This is achieved through partnerships with key services and through a data led targeted approach.
- 2.13 The number of Safe & Well visits undertaken has increased by 8% when compared to the same period last year.

Non-Fires

- 2.14 Non-fires includes incident types such as effecting entry for partners, RTC's, lift rescues and other technical rescues Non-fires make up 19% of operational demand. The breakdown of non-fire incidents can be seen below:



2.15 The service has attended 2166 non-fire incidents. This is 82 more than the three-year average and 82 more than the same period last year. 713 incidents result from the 'Effecting Entry' support we provide to the Yorkshire Ambulance service. This is an increase of 119 when compared to the same period last year. The chart below shows how we continue to see an increase in mobilisations to this incident type:

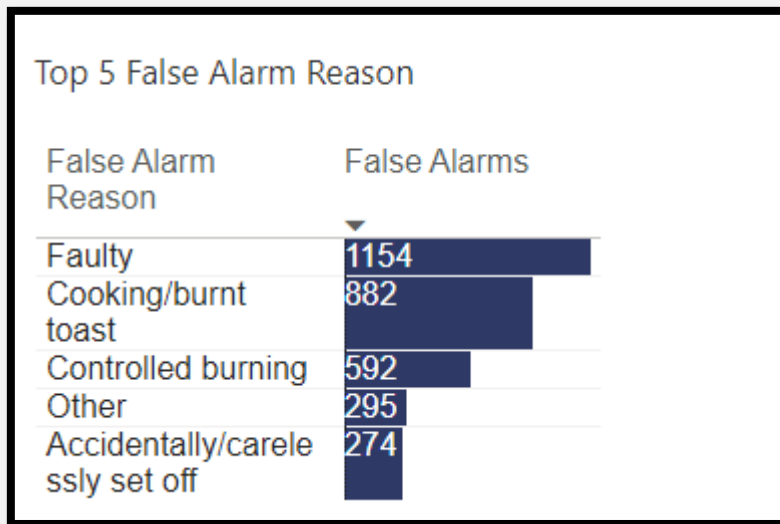


2.16 False Alarms – There have been 436 fewer false alarms (4809) attended when compared to the three-year average and 327 fewer than the same period last year. False alarms are responsible for 42% of operational demand for this reporting period.

The overwhelming majority of false alarms prove to be unwanted fire signals i.e. an actuation of a detection device due to fault, poor maintenance or careless behaviour.

2.17 Since 18 March 2024, the service will no longer attend false alarms at commercial properties unless supported by a 999 call from site. This has led to a substantial reduction in mobilisations to this incident type. Commercial properties are no longer included in our top five false alarm groups.

2.18 The predominant reasons for false alarms are:



Fire Related Injuries and Fatalities

2.19 In this reporting period there have been 88 fire related injuries and 15 fire related fatalities. Five of these fatalities are considered preventable and are a result of accidental dwelling fires. We will continue to target our interventions to those most at risk from fire.

2.20 Tragically we have seen seven fire related fatalities resulting from deliberate acts and three following a road traffic collision. These incidents have had significant impacts on the local communities and emergency responders. We have maintained an ongoing presence and offer of support in the areas where these incidents occurred and put measures in place to reduce the impact on WYFRS colleagues.

Injuries and Fatalities

2.21 In this reporting period there have been 149 non-fire related fatalities. 107 of these were found whilst support the Yorkshire Ambulance Service in effecting entry. Other significant incident types include suicide (9) and water rescues (5).

2.22 During this reporting period there have been 622 injuries at incidents attended by the service. 337 injuries were considered slight, 149 were considered serious and 148 were of unknown severity.

Road Traffic Collisions

2.23 There have been 239 RTCs in this reporting period, 34 fewer than the three-year average and 38 fewer than the same period last year. RTCs are responsible for 2% of the service's overall operational demand. Of these, 57 have required firefighters to employ full extrication techniques.

2.24 We continue to work in partnership with District Road Safety Partnership and the service is represented at the West Yorkshire Vision Zero Board. There is innovative prevention and education activities being undertaken across the districts and by the Youth Intervention Team with aim of tackling the fatal five and reducing RTCs.

3. Financial Implications

3.1 There are no financial implications resulting 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 It has been identified through national datasets that higher levels of deprivation are a key factor in the occurrence of fire and other emergencies. By targeting risk reduction activities to those most vulnerable we are likely to support and reduce risk in the most diverse communities across the county

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 The health, safety and wellbeing of all WYFRS staff involved in responding to emergency incidents is one of the key priorities contained within the Your Fire and Rescue Service 2022-2025. The District Command teams actively monitor the health and safety of staff following incidents and have welfare provisions in place for any specific incident type where crews may witness distressing scenes with support available through local managers and the Occupational Health and Safety Unit.

8. Environmental Implications

8.1 Working in partnership has enabled WYFRS to relaunch the Bemooraware campaign to reduce the risk of wildfire across our moorland areas. This has proven extremely successful this summer in preventing significant wildfires and opened networks which we will use to improve our prevention and response activities in the future.

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.
- 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.
- 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.
- Plan and deploy our resources based on risk.

10. Conclusions

10.1 The first six months have been mixed in terms of performance. We have seen a spike in deliberate fire related deaths which have claimed the lives of four children. The WYFRS Fire Investigation Team are working hard to support the Police investigation in the hope that those responsible are brought to justice.

10.2 Service delivery teams have worked hard over the last three years to re-establish partnerships, engage with the communities we serve and reduce the risks faced in our home, workplaces and outdoor space. It is positive to see how this translates to strong performance in terms of a reduction in overall incident demand, fires, RTCs, accidental dwelling fires, non – domestic building fires and false alarms

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Agenda item: 07

Youth Interventions Team Annual Report

Community Safety Committee

Date: 11 October 2024

Submitted by: Director of Service Delivery.

Purpose: This report details the progress and work carried out by the Youth Interventions Team for the academic year 2023 – 2024.

Recommendations: That members note the content of this report.

Summary: This has been a successful and positive year for the Youth Interventions team. Over the past year the team have achieved stability in the staff team and been successful in securing new funding streams. This has enabled the team to increase the number of programmes delivered and the number of young people engaged with across West Yorkshire. The team have continued to develop new and innovative packages that are responsive, not just to the needs of young people, but to local and national agendas. This year the work of the team has been recognised by both the Violence Reduction Partnership (VRP) for our contribution towards Serious Violence Duty (SVD) through the delivery of early intervention; and, by West Yorkshire Safe Roads partnership for our contribution to Vision Zero 2040 through the delivery of targeted sessions promoting responsible road use to those less likely to engage with education and safety campaigns. As the team now deliver all year round and secure funding from a wider range of funding streams, it is now more relevant for the team to report on financial year delivery than academic year. While this report covers the past academic year, performance data contained is split into 2 periods: 1st September 2023 – 31st March 2024 and 1st April 2024 – 31st August 2024.

Exemption Category: None

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Background papers open to inspection: None

Annexes: Annex 1 2023/2024 Funding
Annex 2 Data Breakdown

1. Introduction

The programmes offered by the Youth Interventions Team (YIT) aim to be a catalyst for change and seek to inspire young people between the ages of 8 - 25 to change behaviours and develop personal skills through a variety of practical, structured interventions. The programmes and interventions offered by the team not only raise current safety awareness but develop social responsibility and skills for the future.

In addition to the practical programmes delivered on operational fire stations, the team also deliver 1:1 sessions and small group talks to young people putting themselves or others at risk through their current behaviours around water, fire, on the road or during the bonfire period.

The traditional portfolio of programmes offered by the team continues to be refined and reviewed to ensure we meet the changing need of young people and respond to local and national needs and agendas. This year the team have written and delivered a new Targeted Intervention Day (TID) called @Etude which focuses on the safe use of power 2 wheels. They have piloted a mentoring programme called Re🔥Action for young people under the age of 10 who are involved with or at risk of becoming involved with criminal activity. The purpose of this mentoring programme is to reduce the likelihood of them entering the Youth Justice Service when they reach the age of criminal responsibility.

In addition to this, 2 new programmes for young people ages 16 – 25 years old are currently being developed. One is a new 3-day programme for new drivers aged 16-25 whose overconfidence combined with lack of experience can often lead to their involvement in Road Traffic Collisions. The other is an employability programme called FireWork which will hopefully be piloted in January 2025 with a cohort of young people working with Wakefield Youth Justice Service who are currently Not in Education Employment or Training (NEET).

The team continue to be represented at WYFRS PRRG. Through this group the team have worked more effectively with districts to address and reduce risk. The team's involvement in this group has helped raise the profile of the team internally and the work they do to ensure the most vulnerable young people receive the appropriate safety messages, particularly regarding bonfire and water safety.

The team have been represented at internal and external meetings in each of the 5 districts looking at Serious Violence Duty and Violence Reduction. Through this the team identified both existing and new approaches (Re🔥Action & FireWork Programmes) to address the root causes of violence and contribute to reducing serious violence.

This year the team have applied for and secured funds from a wider range of funding streams than in previous years. Full details of the funding streams and the programmes these funded can be found in Annex 1 2023/2024 Funding. This funding has enabled the team to offer funded programmes to partners in all 5 districts and

engage with young people most at risk of using or instigating the use of blue light services at some point in their lives.

2. Intervention Delivery Update

The content of this report reflects the delivery that took place for the last academic year and covers the period of 1st September 2023 to 31st August 2024.

As this is the last report that will report on academic year delivery, data is available for the periods 1st September 2023 – 31st March 2024 and 1st April 2024 – 31st August. This can be found in Annex 2 – Data Breakdown.

Future reports will report on delivery that has taken place during the financial year. The next report will be presented in July 2025 and cover the financial year 2024/2025.

Between 1st September 2023 and 31st August 2024, the team have delivered 86 structured Youth Intervention programmes to 776 children and young people. This is an increase on last academic year when 65 programmes were delivered to 472 children and young people.

In addition to the core youth interventions programmes, the team continue to work in partnership with the Prince's Trust to deliver the Get Started programmes. This year the team have delivered a total of 4 Get Started programmes for young people aged 16 – 25 years old and NEET. The programmes delivered were 2 Get Started with Boxing programmes and 2 Get Started with Health and Fitness programmes. 45 young people engaged with Get Started programmes this academic year.

The Youth Intervention Team continue to manage all referrals made regarding young people playing with fire.

A total of 113 referrals were received via the WYFRS prevention database regarding children or young people playing with fire. 4 referrals identified fire play behaviours, and the appropriate intervention was delivered by District Prevention Officers. 73 firesetting interventions were delivered by Youth Interventions Trainers. Some of these were because fire setting behaviours were identified. However, the team also delivered interventions where fire play was identified due to there not being the capacity within districts for DPO's to deliver interventions. 36 referrals were cancelled or refused. Reasons for this include historic fire setting behaviours, inaccurate referrals, parental consent not given for an intervention to take place or young people refusing to engage with interventions. Last year the total number of referrals made for firesetting behaviours was 93.

The Youth Interventions Team continued to deliver educational interventions to extremely high-risk groups and individuals for whom a structured youth intervention on a station is not appropriate. This year 51 young people in 45 separate groups received input on the consequences of arson and responsible road use. 29 of these young people received input regarding fire setting behaviours that did not involve domestic

properties. These referrals originated from, and took place in, Youth Justice settings, schools or children's homes.

The team delivered interactive, educational sessions on bonfire safety and water safety to young people identified as most likely to put themselves or others at risk over the bonfire period or around water. The bonfire package was delivered to 851 young people. The water safety package was delivered to 1149 young people. This is a significant increase on last year's figures of 548 for bonfire and 374 for water. This increase is due to the team's involvement in the PRRG and having 1 Youth Interventions Trainer dedicated to working with each district team and developing partnerships within districts.

Over the past academic year, the Youth Interventions team have engaged with and delivered to 2,945 young people, the majority of whom are deemed as vulnerable and most likely to need or instigate blue light services now or in the future. This year's figure is almost double last year's figure of 1,568 young people.

3. Prince's Trust Programmes

The Youth Interventions Team have continued to deliver the Prince's Trust Get Started programmes. These programmes are targeted at 16–25-year-olds who are unemployed and facing multiple barriers to progression. It seeks to engage them and boost their confidence to enable them to take the next step towards education, training, or employment.

This year the team have delivered 2 Get Started with Boxing programmes, 1 of which was funded and supported by Nicola Adams in her role as a Prince's Trust ambassador.

This year was the first time that the team delivered the Get Started with Health and Fitness programme in person on operational fire stations. This programme was written during lockdown and had previously only been delivered digitally to young people via MS Teams.

The Youth Interventions team delivered the Prince's Trust Developing Resilience qualification and this was delivered for the first time as part of the most recent Get Started with Health and Fitness programme. This qualification was developed by NFCC Early Intervention workstream and forms part of the NFCC Early Intervention Implementation Framework.

The young people that attended Get Started with Boxing completed and achieved an emergency first aid at work qualification.

In the year ahead, The Prince's Trust have informed us that they will not be commissioning our Get Started with Boxing or Get Started with Survival programme but will continue to commission our Get Started with Emergency Response programme and Get Started with Health and Fitness programme.

The number of programmes that the Prince's Trust commission from us may also reduce as they have told us that they face funding challenges.

4. Review of last year's priorities

Last year the Youth Interventions and Prince's Trust manager set 4 priorities for the year ahead. The progress made against these priorities is as follows:

Priority One: Increase Youth Intervention partnerships and delivery across

West Yorkshire. In the last 12 months the delivery of Youth Interventions programmes delivered across West Yorkshire has almost doubled.

The delivery of the risk reduction education delivered by the team around bonfire and water safety has also significantly increased. The team have delivered programmes in all 5 districts and delivery and partnerships in underrepresented district such as Calderdale has increased.

The increase in partnerships and delivery can be attributed to:

- The increased funding that the team has secured over the past 12 months. This has enabled us to offer funded programmes which is more attractive to partners and schools.
- Having a youth trainer allocated to each district. This model, introduced in 2022, is now established and effective. It enables us to have a closer working relationship with district teams and establish and sustain partnerships.
- Increased stability within the staffing of the team. Over the past 12 months the number of staff on fixed term contracts has reduced and secondments becoming permanent positions.

Priority 2: Secure and develop the Prince's Trust portfolio

It has not been possible for the Youth Interventions team to secure a new funding college for the delivery of the Prince's Trust Team programme. Meetings have taken place with a number of colleges however, due to the changes in sub-contracting regulations set out by Government this is no longer an attractive option for colleges.

Over the past year the number of Fire and Rescue Services in the UK delivering the Prince's Trust Team programme has significantly reduced as it has become less financially viable for them.

While it is not possible for us to deliver the Team programme, the Youth Interventions Team are still committed to working with young people aged 16 – 25 years old who are NEET and are developing their own employability programme.

The 'Get Started' portfolio increased this year as the Get Started with Health and Fitness programme was adapted from a digital programme to one that could be delivered in person. This programme was positively received by both the Prince's Trust and the young people who engaged with the two programmes delivered.

Prince's Trust have made us aware that they are facing funding challenges that may affect the number of programmes that the commission in the year ahead.

Priority Three - Continue to develop a specialist team.

One new Youth Interventions Trainer has joined the team this year bringing with them a specialism of Social Emotional and Mental Health (SEMH) and Social Work.

We have also welcomed back a previous member of the team to cover the FTC created by maternity leave. This has helped minimise the disruption to delivery as they are familiar with the programmes and organisation.

As the Youth Interventions Coordinator went on maternity leave in June, the opportunity arose for a member of the team to progress into this post and develop their knowledge, skills and experience.

This year the team secured funding to access external training pertinent to the new programmes that are being developed and growing areas of work. The training packages are;

Special Educational Needs and Disabilities (SEND) CPD training package. This training will mean Trainers are better equipped to deliver programmes to SEND schools, which is a growing area of work for the team and effectively support and engage with young people with specific needs.

Trauma, the brain and recovery. Many of the young people we work with will have experienced Adverse Childhood Experiences (ACES) or Trauma at some point in their lives. This training gives the team an in depth understanding of how the brain reacts to trauma and effective recovery frameworks. This training is particularly pertinent to the Re🔥Action programme.

All Youth Interventions Trainers have completed their yearly drill square competency training.

New Youth Interventions Instructors have been recruited from the operational pool. They bring with them specialisms in alternative education provision, sports coaching and teaching in addition to their operational knowledge and experience.

Priority Four: Maintain quality of provision.

The Youth Interventions Team continue to be resourceful and reflective in their practice.

An annual review of all programmes takes place over summer to ensure that the programmes offered continue to be fit for purpose and need the needs of young people.

All new programmes, such as @-Etude are piloted with groups of young people. The team obtain feedback from them and make necessary adjustments before the programmes are offered to partners across West Yorkshire.

5. Next Steps

In April, the Youth Interventions Team met to set the priorities that they will be working on for the year ahead. Each role within the team has responsibilities in progressing these priorities which are broken down into quarterly milestones. The priorities for the year ahead are as follows:

The development of new programmes.

This will be achieved by using the skills and expertise in the team developed to expand the YI offer. The programmes designed will:

- Meet WYFRS duty holder requirements to SVD.
- Meet NFCC Early Intervention & CYP work streams.
- Meet local need identified.
- Enable WYFRS to have programmes for 16–25-year-olds that replace the Prince's Trust provision that is no longer delivered or commissioned.

The programmes developed will be:

Boxing - A 1 week boxing programme focusing on personal development, aspirations and motivation. Young people aged 16-25 years old Not in Education Employment or Training (NEET)

FireWork - An 8 - 10 week programme for 16 - 25 year olds that are NEET that focuses on development of transferable skills for the workplace using the unique resources available to WYFRS. This programme will include the Developing Resilience qualification.

ReAction - A mentoring programme for young people under the age of 10 who have been identified by primary schools as being on the fringes of criminal behaviour. Through a series of mentoring & practical sessions the aim is to raise aspirations, confidence, challenges perceptions and inspire behaviour change to divert young people away from entering the Youth Justice Service.

Increase the number of Youth Interventions programmes delivered on station to targeted young people.

This will be achieved by:

- Actively seeking out funding opportunities.
- Applying for and securing funding.
- Identifying & developing partners in each district.
- Maintaining contact with existing partners each district.

Meeting with district teams on a quarterly basis to identify risk, initiatives & potential partners to approach.

Build relationships with District Prevention Managers and assistant District Commanders to support the development of new partnerships.

Continue to raise the profile of Youth Interventions both internally and externally.

This will be achieved by:

- Remaining visible and meeting in person where at all possible.
- Developing relationship with the Corporate Comms team.
- Developing a comms plan for promotion of the Youth Interventions Team including relevant social media channels.
- The creation of a promotional video for the Youth Interventions Team.
- Requesting that Youth Interventions Team feature in all internal inductions.
- Updating district partner list.
- Updating Youth Interventions Team profile forms and display them in district offices and on stations.
- Creating a quarterly Youth Interventions Team newsletter and distributing internally and externally.

Increase the number of young people engaged through our risk reduction activity.

This will be achieved by:

- Youth Interventions manager attending and contributing to PRRG.
- Youth Interventions Coordinator to attend and contribute to risk reduction subgroups for road, water, bonfire & wildfire.
- Youth Interventions Trainers to identify and approach partners in each district.

- Setting appropriate timescales and milestones set for each risk reduction areas.

Continue to develop a specialist team.

This will be achieved by:

- The completion of annual reviews with Youth Intervention Trainers.
- Youth Intervention Trainers having access to monthly supervision sessions with Youth Interventions manager that cover workload, wellbeing and CPD & Training needs.
- Supervision sessions used to shape & update annual review process.
- Supporting Youth Interventions Trainers to identify and access relevant training opportunities
- Utilising competency dashboard.
- Ensuring all new instructors receive full induction.
- Keeping up to date with Local, National, Regional & NFCC guidance on competencies.
- Delivery of inhouse training / good practice sessions.
- Regular team meetings to update, share challenges, celebrations & good practice.

6. Financial Implications

35% of the programmes delivered this academic year were commissioned by schools and partners.

The remaining 65% of funded programmes have been funded via the funding streams that the team have secured funding from.

The team will ensure all funding commitments are met within the time frames set out by the various funders.

The team will continue to seek funding opportunities to fund their work with young people across West Yorkshire, especially in relation to delivering SVD early interventions.

7. Legal Implications

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

8. Human Resource and Diversity Implications

The intervention work delivered by the team demonstrates significant “due regard” to the service’s Public Sector Equality Duties. We have targeted our prevention activities to the most vulnerable in the community who often share protected characteristics.

By working closely with partners from the public and third sector, whose goals are to improve outcomes for those with complex social needs, we continue to make a substantial impact on the community by strengthening their work with groups and individuals.

The programmes of behaviour change that are delivered by the Youth Intervention team are tailored to group and individual vulnerabilities and specifically aim to reduce the development of mental and physical health complications.

9. Equality Impact Assessment

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

10. Health, Safety and Wellbeing Implications

Risk Assessments are in place for each site where Youth Intervention programmes are delivered.

All risk assessments are reviewed and updates to ensure the measures in place are relevant, necessary, and effective.

The team have a safe working practices policy which continues to underpin the delivery of all Youth Interventions and is implemented by the whole team.

All members of the Youth Interventions team have completed and passed the IOSH Managing safely training.

Regular supervision sessions are provided to all Youth Intervention Trainers.

11. Environmental Implications

There are no environmental implications resulting from this report.

12. 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.
- 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.

- 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.

13. Conclusions

This year the Youth Interventions Team have continued to be highly effective in their delivery of early interventions programmes to some of the most vulnerable young people in West Yorkshire.

They have continued to demonstrate resourcefulness, creativity and innovative thinking in how they engage with and meet the changing the needs of the young people and respond to risk in local communities.

What the team have achieved this year is testament to the energetic and dynamic culture of the team their commitment to improving the lives of young people.

The team have high aspirations for the year ahead. The team have been successful in securing funding for the year ahead that will enable them to continue to deliver a high number of quality programmes that contribute to initiatives such as Vision Zero, Clear Hold Build, Serious Violence and Violence Reduction.

Youth Interventions Team Annual Report

Annex 1- 2023 /2024 funding

Funder	Amount secured	Purpose of funding	Geographic areas covered by funding	Programmes funded
Bradford ASB Strategic Partnership Group	£14,055	<p>For Young people to:</p> <ul style="list-style-type: none"> • Positively engage with a blue light service. • Increase their current safety awareness. • Develop personal skills that will enable them to make better decisions in the future and positively influence their peers. <p>For local partners to:</p> <ul style="list-style-type: none"> • Developed better relationships with WYFRS • Have better referral channels and information to keep the 	<p>City</p> <p>Bowling and Barkerend</p> <p>Tong</p> <p>Eccleshill</p> <p>Keighley Central</p> <p>Little Horton</p>	<p>10 x Targeted Intervention Days</p> <p>3 x SHOUT programmes</p> <p>3 x GRIT Programmes</p>

		<p>young people they work with safer in relation to ASB, Arson & RTC.</p> <p>For WYFRS & ASB strategic group to</p> <ul style="list-style-type: none"> • Begin to see a reduction in the number of specific issues (ASB, Arson, RTC) in local areas. • Have better relationships with high risk groups. 		
Leeds City Council Wellbeing fund	£14,300	<p>To reduce incidents of:</p> <ul style="list-style-type: none"> • ASB • Deliberate fires • Dangerous driving by young people. • Attacks on firefighters 	<p>Inner East Ward</p> <p>Outer East Ward</p>	<p>2 x GRIT programmes</p> <p>2 x SHOUT Programmes</p> <p>2 x FireFit programmes</p> <p>13 x Targeted Intervention Days</p>
National Lottery Million Hours Fund	£7,800	<p>To provide extra support and additional activities in areas where young people may be at risk of anti social behaviour.</p>	<p>Bradford: Bowling & Barkerend, Bradford Moor, City (Bradford), Clayton & Fairweather Green, Eccleshill, Great Horton, Idle & Thackley, Keighley Central, Little Horton, Royds, Tong, Windhill & Wrose</p> <p>Calderdale: Illingworth & Mixenden, Town (calderdale)</p>	<p>15 x Targeted Intervention Days</p>

			<p>Kirklees: Batley West, Birstall & Birkenshaw, Dewsbury East, Dewsbury West, Liversedge & Gomersal, Newsome</p> <p>Leeds: Ardsley & Robin Hood, Armley, Bramley & Stanningley, Burmantofts & Richmond Hill, Chapel Allerton, Cross Gates & Whinmoor, Gipton & Harehills, Headingley & Hyde Park, Hunslet & Riverside, Killingbeck & Seacroft, Kirkstall, Little London & Woodhouse, Middleton Park, Morley North, Morley South, Pudsey, Rothwell, Beeston & Holbeck, Farnley & Wortley, Temple Newsham</p> <p>Wakefield: Airedale & Ferry Fryston, Castleford Central & Glasshoughton, Pontefract North, Wakefield East, Wakefield North.</p>	
West Yorkshire Safe Roads	£14, 300	<ul style="list-style-type: none"> To deliver interactive educational programmes to new and prospective drivers and young people already engaging in or on the periphery of dangerous road behaviours in cars and on power 2 wheels. 	West Yorkshire Wide	<p>12 x Targeted Intervention Days (Fast Furious & Fatal and @-Etude)</p> <p>7 x 3 day programmes for new and prospective drivers.</p>

		<ul style="list-style-type: none"> • To influence future behaviours with young people less likely to engage with mass education and safety campaigns. 		
West Yorkshire Mayors Fund	£5,950	<ul style="list-style-type: none"> • To challenge current behaviours and perceptions around Antisocial behavior and reckless road use. • To inspire behaviour change in order to reduce reoffending and deter first time offending. 	West Yorkshire Wide	10 x Targeted Intervention Days 5 x Fast Furious & Fatal 5 x Action Strike Back

Youth Interventions Team Annual Report

Annex 2- Data Breakdown

	1st September 2023 to 31st March 2024	1st April 2024 to 31st August 2024	Total for Academic Year 2023/2023
Structured Youth Intervention Programmes.	66 Commissioned: 17 Funded: 49	20 Commissioned: 13 Funded: 7	86 Commissioned: 35% Funded: 65%
Number of young people engaged with structured Youth Intervention programmes.	583	193	776
Princes Trust Programmes.	3	1	4
Number of young people engaged with Prince's Trust programmes.	35	10	45
Child playing with fire referrals. Prevention database.	68 Delivered by DPO's 4 Delivered by YIT's 41 Cancelled / refused 23	45 Delivered by DPO's 0 Delivered by YIT's 32 Cancelled / refused 13	113 Delivered by DPO's 4 Delivered by YIT's 73 Cancelled / refused 36

Young people engaged with risk reduction sessions.	Bonfire 851	Water 1149	2000
High risk educational interventions.	19 Young people 19 Sessions Consequences of Arson: 4 Firesetting: 13 RTC: 2	32 Young people 26 Sessions Consequences of Arson: 2 Firesetting: 16 RTC: 14 (8 sessions 1 x 1:1's, 1 x 7YP)	51 Young people 45 Sessions Consequences of Arson: 6 Firesetting: 29 RTC: 16

Commissioned – Requested and paid for by school or partner

Funded – Cost of programme covered by funding secured by Youth Interventions Team

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Agenda item: 08

Firefighter Safety at Public Order Incidents

Community Safety Committee

Date: 11 October 2024

Submitted by: Director of Service Delivery

Purpose: On 18 July 2024, there was a significant outbreak of public disorder in Leeds which resulted in West Yorkshire Police (WYP) declaring a “major incident”. This report outlines the actions taken by WYFRS in order to provide an effective response, ensure the safety of responding firefighters and maintain the ability to respond to other incidents across the county.

Recommendations: That Members note the content of the report.

Summary: This was a significant incident which had the potential to impact the safety of firefighters. This risk was mitigated by the application of procedures which have been exercised thoroughly in the multiagency setting and by the PPE provided to responders. The incident on 18 July 2024 was successfully resolved without injury to any WYFRS firefighter.

Local Government (Access to information) Act 1972

Exemption Category: None

Contact Officer: Scott Donegan, AM Service Delivery
Scott.Donegan01@westyorkshire.gov.uk

Background papers open to inspection: None

Annexes: None

1. Introduction

- 1.1 On 18 July 2024, there was a significant outbreak of public disorder in Leeds which resulted in West Yorkshire Police (WYP) declaring a “major incident”.
- 1.2 This report outlines the actions taken by WYFRS in order to provide an effective response, ensure the safety of responding firefighters and maintain the ability to respond to other incidents across the county.

2. Information

- 2.1 West Yorkshire Fire and Rescue were contacted through the duty National Inter-agency Liaison Officer (NILO) on the 18/07/2024 at 18:49hrs with a request to Assist Police - Public Disorder- NILO attendance required with a Rendezvous Point (RVP) at Stainbeck Police station.
- 2.2 Once it became apparent the situation had the potential to escalate, the command structure below was established.

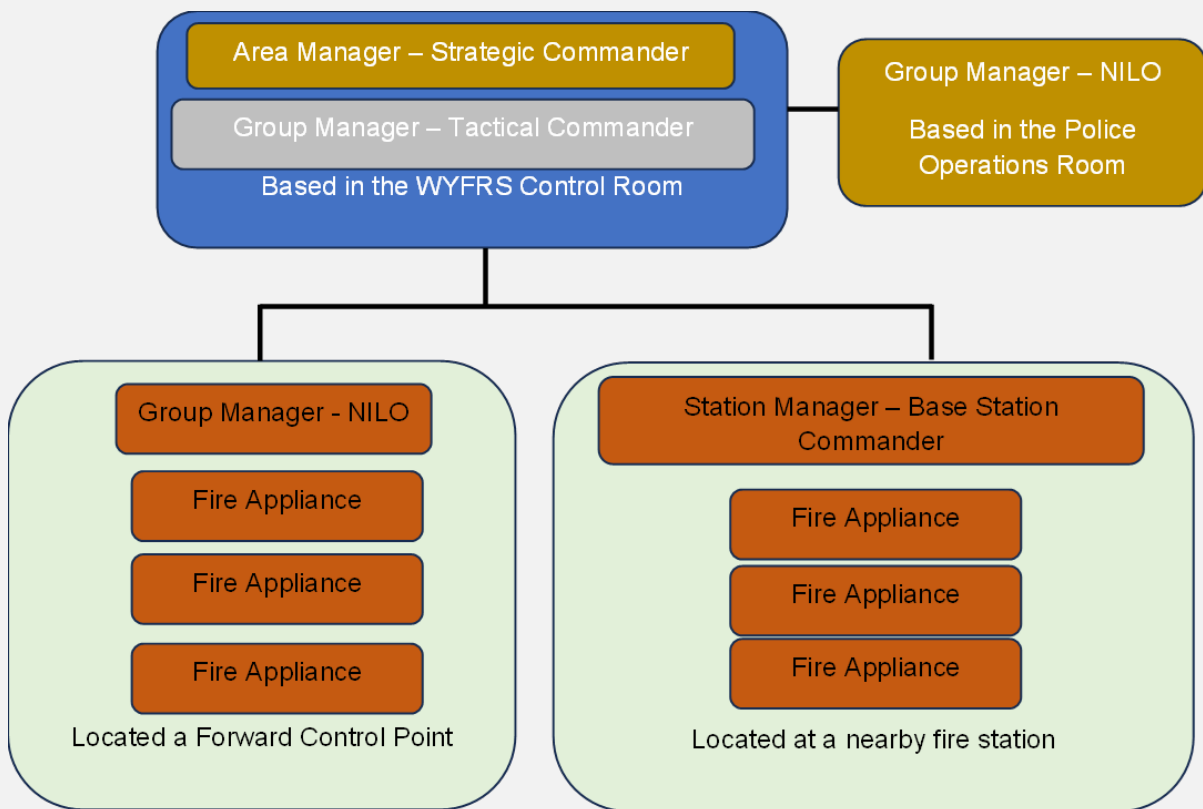


Figure 1. Command and Resource Structure

- 2.3 National Operational Guidance for Public Disorder outlines key consideration for FRSs during periods of public disorder. These considerations are broken down into subheadings which include operations, joint working and staffing.

2.4 The actions undertaken by WYFRS are noted below. Activities undertaken by the Police, Yorkshire Ambulance Service and other Local Resilience Forum (LRF) partners have not been included in this report.

2.5 WYFRS applied the Joint Emergency Service Principles (JESIP) to underpin the decisions making for the

- Co-locate
 - Fire Service commanders were sent to both the forward command point and the Police Operations Room.
 - Response resources were mobilised to RVPs close to the area of disorder.
- Communicate
 - Communication channels were established between multiagency partners at operational, tactical and strategic levels.
 - Safety critical notice texts were sent to all employees informing them to avoid the area of the cordon.
 - Crews at local station briefed the nature of the disorder and the structures being established.
- Coordinate
 - Partners agreed this was a Police led response with actions agreed during the Strategic Coordinating Group Meetings.
 - This event was declared a major incident by West Yorkshire Police and all required LRF partners responded accordingly.
 - A gold strategy was agreed which prioritised responder and public safety, minimising community impact, maximising community cohesion and preparing for future criminal investigation.
- Jointly Understand Risk
 - A mobilising cordon was placed around the area of public disorder. Incidents in this cordon would only be attended by fully briefed crews with a Police escort.
 - NIOs were mobilised to the forward control point and Police Operations Room to enable the effective sharing of information.
 - The National Police Air Service provided live updates on the risks resulting from fire being set.

- Additional fire appliances were relocated to Leeds District Fire Stations to manage business as usual operational activity.
- Situational awareness
 - Regular multiagency meetings were undertaken at operational, tactical and strategic levels
 - An internal MS Teams Channel was established to support the sharing of images and videos, internal decisions and incident updates for everyone involved in the response.

2.6 During the disorder, WYFRS responded to two fires in the area deemed high risk. Police escorts were provided at both incidents and there was no reported violence directed towards firefighters.

3. Financial Implications

3.1 The response to this resulted in overtime costs in the region of £751.

3.2 If the value of resources dedicated to this incident were calculated as per the services' cost recovery rate, the financial impact for this response would have been in the region of £23,693. These costs would have been incurred regardless of our attendance at this incident, and we do not have any statutory provision to recover the cost of firefighting operations. There is however an opportunity cost in terms of delivery of other services to the community and impact on fire cover.

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 and Diversity implication as a result of this paper. However, as a service, we understand there are fire risk factors associated with communities living in the Harehills area of Leeds and we will continue to proactively target our prevention resources to those most in need.

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 Firefighter safety is a primary consideration at operational incidents. On the 17 July 2017 this was maintained by:

- Removing predetermined attendances (PDA) into the risk area
- Robust briefings for all staff likely to operate into the risk area
- Employing risk based mobilisation based upon intelligence
- Strict adherence to PPE policies
- Police escorts when mobilising to the highest risk areas
- Enhanced PDAs in the week following the disorder

7.2 For the period 18 July 2024 to the 25 July 2024 there were no violence to staff related Safety Event Reports submitted for this location.

7.3 West Yorkshire Fire Service, as of the 23 August 24, started the rollout of Bodyworn Video Cameras (BWC). BWCs will contribute to firefighter safety and command decision making by acting as a deterrent to antisocial behaviour, supporting learning post incidents, underpinning potential prosecution and by providing real time capture of decisions and rationale.

8. Environmental Implications

8.1 Due to the potential hazards associated with a response into an area where public disorder is present, several fires which would normally have been extinguished were left to burn out. These will have a negligible impact on the environment

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.
- Focus our prevention and protection activities on reducing risk and vulnerability.
- Collaborate with partners to improve all of our services.
- Continuously improve using digital and data platforms to innovate and work smarter.
- Plan and deploy our resources based on risk.

10. Conclusions

10.1 This was a significant incident which had the potential to impact the safety of firefighters. This risk was mitigated by the application of procedures which have been exercised thoroughly in the multiagency setting and by the PPE provided to responders. The incident on the 18th July 2024 was successfully resolved without injury to any West Yorkshire Fire and Rescue Service firefighter.

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Agenda item: 09

Quality of Service Surveys 2023-24

Community Safety Committee

Date:	11 October 2024
Submitted by:	Head of Corporate Services
Purpose:	To inform Members of the feedback from the annual Quality of Service surveys 2023-24
Recommendations:	That Members note the content of the report.
Summary:	The attached reports provide Members with feedback from consultation on service delivery carried out during 2023-24.

Local Government (Access to information) Act 1972

Exemption Category:	None
Contact Officer:	Alison Davey, Head of Corporate Services. Telephone: 01274 682311. Email: alison.davey@westyorksfire.gov.uk

Background papers open to inspection:

Quality of Service: After the Incident Survey Domestic Incidents 2023-24 (7 June 2024)

Quality of Service: After the Incident Survey Non-Domestic Incidents 2023-24 (7 June 2024)

Quality of Service: Safe and Well Visit Survey 2023-24 (12 June 2024)

Annexes:	Quality of Service Surveys After the Incident Report 2023-24
	Safe and Well Visit Follow Up Survey Report 2023-24

1. Introduction

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

The questionnaire covers areas such as:

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

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

1.3 A Safe and Well Visit Follow-up survey is undertaken on a monthly basis. Each month, a questionnaire is sent to approximately 125 randomly selected residents who have had a Safe and Well Visit.

1.4 The questionnaire covers the following topics:

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

1.5 A School Fire Safety Visit Survey has been reinstated following COVID19 and a review of the package. This was only reinstated in term 3 and therefore does not contain a full year's data. Methods of increasing feedback completion is being monitored/reviewed.

2. Information

Quality of Service Survey 2023-24

- 2.1 During 2023/24, 140 completed questionnaires were returned from domestic properties and 49 from non-domestic properties. 1,063 questionnaires were sent out: 800 to domestic premises and 263 to commercial premises giving a response rate of 18% for the domestic surveys and 19% for the non-domestic.
- 2.2 Overall, the feedback is positive with 98% of respondents completing the domestic (incidents in the home) questionnaire expressing satisfaction with the service they received and 100% of respondents to the non-domestic questionnaire expressing satisfaction with the service they received.

Safe and Well Visit Follow Up Survey 2023-24

- 2.3 During 2023/24 1,517 questionnaires were sent out and 473 were completed and returned, which is a response rate of 31%.
- 2.4 Overall, the feedback is positive with 99% of respondents satisfied with the Safe and Well Visit, of whom, 91% were very satisfied.
- 2.5 A summary of each survey results is attached which also details a comparison with the results from the previous year's feedback.
- 2.6 These survey results will be used to address any areas for improvement in order to continue positive satisfaction levels in the 2024/25 consultation exercise.

School Safety Talk Feedback Survey 2023-24

- 2.7 During term 3 of 2023/24 184 Year 5/6 School Safety Talk Visits took place with 11 online feedback surveys returned, which is a response rate of 6%.
- 2.8 Overall, feedback was positive with 10 of the 11 stating they were satisfied with the visit.
- 2.9 Methods of increasing feedback completion is being monitored/reviewed in order to improve response rates in the 2024/25 academic year.

3. Financial Implications

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

4. Legal Implications

4.1 The 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 Equality data is collected as part of this survey.

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:

- Improve the safety and effectiveness of our firefighters.
- 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.
- 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.
- Plan and deploy our resources based on risk.

10. Conclusions

10.1 That Members note the contents of the report.



West Yorkshire
Fire & Rescue Service

Quality of Service Survey 2023/24 (After the Incident)



Ownership: Corporate Services

Date Issued: 11/10/2024

Making West Yorkshire Safer
www.westyorksfire.gov.uk

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1. After the Incident Survey

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

The questionnaire is sent out by West Yorkshire Fire and Rescue Service (WYFRS) and is returned directly to an independent research company via a freepost envelope. The returned questionnaires are processed, and the information obtained is analysed and a feedback report is sent to WYFRS.

	Domestic	Non-Domestic	Total
Questionnaires issued	800	263	1063
Completed Questionnaires returned	140	49	189
Response Rate	18%	19%	18%

The questions in the survey cover such areas as:

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

1. Interpretation of data

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

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

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

2. Summary – Domestic Incidents (in the Home)

140 completed questionnaires were returned to the independent research company out of the 800 sent out (18% return), which is a 3% increase on last year.

	2023/24	2022/23
Completed questionnaires	140 (18%)	154 (15%)

- 97% (89) of respondents said that they were very satisfied or fairly satisfied with their initial contact on the telephone with the Fire Service.
- 72% (89) said that the Fire Service arrived at the incident quicker than expected and 22% (27) said that the arrival time was as expected.
- 99% (126) of respondents said that they were very satisfied or fairly satisfied with the service provided at the scene.
- 100% (112) of respondents felt that WYFRS kept the effects of the incident to a minimum.
- 89% (107) of respondents received fire safety information at the scene, 49% (65) were offered a Safe and Well Visit and 38% (51) received an advice booklet.
- Overall, 98% (137) of respondents expressed satisfaction with the service they received from WYFRS, of whom 91% (127) said they were very satisfied.

Note: Of the 140 respondents only 125 indicated that they were at the scene at the time of the incident.

3. Summary – Non Domestic Incidents

49 completed questionnaires were returned to the independent research company out of the 263 sent out (19% return), a 6% decrease on 2022/23.

	2023/24	2022/23
Completed questionnaires	49 (19%)	80 (25%)

- 93% (27) of respondents said that they were satisfied or fairly satisfied with their initial contact on the telephone with the Fire Service.
- 49% (18) said that the Fire Service arrived at the incident quicker than expected and 43% (16) said that the arrival time was as expected.

- 100% (33) of respondents felt WYFRS kept the effects of the incident to a minimum.
- 97% (36) of respondents said that they were very satisfied or fairly satisfied with the service provided at the scene.
- 65% (24) of respondents received fire safety information at the scene and 28% (13) received an advice booklet.
- Overall, 100% (49) of respondents said that they were satisfied with the service received from WYFRS, of whom 94% (46) were very satisfied.

Note: Of the 49 respondents only 36 indicated that they, or a colleague, were at the scene at the time of the incident.

4. Domestic Incidents Questionnaire

The questionnaire was sent out to a selection of appropriate incidents, covering a range of incident types. Although 55% of the questionnaires returned related to internal or building fires, the remainder represented a wide range of other incidents, including external fires, flooding and the rescue of persons or animals.

5.1 Domestic - Initial Contact

The number of valid responses is smaller for these questions, as only 72 respondents indicated that they had contacted the emergency services themselves.

The questionnaire asks a number of specific questions about the qualities displayed by the FRS staff in the initial contact, with the following results and 2022/23 results included for comparison:

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

Qualities	2023/24	2022/23
Polite	99% (88)	99% (95)
Helpful	98% (83)	99% (95)
Efficient	98% (85)	100% (95)
Reassuring	96% (81)	95% (92)
Informative	100% (83)	94% (88)

Overall, 97% (89) of respondents expressed satisfaction with their initial telephone contact with the Fire Service of whom, 90% (83) said that they were very satisfied.

This is a decrease in the number of satisfied respondents compared to 2022/23 when 99% (96) expressed they were satisfied with their initial telephone contact with the Fire Service.

5.2 Domestic - At the Scene

The number of valid responses is slightly smaller for these questions, as only 125 respondents were present at the scene at the time of the incident.

	2023/24	2022/23
Arrived at incident quicker than expected	72% (89)	64% (88)
Arrived at incident as was expected	22% (27)	28% (38)
Kept informed of what was happening during the incident	97% (118)	96% (135)

The questionnaire asks a number of specific questions about the qualities displayed by the firefighters at the scene, with the following results and 2022/23 results included for comparison:

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

Qualities	2023/24	2022/23
Polite	98% (118)	99% (138)
Helpful	97% (115)	99% (137)
Informative	95% (112)	97% (130)
Efficient	97% (113)	100% (136)
Sensitive	96% (108)	97% (129)

100% (112) of respondents felt that WYFRS kept the effects of the incident to a minimum, which remains the same as the 100% (131) in 2022/23. All qualities demonstrated by the firefighters at the scene are slightly lower than the 2022/23 results.

Overall, 99% (126) of respondents said that they were satisfied with the service provided at the scene, which is slightly lower than the 100% (139) in 2022/23.

5.3 Domestic- Information and Advice Given

89% (107) of respondents received information at the scene, in the form of general safety advice, and 88% (106) found this useful.

This is higher than the 2022/23 results where 77% (94) of respondents received general safety advice at the scene.

49% (65) of respondents had been offered a Safe and Well Visit after the incident. Most accepted the offer, but 2% (3) of these declined it.

This is higher than the 2022/23 results, when 42% (60) of respondents were offered a Safe and Well Visit, however 2% (3) of these respondents declined this.

60% (89) of respondents had acted upon the advice given at the scene and/or in the Safe and Well Visit with 4% (5) not acting upon it and 6% (8) stating the advice was already in place.

39% (52) of respondents received an FRS advice booklet after the incident. This is an increase upon the 2022/23 results where 27% (39) of respondents received a booklet after the incident. Compared with 2022/23 respondents stated they found the booklet:

Qualities	2023/24	2022/23
Informative	98% (40)	100% (36)
Easy to understand	96% (45)	100% (36)
Helpful	98% (40)	94% (33)
Relevant	98% (39)	94% (33)

5.4 Domestic - Overall Service

Overall, taking everything into account, 98% (137) of respondents expressed satisfaction with the service they received from WYFRS, of whom 91% (127) said that they were very satisfied.

These figures are lower than in 2022/23 where 99% (151) of respondents expressed satisfaction with the service received and 94% (149) who said that they were very satisfied.

5. Respondent Profile – Domestic Incidents

The demographic profile of the 140 domestic incident responses in 2023/24 can be broken down as follows:

Gender			Age				Ethnicity			Long standing illness/disability			Household Type		
Male	Female	Unknown	16-39	40-59	60-74	Unknown	White	Non-white	Unknown	Yes	No	Unknown	With children	Without children	Unknown
36%	64%		25%	27%	49%		88%	12%		44%	56%		27%	73%	
48	86	6	34	37	67	2	120	17	3	56	72	12	36	96	8

Looking at the responses relating to overall satisfaction the respondent profiles are as follows:

	Response	Gender		Age			Ethnicity		Long standing illness/ disability		Household Type		Total responses to question
		Male	Female	16-39	40-59	60-74	White	Non-white	Yes	No	With children	Without children	
Taking everything into account those who expressed they were:	Satisfied	45	86	33	37	65	117	17	55	71	36	93	140
	Neither satisfied or dissatisfied	1		1			1			1		1	
	Fairly dissatisfied	1				1	1		1			1	
	Very dissatisfied	1				1	1					1	
In regard to service received at the scene those who expressed they were:	Satisfied	40	80	32	34	58	107	16	97	65	33	85	127
	Neither satisfied or dissatisfied												
	Fairly dissatisfied	1				1	1		1			1	
	Very dissatisfied												
In regard to initial telephone contact those who expressed they were:	Satisfied	26	52	25	22	34	70	11	27	49	30	49	92
	Neither satisfied or dissatisfied	2			1	1	2		1	1		2	
	Fairly dissatisfied												
	Very dissatisfied												

6. Non Domestic - Incidents Questionnaire

49 completed questionnaires were returned from the 263 sent out (19% return), a six percent decrease on 2022/23.

	2023/24	2022/23
Completed questionnaires	49 (19%)	80 (25%)

The responses received covered a cross-section of commercial and industrial premises, together with a number of schools, retail outlets and care homes. Consequently, the number of people on site at the time of the incident covered a broad range, from zero to 201 or more.

Although 48% (23) of the questionnaires returned related to internal or building fires, the remainder represented a wide range of other incidents, including chemical incidents, external fires and the rescue of persons.

7.1 Non Domestic - Initial Contact

The number of valid responses is smaller for these questions, as in 20% (10) of the incidents; the emergency services were contacted through an automatic fire alarm system or by others.

The questionnaire asks a number of specific questions about the qualities displayed by the FRS staff in the initial contact, with the following results and 2022/23 results included for comparison.

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

Qualities	2023/24	2022/23
Polite	97% (29)	100% (42)
Helpful	93% (28)	100% (42)
Efficient	93% (27)	100% (41)
Reassuring	89% (25)	100% (41)
Informative	89% (24)	95% (39)

Overall, 93% (27) of respondents were satisfied with their initial contact with the Fire Service, of whom 83% (24) said they were very satisfied.

This is the lower than in 2022/23 where 100% (42) of respondents were satisfied with their initial contact with the Fire Service, with 90% (38) who said they were very satisfied.

7.2 Non Domestic - At the Scene

The number of valid responses is lower for these questions, as either the respondent or a colleague was present at the scene at 75% (36) of the incidents.

	2023/24	2022/23
Arrived at incident quicker than expected	49% (18)	47% (24)
Arrived at incident as was expected	43% (16)	51% (26)
Kept informed of what was happening during the incident	97% (36)	100% (53)
Not kept informed of what was happening during the incident	3% (1)	0

The questionnaire asks a number of specific questions about the qualities displayed by the firefighters at the scene, giving the following results and 2022/23 results included for comparison.

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

Qualities	2023/24	2022/23
Polite	97% (34)	100% (54)
Helpful	97% (34)	100% (54)
Informative	97% (34)	96% (52)
Efficient	97% (34)	96% (52)
Sensitive	91% (31)	94% (52)

100% (33) of respondents felt that WYFRS kept the effects of the incident to a minimum. This is a 2% improvement on last year where 98% (53) of respondents felt that WYFRS kept the effects of the incident to a minimum.

Overall, 97% (36) of respondents said that they were satisfied with the service provided at the scene, with 89% (33) being very satisfied.

In 2022/23 the overall satisfaction results showed 100% (55) were satisfied with the service provided, with 87% (48) of respondents stating they were very satisfied.

7.3 Non Domestic - Information and Advice Given

The questionnaire asks a number of specific questions about information and advice given by the Firefighters at the scene, giving the following results and 2022/23 results included for comparison.

	2023/24	2022/23
General safety advice provided at the scene	65% (24)	78% (42)
Adopted the advice given	88% (21)	73% (30)
Advice given was already in place	8% (2)	24% (10)

28% (13 respondents) received an FRS advice booklet after the incident. All agreed that the information contained in the booklet was informative, relevant, helpful and easy to understand.

In comparison, the 2022/23 figures showed 20% (15) of respondents received an FRS advice booklet after the incident.

7.4 Non Domestic - Overall Service

Overall, taking everything into account, 100% (49) of respondents expressed satisfaction with the service they received from WYFRS, of whom 94% (46) said that they were very satisfied.

This overall satisfaction result is higher than the 2022/23 survey results where 99% (78) of respondents expressed satisfaction with the service they received from WYFRS.

The profile of the responses is as follows:

Incident type

Internal/Building fire with flames 31% (15), Internal/Building fire -smoke only 17% (8)
 External Fire including vehicles, rubbish etc. 17% (8), Other 6% (3), Deliberate/Arson 6% (3),
 Rescue of animals 6% (3), Chimney 4% (2), Flood 4% (2), Rescue of persons 4% (2),
 Chemical incident 2% (1), False alarm 2% (1).

Premise type

Factory 27% (13), Other 16% (8), Retail 14% (7), Agriculture/Farming 8% (4), Education 8% (4),
 Entertainment 6% (3), Care home 4% (2), Garage 4% (2), Leisure/Leisure centre 4% (2),
 Church 2% (1), Restaurant/Café 2% (1), Public House 2% (1), Library 2% (1).

Offices 3% (2), Hotel/Boarding house 1% (1), Hospital 1% (1), Sheltered accommodation 1% (1).

Number of people present

1 - 50 people 65% (32), 51 - 200 people 22% (11), 201 or more people 6% (3), no-one present 6% (3).



West Yorkshire
Fire & Rescue Service

Safe and Well Visit Follow Up Survey Report 2023/24



Ownership: Corporate Services

Date Issued: 11/10/2024

Making West Yorkshire Safer
www.westyorksfire.gov.uk

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1. Introduction

In order to monitor performance, a follow up survey is sent out each month to a sample of residents who have had a Safe and Well Visit (S&WV).

The questionnaire is sent out by West Yorkshire Fire and Rescue Service (WYFRS) and is returned directly to an independent research company via a freepost envelope. The returned questionnaires are processed, and the information obtained is analysed and a feedback report is sent to WYFRS.

	2023/24	2022/23
Completed questionnaires	473	509

1,517 questionnaires were sent out during 2023-24 of which 473 were returned giving a response rate of 31%. This compares to 1,504 questionnaires which were sent out during 2022/23 of which 509 were returned giving a response rate of 34%.

The questionnaire covered the following topics:

- Initial Contact
- The Safe and Well Visit
- After Your Safe and Well Visit
- How Did We Do?
- About You

2. Interpretation of data

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

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

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

3. Initial Contact

The questionnaire asks a number of specific questions about how S&WVs are requested. The results are shown below along with the 2022/23 results for comparison.

	2023/24	2022/23
Completed S&WVs at request of resident	48% (22)	52% (257)
Completed S&WVs following unscheduled visit	5% (23)	5% (25)
Completed S&WVs referred or recommended by another organisation	34% (157)	31% (153)
Completed S&WVs following WYFRS attending an incident	5% (23)	4% (20)

34% (157) of visits were the result of a referral. 17% (79) of people found out about the S&WV having telephoned WYFRS with an issue, followed by 14% (65) from a recommendation by a friend or family member.

Following initial contact 48% (208) of respondents had their S&WV within one week, which is a 1% increase on 2022/23 47% (212). Those respondents who had to wait more than a month for their S&WV following initial contact decreased to 5% (22) compared to 6% (27) in 2022/23.

The questionnaire asked how polite were our staff during the initial contact to which 100% (478) responded that they were satisfied, which is the same as the 100% (353) in 2022/23.

Overall, 97% (412) of respondents were satisfied with the service received during their initial contact with WYFRS, which is the same as the 97% (451) of respondents in 2022/23.

4. The Safe and Well Visit

Pre-arranged appointments were given to 81% (372) of respondents, and of these 95% (353) of the visits took place as arranged, with 4% (15) arriving late but apologising. 1% (4) appointments were not kept.

Smoke detectors were installed into 87% (405) of resident's homes, compared to 83% (416) in 2022/23. A total of 387 of respondents confirmed they were given advice regarding these, which included the following:

Advice on smoke detectors	2023/24	2022/23
How to test the smoke detector	90% (329)	93% (360)
Cleaning and maintenance of the detector	54% (198)	57% (221)
How to replace the detector	37% (135)	37% (143)

90% (313) of respondents confirmed they had been given information leaflets, which is lower than the 94% (334) in 2022/23. They were also asked if they had received any further equipment with 3% (10) indicating they had been given flame retardant bedding or throws and/or a flaplock or blanking plate.

Residents also stated that they were given fire safety advice about the following:

Smoking safely	86% (161)
Cooking safely	83% (304)
Candles	87% (286)
White goods appliances (tumble dryer, fridge etc.)	76% (258)
Smaller electrical devices (laptop, hair dryer, mobile phone, chargers etc.)	76% (260)
Electrical wiring, sockets, adaptors etc.	83% (309)
Safe use of emollient skin care products	57% (158)
Safe use of oxygen equipment and/or air flow mattress	59% (106)
Housekeeping/hoarding	54% (123)
Lifestyle behaviours such as drinking or drug taking	53% (99)

Additionally, as part of the Safe and Well visit 340 respondents said they were given further advice on:

Carbon monoxide detectors	71% (241)
Slip, trips and falls	42% (143)
Smoking cessation	15% (51)
Keeping your home warm	37% (126)
Your health and wellbeing	46% (156)
Crime prevention	23% (78)
Other	4% (14)

40% (176) of residents were advised to contact another agency for further information, advice or support with the above and 42% (183) were informed that WYFRS would give their details to another agency so they could support with this.

Thinking about the advice given by WYFRS to residents, 98% (445) of respondents agreed it was useful, which is the same as the 98% (485) in 2022/23. The advice was understood by 99% (452) of the respondents, which is the same as the 99% (490) in 2022/23.

When asked about the length of the visit 99% (446) stated they were satisfied; 98% (448) were satisfied with the amount of information given and 100% (453) were satisfied with the politeness of staff during the visit.

5. After the Safe and Well Visit

Since the Safe and Well visit 40% (184) of respondents said they now check their smoke alarms weekly.

When asked if they had made any changes within their home or to their behaviour since the visit the responses were as follows:

- Clean smoke alarm regularly 25% (115)
- Close internal doors at bedtime 68% (313)
- Leave door keys in an accessible place at night 73% (337)
- Access to a phone in the bedroom at night 66% (304)
- Make sure escape route is clear and uncluttered 61% (281)
- Shared fire safety information with others 36% (166)

16% (69) of respondents indicated that based on the fire safety advice received they had also made other changes, however, 348 stated that they had made no changes. The main reason for not doing was that 91% of respondents said no changes were required. Other reasons were due to 7% (26) stating the changes were not relevant as they did not feel at risk from fire, 3% (11) because they had forgotten or don't know what to do, 1% (4) because they need support to make the changes, 1% (4) stated the changes need to be carried out by landlord, 2% (8) had not had time to carry out the changes and 1% (4) said the changes required are too expensive.

6. Overall Service

Taking everything into account, 99% (461) of respondents were satisfied with the Safe and Well Visit, of whom, 91% (424) were very satisfied.

The satisfaction result is the same as 2022/23 when 99% (491) of respondents indicated they were satisfied with the Safe and Well Visit service with 91% (451) who were very satisfied.

7. Respondent Profile

The demographic profile of the 473 responses in 2023/24 can be broken down as follows:

Gender			Age					Smoker in household			Ethnicity			Long standing illness/disability			Household Tenure		
Male	Female	Unlabelled	16-39	40-59	60-74	75+	Unknown	Yes	No	Unknown	White	Non-white	Unknown	Yes	No	Unknown	Owned	Rented	Unknown
35%	65%		7%	12%	26%	55%		14%	86%		93%	39%		61%	39%		85%	15%	
161	298	1	31	58	121	235	8	65	396	12	425	33	15	276	174	23	383	70	20

Looking at the responses relating to overall satisfaction the respondent profiles are as follows:

	Response	Gender		Age				Smoker in household		Long standing illness/disability		Household Type		Ethnicity		Total responses to question
		Male	Female	16-39	40-59	60-74	75+	Yes	No	Yes	No	Owned	Rented	White	Non-white	
Taking everything into account with the S&WV those who expressed they were:	Satisfied	155	297	31	58	121	244	65	386	270	171	375	67	415	31	466
	Neither satisfied or dissatisfied		3				2		4	3			1			
	Fairly dissatisfied															
	Very dissatisfied	2					2		4		3		1			
In regard to the initial contact to arrange the appointment those who expressed they were:	Satisfied	143	256	30	56	109	208	58	341	239	153	336	59	368	31	425
	Neither satisfied or dissatisfied	1	8			2	7		10	5	5	7	3	8	1	
	Fairly dissatisfied		3				2		4		1	3		4		
	Very dissatisfied			1					1				1			



West Yorkshire
Fire & Rescue Service

School Safety Talk Visits Feedback Survey Report 2023/24



Ownership: Corporate Services

Date Issued: 11/10/2024

Making West Yorkshire Safer
www.westyorkshire.gov.uk

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1. Introduction

Prior to the COVID19 Pandemic a School Safety Visit Survey was undertaken after carrying out the visit, via a link to an electronic survey on the internet. However, visits were suspended during the pandemic and after the re-introduction of School Visits, the number of surveys submitted was too low to provide any meaningful data.

A range of new materials were developed in 2018/19 and launched early 2022, having been delayed due to covid, along with a new approach to visiting primary schools. However, following feedback it was decided to review the service offer again as it was apparent that it was not fit for purpose and created a lot of confusion.

2. Background

Following the further review and pilot testing, Primary School Safety Visits resumed with a new package in Term 3 of the 2023-24 academic year.

Consultation with firefighters, clerks and District Prevention Managers, and responses to a survey questionnaire provided feedback which helped with the development of a new school talk structure, to deliver an offer to schools that suits all. Feedback highlighted it should be crews who deliver the sessions in schools as they are the subject experts.

Based on the old package for year 5, the new offer covers the 3 main areas - home fire safety, road safety and water safety. These have been updated to be more modern and relevant to the children today than the previous packages.

We also now link in with Staywise which is the NFCC Blue Light Education site, where schools can register and download resources, and are promoting the use of this within schools.

Additionally, we are now in the process of building further add-on packs to include bonfire, wildfire, different cooking practices, ASB (anti-social behaviour), hoax calls etc.

Attempts are being made to improve feedback following school visits and including the feedback link on completion of the talk will now be trialled. This is to ascertain if this encourages teachers to respond immediately instead of chasing them up afterwards, which has not been working. We are also looking to include visit expectations as part of the booking process through Service Delivery Administration Hub (SDAH), so again it is hoped this will also help.

3. Feedback

After the reintroduction of the new Schools Visit package, in term 3 of the 2023-24 academic year, 184 Year 5/6 school talk visits took place with 11 online feedback surveys submitted. This equates to a response rate of 6%, however the number of visits may include the crew visiting more than once because they were called out during the session so went back to finish off. The data below was taken from the 11 responses that have been received.

- Respondents stated that the visit length varied between 30 minutes to 3 hours.
- 100% of respondents said the firefighters were knowledgeable, engaging, and courteous.

- 100% of respondents said the activities were well received by the children and they were interested in the subjects.
- 100% of respondents reported that the children were interested in the subjects and had learnt from the visit.
- 4 of the 11 respondents said they had downloaded additional materials from the West Yorkshire Fire and Rescue Service (WYFRS) website for delivery across the year groups.
- 3 of the 4 who had downloaded additional materials confirmed the materials provided on the WYFRS website were a useful resource to add to existing lesson plans.
- 100% of respondents said they would recommend to other schools booking in a fire service visit, and 9 of the 11 would like to book a visit for the next academic year.

4. Overall Service

Taking everything into account, 10 of the 11 respondents said they were satisfied with the visit, with 9 stating they were very satisfied. One was neither satisfied nor dissatisfied.

OFFICIAL

Agenda item: 10

West Yorkshire Local Resilience Forum – Annual Report 2023/24

Community Safety Committee

Date: 11 October 2024

Submitted by: Deputy Chief Fire Officer/Director of Service Delivery

Purpose: To provide Members an overview of the range of activity undertaken by the West Yorkshire Local Resilience Forum (WYLRF)– West Yorkshire Prepared

Recommendations: That Members note the content of the report.

Summary: This report provides Members with a brief overview of the role of a Local Resilience Forum (LRF) and the local arrangements here in West Yorkshire.

The report gives some detail of the activity of the LRF over the last 12 months.

Local Government (Access to information) Act 1972

Exemption Category: None

Contact Officer: Dave Walton, Deputy Chief Fire Officer
Dave.Walton@westyorksfire.gov.uk

Background papers open to inspection: None

Annexes: West Yorkshire Local Resilience Forum Annual Report 2023/24

1. Introduction

- 1.1 The Civil Contingencies Act (CCA) 2004 requires that “Category 1 responders must co-operate with each other in connection with the performance of their duties under the CCA. The Local Resilience Forum (LRF) , based on each Police Area, shall be the principal mechanism for multi-agency co-operation”
- 1.2 West Yorkshire Fire and Rescue Service, along with colleagues such as blue light partners, local authorities, constituent parts of the health sector, and the Environment Agency are considered as Category 1 responders. Other agencies such as utilities providers and transport operators comprise the Category 2 responders.
- 1.3 Both Cat 1 and Cat 2 responders meet together, on a regular basis, along with MHCLG Resilience & Emergencies Division, the Military and the Met Office to fulfil the requirements of the CCA.
- 1.4 In the broadest of terms the role and duty of the LRF is to develop and maintain a Community Risk Register in respect of all of the risks which are present in an area. Partners are then required to maintain both emergency and business continuity plans in the event that any of the risks are realised, to communicate with the public (‘warning and informing’), to share information, to co-operate and to promote business continuity.
- 1.5 In West Yorkshire the LRF operates under the ‘brand’ of ‘West Yorkshire Prepared’ and is co-chaired by DCFO West Yorkshire FRS, ACC West Yorkshire Police and a LA Chief Executive.
- 1.6 A small secretariat function is co-funded by all Cat 1 responders and is hosted by West Yorkshire Police.
- 1.7 When the LRF is responding to an emergency it forms a Strategic Coordinating Group (SCG) to manage the response. It may also form sub-groups and establish a ‘recovery group’ to manage the after effects of an incident.
- 1.8 This report gives an overview of the activity of the LRF during 2023/24.

2. Information

- 2.1 The WY LRF has maintained and developed a number of cross-cutting workstreams during the reporting period. Some are in response to national issues whilst others are locally designed and led.
- 2.2 Both the previous Conservative administration and the recently elected Labour government have given an increasing focus to the subject of UK Resilience. Whilst this manifests in a number of guises the WY LRF has a good sense of direction for resilience at a local level. Work is currently underway to develop a strategy document

to be launched in 2025 which will in all probability for the first time ever record a 5-year vision/plan.

- 2.3 The ability to plan on such a timeline is greatly assisted by the awarding to all LRFs of central government grant funding to support growth and new initiatives. Whilst the ongoing award of this grant is subject to the forthcoming Comprehensive Spending Review early signs are that the positive impact of the grant are producing measurable improvements in UK resilience.
- 2.4 The report details the activity of the various sub-groups and provides a timeline of the numerous exercises undertaken and incidents which have been managed.
- 2.5 The WY LRF, in partnership with other Y&H LRFs, have developed a number of working groups to look at issues which are of mutual interest given that many incident types do not respect geographical boundaries.
- 2.6 In September 2024 the LRF held an exercise based around a severe weather event which was visited by Abena Oppong-Asare MP who is a newly appointed Parliamentary Secretary in the Cabinet Office. A very positive feedback letter has since been received which compliments the players on the day and the wider operation of the LRF.
- 2.7 In the relevant area of our 2023-2025 HMICFRS Inspection (Responding to major and multi-agency incidents) the service was recognised as being 'an active and valued member of the West Yorkshire Resilience Forum'. The comments of the inspectorate were as follows:

"The service has good arrangements in place to respond to emergencies with partners that make up the West Yorkshire Resilience Forum (WYRF). These arrangements include multi-agency site-specific response plans for several high-risk sites. These include all of the county's COMAH sites. The WYRF also have a list of suitable Strategic Holding Areas and Rendezvous Points. This includes local mapping.

The service is a valued partner. The deputy chief fire officer co-chairs the WYRF with the assistant chief constable and chief executive of Bradford Council. The WYRF also has several strategic, tactical and operational sub-groups. All tactical sub-groups are chaired by the FRS.

The service takes part in regular training events with other members of the forum. All multi-agency exercises are followed by a debrief and a learning outcomes report that is shared with partner agencies. The service uses the outcomes to develop planning assumptions about responding to major and multi-agency incidents. The service leads on training and exercising"

3. Financial Implications

- 3.1 None directly attributable to WYFRS other than the regular annual contribution toward the secretariat function of the LRF.
- 3.2 WYFRS has agreed to hold the grant funding on behalf of the LRF given that the LRF does not exist as an entity in its own right.

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 LRF is not a legal entity and as such does not employ staff in its own right. The small secretariat function is hosted by West Yorkshire Police and they employ the individuals who deliver this. A number of project posts are in place which are supported by the grant funding described in Section 3. Given that WYFRS hold this grant funding on behalf of the LRF we also are the employing body. In effect we employ the individuals and manage their terms and conditions and second the individuals to the management of the LRF Manager.

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 direct health safety and wellbeing implications arising from this work.

8. Environmental Implications

- 8.1 There are no direct environmental implications arising from this work.

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.
- 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.
- 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.
- Plan and deploy our resources based on risk.

10. Conclusions

10.1 The report provides a publicly consumable snapshot of the activity undertaken by the LRF. The report is accessible and shared on a public facing website.

10.2 The report demonstrates an LRF which is in good health and undertaking a number of relevant work streams to improve the resilience of the county.



WEST YORKSHIRE **PREPARED**

YOUR SERVICES WORKING TOGETHER

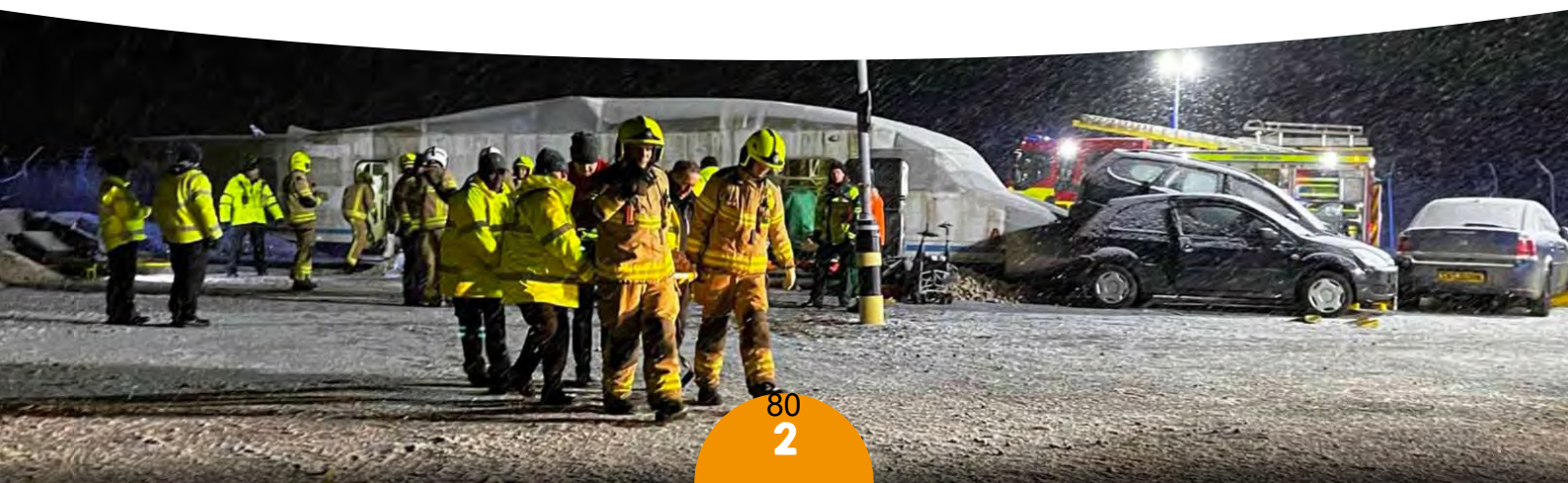
WEST YORKSHIRE RESILIENCE FORUM



ANNUAL REPORT
2023/24

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Foreword

The West Yorkshire Resilience Forum (WYRF) - also referred to as West Yorkshire Prepared - is led by three co-chairs drawn from the WYRF Strategic Group. It is with great pleasure the co-chairs present the West Yorkshire Resilience Forum Annual Report for 2023/24 which acknowledges the hard work, collaboration and achievements of the partnership over the previous twelve months.

Emergencies can have a huge impact on residents, communities and businesses and cause great distress through injury, loss of life, damage to property and people being forced out of their homes, as well as longer-term serious disruption to everyday normality. It is therefore vital that all organisations within the West Yorkshire Resilience Forum partnership are appropriately equipped to prepare for, respond to and support the recovery from incidents and emergencies across West Yorkshire.

The previous twelve months have been another exceptionally busy period for the West Yorkshire Resilience Forum. We have responded to a number of live operational incidents, whilst continuing to deliver a demanding multi-agency training and exercising schedule to ensure our responders are equipped to react to the range of risks our region faces. Continuous learning from these combined experiences ensures we have a coordinated partnership approach to managing critical incidents, with the safety of our neighbourhoods and communities remaining a core priority.

It is vital we are prepared and therefore, we need to understand the challenges facing us and identify and address any gaps in our capacity and capability to respond to them. The National Security Risk Assessment and our local risk registers ensure the partnership focuses on what really matters to the people of West Yorkshire and empowers us to deal with emergencies as they arise.

We would like to take the opportunity to thank all colleagues within the West Yorkshire Resilience Forum, the sub-group teams and the Secretariat for their continued hard work and commitment over the last year. We are sure 2024/25 will bring more challenges to test our resilience, but by working together, and in striving to achieve the highest standards for West Yorkshire, we will continue to serve our communities and provide them with the response they deserve.



Dave Walton

Deputy Chief Fire Officer
West Yorkshire Fire & Rescue Service



Mariana Pexton

Director of Strategy and Resources
Leeds City Council



Rob McCoubrey

Assistant Chief Constable
West Yorkshire Police

Introduction & Partner Organisations

West Yorkshire Prepared is the region's local resilience forum (LRF) and is a multi-agency partnership, working to identify, plan and prepare for major civil emergencies, to ensure the region is better prepared to cope with potential risks and able to recover following a major incident.

The LRF assesses the types of hazards that might affect West Yorkshire, puts plans in place to address different types of emergencies, delivers training and exercises to test the plans, ensures staff in all organisations are kept up to date and provides advice, information and assistance to the public, business community and voluntary organisations.

The organisations in West Yorkshire Prepared work collaboratively to ensure there is co-ordination, co-operation, and efficiency within the partnership, working together for the benefit of the communities they serve.

Partner Organisations of the West Yorkshire Resilience Forum

Category 1

organisations are at the core of the response to most emergencies.



Category 2

organisations provide support to Category 1 organisations when and where required during an emergency incident.



Cooperating Bodies



Over the past year, we have continued to strengthen our collaborative efforts within the wider West Yorkshire system, particularly involving the West Yorkshire Combined Authority (WYCA) and the West Yorkshire Integrated Care Board (WYICB). This partnership working has allowed us to share knowledge and experience, making best use of available resources within the region, to enhance the impact of our work and achieve shared goals. We remain committed to a system-wide approach in the future to ensure our efforts are not isolated but are part of a broader West Yorkshire strategy.

Ongoing Workstreams

Manchester Arena Inquiry Recommendations

The Manchester Arena Inquiry is a public inquiry, set up to investigate the deaths of the victims of the 2017 Manchester Arena terror attack. On 3 November 2022, [Volume 2](#) of the inquiry report was released and relates specifically to the response by emergency services. Following the publication of 149 recommendations identified in the Manchester Arena Inquiry Report, the West Yorkshire Resilience Forum established a multi-agency working group, to identify solutions and appropriate mitigation for these recommendations, and ensure these are fully embedded across the partnership.

To assist with monitoring the tasks allocated to organisations within the partnership, a recommendations tracker was established, which enables everyone involved to understand the priorities, ongoing workstreams, and recommendations which have been completed. This workstream has generated better working practices between the partner agencies of the West Yorkshire Resilience Forum and has improved interoperability (the ways in which we work together) and multi-agency coordination during the response phase of all incidents.

At the time of writing this report, 71 recommendations have been fully implemented and are therefore closed. All other recommendations are being progressed on either a local or national level.



National Resilience Standards - Peer Review

The Yorkshire and Humber Local Resilience Forums (Humber, North Yorkshire, South Yorkshire and West Yorkshire) are currently undergoing a process with regional colleagues and the Ministry of Housing, Communities and Local Government (our lead Government Department) to peer review against the [National Resilience Standards](#). These standards set out expectations of good and leading practice for Local Resilience Forums, which build on and complement statutory duties under the Civil Contingencies Act (2004) and other relevant legislation. They were originally developed with local emergency responders, so reflect a general consensus of 'what good looks like' and what LRFs should be looking to implement, achieve and be able to demonstrate. These standards cover fifteen work areas and provide assurance the West Yorkshire Resilience Forum is adequately prepared to respond to emergencies.



Public-facing Website

The West Yorkshire Resilience Forum's [public-facing website](#) has recently been updated to be more user-friendly, accessible and informative. The website provides essential advice and information for the general public, businesses and communities on the range of risks West Yorkshire faces - particularly those that link in with the West Yorkshire Community Risk Register - and how we can best prepare for them. The update of the website coincided with the development of the UK Government's new '[Prepare](#)' website, which provides simple and effective steps people can take to be more prepared for UK emergencies.

Innovation Projects

Each year, the Ministry of Housing, Communities and Local Government permits all 38 local resilience forums in England to make bids for funding to support a range of projects. The West Yorkshire Resilience Forum are participating in the following projects:

Building resilient local essential services for vulnerable people



Work is now underway on a joint North LRF innovation project (led by Cleveland LRF). The overarching aim of this project is to develop a guide for use by local resilience forums to enhance resilience for businesses that provide essential services to vulnerable people and is aligned to national vulnerable persons guidance.

Emergency Prepared and Ready Together



Progress is being made on a joint Yorkshire and Humber LRF innovation project (led by North Yorkshire LRF). The premise behind this scheme is to enable members of the public to communicate with a chat-bot style application to receive real time feedback and information on emergency preparedness around pre-identified themes; these include severe weather, power outages, pandemic, malicious attack, wildfires, and flooding. It is anticipated this project will go live in September 2024.

Cyber App



Work is progressing on a joint Yorkshire and Humber LRF innovation project (led by South Yorkshire LRF). Cyber remains a key risk for the Yorkshire and Humber region and as such, a Software Specification for a new Yorkshire and Humber Cyber tool has been developed. The tool will support all LRF partner organisations to assess the impact of a cyber incident in a consistent way and will link to national risk categorisations. The tool also aims to indicate where multi-agency engagement through an LRF may be of benefit.



Joint Organisational Learning

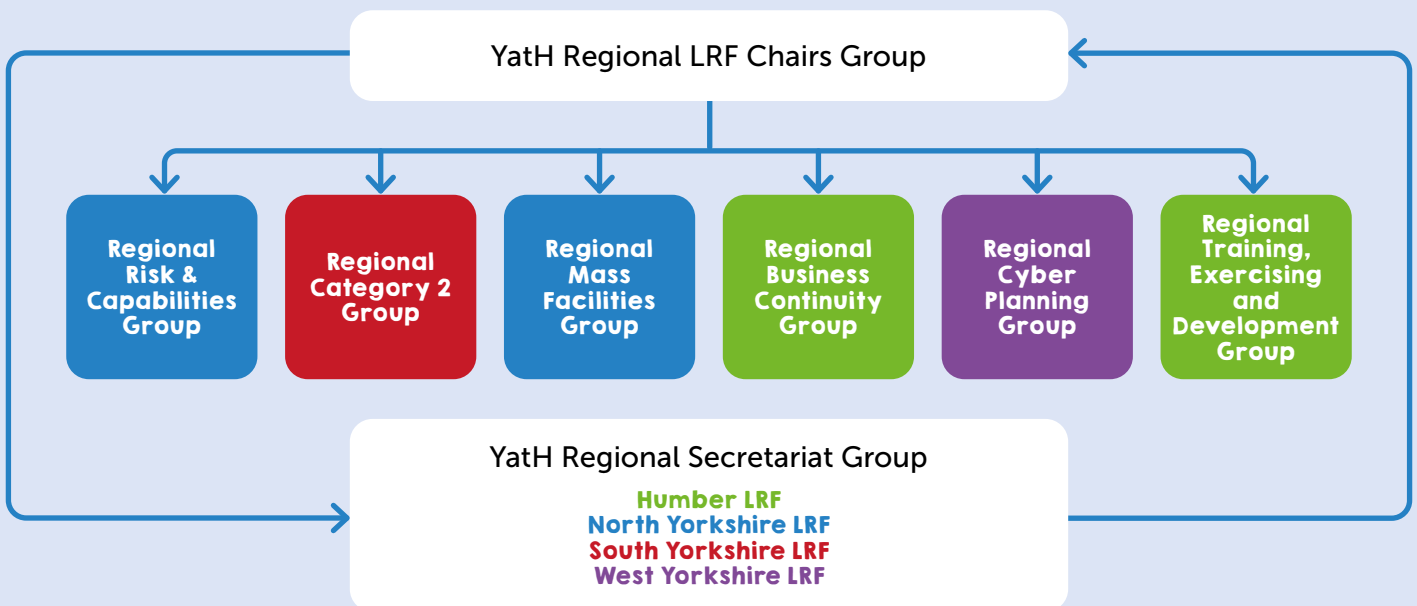
The West Yorkshire Resilience Forum has recently appointed a Training, Exercising and Development Support Officer. The purpose of this role is to promote and encourage a culture of joint organisational learning across the partnership. The post provides the local resilience forum with the opportunity to seek good practice and learning from across the United Kingdom, and to capture and share our own learning with other resilience forums nationally. We remain committed to monitoring national pilot schemes to ensure we stay prepared for the future.



Regional Working Groups

In the Yorkshire and Humber area, several working groups have been established on a regional basis to support workstreams that impact across the region, whilst also reducing demand for partners that cover multiple LRF areas. The groups also provide an opportunity to share good practice and encourage collaborative working, specifically around cross-border risks.

The chart below illustrates the current structure of regional subgroups, with the box colour indicating which LRF has responsibility for that subgroup.



West Yorkshire Prepared Subgroup Activity

West Yorkshire Resilience Forum has a number of sub-groups, which take responsibility for different areas of work. Each sub-group is required to produce plans and guidance relevant to their work area. The below summarises a selection of the activity currently being undertaken within each group.

Risk and Capabilities Subgroup

Subgroup Type:	Tactical
Chair:	West Yorkshire Fire & Rescue Service
Deputy Chair:	Leeds City Council

The aim of this subgroup is to identify, assess and prioritise risks that will enable the West Yorkshire Resilience Forum and associated groups to deliver appropriate programmes of work aimed at treating the risks originating from hazards and threats which may impact West Yorkshire.

In the previous twelve months, this subgroup has been actively reviewing the National Security Risk Assessment (released in 2022) and has begun to undertake comprehensive risk assessments against the key issues facing West Yorkshire. Discussions undertaken by this group include a quarterly review of the risks facing our partner organisations, upcoming industrial action and its likely impacts, and the recently introduced horizon scanning session which enables the forum to identify issues and challenges relating to risk.

Interoperability Subgroup

Subgroup Type:	Tactical
Chair:	West Yorkshire Fire & Rescue Service
Deputy Chair:	Yorkshire Ambulance Service

The aim of this subgroup is to ensure, where reasonably practicable, the West Yorkshire Resilience Forum is compliant with the [Civil Contingencies Act 2004](#). It also ensures the delivery of compatible and coherent systems, procedures and equipment to enable emergency responders to conduct large scale joint operations efficiently in response to an emergency or major incident and facilitates the return to normality with minimal disruption to services and community activities. In addition, this group is responsible for embedding the [Joint Emergency Services Interoperability Principles](#) (JESIP) within all partner agencies.

This subgroup has been responsible for overseeing the implementation of the Manchester Arena Inquiry recommendations, and a dedicated multi-agency working group has been established to support this workstream. Other work over the previous twelve-months includes the development of response plans, particularly for high-footfall sites, to support multi-agency response work as well as the collation and review of the capabilities of all our partner organisations, which enables a shared understanding of exactly what support is available from all responder organisations in West Yorkshire.





Business Continuity Subgroup

Subgroup Type:	Operational
Chair:	Wakefield Council
Deputy Chair:	NHS West Yorkshire Integrated Care Board

The aim of this subgroup is to implement the National Resilience Standards for Business Continuity Management and fulfil the requirements of the Cabinet Office document [‘The role of Local Resilience Forums: A reference document’](#).

The main workstream for the business continuity subgroup has been in relation to the National Risk Register and particularly, the failure of the National Electricity Transmission System (NETS). The NETS transports electricity across Great Britain and a failure of this system may severely disrupt all other critical systems. A nationwide loss of power would result in secondary impacts across critical utilities networks (including mobile and internet telecommunications, water, sewage, fuel, and gas).

The West Yorkshire Resilience Forum held a workshop in early 2024 to begin to understand current preparedness levels in respect of water, food and fuel provisions, healthcare, telecommunications and supporting vulnerable persons. This risk was the focus on the annual strategic exercise in 2023 and, particularly, the recovery from this scenario.



BUSINESSES ACROSS BRITAIN FACE A VARIETY OF POTENTIAL EMERGENCIES, SUCH AS CYBER-ATTACKS, FIRE, FLOODING, SEVERE WEATHER, CIVIL UNREST AND SEVERE ILLNESS.

Training, Exercising and Development Subgroup

Subgroup Type:	Tactical
Chair:	West Yorkshire Fire & Rescue Service
Deputy Chair:	West Yorkshire Police

The aim of this subgroup is to ensure West Yorkshire Resilience Forum members are, through effective training, exercising and development programmes, competent and prepared to undertake their role at a Strategic, Tactical and Operational level to deal with risks, threats, incidents and events in an efficient and effective manner. This subgroup also ensures multi-agency plans are exercised at appropriate levels, providing feedback to LRF Partners and more widely, through debriefs and lessons learned, using Joint Organisational Learning (JOL) where appropriate.

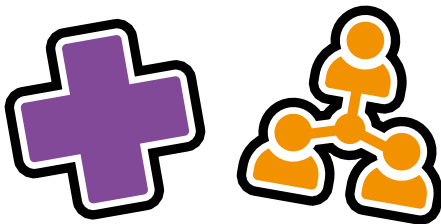
The previous year has been a significantly busy period for training and exercising across the local resilience forum, with exercises covering topics such as Cyber, Failure of the National Electricity Transmission System, Terrorism, and Fuel Shortage. The focus for 2024/25 is Severe Weather, and in particular, heatwaves and wildfire.

Mass Fatalities Subgroup

Subgroup Type:	Operational
Chair:	Leeds City Council
Deputy Chair:	HM Coroner's Service

The aim of this subgroup is to ensure the West Yorkshire Resilience Forum has plans in place to respond to an incident involving a large number of unexpected deaths.

Activity over the last twelve months has included the continued development and maintenance of two separate multi-agency plans, one for Mass fatalities and the other, an Excess Deaths Response plan. The West Yorkshire Prepared Mass Fatalities Subgroup is also responsible for and maintains oversight of the development of Local Authority plans on this subject.



Resources, Evacuation and Recovery Subgroup

Subgroup Type:	Operational
Chair:	Kirklees Council
Deputy Chair:	City of Bradford Metropolitan District Council

The aim of this subgroup is to ensure there is an appropriate level of preparedness in relation to resources for managing emergencies, evacuation, and recovery within or affecting West Yorkshire.

In the previous twelve months, the West Yorkshire Resilience Forum has delivered a tactical-level exercise on fuel shortage which has informed the relevant plan review. Other plans reviewed in this period include the evacuation and shelter plan and the recovery and site clearance framework. The Resources, Evacuation and Recovery subgroup is also responsible for reviewing and implementing (where appropriate) the national guidance in relation to vulnerable persons.



SEVERE WEATHER IS ONE OF THE MAIN CAUSES OF DISRUPTION IN WEST YORKSHIRE. THERE ARE VARIOUS FORMS OF SEVERE WEATHER INCLUDING SNOW, ICE, HEAVY RAIN, HIGH WINDS, FOG AND HEATWAVES.

Severe Weather Subgroup

Subgroup Type:	Operational
Chair:	Kirklees Council
Deputy Chair:	Environment Agency

The aim of this subgroup is to propose a clear, integrated framework for all agencies involved in planning for, and responding to the consequences of severe weather (flooding, storms, snow, heatwave, etc.) and dam inundation incidents, for agreement by the West Yorkshire Resilience Forum.

The main focus within this subgroup remains the continued review and development of the West Yorkshire Severe Weather Plan. The plan has been streamlined in the previous twelve months and the activation triggers are now aligned with Met Office weather warnings. Discussions within the subgroup have turned to ensuring preparedness ahead of the summer and winter months and also the impacts of climate change on the region.

Voluntary, Community and Faith Sector Organisations Subgroup

Subgroup Type:	Operational
Chair:	Yorkshire 4x4 Response
Deputy Chair:	Wakefield Council

This subgroup provides a joint working platform for the county's emergency planning practitioners with voluntary sector partners. Its overall purpose is to support the work of the West Yorkshire Resilience Forum, to identify issues for consideration by the WYRF and/or the WYRF Management Group and to ensure their decisions are implemented.

Activity over the last twelve months has included presentations from Voluntary, Community and Faith sector (VCFS) partners to outline their response capabilities in the event of an incident, and updates have been made to the activation documentation to ensure the West Yorkshire Resilience Forum has the correct contact details should VCFS partners be required for an emergency response.

The West Yorkshire Resilience Forum is currently in the process of appointing a dedicated Community Resilience Officer post, which will support our communities in becoming more resilient to local emergencies, whilst building on existing good practice to extend principles of community resilience across West Yorkshire.

SUPPORTING THE WORK OF THE WEST YORKSHIRE RESILIENCE FORUM.

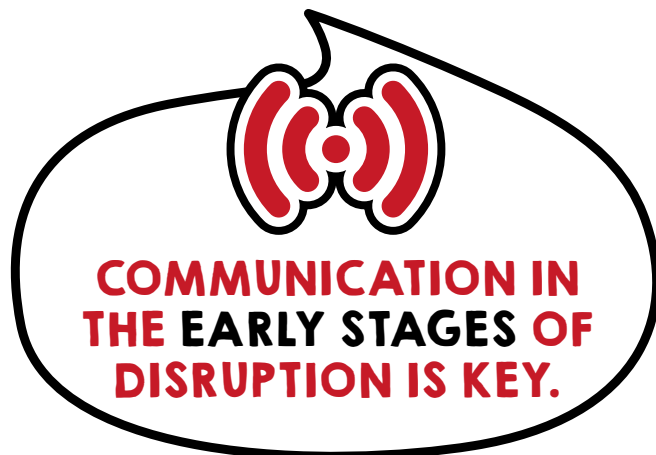


Warning and Informing Subgroup

Subgroup Type:	Operational
Chair:	West Yorkshire Resilience Forum (Communications and Projects Officer)
Deputy Chair:	Kirklees Council

The aim of this subgroup is to assist responding agencies in fulfilling the requirements of the Civil Contingencies Act 2004 in relation to communicating with the public through the media and any other available channels prior to, during and after an incident.

Similar to the Business Continuity subgroup, the Warning and Informing Subgroup held dedicated communications workshops in relation to the failure of the National Electricity Transmission System (NETS) risk and methods by which messaging can be shared. Other workstreams have included an increased involvement in multi-agency exercises to test the communications approach and undertaking a review of the communications and media plans owned by the LRF.



Exercising and Incidents of Note

Training and exercising are an essential part of the work undertaken by the West Yorkshire Resilience Forum to ensure all partners are trained appropriately and prepared for a wide range of emergency incidents that may occur in the region. The previous twelve-month period has been a busy one in terms of multi-agency exercising and responding to incidents. The below articulates a summary of each.

Incident: Major Gas Leak

Major Incident declared in Wakefield City Centre due to a major gas leak. Over 100 people were temporarily evacuated.



APRIL

2023



MAY

2023

Exercise York House 23

A multi-agency exercise (primarily involving the emergency services and Bradford Local Authority) to test the evacuation of a high-rise residential building and the transition to local authority rest centre.

Incident: 999 System Outage

As a result of a technical system failure, the 999 system suffered a significant outage with a range of consequences over an 8-hour period. A post-incident report with recommendations has since been released which is being worked through. In response to this incident, the West Yorkshire Resilience Forum has developed a multi-agency protocol that outlines the steps to be taken should this reoccur in the future.



A SOFTWARE BUG - RESULTED IN EMERGENCY CALLS NOT BEING CONNECTED.

JUNE

2023

Exercise Auxilium

A no-notice exercise with our Voluntary, Community and Faith Sector organisations to test the activation and response capabilities of these partners. This was a desk-based exercise that required VCFS organisations to highlight the number of personnel they would be able to provide to respond to a given scenario.





JULY

2023

Gold Symposium

The Gold Symposium is an annual event aimed at strategic representatives from our partner organisations to provide them with a professional development input ahead of an annual strategic exercise. This year's focus was on Power Outage and Recovery, with a range of speakers providing insightful inputs on the subject.

Exercise Lucky Strike

A multi-agency COMAH (Control of Major Accident Hazards) tabletop exercise to test the response to an incident at a site in the Kirklees district.



SEPTEMBER

2023

Exercise Scary Movie

A multi-agency CBRN (Chemical, Biological, Radiological, and Nuclear) exercise that tested the blue light services and their ability to respond to this risk. This was a multi-stage, phased, live play exercise that took place at XSCAPE in Castleford.



Exercise Lumière

The annual strategic exercise for the partners of the West Yorkshire Resilience Forum; this exercise tested the recovery from a failure of the national electricity transmission system.

OCTOBER

2023

Exercise Spring Ten

A live-play, multi-agency exercise focussing on a Marauding Terrorist Attack, involving the Yorkshire Ambulance Service, West Yorkshire Fire and Rescue Service, West Yorkshire Police, and the First Direct Arena in Leeds. The aim of the exercise was to fulfil the national requirement to assess partner agencies' joint working and operational capabilities in response to this type of scenario, testing and validating any associated plans, policies and procedures.



Exercise Alimentum

A tactical-level exercise that aimed to test and validate the West Yorkshire Resilience Forum Fuel Disruption plan and individual agency business continuity plans.





↑
NOVEMBER
2023

Incident: Unstable Structure (Crane)

As a result of high winds, a crane in Leeds City Centre became unstable with the potential for collapse. A radius of up to 150 metres was evacuated.

DECEMBER
2023

Risk and Capabilities Workshop

Following the release of the National Security Risk Assessment in 2022, the West Yorkshire Resilience Forum held a multi-agency workshop in respect of risk and capabilities to begin to discuss risk methodologies, and the allocation of risk assessments to the various subgroups.

Exercise High Noon

A multi-agency COMAH (Control of Major Accident Hazards) tabletop exercise to test the response to an incident at a site in the Calderdale district.



JANUARY
2024

National Power Outage Workshop

Following the 2023 focus on the Failure of the National Electricity Transmission System (NETS), the West Yorkshire Resilience Forum held a multi-agency workshop to begin to determine the planning arrangements already in place by partners. The findings have been used to support the development of a West Yorkshire multi-agency plan which remains ongoing.

MARCH
2024

Exercise Parthian Shot

A multi-agency COMAH (Control of Major Accident Hazards) tabletop exercise to test the response to an incident at a site in the Bradford district.



The West Yorkshire Resilience Forum has also maintained oversight and coordination on industrial action and protest activity over the previous twelve-month period.

Don't panic

PREPARE!



westyorkshireprepared.org.uk

OFFICIAL

Agenda item: 11

Spotlight On Reports

Community Safety Committee

Date: 11 October 2024

Submitted by: Director of Service Delivery

Purpose: To provide Members with examples of how the service meets the needs of vulnerable people within the community in its service delivery functions of prevention, protection and response.

Recommendations: That Members note the content of this report.

Summary: The 'Spotlight On' case studies highlight just some of the excellent work that is being delivered across the communities of West Yorkshire.

Local Government (Access to information) Act 1972

Exemption Category: None

Contact Officer: Scott Donegan, AM Service Delivery
Scott.Donegan01@westyorksfire.gov.uk

Background papers open to inspection: None

Annexes: Spotlight On Reports

1. Introduction

- 1.1 WYFRS is committed to meeting the needs of West Yorkshire's diverse communities. Members are aware that we direct our resources particularly towards the most vulnerable groups and individuals who are most at risk because of their lifestyles, behaviours or the way their protected characteristics, such as race, or religion or gender, influence their day-to-day life.
- 1.2 The Spotlight On case studies allow the service to demonstrate to Members of the Community Safety Committee how we often go above and beyond in order to provide an excellent service to the people of West Yorkshire and keep vulnerable people safe.

2. Information

- 2.1 The cases attached to this report showcase how our staff are working across districts in order to reduce risk and where required, respond to emergencies to provide a first class service to people in their time of need.

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 and are supported through collaboration with key partners.

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 and diversity implications resulting 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 The activities described demonstrate our commitment to improving the health, safety and wellbeing of target groups across the respective districts. All activities have been fully risk assessed and where necessary control measures implemented.

8. Environmental Implications

8.1 Several the risks highlighted in these documents could potentially have a significant impact on the environment locally and service wide, the plans show we have considered these risks and the actions we will take to mitigate the impact.

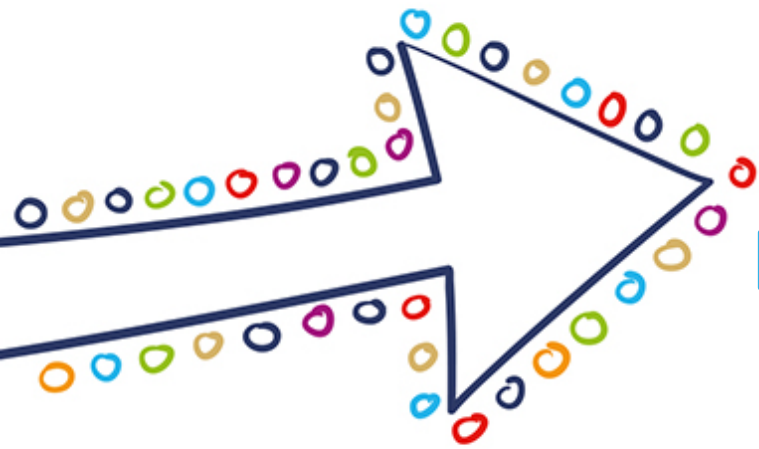
9. Your Fire and Rescue Service Priorities

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.
- 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.
- 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 documents presented to Community Safety Committee demonstrates how West Yorkshire Fire and Rescue Service have found innovative ways to make a positive contribution to reduce risk for the communities of West Yorkshire.



Spotlight on...

Bradford Homeless Outreach Partnership



What was the need, how was it identified?

Bradford has some of the highest rates of deliberate fire setting in the country; with a combination of high deprivation and anti-social behaviour, it has led to several wards becoming major hot spots. Incident data shows that whilst overall fire incidents have reduced, Bradford's deliberate fires remain stubbornly high.

Around two thirds of all incidents in Bradford are deliberate fires. Although many are 'secondary' fires, such as rubbish fires or small grass fires. High levels of fly tipping are significantly contributing to an increase in deliberate fires.

We have identified a specific trend with deliberate fires at several locations across the city, where homeless people are living. This has prompted a targeted approach with partners to try and address this issue.

What did we do?

Our approach is to tackle this specific issue jointly with organisations such as 'New Vision' and 'Simon on the Streets'. These are organisations who support the most vulnerable people in Bradford. In the main, they support homeless people and those who are alcohol and drug dependant.



Simon on the Streets

Initially, WYFRS met with key organisations, to discuss the issues we were facing and what effective measures

we might take to mitigate the problem. The discussions were focused on those locations where incidents were high and increasing. The initiative is about giving advice to homeless people, to reduce the risk of a serious injury from fire to themselves, other people and to property.



Cape Street Mill

Area Hot Spots from last 2 years.

- Bradford Railway Arches
- Cape Street Mill
- John Green Building
- Rawson Square

We initially visited Bradford's Railway arches along with the Outreach team to understand some of the issues. Amongst the concerns identified, were homeless people starting fires close to piles of combustible refuse and leaving fires unattended with a risk of fires spreading. Local fire crews and other partners engaged with homeless people over several weeks, carrying out organised visits to high-risk areas.

Firefighters and partners educated them around the dangers and risks involved with fire. Crews have continued this engagement across several areas in Bradford, including visiting the fountain's café drop-in centre in the centre of Bradford to give advice.



Rough sleeping in Cape Street Mill

Cape Street Mill and the John Green Building are also areas in the city that been visited over the last few months.

The discussions and engagement have not only focussed on reducing the deliberate fire setting in these locations but also offered wider advice and support to individuals.

➡ What difference did we make?

This work has allowed fire crews to engage directly with vulnerable homeless people and understand the daily challenges they face. This engagement has allowed crews to deliver key safety messaging and education.

Many of the 'hot spot' areas have shown a reduction in fires, and partners have reported a decrease in vulnerable homeless people. The railway arches have now been boarded up which eliminates congregation and rough sleeping.

This work has further strengthened our relationship with key organisations in Bradford and enabled clearer pathways for partners to refer future issues or concerns.

➡ What are the keys to our success?

The key to our success is linking in with the appropriate organisations and ensuring we tackle these issues jointly.

Ensuring that engagement with vulnerable individuals is carried out respectfully and ensuring they are given an appropriate level of support for their situation.

➡ What are we doing next?

Analysis of the incident data will allow us to monitor the effectiveness of this engagement and enable further joint working in these areas, as and when required.

Partnership working will now continue as we approach the bonfire period, to try and drive down deliberate fires in Bradford.

➡ Contact



Name: District Commander Benjy Bush

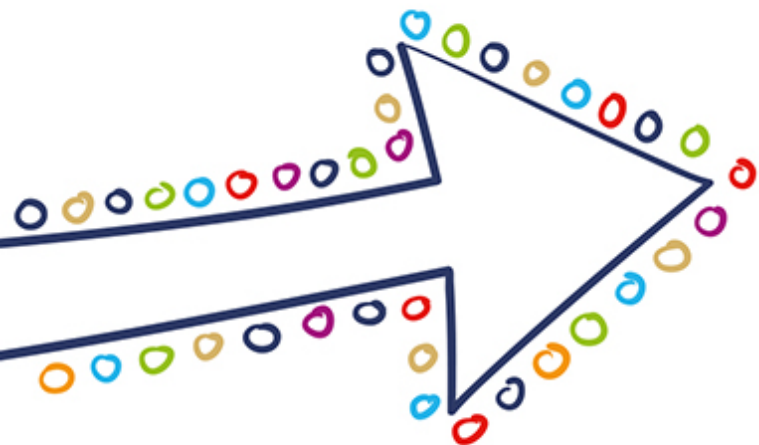


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Benjy.Bush@westyorksfire.gov.uk





Spotlight on...

Walking Buses



➡ What was the need, how was it identified?

In Calderdale there are 97 primary schools, most of which are situated in residential areas.

During Council Ward meetings, concerns regarding safety and anti-social behaviour were discussed in response to complaints from residents about parking near school during drop off/pick up times.

➡ What did we do?

We adopted a multi-agency approach to raise the awareness of the impacts of parking near a school in a busy residential area.

The Greetland Academy school was identified, and a trial was held in July 2024. Partners involved included Calderdale Council, Wardens, West Yorkshire Police Neighbourhood Policing Teams, West

Yorkshire Fire and Rescue Service Safer Roads Department and local Councillors.

To support engagement with parents/carers of pupils at Greetland Academy a joint safety message was developed to promote 'think before you park' with the objective being to promote pedestrian safety and to foresee any emergency vehicle access requirements.

Prior to the event, we engaged with the school and agreed our approach. The school released communication to parents/carers to promote road and pedestrian safety, as well as identifying alternative parking areas.

Partners spoke with parents/carers and students about road safety and highlighted the dangers of inconsiderate parking around schools.

A fire engine attended to highlight potential access and egress issues that could be compromised due to inconsiderate parking.

➡ What difference did we make?

The trial was deemed a success by all partners involved, as well as the school, parents/carers, and residents

By the school promoting 'walking bus', the aim is to eliminate all traffic collisions, fatalities, and severe injuries outside schools, whilst adopting a safe system approach for safe, sustainable road environment and improving access as well as promoting healthy, equitable mobility for all.

To assist its progression, school children of primary school age should wear a Hi-Viz vest/tabard to help safely identify them and highlight their presence whilst walking to/from school within the walking bus.

This trial helped support the West Yorkshire Vision Zero Strategy, focusing on improving pedestrian safety.

➡ What are the keys to our success?

Detailed planning and a multi-agency approach was key to the walking bus

initiative. The jointly agreed safety message and positive engagement was key to the success of the trial.

➡ What are we doing next?

We are now looking to work with partners to secure funding to roll this initiative out to all primary schools in Calderdale

Most schools will be able to identify a local venue/focal point, away from the dangers associated with parking directly outside the school gates for a drop off/pick up area, where a walking bus can be organised by parent(s) or the school.

➡ Contact



Andy Rose

Calderdale District Commander

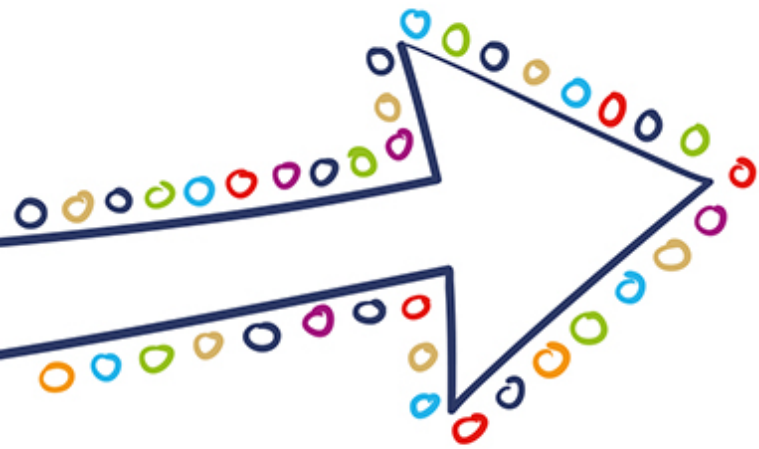


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Spotlight on...

Mirfield Respect Program



▶▶ What was the need, how was it identified?

The Mirfield Respect program was formed to look at anti-social behaviour in Mirfield. Nick Long, the principal of Crossley Field School and Helen Butler, an educational consultant, were looking to develop a program that supported young people. Through education, interactions with services and community work the program's aim was to develop young people and support them in making a positive difference to themselves and the Mirfield community. The package seeks to support the transition from primary to secondary schools and involved 5 primary schools in Mirfield (250 - 300 children)

▶▶ What did we do?

There were a variety of events on the day including CPR training, water safety throw line, a location treasure hunt and understanding the role of a firefighter. The Mirfield crew gave input on anti-social behaviour with a picture match activity and water safety understanding using the water flume demonstrator. Control Centre colleagues undertook a session with the students on reporting incidents via teams. This identified the key information needed from the students when using the 999 service and involved a series of questions when undertaking a telephone conversation. The students had the opportunity to look at the equipment, fire appliance and the local station.





What difference did we make?



The sessions were very well organised and well run. Having a rotation of activities and interactive activities helped to really engage the children. Would recommend this visit to all schools. The children learnt a lot and being in a different environment to school helped to bring the activities to life/made them real to the children.



Frances Wyatt

Crowlees Primary School Year 5



What are the keys to our success?

We know that when we collaborate, we achieve improvements when working with the communities we serve, we have far greater impact than any one organisation working in isolation, hence the partnership approach to the development of the Mirfield Program. This joint knowledge and delivery are essential to these programmes.



What are we doing next?

The event was a fantastic success with a debrief providing an opportunity for questions and discussion about what went well and where we could improve. We are looking at the possibility at delivering this program to other groups of schools in areas across Kirklees.



Contact

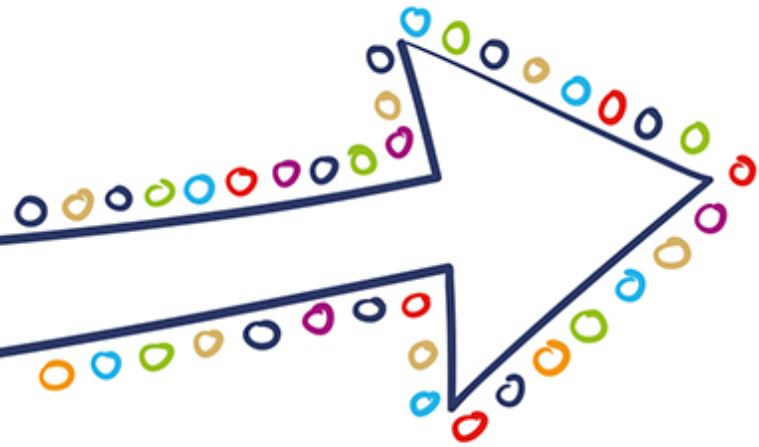


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Email address
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Spotlight on...

CYCLE COURIER SCHEME



What was the need, how was it identified?

With the increase in use of Lithium Ion batteries we are seeing a corresponding trend in fires related to them. With battery fires now being the 4th most common cause of domestic dwelling fires in West Yorkshire. These fires behave differently to other sources and burn at furious heats and rates of spread and have been the cause of fatalities. While Li-Ion batteries are found in lots of everyday items from mobile phones and laptops to e-scooters, e-bikes and e-cars, this common use hasn't necessarily come with enough fire safety education.

While looking at incidents nationally it has become apparent that one real area of concern is e-bikes, primarily those that have been self-modified/converted. The conversion kits for this can be bought readily on online sites such as e-bay and are cheaper than buying a premade electric bike. With self-conversion comes the unknown standard and quality of the battery kits, non-expert knowledge in the conversion of the bike, in addition to the general risk factors of an e-bike. WYFRS

have attended over 80 incidents involving Li Ion batteries in West Yorkshire this year, with many involving batteries which have been homemade or modified in some way. Cycle couriers are a large user group, many of whom are already part of higher risk groups, including students, people in HMOs and house sharers.

It was identified that there needed to be some engagement to raise awareness of the dangers of Li Ion batteries and education around their safe use and disposal, and along with police (road safety education) and Deliveroo we could reach a large user base.



What did we do?

Working in collaboration with Deliveroo, the Police and other partners an event was held in Leeds City Centre aimed at engaging with the cycle courier community, with our focus being Li Ion battery fires. Deliveroo supported with engaging with



their registered delivery cyclists and were able to help further spread our messaging.

At the event we displayed a burnt e-bike to give a visual curiosity to the extent of a e-bike fire. We gave out educational information on the safe use of Li Ion batteries, which covered things like safe storage, charging, use of appropriate chargers and authorised conversion kits. We also covered how the Li-Ion fires develop, and that re-ignition is common even if it appears a fire has been extinguished. Additional topics included ensuring the bikes weren't on an escape route within the home and the importance of this in the event of a fire and having smoke detection in the home.

The event had been advertised amongst the cycle courier community and we engaged with those members who attended.

➡ What difference did we make?

Raising awareness among the e-bike courier community of the risk involved with using e-bikes especially those that have been self-converted, means that we have reached a large, at-risk user group who in turn will hopefully share with the community in which they work and live.

It also provided access to a large employer like Deliveroo and we were able to make them aware of the safe use of e-bikes so that they can support and educate their couriers in the future.

Education and awareness is an ongoing process and the results will hopefully be a reduction in fires of this kind.



➡ What are the keys to our success?

The keys to successfully delivering events like this is in identifying, communicating and working with partners. Reaching this audience would have been difficult without the collaboration with Deliveroo. Effective resources also have an impact, and it was apparent the lack of awareness amongst the general population around Li Ion battery fires is an issue that needs

addressing in an accessible and creative way to engage as many people as possible.

➡ What are we doing next?

Utilising the contacts made through this event, we now have a platform to share information amongst the cycle courier community to further increase our capacity to reach more individuals. There will be a central point of contact for WYFRS to liaise with Deliveroo and communicate future engagements. Future events are being planned with partners and WYFRS to continue to raise awareness and highlight the dangers of Li Ion batteries.

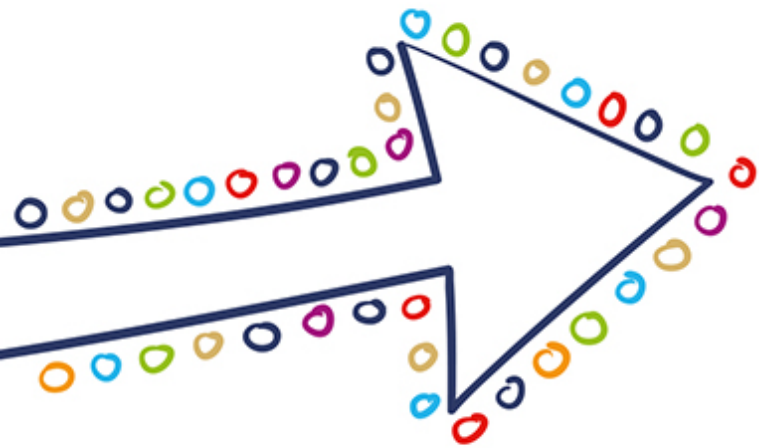
There is also a specialised programme for young people that our Youth Interventions team run that covers e-scooter use and safety including Li-Ion battery.

➡ Contact

 Andrew Shaw

Andrew.shaw01@westyorkshire.gov.uk





Spotlight on...

Wakefield – Sept 24

Wakefield District – working within the community to improve safety.....



➔ What did we do?

We have continued to focus on Water Safety during the summer months – our crews have taken part in events all over the district:

Wakey Water Safety Weekend

Wakey Water Safety Weekend
Join us on Saturday 13th July & Sunday 14th July
westyorkshire.gov.uk

Safety Weekend	
Saturday 13th July	10:00am – 12:00 @ River View, Wakefield, WF1 5FS
	2:00pm – 4:00pm @ Millenium Bridge, Castleford.
Safety Weekend	
Sunday 14th July	10:00am – 12:00 @ Pugneys Country Park, WF2 7EQ
	2:00pm – 4:00pm @ Hemsworth Water Park.

4 events were held in the district over the weekend of 13th & 14th July – we worked alongside blue light and council partners to deliver our Water Safety messages.

Castleford Tigers Safety Video

Castleford Tigers @CTRLFC · Jul 1
Float to Live advice from The Tigers!
Stay safe during the warm weather...
#COYF

Our crews worked with Super League Team Castleford Tigers to produce a Water Safety Video which focused on our 'Call, throw, tell' advice – this was published ahead of the school holidays and had 1000's of views online. We're looking forward to working with all 3 of our professional rugby league teams in the future.

Wakefield Refuse Vehicles



We have worked with Wakefield Council to have our Water Safety Campaign material displayed on 3 refuse vehicles across the district. The vehicles are out and about on the streets of Wakefield 6 days a week.



➔ What did we do?

Our crews and non-operational staff attended the Armed Forces Day at Pontefract Park in June.

The event was attended by 1000's of people and gave us the opportunity to engage on fire and water safety. We carried out demonstrations with our water flume and cold-water shock dam.

We also attended community days at Junction 32, Crofton and Walton – these events helped us to reinforce the information in relation to Safe and Well visits and the key risk information around our core priorities of:

- Water Safety
- Road Safety
- Anti-Social Behaviour



➔ What did we do?

Our crews have continued to deliver our road safety message across the district. Over the last couple of months, we have carried out interventions at Minsthorpe Community College and held a successful charity car wash at Ossett Fire Station.





➡ What did we do?

Our crews from South Kirkby and Castleford hosted a family event at Carr Bridge Playing Fields in August – the event encouraged families to test their fitness, build up their team working skills and increase their safety knowledge – the event was well attended and received lots of good feedback from the community.



➡ What are we doing next?

We have lots planned over the next few months –

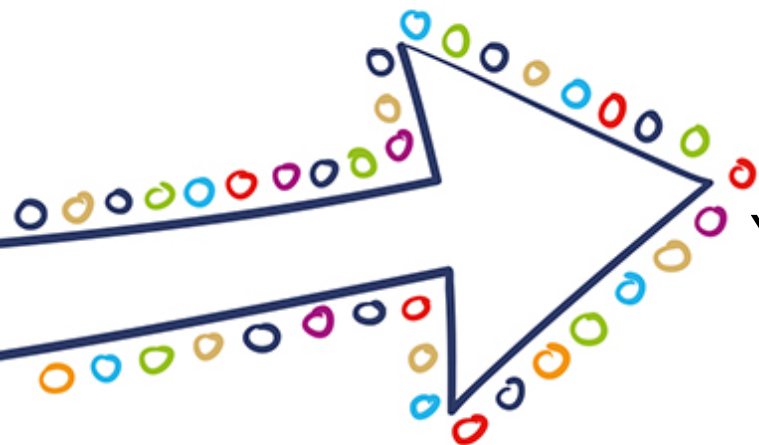
- Wakefield Station Open Day
- Initiatives at King George's Fields, Castleford
- Delivering our District Bonfire Plan
- Road Safety Weeks (Nov 24)

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Spotlight on...

Youth Interventions – Water Safety



➡ What was the need, how was it identified?

With the number of young people entering the water in recent years, there was a clear need for a targeted water safety package to be delivered across West Yorkshire. Last year, Youth Interventions delivered water safety talks to targeted young people but felt that for this year, the numbers reached could be increased.

➡ What did we do?

Supporting the work the crews do, Youth Interventions wanted to offer a targeted talk for the young people who were most likely to put themselves at risk in the water. Building on the work we completed last year, we wanted to access as many school and youth groups as possible in the run up to summer.

Each Youth Interventions Trainer has a dedicated district they manage. Within each district, the youth trainer worked

alongside ADC's and using information shared, were able to target the schools in that area. Information shared from the PRRG helped share the areas of highest risk.

➡ What difference did we make?

Following a full summer of water safety sessions, our records showed that we increased the number of young people engaged with significantly across most of the districts:

	2023	2024
Bradford	8	340
Leeds	125	407
Calderdale	0	170
Kirklees	16	64
Wakefield	225	196

The number of partners we worked with also increased:

	2023	2024
Bradford	1	17
Leeds	5	18
Calderdale	0	6
Kirklees	2	5
Wakefield	13	15

This has helped us support the work that crews are doing to keep West Yorkshire safer. It also means that as we approach bonfire night, we have increased access to young people who may require a more focused approach from Youth Interventions as opposed to a general safety talk from crews.

➔ What are the keys to our success?

The experience and knowledge of the Youth Interventions Team has meant that the material included in the water safety session has a strong message which engages young people but without adding to any potential trauma they have experienced.

We have strong working relationships with partners across West Yorkshire which has ensured we see the most vulnerable and at-risk young people.

This means that we can work in conjunction with fire crews to ensure the water safety message reaches everyone in the most appropriate and relevant manner.

➔ What are we doing next?

With the start of the new term, Youth Interventions will be turning their attention to the bonfire period and looking to repeat the success of the water safety talks. We are aiming to work with each partner from the water safety sessions and hopefully identify new partners.



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