



OFFICIAL

# Membership of the Authority 2021 - 22

## Full Authority

Date: 24 June 2021

Agenda Item:

**3**

Submitted By: Monitoring Officer

<b>Purpose</b>	To advise of a change in membership of the Authority for 2021 - 22
<b>Recommendations</b>	That the report be noted.
<b>Summary</b>	The five constituent District Councils appoint Members to the Fire and Rescue Authority on an annual basis at their respective Annual General Meeting. This report advises of the changes to the Fire Authority membership for 2021 - 22.

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Local Government (Access to information) Act 1972

Exemption Category: None

Contact Officer: Nicola Houseman, Committee Services Manager  
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Background papers open to inspection: None

Annexes: None

## 1 Introduction

1.1 The District Councils have notified the Authority of the following seven changes in Members:

Bradford	Councillor Sarfraz Nazir (Labour) replacing Councillor Angela Tait (Labour)
Calderdale	Councillor Susan Press (Labour) replacing Councillor Josh Fenton-Glynn (Labour)
Kirklees	No change
Leeds	Councillor John Illingworth (Labour) replacing Councillor David Jenkins (Labour), Councillor Mirelle Midgley (Labour) replacing Councillor Louisa Cunningham (Labour) and Councillor Andrew Hutchison (Morley Borough Independent) to fill the vacancy left by Angela Wenham
Wakefield	Councillor Lynne Whitehouse (Labour) replacing Councillor Tracey Austin (Labour) and Councillor Ian Sanders (Conservative) replacing Councillor Richard Hunt (Conservative) – wef 24.06.21

## 2 Information

2.1 As at 24 June 2021, membership of the Authority will be as follows;

BRADFORD		CALDERDALE	
Cllr N Mohammed	(Labour)		
Cllr S Nazir	(Labour)	Cllr D Kirton	(Conservative)
Cllr M Pollard	(Conservative)	Cllr S Press	(Labour)
Cllr F Shaheen	(Labour)		
Cllr J Sunderland	(Liberal Democrat)		

<b>KIRKLEES</b>		<b>LEEDS</b>	
Cllr C Burke	(Liberal Democrat)	Cllr G Almas	(Labour)
Cllr D Hall	(Conservative)	Cllr C Anderson	(Conservative)
Cllr D O'Donovan	(Labour)	Cllr R Downes	(Liberal Democrat)
Cllr M Pervaiz	(Labour)	Cllr P Harrand	(Conservative)
		Cllr A Hutchison	(Morley Borough Independent)
		Cllr D Illingworth	(Labour)
		Cllr M Midgley	(Labour)
		Cllr K Renshaw	(Labour)
<b>WAKEFIELD</b>			
Cllr I Sanders	(Conservative)		
Cllr S Tulley	(Labour)		
Cllr L Whitehouse	(Labour)		

2.2 For the information of Members, the political composition of the Authority is as follows;

<b>LABOUR</b>	<b>CONSERVATIVE</b>	<b>LIBERAL DEMOCRAT</b>	<b>MBI</b>
Cllr Gohar Almas	Cllr Caroline Anderson	Cllr Cahal Burke	Cllr A Hutchison
Cllr John Illingworth	Cllr David Hall	Cllr Ryk Downes	
Cllr Mirelle Midgley	Cllr Peter Harrand	Cllr Jeanette Sunderland	
Cllr Nussrat Mohammed	Cllr David Kirton		
Cllr Sarfraz Nazir	Cllr Mike Pollard		
Cllr Darren O'Donovan	Cllr Ian Sanders		
Cllr Mussarat Pervaiz			
Cllr Susan Press			
Cllr Karen Renshaw			
Cllr Fozia Shaheen			
Cllr Steve Tulley			
Cllr Lynne Whitehouse			
TOTAL 12	6	3	1

**DRAFT**

**EXCLUSION OF THE PUBLIC - SECTION 100A LOCAL GOVERNMENT ACT 1972**

**RESOLVED :** That the public be excluded from the meeting during the item of business specified below as it is likely, in view of the nature of the business to be transacted or the nature of the proceedings, that if members of the public were present during this time, there would be disclosure to them of exempt information of the description respectively specified.

<b>AGENDA ITEM NO.</b>	<b>TITLE OF REPORT</b>	<b>MINUTE NUMBER (to be added)</b>	<b>Description of exempt information by reference to the paragraph number in Schedule 12a of the Local Government Act 1972</b>
None			

**Disclosure of Disclosable Pecuniary Interests (DPI's)**

- 1 Members present at the meeting who are aware that they have a DPI in a matter being considered must disclose the details of that DPI to the meeting unless it is already recorded on the Authority Members DPI Register.
- 2 Any Member with a DPI may not participate in any discussion or vote and under Authority Standing Orders is required to leave the meeting during any discussion or vote unless they have been granted a dispensation from exclusion from the meeting by the Executive Committee or in certain circumstances by the Monitoring Officer before any consideration of the item by the committee starts.

**Footnote:**

- (1) Members are referred to the Authority Constitution and to the provisions of sections 30-34 of the Localism Act 2011 and to the statutory regulations made thereunder which define the meaning of a DPI.
- (2) Members are reminded of the potential criminal sanctions and disqualification provisions under Section 34 of the Act applicable to breaches of disclosure and non- participation requirements.
- (3) A Member with a sensitive DPI need not disclose the details of that interest with the Monitoring Officers agreement but must still disclose the existence of a DPI and must withdraw from the meeting.

*Application for dispensation to vote*

*Attached is a blank “application for dispensation” form which Members of the Committee may use to seek the grant of an individual dispensation on any item on the agenda.*

*Where possible, the completed form should be returned to the Monitoring Officer in advance of the meeting so that he can consider whether a dispensation should be granted. Block dispensations affecting a significant number of Members will be referred to the Executive Committee for approval, if time permits.*

West Yorkshire Fire and Rescue Authority

Sections 31 and 33 Localism Act 2011

## **Member Participation & Voting Dispensation Request**

### **Section for completion by Member**

Name of Member:

Correspondence/ email address:

Dispensation applied for: (1) Participation (2) Voting (3) Both

Details of Meeting/agenda Item:

Full details of why you are applying for a dispensation:

Signed:

Dated:

Please send your application to the Deputy Monitoring Officer at Fire & Rescue Service Headquarters Birkenshaw BD11 2DY –  
[nicky.houseman@westyorkfire.gov.uk](mailto:nicky.houseman@westyorkfire.gov.uk)

### **Section for completion by Monitoring Officer:**

No in Register:

Received on:

Granted/ Refused

Reasons for refusal / Statutory Grounds relied upon for grant:



OFFICIAL

# Committee Membership 2021 - 22

## Full Authority

Date: 24 June 2021

Agenda Item:

8

Submitted By: Monitoring Officer

### Purpose

- a) To note the current political balance of the Authority and to make appointments of Members (substantive and substitutes) to the ordinary committees in accordance with the political balance requirements and principles set out in Sections 15 and 16 of the Local Government and Housing Act 1989 and to the Local Pension Board for 2021 – 22.
- b) That the Authority makes appointments to the positions of Chairs and Vice Chairs of the ordinary committees.
- c) That the Authority make appointments to the pre-meeting briefing groups which are chaired by the respective committee chairs.

### Recommendations

That the report be noted and the committee allocations and appointment(s) to committee(s) and briefing groups be approved.

### Summary

This report contains proposals for the Annual General Meeting appointment of Members to Committees in accordance with the legislative requirements on political balance, for the appointment of Members to pre-meeting briefing groups and, for appointment of Committee Chairs and Vice chairs.

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Local Government (Access to information) Act 1972

Exemption Category:

Nil

Contact Officer:

Nicky Houseman

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Background papers open to inspection: None

Annexes:

None

# 1 Introduction

1.1 The current political balance of the Authority is as follows:

Total number of Members: 22

## Political Groups

Labour	12
Conservative	6
Liberal Democrat	3
Morley Borough Independents (MBI)	1

1.2 The total number of ordinary committee seats is 45.

Executive Committee	6
Audit Committee	6
Finance and Resources	11
Human Resources	11
Community Safety	11

1.3 The 45 committee seats should be distributed in accordance with the following share allocation:

Labour	26
Conservative	13
Liberal Democrat	6
(MBI *	0)

*\* Pursuant to sections 15 – 17 of the Local Government and Housing Act 1989, only political groups (on the Fire Authority) receive an automatic, politically proportionate, number of committee seats available.*

1.4 The Local Pension Board has three Scheme Manager representatives (two of which are elected Members) and, due to the size of the Board, it is not required to be politically balanced. Appointments to the Board in 2020 – 21 were made on the following basis;

Labour	1
Conservative	1



- 1.5 The 45-seat ordinary committee structure (excluding the Local Pension Board) should then be allocated proportionally between Committees to allow the appointment of substantive and substitute members as detailed overleaf:

<b>Committee (total seats)</b>	<b>Labour Group seats</b>	<b>Conservative Group seats</b>	<b>Liberal Democrat seats</b>
Executive (6)	4	1	1
Audit (6)	4	1	1
Finance & Resources (11)	6	4	1
Human Resources (11)	6	3	2
Community Safety (11)	6	4	1
<b>Total</b>	<b>26</b>	<b>13</b>	<b>6</b>
<i>*to be agreed between the Conservative and Liberal Democrat Groups – total 11</i>			

1.6 **Appointment of Chairs and Vice Chairs**

Executive Committee	Chair	Vice Chair
Audit Committee	Chair	Vice Chair
Finance & Resources Committee	Chair	Vice Chair
Human Resources Committee	Chair	Vice Chair
Community Safety Committee	Chair	Vice Chair

- 1.7 It is recommended that the Authority continues to authorise any member of each political group who is not a substantive member of a specific Committee to act as a substitute for any other group member who is a substantive member of that Committee. Appointment of substitutes would continue to need to be certified by the group prior to the start of a meeting by notification to the office of the Committee Services Manager.

1.8 **Briefing Groups**

The Authority has for many years operated a system of multi-party non-executive group briefing meetings prior to substantive Committee meetings. They comprise the Chair and Vice Chair of the Committee plus 1 Member from the “opposition” Group. Nomination of ‘opposition’ Members need to be made for this purpose.

1.9 **Committee Cycles**

Committees meet four times per year.

## **2 Financial Implications**

2.1 There are no financial implications arising from this report.

## **3 Legal implications**

3.1 The Monitoring Officer has considered this report and has no observations to make at the time of submission of this report but may provide legal advice at the committee meeting and/or respond to any requests by Members for legal advice made at the meeting.

## **4 Human Resource and Diversity Implications**

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

## **5 Equality Impact Assessment**

Are the recommendations within this report subject to Equality Impact Assessment as outlined in the EIA guidance? ( <a href="#">EIA guidance and form 2020 form.docx (westyorkfire.gov.uk)</a> )	No
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## **6 Health, Safety and Wellbeing Implications**

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

## **7 Environmental implications**

7.1 There are no environmental implications arising directly from this report.

## **8 Your Fire and Rescue Service priorities**

8.1 This report supports all the Fire and Rescue Service priorities 2020 - 23.



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# Nomination of Members to answer questions at meetings of constituent authorities and of District Community Safety leader representatives

## Full Authority

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Date: 24 June 2021

Agenda Item:

9

Submitted By: Monitoring Officer

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### Purpose

- (a) To consider the nomination of Members to answer questions at meetings of constituent authorities; and
- (b) To consider the nomination of Members as District Community Safety lead representatives.

### Recommendations

- (a) That nomination of Members be made as required by the Local Government Act 1985 for the purpose of answering questions at meetings of constituent Councils for the year 2021 / 2022; and
- (b) That nomination of Members be made as Authority representatives for Community Safety in each District for the year 2021 / 2022.

### Summary

It is a requirement of the Local Government Act 1985 that appointments be made for the purpose of answering questions at meetings of the Authority's constituent councils. Since 2011, the Authority has also appointed named Members to act as Lead Members for Community Safety purposes in each District.

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Local Government (Access to information) Act 1972

Exemption Category: None

Contact Officer: Nicola Houseman, Committee Services Manager  
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Background papers open to inspection: None

Annexes: None

## **1 Introduction**

- 1.1 Under the Local Government Act 1985 the Authority is required to nominate a Member from each constituent Council on the Authority to answer questions within the Council on the discharge of functions etc by the West Yorkshire Fire and Rescue Authority (WYFRA).
- 1.2 Since 2011 WYFRA has also approved the nomination of the same Members to act as Community Safety lead in each District.

## **2 Information**

- 2.1 At the Annual Meeting in June 2020 the following Members were nominated to answer such questions and act as District Community Safety lead Members for the municipal year 2020 / 2021 :

Councillor A Tait *	Bradford
Councillor J Fenton-Glynn *	Calderdale
Councillor D O'Donovan	Kirklees
Councillor G Almas	Leeds
Councillor S Tulley	Wakefield

\*no longer a Member of the Authority



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# Appointment of Member Champions 2021 - 22

## Full Authority

Date: 24 June 2021

Agenda Item:

10

Submitted By: Monitoring Officer

<b>Purpose</b>	To consider the appointment of a Member Champion for Mental Health for 2021 - 22
<b>Recommendations</b>	That consideration is given to the appointment of Member Champions for 2021 - 22.
<b>Summary</b>	<p>Since 2015 – 16 the Authority has appointed a Member champion for mental health on an annual basis. A Member champion appointment was also made in 2020 for diversity and inclusion.</p> <p>This report invites Members to consider appointing to these posts and any other relevant areas as appropriate.</p>

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Local Government (Access to information) Act 1972

Exemption Category: None

Contact Officer: Nicola Houseman, Committee Services Manager  
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T: 01274 655740

Background papers open to inspection: None

Annexes: None

## 1 Introduction

1.1 Member champion appointments were made in June 2020 as follows;

Mental Health Councillor D O'Donovan

Diversity and inclusion (shared) Councillors G Almas and A Wenham\*

*\*no longer a Member of the Authority*

1.2 This report invites consideration of a similar appointments in 2021 – 22 and any other relevant areas which Members deem appropriate.

## 2 Financial Implications

2.1 The cost of additional mileage or allowances resulting from member champion involvement can be met from existing budgets. There is no Special Responsibility Allowance (SRA) payable for the role of Member Champion.

## 3 Legal Implications

3.1 The Monitoring Officer has considered this report and has no observations to make at the time of submission of this report but may provide legal advice at the committee meeting and/or respond to any requests by Members for legal advice made at the meeting.

## 4 Equality Impact Assessment

Are the recommendations within this report subject to Equality Impact Assessment as outlined in the EIA guidance? ( <a href="#">EIA guidance and form 2020 form.docx (westyorksfire.gov.uk)</a> )	No
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## 5 Human Resource and Diversity Implications

5.1 The support of individuals with mental health issues is an important factor in terms of reducing the stigmatisation of a series of illnesses that will affect a significant proportion of the community.

5.2 The work of Member Champions can help the Authority deliver against some of its statutory requirements in terms of “advancing equality of opportunity” and “fostering good relations between those who share a protected characteristic and those who do not”.

## 6 Health, Safety and Wellbeing Implications

6.1 There are no direct Health, Safety and Wellbeing implications associated with this report

## 7 Environmental implications

7.1 There are no environmental implications arising directly from this report.

## 8 Your Fire and Rescue Service priorities

8.1 The support of individuals with mental health issues or those from ethnically diverse communities is a key element in terms of delivering a proactive Community Safety Programme and specifically working with partners to reduce the risks to the communities of West Yorkshire.



OFFICIAL

# Representation on Outside Bodies 2021 - 22

## Full Authority

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Date: 24 June 2021

Agenda Item:

11

Submitted By: Monitoring Officer

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<b>Purpose</b>	To make appointments to the Local Government Association and other outside bodies for the municipal year 2021 / 2022.
<b>Recommendations</b>	That the Authority determines its appointment of representatives to the Local Government Association and other outside bodies as detailed in this report for 2021 / 2022.
<b>Summary</b>	The Authority appoints Members annually to a number of outside bodies, including the Local Government Association.

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Local Government (Access to information) Act 1972

Exemption Category: None

Contact Officer: Nicola Houseman, Committee Services Manager  
E: [nicky.houseman@westyorksfire.gov.uk](mailto:nicky.houseman@westyorksfire.gov.uk)  
T: 01274 655740

Background papers open to inspection: None

Annexes: None

# 1 Introduction

- 1.1 The Local Government Association and other outside bodies to which the Authority is entitled to make appointments together with details of the appointments for last year are set out below:

Body	Number of Seats	2018 / 2019 Representatives
LGA General Assembly	4	Chair Councillors T Austin* (Lab), S Tulley (Lab) and P Harrand (Con)  (or their nominees)
LGA Fire Commission	2	Chair Councillor P Harrand (Con)  (or their nominees)
Yorkshire and Humber Local Authorities' Employers' Association	1	Councillor A Wenham* (replaced by Councillor T Austin* from 25.2.21) (Lab)  (in their role as chair of the Human Resources Committee)  (or their nominee)
Yorkshire Purchasing Organisation Management Committee  (non-voting Associate member)	1	Councillor S Tulley (Lab)  (or his nominee)
West Yorkshire Police and Crime Commissioner's Partnership Executive Group	1	Chair  (or his nominee)
Tri-Service Collaboration Board	1	Chair  (or his nominee)

\* No longer a member - new appointment required.



## 2 Information

- 2.1 The Local Government Association (LGA) encourages a practice of appointing to LGA seats on a party political proportionality basis but this is not a legal requirement under the 1989 Act and nor does such a requirement apply to bodies to which the Authority makes less than three appointments anyway. The LGA constitution permits national top-up appointments to ensure a political balance is achieved if this is necessary. Approval has previously been given and later confirmed in June 2013 that payment of LGA balancing / top-up Member expenses would be index linked and set by the Chief Finance and Procurement Officer. No requests for top-up appointments for 2021 – 22 have been made by the LGA at this stage.
- 2.2 The Authority should note that the LGA may appoint any of this Authority’s representatives to serve on its behalf on the various specialist national bodies such as the National Joint Council for Local Authorities’ Fire Brigades etc.
- 2.3 These bodies also organise seminars, conferences, courses etc from time to time relating to topics of interest to the Authority and the LGA and to which Members (additional to the nominated Members) might be invited to attend. In some instances the LGA pays the relevant allowances and in other cases individual fire authorities are required to pay any associated costs.
- 2.4 In conclusion, the Authority is invited to determine its nominations for appointment to the above listed external bodies for the year 2021 / 22.

## 3 Financial Implications

- 3.1 The reimbursement of Member expenses incurred whilst attending formal business of an outside body detailed at 1.1 above will be met from within existing budgetary provision.

## 4 Legal Implications

- 4.1 The Monitoring Officer has considered this report and has no observations to make at the time of submission of this report but may provide legal advice at the committee meeting and/or respond to any requests by Members for legal advice made at the meeting.

## 5 Human Resource and Diversity Implications

- 5.1 There are no human resources and diversity implications arising directly from this report.

## 6 Equality Impact Assessment

Are the recommendations within this report subject to Equality Impact Assessment as outlined in the EIA guidance ( <a href="#">EIA guidance and form 2020 form.docx (westyorksfire.gov.uk)</a> )	No
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## **7 Health, Safety and Wellbeing Implications**

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

## **8 Environmental implications**

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

## **9 Your Fire and Rescue Service priorities**

9.1 This report supports all the Fire and Rescue priorities 2020 - 23.



# Minutes

## Full Authority

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Date: 25 February 2021

Time: 10.30 am

Venue: Microsoft Teams

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Present: Councillor D O'Donovan (in the Chair), G Almas, C Anderson, T Austin, C Burke, L Cunningham, R Downes, J Fenton-Glynn, D Hall, P Harrand, R Hunt, D Jenkins, D Kirton, N Mohammed, M Pervaiz, M Pollard, K Renshaw, F Shaheen, J Sunderland, A Tait, S Tulley and A Wenham

In Attendance: None

Apologies: None

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### 41 Chair's announcements

#### New Member – Councillor Louisa Cunningham

The Chair welcomed Councillor Louisa Cunningham (Leeds – Labour) to the Authority following her appointment which took effect on 14 January 2021.

#### Retirement – Noel Rodriguez, Senior Technical Services Manager

The Chair announced the retirement of Noel Rodriguez, Technical Services Manager, with effect from 31 March 2021 after a career with West Yorkshire Fire and Rescue Service spanning almost 25 years.

Members took the opportunity thank him for his time in the Service and for the dedication he had shown for the people of West Yorkshire and wished him well in his retirement.

## 42 Urgent items

None.

## 43 Admission of the public

The meeting determined that there were no items which required the exclusion of the public and press.

## 44 Declarations of interest

There were no declarations of disclosable pecuniary interest made in any matter under discussion at the meeting.

## 45 Fire Authority membership and appointments to committees

Consideration was given to a report of the Chief Executive and Chief Fire Officer which advised of a change in membership of the Authority following the resignation of Councillor R Grahame (Labour - Leeds).

It was reported that Councillor Grahame had been replaced with effect from 14 January 2021 by Councillor Louisa Cunningham (Labour - Leeds). It was further proposed that the following changes to committee appointments be approved.

### Audit Committee

Cllr J Fenton-Glynn (to fill vacancy)

### Executive Committee

Cllr K Renshaw (to fill vacancy)

### Finance and Resources Committee

Cllr T Austin (to fill vacancy)

### Human Resources Committee

Cllr L Cunningham to replace Cllr J Fenton-Glynn

### Community Safety Committee

Cllr L Cunningham to replace Cllr T Austin

It is was further proposed that the following vice-chair appointments be made;

Audit Committee

Cllr J Fenton-Glynn to replace Cllr G Almas

Human Resources Committee

Cllr T Austin to replace Cllr J Fenton-Glynn

Members were advised that there was no change to the political balance of the Fire Authority.

## **RESOLVED**

- a) That the change in membership be noted; and
- b) That the appointments to committees be approved.

## **46 Minutes of the last meeting**

### **RESOLVED**

That the Minutes of the Authority at a meeting held on 18 December 2020 be signed by the Chair as a correct record.

## **47 Matters arising**

None.

## **48 Minutes of Committees held since 18 December 2020 and of other relevant outside bodies**

### **RESOLVED**

That the Minutes be noted.

## **49 Authority Constitution – review**

The Chief Executive and Chief Fire Officer submitted a report which advised of required changes to the Authority's Constitution, last reviewed on 18 December 2020 as follows;

- amendment to paragraph 39.3 (Contract Procedure Rules) to ensure full transparency and compliance, and

- information relating to the appointment of a Monitoring Officer following the retirement of the Authority's Chief Legal and Governance Officer

Members were advised that the Executive Committee, scheduled to meet upon the rising of this meeting, were to be invited to consider the terms of a Service Level Agreement with Calderdale BC for the appointment of a Monitoring Officer. Approval for the required changes to the Constitution were sought pending approval by the Executive Committee.

With reference to the proposed changes to the Contract Procedure Rules, clarification was sought with regard to the number and monitoring mechanisms with regard to waiver requests in excess of £75,000.

### **RESOLVED**

That the required amendments to the Authority's Constitution document be approved as detailed in the report now submitted.

## **50 Calendar of meetings 2021 – 2022**

The Chief Executive and Chief Fire Officer submitted a report which sought approval for the proposed programme of meetings for 2021 – 22.

### **RESOLVED**

That, subject to a change in date for the April meeting of the Finance and Resources Committee to 8 April 2022, the programme of meetings 2021 – 2022 be approved as detailed at Annex A to these Minutes.

## **51 Treasury Management Strategy 2021 – 22**

The Chief Finance and Procurement Officer submitted a report which sought approval for the Treasury Management Strategy 2021 – 22.

### **RESOLVED**

- a) That the investment strategy in section 2.3 and Annex A be approved,
- b) That approval be given to the borrowing strategy outlined in section 2.4,
- c) That the capital strategy be approved as outlined in section 2.5,
- d) That the policy for provision of repayment of debt outlined in Annex C be approved,
- e) That the Treasury Management indicators detailed at Annex D be approved, and
- f) That approval be given to the Capital Plan 2021 – 22 to 2025 – 26 detailed at Annex E

## **52 Capital investment plan / revenue budget and medium-term financial plan**

Members considered a report of the Chief Finance and Procurement Officer which presented detail of the proposed revenue budget for 2021 – 22 together with the four-year medium-term financial plan and five-year capital programme. It was reported that the threshold for precept increase without referendum remained at 1.99% for 2021 – 22.

The report covered the following main issues;

- Five-year capital plan totalling £57.585m including expenditure of £16.522m in 2021 - 22
- General fund balance of £5.0m and £29.6m in earmarked reserves
- Increase in grant of £75k
- Standstill budget,
- Reserves strategy

Councillor O'Donovan proposed that the precept be increased by 1.99% in 2021 – 22. The proposal was seconded by Councillor Tulley.

Councillor Pollard moved an amendment to the proposal for a freeze in the precept. The amendment was seconded by Councillor Hall.

A recorded vote was requested on the amendment when the following results were recorded;

Councillors Anderson, Hall, Harrand, Hunt, Kirton and Pollard voted in favour of the amendment.

Councillors Almas, Austin, Burke, Cunningham, Downes, Fenton-Glynn, Jenkins, Mohammed, O'Donovan, Pervaiz, Renshaw, Shaheen, Sunderland, Tait, Tulley and Wenham voted against the amendment.

The amendment was declared lost.

A recorded vote on the substantive proposal was requested when the following results were recorded;

Councillors Almas, Austin, Cunningham, Fenton-Glynn, Jenkins, Mohammed, O'Donovan, Pervaiz, Renshaw, Shaheen, Tait, Tulley and Wenham voted in favour of the substantive motion.

Councillors Anderson, Hall, Harrand, Hunt Kirton and Pollard voted against the substantive motion.

Councillors Burke, Downes and Sunderland abstained from the vote.

It was, therefore,

## **RESOLVED**

- a) That Members give approval to the Prudential Indicators in respect of:
  1. the Capital financing Requirement as set out in paragraph 3.2;
  2. the level of External Debt also set out in paragraph 3.3;
  3. the Authorised limit for external debt as set out in paragraph 3.4;
  4. the Operational Boundary for external debt also set out in paragraph 3.4.
- b) That, having considered the recommendations of the Chief Fire Officer/Chief Executive and the Chief Finance and Procurement Officer on service delivery and related budget requirements and, having taken account of the views of the consultees and, acting in accordance with the requirements of the Local Government Finance Act 1992 (as amended) ("the Act") and, having approved a capital expenditure programme for the financial year 2021/22 of £16.523m and, having calculated its basic amount of council tax for the year by dividing its council tax requirement by its council tax bases, which the Authority notes have been determined by the District Councils, the figures are as follows for financial year 2021/22.

Authority	2021/22 Tax Base
Bradford	142,000.00
Calderdale	61,487.98
Kirklees	119,177.54
Leeds	229,489.20
Wakefield	102,088.00
<b>TOTAL</b>	<b>654,242.72</b>

- c) That the Authority calculates its council tax requirements under Sections 40 to 47 of the Act for Financial Year 2021/22 as the aggregate of the following:

The Authority calculates the aggregate of (A) as set out in Appendix B.

- £89,348,446 The expenditure the Authority estimates it will incur in the year in performing its functions and will charge to the revenue account for the year in accordance with proper practices.
- £0 The allowance as the Authority estimates will be appropriate for contingencies in relation to amounts to be charged or credited to the revenue account for the year in accordance with proper practice.
- £0 The financial reserves which the Authority estimates it will be appropriate to raise in year for meeting estimated future expenditure.
- £0 Financial reserves as are sufficient to meet so much of the amount estimated by the Authority to be a revenue account deficit for any earlier financial year as has not been provided for.

The Authority calculates the aggregate of (B) as set out in Appendix B

- £45,396,421 The income which it estimates that will accrue to it in the year and which it will credit to a revenue account for the year in accordance with proper practices other than income which it estimates will accrue to it in respect of any precept issued by it to be.
- £0 The amount of financial reserves which the Authority estimates that it will use in order to provide for the items mentioned.

Council Tax Requirement

- £43,952,025 The aggregate calculated under subsection 42a(2) (aggregate of A) of the Act exceeds the amount calculated under subsection 42a(3) (aggregate of B) which is calculated to be the council tax requirement for the year.

Basic amount of council tax

- £67.18 The Authority calculates its basic amount of council tax by dividing the council tax requirement by the council tax base. The council tax requirement is £43,952,025 and the



council tax base is £654,242.72 which is equal to £67.18 at band D. This calculation meets the requirement under S42B of the Act.

- d) That the Authority calculates the Council Tax sums pursuant to Section 47 of the Act as follows:

Band A	£44.79
Band B	£52.25
Band C	£59.72
Band D	£67.18
Band E	£82.11
Band F	£97.04
Band G	£111.97
Band H	£134.36

- e) That the Authority calculates the resultant precept amounts payable by each constituent District Council pursuant to Section 48 of the Act as follows:

District	Precept
Bradford	£9,539,560
Calderdale	£4,130,762
Kirklees	£8,006,347
Leeds	£15,417,084
Wakefield	£6,858,272
<b>TOTAL</b>	<b>£43,952,025</b>

and,

- f) That the precept for each constituent District Council, as calculated and set out above, be issued to them pursuant to Section 40 of the Act.

### **53 Pay Policy statement 2021 - 22**

The Chief Employment Services Officer submitted a report which had been produced in accordance with the provisions of the Localism Act 2011 and which sought approval for the Authority's Pay Policy Statement 2021 – 22.

Members were advised that the pay level of the lowest paid employee who, under current pay scales, had been recorded as being below the Living Wage (increased in November 2020) would be increased with effect from 1 April 2021. This would, once again, bring the relevant pay scale to a level above the Living Wage (£9.50 / hour).

## **RESOLVED**

That the Pay Policy Statement 2021 – 22 be approved.

### **54 Her Majesty's Inspectorate of Constabulary and Fire and Rescue Service (HMICFRS) COVID19 report**

Consideration was given to a report of the Director of Service Support which introduced the HMICFRS COVID19 report which reviewed how West Yorkshire Fire and Rescue Service (WYFRS) had, and continued to respond to the COVID19 pandemic.

It was reported that HMICFRS recognised that it had been an effective response and that all staff had supported the community during the pandemic in a variety of ways as detailed in the report. Furthermore, WYFRS had continued to provide its statutory core functions and, in line with good governance, a pandemic flu plan and business continuity plans had enabled an effective initial response.

The plans had been reviewed to anticipate and mitigate the changing situation with regard to the pandemic and two specific areas identified for further action in the HMICFRS report were as follows;

- How the Service would adopt for the longer-term, the new and innovative ways of working introduced during the pandemic to secure lasting improvements, and
- How staff at higher risk of COVID19 could be identified to ensure appropriate wellbeing and support provisions were in place

Members were advised of action already taken to address the two specific areas of improvement. The HMICFRS report findings would be used to inform the Round 2 inspection and future continuous improvement.

Thanks were given by Members to those who had been volunteering during the pandemic

## **RESOLVED**

That the report be noted.

### **55 Performance Management report**

Consideration was given to a report of the Director of Service Delivery which advised of the Authority's performance for the period 1 April to 31 December 2020 against key performance indicators. A copy of the latest performance figures up to 22 February had been circulated to Members prior to this meeting. The report also included some corporate performance indicators relating to compliments, complaints, Freedom of Information and subject access requests.

Members were reminded that the current year's performance figures would not be included in the approved 3-year target setting for future years due to the impact of the COVID pandemic.

Specific comment was made on the Bradford tyre fire and the resources that had been used during its three-week duration and further information was sought on the process by which the receipt of repeated complaints on a particular issue were managed.

## **RESOLVED**

That the report be noted.

### **56 Programme of change 2020 – 21**

The Director of Service Support submitted a report which advised of progress with the 2020 – 21 programme of change. It was reported that one action had been completed (Voice over Internet Protocol – VOIP) and the Performance Management programme had yet to be commenced. All other projects were recorded as being on track although some had been negatively impacted by the COVID pandemic.

## **RESOLVED**

That the report be noted.

### **57 Programme of change 2021 – 22**

Members received a report of the Director of Service Support which introduced the Programme of change for the forthcoming municipal year. The programme had been revised to reflect progress with the addition of new activities. It was proposed that the document would be incorporated into the Your Fire and Rescue Service 2021 – 24 priorities.

Members were provided with further information on the following specific issues;

- Implementation of the Emergency Services Mobile Communications Programme (ESMCP)
- Progress of the Fire Safety Bill (in response to Grenfell)

## **RESOLVED**

That the report be noted.

Chair



**PROGRAMME OF MEETINGS 2021 / 2022**

<b>FRIDAY 10.30AM HUMAN RESOURCES COMMITTEE</b>	<b>FRIDAY 11.30AM LOCAL PENSION BOARD</b>	<b>FRIDAY 10.30AM FINANCE &amp; RESOURCES COMMITTEE</b>	<b>FRIDAY 10.30 AM AUDIT COMMITTEE</b>	<b>FRIDAY 10.30AM COMMUNITY SAFETY COMMITTEE</b>	<b>THURSDAY/FRIDAY 10.30AM AUTHORITY</b>
9 July 2021	22 July 2021 Thursday	16 July 2021	30 July 2021	23 July 2021	17 September 2021 Friday
8 October 2021	-	15 October 2021	22 October 2021	29 October 2021	17 December 2021 Friday
21 January 2022	27 January 2022 Thursday	4 February 2022	28 January 2022	14 January 2022	24 February 2022 Thursday
25 March 2022	-	8 April 2022	22 April 2022	29 April 2022	23 June 2022 AGM Thursday



OFFICIAL

# Authority Constitution - annual review

## Full Authority

Date: 24 June 2021

Agenda Item:

15

Submitted By: Monitoring Officer

<b>Purpose</b>	To report on the annual monitoring and review of the Authority Constitution.
<b>Recommendations</b>	That Members consider this report and, if in agreement, approve the recommendations detailed at paragraphs 1.3 and 1.4.
<b>Summary</b>	This report contains proposals for amendments to the Constitution which require Member approval.

Local Government (Access to information) Act 1972

Exemption Category: None

Contact Officer: Ian Hughes, Monitoring Officer

E: c/o [committee.services@westyorksfire.gov.uk](mailto:committee.services@westyorksfire.gov.uk)

T: c/o 01274 655740

Background papers open to inspection: None

Annexes: None

## 1 Background

- 1.1 The Authority has a formal Constitution. Article 14 of the Constitution requires the Monitoring Officer to monitor and review the operation of the Constitution and make recommendations for changes as necessary to maintain its relevance and effectiveness. This process is normally achieved by report to the Authority at its Annual General Meeting unless urgency requires earlier report.
- 1.2 Member approval has been given during the course of 2020 – 21 to several amendments – notably an update to the Contract Procedure Rules and changes to reflect the retirement of the Chief Legal and Governance Officer.

## 2 Information

- 2.1 A specific amendment (marked in red below) was made to CPR 39.3 in February 2021 as follows;

*“39.3 Waiver requests in excess of £75,000 must be agreed by the Chief Fire Officer or in their absence; the Deputy Chief Fire Officer, **Chief Finance and Procurement Officer or Director of Service Support**. Any such waivers must be reported to the next meeting of the Finance & Resources Committee by the Chief Finance & Procurement Officer.”*

- 2.2 It is now proposed that a further amendment to CPR 39.3 be approved (marked in blue below) to include reference to the Chief Employment Services Officer (previously omitted as an oversight) as stated below:

*“39.3 Waiver requests in excess of £75,000 must be agreed by the Chief Fire Officer or in their absence; the Deputy Chief Fire Officer, Chief Finance and Procurement Officer, **Chief Employment Services Officer** or Director of Service Support. Any such waivers must be reported to the next meeting of the Finance & Resources Committee by the Chief Finance & Procurement Officer.”*

- 2.3 There are also a small number of typographical and other minor errors which will be corrected at the same time. The following are specific amendments to the text which are presented for Members’ approval;

**Page 8** para 2.3.2 (Rights and Duties of Members) replace Clerk / Chief Executive with Monitoring Officer

Para 2.3.9 (Failure to attend meetings) replace Clerk / Chief Executive with Monitoring Officer

**Page 19** Article 10A – Local Pension Board - delete (iv) – the constitution of the Local Pension Board is now six Members

**Page 32** para(v) (Meetings of the Authority – summonses) - replace Clerk / Chief Executive with Monitoring Officer

- 2.4 With a view to ensuring that the Constitution continues to maintain relevance going forward the Monitoring Officer is currently undertaking a wholesale review of the document and, as part of that process, will undertake consultation with other officers whilst taking account of any legislative or other legal changes.

2.5 It is anticipated that the results of the review, including consideration of incorporation of the new Local Government Association recommended new Model Code of Conduct, will be submitted to the September 2021 meeting of the Full Authority for Members' consideration

### **3 Financial implications**

3.1 There are no financial implications arising from this report.

### **4 Legal implications**

4.1 The Monitoring Officer has considered this report and has no observations to make at the time of submission of this report but may provide legal advice at the committee meeting and/or respond to any requests by Members for legal advice made at the meeting.

### **5 Human Resource and Diversity implications**

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

### **6 Equality Impact Assessment**

Are the recommendations within this report subject to Equality Impact Assessment as outlined in the EIA guidance? ( <a href="#">EIA guidance and form 2020 form.docx (westyorkfire.gov.uk)</a> )	No
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### **7 Health, Safety and Wellbeing implications**

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

### **8 Environmental implications**

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

### **9 Your Fire and Rescue Service priorities**

9.1 This report supports all the Fire and Rescue Service priorities 2020 - 23.



OFFICIAL

# Performance Management report

## Full Authority

Date: 24 June 2021

Agenda Item:

16

Submitted By: Chief Employment Services Officer

### Purpose

To inform Members of the Authority's performance against key performance indicators for the period 1 April 2020 – 31 March 2021.

### Recommendations

That Members note the report.

### Summary

This report provides Members with information regarding the performance of West Yorkshire Fire and Rescue Service against targets to enable the Authority to measure, monitor and evaluate performance.

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Local Government (Access to information) Act 1972

Exemption Category:

None

Contact Officer:

Alison Davey  
Corporate Services Manager  
Tel. 01274 682311  
alison.davey@westyorkshire.gov.uk

Background papers open to inspection: None

Annexes:

Performance Management Report  
1 April 2020 – 31 March 2021



## **1 Introduction**

- 1.1 The attached Performance Management and Activity Report outlines the Authority's performance against key performance indicators thereby enabling the Authority to measure, monitor and evaluate performance against targets.
- 1.2 The report shows a summary of the cumulative performance for the year 1 April 2020 to 31 March 2021 against each of the indicators.
- 1.3 The Performance Management and Activity Report is monitored quarterly by Management Team and the Full Authority.
- 1.4 An abridged version of the Performance Management Report is presented quarterly to the Audit Committee highlighting where targets are not being achieved.
- 1.5 A traffic light system is used to provide a clear visual indicator of performance against each of the indicators compared to the position at the same time in the previous year.
- 1.6 Other performance and activity information is also included within the report.

## **2 Financial Implications**

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

## **3 Legal implications**

- 3.1 The Monitoring Officer has considered this report and has no observations to make at the time of submission of this report but may provide legal advice at the committee meeting and/or respond to any requests by Members for legal advice made at the meeting.

## **4 Human Resources and Diversity Implications**

- 4.1 Measurement against key indicators on human resources and diversity are included in the Performance Management Reports.

## **5 Health, Safety and Wellbeing Implications**

- 5.1 There are no health and safety implications arising from this report.

## **6 Environmental Implications**

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

## **7 Your Fire and Rescue Service 2019 -2023 Priorities**

- 7.1 This report links to all of the 'Your Fire & Rescue Service 2019 – 2023' priorities as the Performance Management Report covers all areas of performance of WYFRS.



West Yorkshire  
Fire & Rescue Service

# Performance Management and Activity Report 2020/21

Period covered: 1 April 2020 – 31 March 2021  
Date Issued: 24 June 2021



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### 1. Introduction/Summary

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

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

All data, unless specified, is for the reporting period 1 April 2020 – 31 March 2021.

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

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

## 2. Service Delivery Targets

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

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

	Three Year Average Target (2017/20)	Quarter 1 (Apr-Jun)		Quarter 2 (Jul-Sep)		Quarter 3 (Oct-Dec)		Quarter 4 (Jan-Mar)		Actual Data to date		Performance Against Three Year Average (2020/21)	End of Year (2020/21)
		2019/20	2020/21	2019/20	2020/21	2019/20	2020/21	2019/20	2020/21	2019/20	2020/21		
Arson	6641	1845	1802	1538	1475	1075	1213	1017	1157	5475	5647	-15.0%	5647
Actual Rescues	862	241	174	285	237	299	244	275	225	1100	880	2.0%	880
Total Activity	23987	6131	6743	6475	6303	5565	5558	5189	5126	23360	23730	-1.1%	23730
Dwelling Fires	1139	270	286	283	223	304	270	280	287	1137	1066	-6.4%	1066
Non-Domestic Building Fires	409	108	73	128	94	96	64	93	65	425	296	-27.6%	296
Prevalence of False Alarms	10439	2384	2842	2972	3031	2772	2669	2349	2265	10477	10807	3.5%	10807
Fire-Related Injuries	191	47	47	47	33	28	27	52	46	174	153	-20.0%	153
Road Traffic Collisions	629	168	75	184	113	178	137	143	110	673	435	-30.8%	435
Malicious False Alarms	348	73	55	78	75	82	83	82	61	315	274	-21.3%	274

## Service Delivery Indicators

Description	Quarter 1 (Apr-Jun)		Quarter 2 (Jul-Sep)		Quarter 3 (Oct-Dec)		Quarter 4 (Jan-Mar)		Cumulative	
	2019-20	2020-21	2019-20	2020-21	2019-20	2020-21	2019-20	2020-21	2019-20	2020-21
Accidental Dwelling Fires (per 10,000 dwellings)	2.33	2.54	2.32	1.91	2.70	2.26	2.48	2.45	9.83	9.16
Number of deaths arising from accidental fires in dwellings (per 100,000 population)	0.04	0.09	0.09	0.00	0.00	0.13	0.04	0.04	0.39	0.26
Number of Fire-Related Deaths (per 100,000 population) arising from fires other than Accidental Dwelling Fires	0.13	0.04	0.04	0.04	0.00	0.04	0.00	0.09	0.22	0.22
Number of Injuries arising from accidental fires in dwellings (per 100,000 population)	1.30	1.39	1.13	0.65	0.95	0.74	1.60	1.04	4.98	3.81
(a) Number of Serious Injuries (per 100,000 population)	0.04	0.26	0.04	0.09	0.13	0.04	0.13	0.17	0.35	0.56
(b) Number of Slight Injuries (per 100,000 population)	1.26	1.13	1.08	0.56	0.82	0.69	1.47	0.87	4.64	3.25
The percentage of dwelling fires attended where there was a working smoke alarm which activated	52.22%	56.99%	57.95%	54.26%	56.25%	56.67%	54.64%	56.10%	55.32%	56.10%
The percentage of dwelling fires attended where a working smoke alarm was correctly fitted but did not activate	16.30%	17.48%	20.49%	19.73%	18.09%	19.26%	21.07%	16.38%	19.00%	18.11%
The percentage of dwelling fires attended where a smoke alarm, because it was faulty or incorrectly sited, did not activate	5.19%	3.50%	4.59%	6.28%	5.59%	4.44%	4.29%	4.18%	4.93%	4.50%
The percentage of dwelling fires attended where no smoke alarm was fitted	26.30%	22.03%	16.96%	19.73%	20.07%	19.63%	20.00%	23.34%	20.76%	21.29%
Number of calls to malicious false alarms (per 1000 population) – attended	0.03	0.02	0.03	0.03	0.04	0.04	0.04	0.03	0.14	0.12
False alarms caused by automatic fire detection equipment (per 1000 non-domestic properties)	8.10	8.14	11.03	10.53	9.79	9.66	7.95	8.29	36.86	36.62

False alarms caused by automatic fire detection equipment (per 1000 domestic properties)	<b>0.92</b>	<b>1.00</b>	<b>1.18</b>	<b>1.22</b>	<b>1.17</b>	<b>1.03</b>	<b>0.90</b>	<b>0.86</b>	<b>4.17</b>	<b>4.11</b>
Fires in non-domestic premises (per 1000 non-domestic premises)	<b>1.28</b>	<b>0.87</b>	<b>1.52</b>	<b>1.11</b>	<b>1.14</b>	<b>0.76</b>	<b>1.10</b>	<b>0.77</b>	<b>5.04</b>	<b>3.51</b>
Number of Primary Fires (per 100,000 population)	<b>35.20</b>	<b>33.68</b>	<b>35.98</b>	<b>32.99</b>	<b>32.68</b>	<b>30.73</b>	<b>29.13</b>	<b>29.13</b>	<b>132.99</b>	<b>126.53</b>
Number of Fire Casualties – excluding Precautionary Checks (per 100,000 population)	<b>1.86</b>	<b>1.91</b>	<b>1.91</b>	<b>1.39</b>	<b>1.17</b>	<b>1.00</b>	<b>1.99</b>	<b>1.86</b>	<b>6.94</b>	<b>6.16</b>
Arson Incidents – All Deliberate Fires (per 10,000 population)	<b>8.00</b>	<b>7.81</b>	<b>6.67</b>	<b>6.40</b>	<b>4.66</b>	<b>5.25</b>	<b>4.41</b>	<b>5.02</b>	<b>23.73</b>	<b>24.48</b>
Arson Incidents – Deliberate Primary Fires (per 10,000 population)	<b>1.49</b>	<b>1.19</b>	<b>1.55</b>	<b>1.39</b>	<b>1.38</b>	<b>1.41</b>	<b>1.13</b>	<b>1.10</b>	<b>5.55</b>	<b>5.09</b>
Arson Incidents – Deliberate Secondary Fires (per 10,000 population)	<b>6.51</b>	<b>6.62</b>	<b>5.11</b>	<b>5.01</b>	<b>3.28</b>	<b>3.84</b>	<b>3.28</b>	<b>3.92</b>	<b>18.18</b>	<b>19.39</b>

### 3. Operational Risk Visits (including Fire Safety)

Below is a summary of operational risk visits (ORV) undertaken in the financial year 2020-21. The visits were generated from operational liaison referrals, post fire visits and what crews identified as perceived risks within their station area.

The Operational Risk Visits (ORVs) are allocated to each District which are then allocated to stations/watches. Due to the restrictions put in place to mitigate the risk from Covid 19, operational staff have undertaken 63% fewer visits compared with 2019-20. A recovery plan linked to the government roadmap has been produced. This will see operational staff visiting high and very high-risk premises from May 2021 and returning to a more normal visits programme from June 2021.

The ORMT centrally auditing 100 percent of all ORVs has been successful at standardising the risk information captured on the operational risk visit.

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Total
Completed	51	42	66	60	27	24	43	22	21	13	21	25	415

NB. Operational staff are supporting the delivery of the Building Risk Review Programme concentrating on high rise residential buildings, additionally we are undertaking waking-watch visits on a monthly basis.

## 4. Safe and Well Checks

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

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

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

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

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



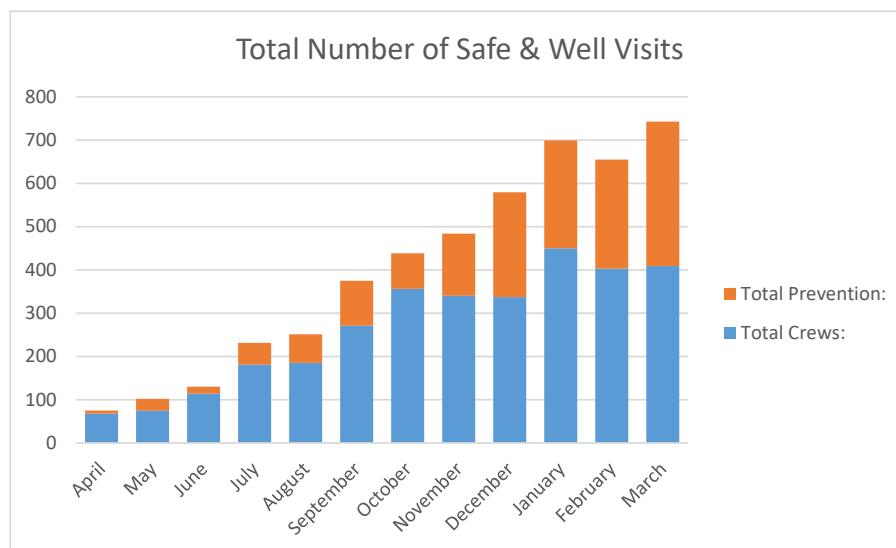
## Performance

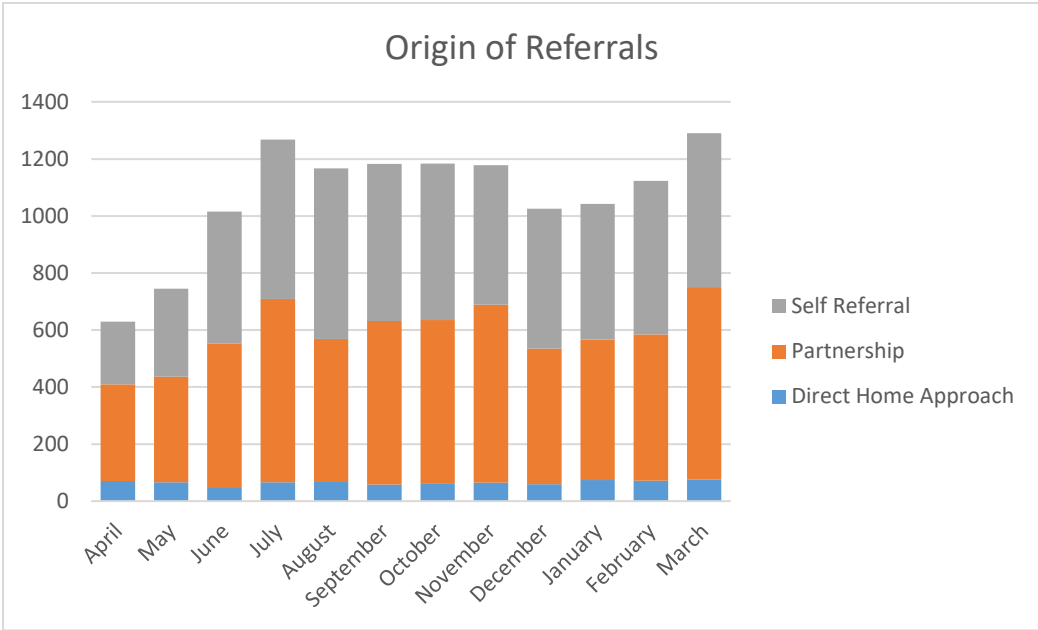
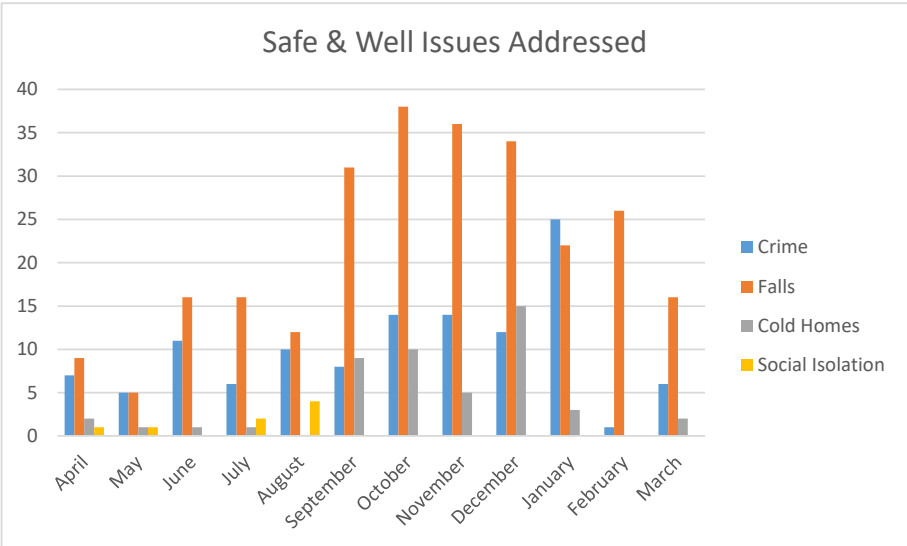
Due to the restrictions put in place to mitigate the risk from Covid 19, operational staff and prevention teams have undertaken 60% fewer visits compared with the same period in 2019 / 20. The Safe and Well visits undertaken during the Covid Pandemic have been targeted at the most vulnerable people in our communities following a robust risk assessment.

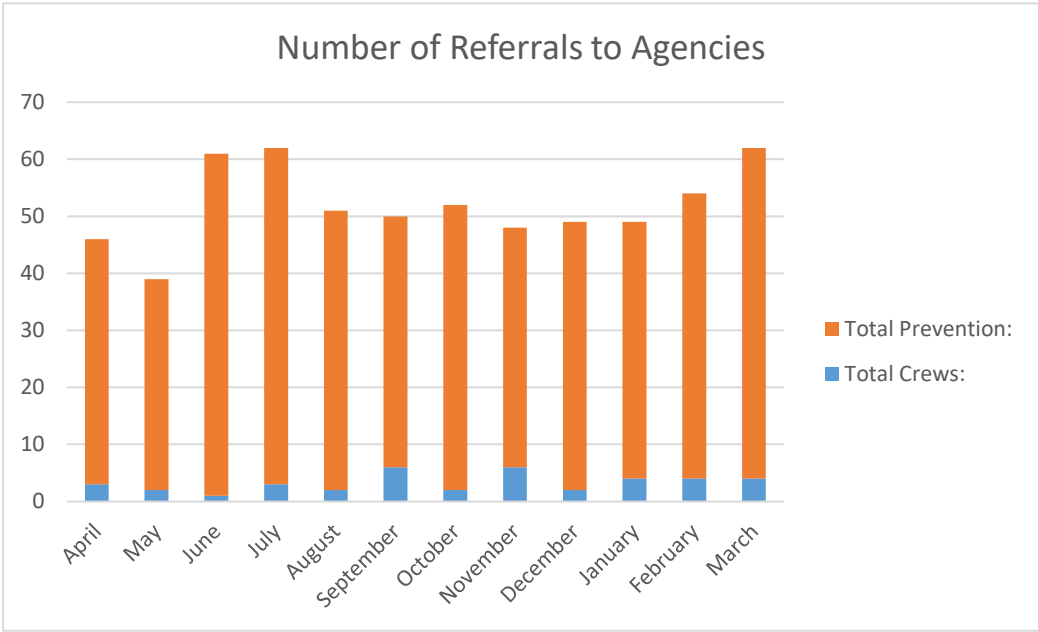
Lower risk members of the community have continued to receive a service which has been provided through telephone consultations.

From 1st December 2020 the District Prevention Teams started delivering our full range of interventions. All staff delivering our prevention services have worked incredibly hard to develop new ways of working which has enabled WYFRS to continue engaging with the most vulnerable people within our communities.

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





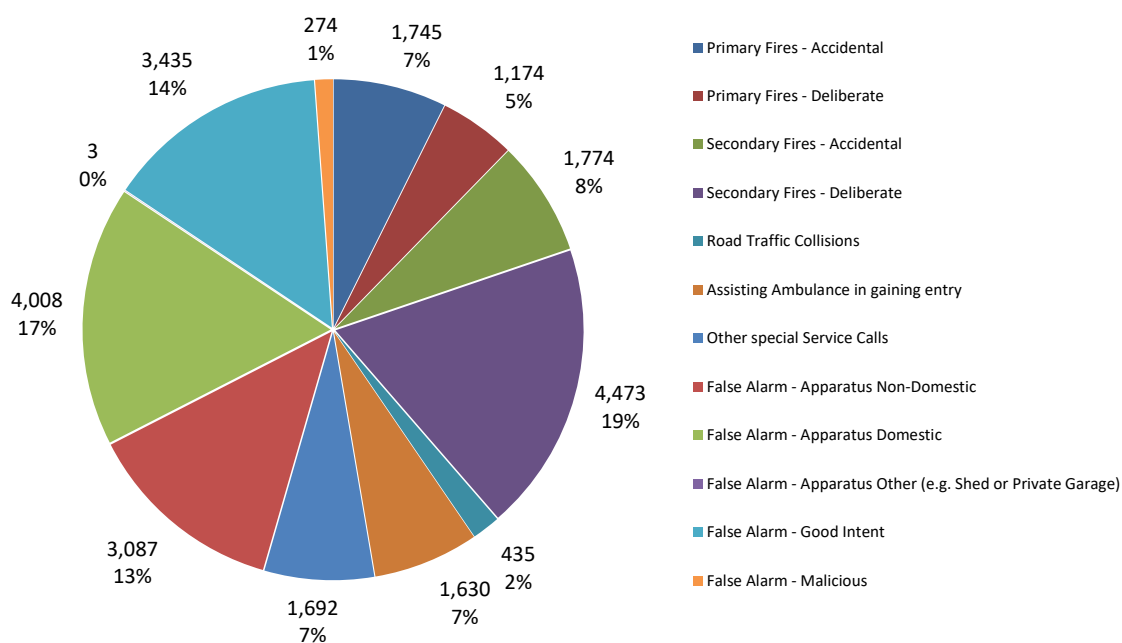


## 5. Incidents

The table and chart below show the operational activity of West Yorkshire Fire and Rescue Service for the financial year so far (1 April – 31 March 2021) categorised by incident type.

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

Incident Category	Number	Percentage
Primary Fires - Accidental	1,745	7.35%
Primary Fires - Deliberate	1,174	4.95%
Secondary Fires - Accidental	1,774	7.48%
Secondary Fires - Deliberate	4,473	18.85%
Road Traffic Collisions	435	1.83%
Assisting Ambulance in gaining entry	1,630	6.87%
Other special Service Calls	1,692	7.13%
False Alarm - Apparatus Non-Domestic	3,087	13.01%
False Alarm - Apparatus Domestic	4,008	16.89%
False Alarm - Apparatus Other (e.g. Shed or Private Garage)	3	0.01%
False Alarm - Good Intent	3,435	14.48%
False Alarm - Malicious	274	1.15%
<b>Total</b>	<b>23,730</b>	<b>100%</b>



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

Incident Category	Number of incidents 1 April 2010 to 31 March 2011	Percentage	Number of incidents 1 April 2015 to 31 March 2016	Percentage	Number of incidents 1 April 2019 to 31 March 2020	Percentage
Primary Fires - Accidental	2,209	6.4%	1,826	8.5%	1,786	7.0%
Primary Fires - Deliberate	1,865	5.4%	1,402	6.5%	1,279	5.0%
Secondary Fires - Accidental	1,343	3.9%	1,132	5.3%	1,643	6.4%
Secondary Fires - Deliberate	7,531	21.9%	4,707	22.0%	4,195	16.3%
Road Traffic Collisions	919	2.7%	666	3.1%	672	2.6%
Special Service Calls	2,219	6.5%	1,962	9.2%	3,304	12.9%
False Alarm - Apparatus	10,653	31.0%	7,255	33.9%	7,184	28.0%
False Alarm - Good Intent	4,505	13.1%	2,859	13.4%	2,977	11.6%
False Alarm - Malicious	595	1.7%	331	1.5%	315	1.2%
Total	31,839	100.0%	22,140	100.0%	23,355	100.0%

## **Comments on Fatal Fires**

### **Lay Garth Place, Rothwell, Leeds**

**2<sup>nd</sup> January 2021**

The deceased female was 66 years old and lived in a ground floor flat.

In response to an automatic fire alarm actuation via Telecare, the fire service gained entry to the property where a fire was located in the living room. The fire involved the sofa where the deceased was located.

A fire investigation report has been provided to the Police to support their investigation of this incident.

### **Clare Hill, Huddersfield**

**23<sup>rd</sup> March 2021**

This was a fire in a disused house in multiple occupation. There were 6 casualties involved in the incident two of which later died in hospital, a 24-year-old male and a 31-year-old female. The fire is currently subject to an ongoing Police investigation.

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

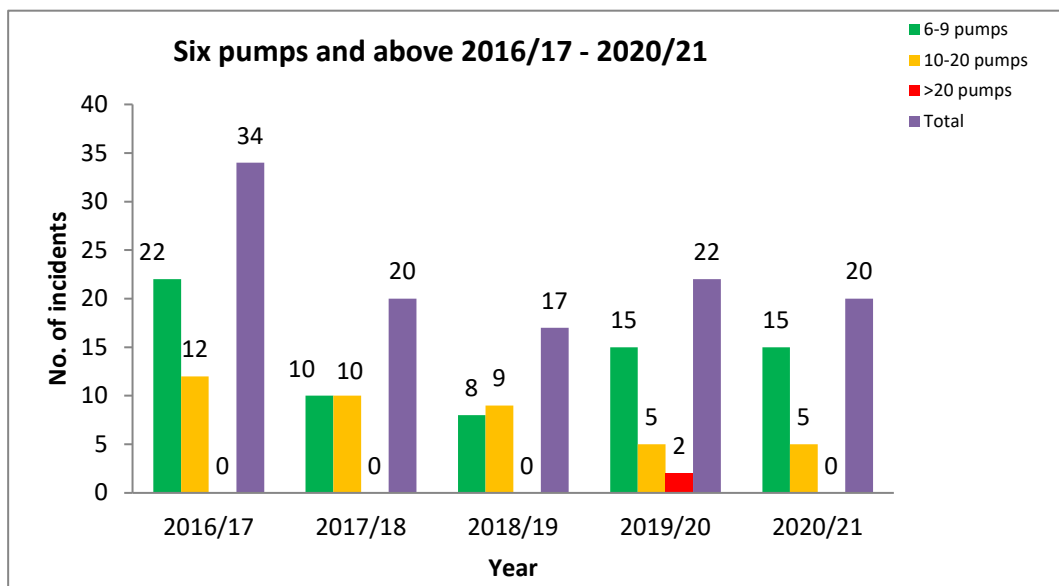
## 6. Fire-Related Incidents attended by Six Pumps and Above

### General Commentary

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

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

The following chart details the numbers and severity of such incidents over the last few years up to 31 March 2021:



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

New incidents added to the table are shaded in white.

Date & Time	Address	Premises Use	Station Area	Cause	Pumps Plus Specials	Number of Personnel
Monday 06/04/2020 16:51	Chain Road Slaithwaite Huddersfield	Moorland	Slaithwaite	Person playing with fire	10 Pumps 4 Support 5 Specials	66 Ffs 6 Officers
Tuesday 14/04/2020 01:38	Telecommunications Mast Lower Quarry Road Bradley Huddersfield	Telecommunications Mast	Rastrick	Deliberate	6 Pumps 1 Support 4 Specials	36 Ffs 5 Officers
Tuesday 21/04/2020 15:46	Heights Farm Heights Lane Silsden	Agricultural (Barn)	Silsden	Child playing with fire	10 Pumps 4 Support 5 Specials	66 Ffs 6 Officers
Wednesday 06/05/2020 11:33	Yorkshire Game Farm Alma Street Woodlesford Leeds	Agricultural	Rothwell	Faulty gas supply	6 Pumps 2 Support 3 Specials	38 Ffs 6 Officers
Monday 29/06/20 17:51	Waldo Engineering Ltd Water Lane Bradford	Industrial	Bradford	Unable to determine	8 Pumps 3 Support 6 Specials	56 Ffs 9 Officers
Friday 03/07/2020 18:58	Platinum Limousines 1a Peace Street Bradford	Car Hire	Bradford	Unable to determine	8 Pumps 2 Support 3 Specials	46 Ffs 5 Officers
Friday 07/08/2020 02:33	Spafield Mill Upper Road Batley	Mill	Dewsbury	Electrical Equipment	6 Pumps 2 Support 1 Special	34 Ffs 4 Officers
Monday 14/09/2020 02:33	Burger Time 47 Great Horton Road Bradford	Takeaway	Bradford	Deliberate	5 Pumps 2 Support 3 Specials	34 Ffs 4 Officers
Tuesday 15/09/2020 10:14	Ultimo Furniture Systems Lidgate Crescent Langthwaite Grange Business Park South Kirkby	Factory	South Elmsall	Natural Occurrence	8 Pumps 2 Support 4 Specials	48 Ffs 5 Officers
Thursday 29/09/2020 15:07	Norquest Industrial Park Pennine View Birstall Batley	Recycling plant	Cleckheaton	Spark from grinding	10 Pump 4 Support 6 Specials	68 Ffs 6 Officers
Monday 09/11/2020 20:54	Roomzzz Ltd 10 Swinegate Leeds	Hotel	Leeds	Deliberate	6 Pumps 2 Support 3 Specials	38 Ffs 5 Officers
Monday 16/11/2020 03:09	Spring Mill Street Bradford	Outdoor storage	Bradford	Deliberate	15 Pumps 4 Support 7 Specials	90 Ffs 7 Officers



<b>Date &amp; Time</b>	<b>Address</b>	<b>Premises Use</b>	<b>Station Area</b>	<b>Cause</b>	<b>Pumps Plus Specials</b>	<b>Number of Personnel</b>
Sunday 03/01/2021 02:44	Annison Street Bradford	Warehouse	Bradford	Faulty electrical supply	14 Pumps 2 Support 7 Specials	78 Ffs 7 Officers
Saturday 23/01/2021 08:16	Jaamiatul Imaam Muhammad Zakaria school, Thornton View Road Bradford	Educational	Fairweather Green	Electrical fault	6 Pumps 2 Support 3 Specials	38 Ffs 4 Officers
Friday 12/02/2021 19:33	Crab Lane Armley Leeds	Flats above shops	Leeds	Deliberate	7 Pumps 1 Support 1 Special	24 Ffs 6 Officers
Thursday 25/02/2021 01:25	Castle Grove School Pinfold Lane Wakefield	Derelict school	Wakefield	Deliberate	5 Pumps 3 Support 3 Specials	38 Ffs 5 Officers
Sunday 28/02/2021 00:18	Oxford Bingo Club Dudley Hill Road Bradford	Bingo Hall	Bradford	Deliberate	6 Pumps 2 Support 4 Specials	40 Ffs 5 Officers
Saturday 06/03/2021 18:10	Elmete Wood School Elmete Lane Roundhay Leeds	Derelict School	Killingbeck	Deliberate	8 Pumps 3 Support 2 Specials	48 Ffs 7 Officers
Friday 12/03/2021 21:56	Apex Performance Cars Birkby Hall Road Birkby Huddersfield	Car Sales	Huddersfield	Deliberate	5 Pumps 2 Support 3 Specials	34 Ffs 5 Officers
Friday 19/03/2021 18:28	Naylor Myers Old Corn Road Keighley Road Silsden	Warehouse	Silsden	Overheating of a vehicle inside premises	6 Pumps 3 Support 2 Specials	40 Ffs 5 Officers

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

#### **Annison Street, Bradford – 3<sup>rd</sup> January 2021**

This incident occurred in Bradford station area and involved a warehouse.

The initial pre-determined attendance was 3 pumps from Bradford and Shipley, this was increased to 4 pumps and a pump from Fairweather Green was mobilised due to the number of calls. At the height of the incident a make pumps 14, 2 aerials message was received by Control and pumps from the following stations were mobilised: Stanningley, Leeds, Hunslet, Odsal, Cleckheaton, Rawdon, Bingley, Cookridge, Killingbeck, Rastrick, Castleford, Huddersfield, Halifax, Morley, Moortown and Illingworth.

The following support appliances were also mobilised:

The Hose Layer with support from Mirfield, the Personnel Welfare Unit from Skelmanthorpe, the Technical Rescue Unit from Cleckheaton and the Command Unit with support from Featherstone.

Officers were mobilised due to the size of the incident. They were as follows:

Group Manager Hannah was the Officer in Charge, Station Managers Fox and Bruce were the Hazmat and Environmental Protection Officers, Station Managers Earl and Staples were the Command Support Officers, Station Managers Houldsworth, Holdsworth and Lingard were the Operational Assurance Officers, Station Manager Flynn was a Breathing Apparatus Officer and Watch Manager Cavalier was the Fire Investigation Officer. Ten CLM vehicles were also deployed from Bradford, Hunslet, Odsal, Cleckheaton, Rastrick, Illingworth, Dewsbury and Leeds.

The time of call for this incident was 02:44 on 3<sup>rd</sup> January 2021 with the stop being received by Control at 08:27 that day. The incident was closed on 3<sup>rd</sup> January at 17:05.

The cause of the fire is thought to be an overloaded electricity supply.

### **Jaamiatul Imaam Muhammad Zakaria School, Thornton View Road, Bradford – 23<sup>rd</sup> January 2021**

This incident occurred in Fairweather Green station area and involved a school.

The initial pre-determined attendance was 3 pumps from Odsal, Bradford and Fairweather Green and an aerial from Leeds, this was increased to 6 pumps and pumps from Halifax, Illingworth and Shipley were mobilised.

The following support appliances were also mobilised:

The Hose Layer with support from Mirfield, the Personnel Welfare Unit from Skelmanthorpe and the Command Unit from Featherstone with support from Stanningley.

Officers were mobilised due to the size of the incident. They were as follows:

Station Manager Goldwater was the Officer in Charge, Station Manager Thornton was the Hazmat and Environmental Protection Officer, Station Manager Clark was the Command Support Officer and Station Manager Moxon was the Operational Assurance Officer. Three CLM vehicles were also deployed from Bradford, Shipley and Odsal.

The time of call for this incident was 08:16 on 23<sup>rd</sup> January 2021 with the stop being received by Control at 17:32 that day. The incident was closed on 24<sup>th</sup> January at 12:20.

The most likely cause of the fire is thought to be an electrical fault.

### **Crab Lane, Armley, Leeds – 12<sup>th</sup> February 2021**

This incident was a flat fire over a parade of shops in Leeds station area.

The initial pre-determined attendance was 3 pumps from Leeds and Stanningley and an aerial from Leeds, this was increased to 8 pumps and pumps from Hunslet, Moortown, Bradford and Cookridge were mobilised.

The following support appliances were also mobilised:

The Command Unit and support from Featherstone.

Officers were mobilised due to the size of the incident. They were as follows:

Station Manager Metcalfe was the Officer in Charge, Station Manager Bell was the Hazmat and Environmental Protection Officer, Station Manager Kovacs was the Command Support Officer and Station Manager Needham was the Operational Assurance Officer, Station Manager Fox was the Breathing Apparatus Officer and Station Manager McCulloch was the Fire Investigation Officer. Three CLM vehicles were also deployed from Leeds, Hunslet and Cookridge.

The time of call for this incident was 19:33 on 12<sup>th</sup> February 2021 with the stop being received by Control at 21:29 that day. The incident was closed on 13<sup>th</sup> February at 15:43.

The most likely cause of the fire is thought to be deliberate.

### **Castle Grove Infants School, Pinfold Lane, Wakefield – 25<sup>th</sup> February 2021**

This incident was a former school fire in Wakefield station area.

The initial pre-determined attendance was 3 pumps from Wakefield, Ossett and Normanton. This was increased to 5 pumps and pumps from Dewsbury and Leeds were mobilised along with an aerial from Leeds.

The following support appliances were also mobilised:

The Command Unit and support from Featherstone, the Personnel Welfare Unit from Skelmanthorpe, and the Hose Layer and support from Mirfield.

Officers were mobilised due to the size of the incident. They were as follows:

Station Manager Staples was the Officer in Charge, Station Manager Houldsworth was the Hazmat and Environmental Protection Officer, Station Manager England was the

Command Support Officer and Watch Manager Griffiths was the Fire Investigation Officer. One CLM vehicle was also deployed from Dewsbury.

The time of call for this incident was 01:25 on 25<sup>th</sup> February 2021 with the stop being received by Control at 05:57 that day. The incident was closed on 25<sup>th</sup> February at 07:20.

The most likely cause of the fire is thought to be deliberate.

### **Oxford Bingo Club, Dudley Hill Road, Bradford – 28<sup>th</sup> February 2021**

This incident was a Bingo Hall in Bradford station area.

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

The following support appliances were also mobilised:

The Command Unit and support from Featherstone, the Personnel Welfare Unit from Skelmanthorpe, and the Hose Layer from Otley with support from Mirfield and an aerial from Leeds.

Officers were mobilised due to the size of the incident. They were as follows:

Station Manager Goldwater was the Officer in Charge, Station Manager Thornton was the Hazmat and Environmental Protection Officer, Station Manager Nortcliffe was the Command Support Officer, Watch Manager Horsley was the Operational Assurance Officer and Watch Manager Driver was the Fire Investigation Officer. Three CLM vehicles were also deployed from Bradford, Stanningley and Odsal.

The time of call for this incident was 00:18 on 28<sup>th</sup> February 2021 with the stop being received by Control at 04:34 that day. The incident was closed on 28<sup>th</sup> February at 11:56.

The most likely cause of the fire is thought to be deliberate.

### **Elmete Wood School, Elmete Lane, Roundhay, Leeds – 6<sup>th</sup> March 2021**

This incident was at a former school in Killingbeck station area.

The initial pre-determined attendance was 3 pumps from Stanningley, Killingbeck and Moortown. This was increased to 8 pumps and pumps from Leeds, Garforth, Hunslet and Cookridge were mobilised.

The following support appliances were also mobilised:

The Command Unit and support from Featherstone, the Personnel Welfare Unit from Skelmanthorpe, and the Hose Layer and support from Mirfield, an aerial with support from Leeds and a high-volume pump from Stanningley.

Officers were mobilised due to the size of the incident. They were as follows:

Group Manager Lawton was the Officer in Charge, Station Manager Hudson was the Hazmat and Environmental Protection Officer, Station Manager Hawley was the Command Support Officer, Station Manager Loney was the Operational Assurance Officer, Station Manager Kilburn was a Working Officer, Station Manager Austin was Breathing Apparatus Officer and Watch Manager O'Hara was the Fire Investigation Officer. Four CLM vehicles were also deployed from Stanningley, Hunslet, Leeds and Castleford.

The time of call for this incident was 18:10 on 6<sup>th</sup> March 2021 with the stop being received by Control on 8<sup>th</sup> March at 04:00. The incident was closed on 8<sup>th</sup> March at 20:23.

The most likely cause of the fire is thought to be deliberate.

### **Apex Performance Cars, Birkby Hall Road, Birkby, Huddersfield – 12<sup>th</sup> March 2021**

This incident was at a commercial garage in Huddersfield station area and affected several buildings.

The initial pre-determined attendance was 3 pumps from Huddersfield. This was increased to 5 pumps and pumps from Halifax and Slaithwaite were mobilised.

The following support appliances were also mobilised:

The Command Unit and support from Featherstone, the Personnel Welfare Unit from Skelmanthorpe, and the Hose Layer and support from Mirfield.

Officers were mobilised due to the size of the incident. They were as follows:

Station Manager Garvey was the Officer in Charge, Station Manager Houldsworth was the Hazmat and Environmental Protection Officer, Station Manager Staples was the Command Support Officer, Station Manager Bruce was the Operational Assurance Officer and Watch Manager Cavalier was the Fire Investigation Officer. Two CLM vehicles were also deployed from Huddersfield and Illingworth.

The time of call for this incident was 21:56 on 12<sup>th</sup> March 2021 with the stop being received by Control on 13<sup>th</sup> March at 01:57. The incident was closed on 13<sup>th</sup> March at 05:57.

The most likely cause of the fire is thought to be deliberate.

## **Naylor Myers, Old Corn Road, Keighley Road, Silsden – 19<sup>th</sup> March 2021**

This incident was warehouse fire in Bingley station area.

The initial pre-determined attendance was 3 pumps from Keighley, Bingley and Ilkley. This was increased to 6 pumps and pumps from Shipley and North Yorkshire were mobilised.

The following support appliances were also mobilised:

The Command Unit and support from Featherstone, the Personnel Welfare Unit from Ilkley, the Hose Layer from Mirfield and an aerial with support from Bradford.

Officers were mobilised due to the size of the incident. They were as follows:

Station Manager Kovacs was the Officer in Charge, Station Manager Fox was the Hazmat and Environmental Protection Officer, Station Manager Gardiner was the Command Support Officer, Station Manager Metcalfe was the Operational Assurance Officer and Station Manager Needham was the Fire Investigation Officer. Three CLM vehicles were also deployed from Bingley, Bradford and Shipley.

The time of call for this incident was 18:28 on 19<sup>th</sup> March 2021 with the stop being received by Control at 19:21 the same day. The incident was closed on 19<sup>th</sup> March at 23:02.

The most likely cause of the fire is thought to be an overheated vehicle inside the warehouse.

## 7. Violence at Work

### Attacks on Personnel

There have been 68 incidents reported by West Yorkshire FRS in the financial year.

	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18	2018/19	2019/20	2020/21
Attacks on Firefighters	77	40	76	64	60	87	92	75	81	68

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

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

Attacks on Firefighters as a Percentage of Turnouts										
District / Station	No. of Turnouts	Physical Assault	Weapon Brandished	Missile Thrown	Firework Thrown	Stoning	Aggressive Behaviour	Verbal Abuse	Total	Percentage
<b>Bradford District</b>										
Bradford	3720	1	2	1	3	5	1	2	15	0.40%
Bingley	538	1							1	0.19%
FWG	1219		2	2	2	2		2	10	0.82%
Odsal	1321				2		1	2	5	0.38%
Shipley	1295		1				1		2	0.15%
<b>District Total</b>	<b>9192</b>	<b>2</b>	<b>5</b>	<b>3</b>	<b>7</b>	<b>7</b>	<b>3</b>	<b>6</b>	<b>33</b>	<b>0.36%</b>
<b>Calderdale District</b>									0	
Halifax	1265				2		1	1	4	0.32%
Ilkley	851			1		2	1		4	0.47%
<b>District Total</b>	<b>3281</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>8</b>	<b>0.24%</b>
<b>Kirklees District</b>										
Huddersfield	2356						2	1	3	0.13%
Cleckheaton	1198							1	1	0.08%
Dewsbury	1803				1			4	5	0.28%
<b>District Total</b>	<b>6176</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>2</b>	<b>6</b>	<b>9</b>	<b>0.15%</b>
<b>Leeds District</b>									0	
Leeds	3918	1						1	2	0.05%
Cookridge	528		1						1	0.19%
Hunslet	2588				1				1	0.04%
Rothwell	350							1	1	0.29%
Stanningley	934						1	1	2	0.21%
Killingbeck	2422			1				3	4	0.17%
<b>District Total</b>	<b>12993</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>6</b>	<b>11</b>	<b>0.08%</b>
<b>Wakefield District</b>										
Castleford	645							1	1	0.16%
Featherstone	238	1							1	0.42%
Ossett	622						1		1	0.16%
Pontefract	552							2	2	0.36%
South Kirkby	379						1	1	2	0.53%
<b>District Total</b>	<b>3718</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>4</b>	<b>7</b>	<b>0.19%</b>
<b>Totals</b>	<b>35560</b>	<b>4</b>	<b>6</b>	<b>5</b>	<b>11</b>	<b>9</b>	<b>10</b>	<b>23</b>	<b>68</b>	<b>0.19%</b>

The above table shows the number of incidents in which firefighters were subjected to violence as a percentage of attendance, by station and by district (0.19% overall).

Some stations might appear to suffer a relatively high percentage of attacks, but this is largely due to the number of incidents attended from such stations.

The Chief Fire Officer re-emphasises that even one attack is one too many and that every assistance and encouragement will be given to the police to bring offenders to court. Work is continuing with a variety of agencies from the police and district councils to community groups and youth leaders to address these issues.

### **District Actions to Address Violence**

All districts are undertaking the following actions:

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

### **Bradford**

In Bradford there were 33 attacks on firefighters at incidents, details of which are available from the District Commander. There were two instances where a firefighter was injured in an attack and four instances where there was damage to an appliance.

### **Calderdale**

In Calderdale there were 8 attacks on firefighters at incidents, details of which are available from the District Commander. There were no injuries to firefighters or damage to appliances during this attack.

### **Kirklees**

In Kirklees there were 9 attacks on firefighters at incidents, details of which are available from the District Commander. There were no injuries to firefighters or damage to appliances during these attacks.



**Leeds**

In Leeds there were 11 attacks on firefighters at incidents, details of which are available from the District Commander. There were no injuries to firefighters during these attacks, however damage was caused to a fire appliance during one incident.

**Wakefield**

In Wakefield there were 7 attacks on firefighters at incidents, details of which are available from the District Commander. There were no injuries to firefighters or damage to appliances during these attacks.

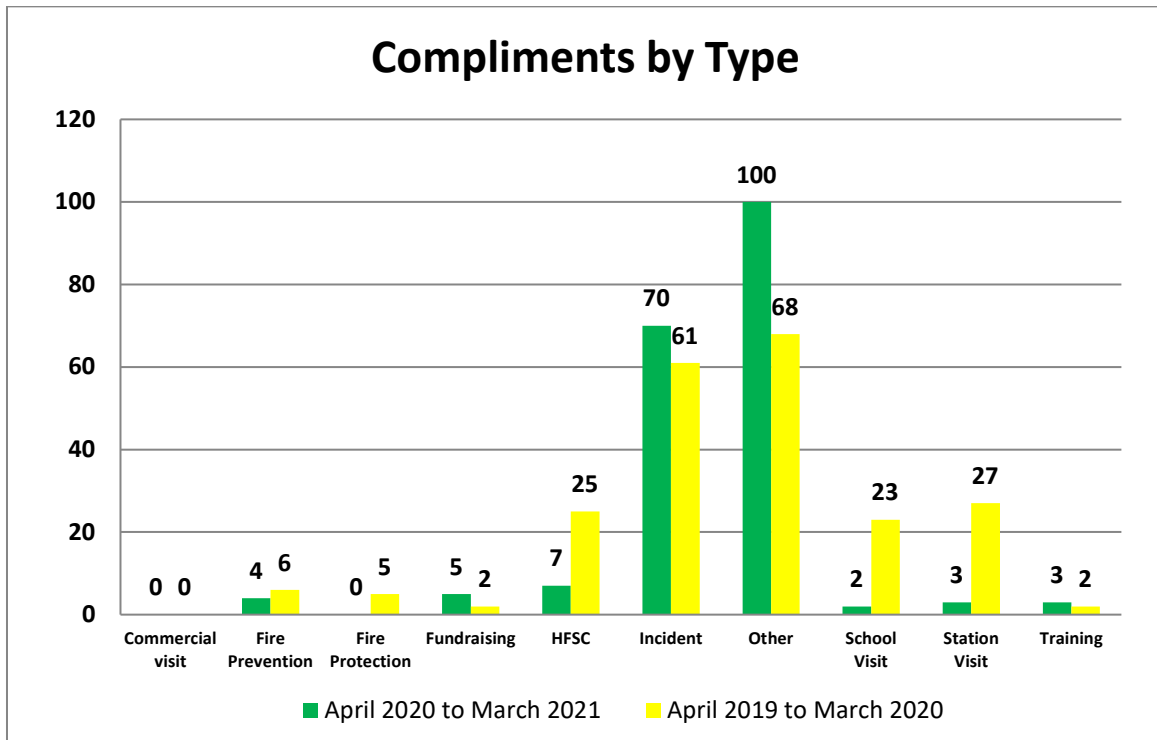
## 8. Corporate Performance Activity

Details of key corporate performance areas are shown below.

### Compliments

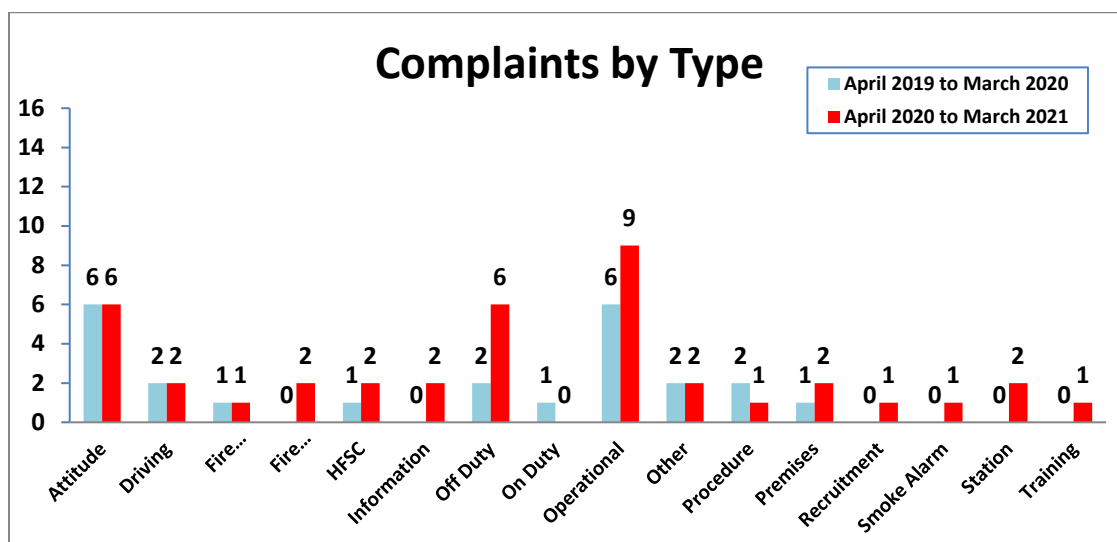
The charts below show the type and the number of compliments and complaints received by West Yorkshire FRS for the period 1 April 2020 to 31 March 2021 and the same period in the year 2019-20.

During this period West Yorkshire FRS has recorded 194 compliments, which is lower than the 219 received in 2019-20.



## Complaints

For the period 1 April 2020 to 31 March 2021, we have received 40 complaints, of which 19 were upheld. This compares to 24 received between the same dates in 2019-20, of which 10 were upheld.



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

The table below shows the number of complaints received and upheld from 1 April 2020 to 31 March 2021 and a comparison with the same period during the year 2019-20.

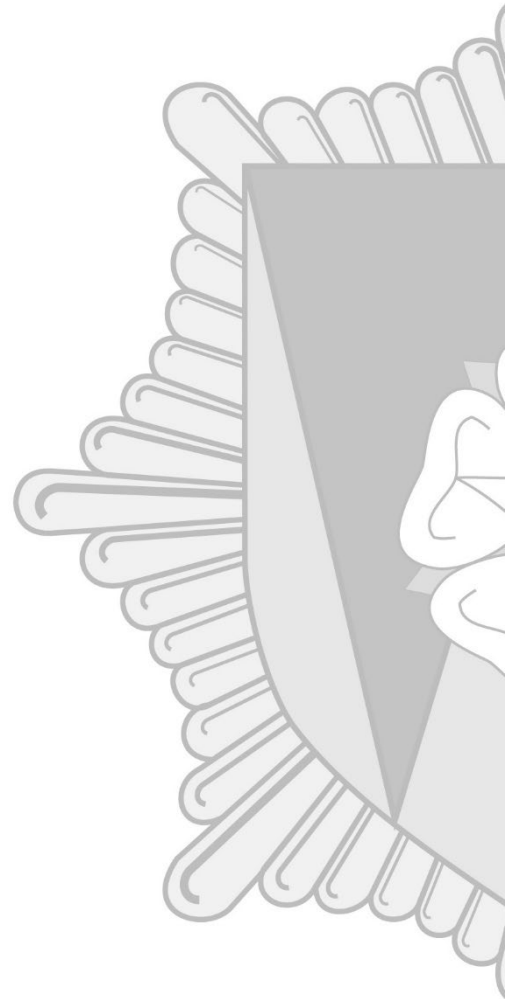
Category	2019-20		2020-21	
	Received	Upheld	Received	Upheld
Attitude	6	3	6	4
Driving	2	1	2	2
Fire Prevention	1	1	1	0
Fire Protection	0	0	2	0
HFSC	1	0	2	1
Information	0	0	2	1
Off Duty	2	2	6	1
On Duty	1	1	0	0
Operational	6	1	9	3
Other	2	0	2	1
Procedure	2	0	1	1
Premises	1	1	2	2
Recruitment	0	0	1	0
Smoke Alarm	0	0	1	0
Station	0	0	2	2
Training	0	0	1	1
<b>Total</b>	<b>24</b>	<b>10</b>	<b>40</b>	<b>19</b>

## Freedom of Information and Data Protection

The tables below show the number of Freedom of Information Requests and Subject Access Requests dealt with within the period 1 April 2020 to 31 March 2021.

<b>Freedom of Information Requests</b>	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Jul</b>	<b>Aug</b>	<b>Sep</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>TOTAL</b>
Number due for response	5	7	8	8	5	16	11	3	11	5	19	8	106
Number responded to within time limit	5	7	8	8	5	16	11	3	11	5	19	8	106
Number responded to out of time	0	0	0	0	0	0	0	0	0	0	0	0	0
Number suspended or closed due to no clarification from requester	0	0	1	0	1	0	0	0	0	0	0	2	4
Number of Internal Reviews due for response	0	0	0	0	0	0	0	0	0	1	0	0	1
Number of Internal Reviews responded to within time limit	0	0	0	0	0	0	0	0	0	1	0	0	1

<b>Subject Access Requests</b>	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Jul</b>	<b>Aug</b>	<b>Sep</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>TOTAL</b>
Number due for response	0	0	1	2	3	2	0	1	1	0	0	2	12
Number responded to within time limit	0	0	1	2	3	2	0	1	1	0	0	1	11
Number responded to out of time	0	0	0	0	0	0	0	0	0	0	0	1	1



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



OFFICIAL

# Corporate Health report

## Full Authority

Date: 24 June 2021

Agenda Item:

17

Submitted By: Chief Employment Services Officer

### Purpose

To provide Members with an annual update relating to the corporate health of the Authority.

### Recommendations

That Members note the Corporate Health Report.

### Summary

In accordance with the Authority's Code of Corporate Governance and pursuant to the corporate performance monitoring processes, this report provides an annual corporate health update.

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Local Government (Access to information) Act 1972

Exemption Category: None

Contact Officer: Alison Davey, Corporate Services Manager  
[alison.davey@westyorksfire.gov.uk](mailto:alison.davey@westyorksfire.gov.uk)  
01274 682311

Background papers open to inspection: None

Annexes: None

## Introduction

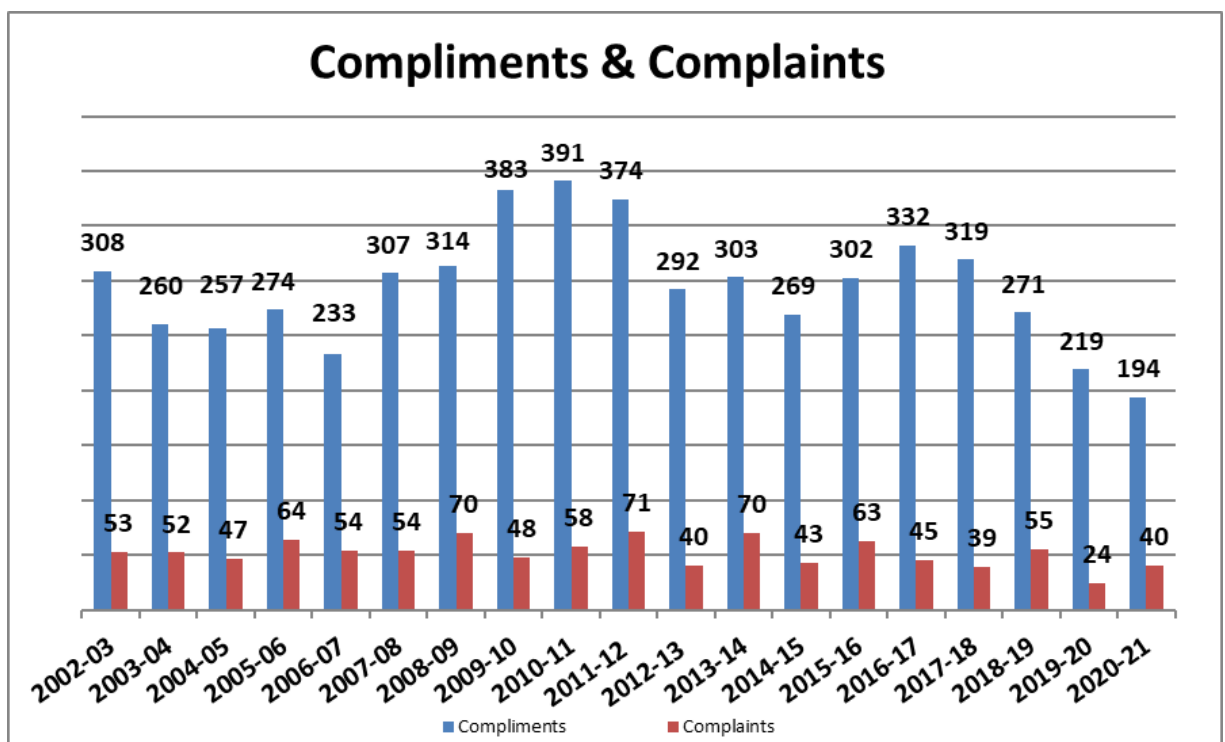
- 1.1 The Authority adopted a Code of Corporate Governance in 2003 and pursuant to the corporate performance monitoring processes an annual 'corporate health' report is submitted to the Annual General Meeting of the Authority.
- 1.2 In April 2005 the Authority adopted a new formal Constitution which, along with a range of existing policies and standing orders, also incorporated new provisions relating to citizens' rights and the role and responsibilities of Members. The Constitution is a voluntary commitment to seeking to achieve best practice standards of corporate governance as the LGA 2000 statutory requirement to adopt a formal constitution does not apply to fire and rescue authorities.

## Corporate Health

### 2.1 Compliments and Complaints

The graph below summarises West Yorkshire Fire and Rescue Service (WYFRS) performance compared to previous years' figures. During the period 1 April 2020 to 31 March 2021 WYFRS received 194 compliments, which is lower than the 219 received during the previous year.

WYFRS received 40 complaints during the 12-month period 2020/21 compared with the 24 complaints received during 2019/20.

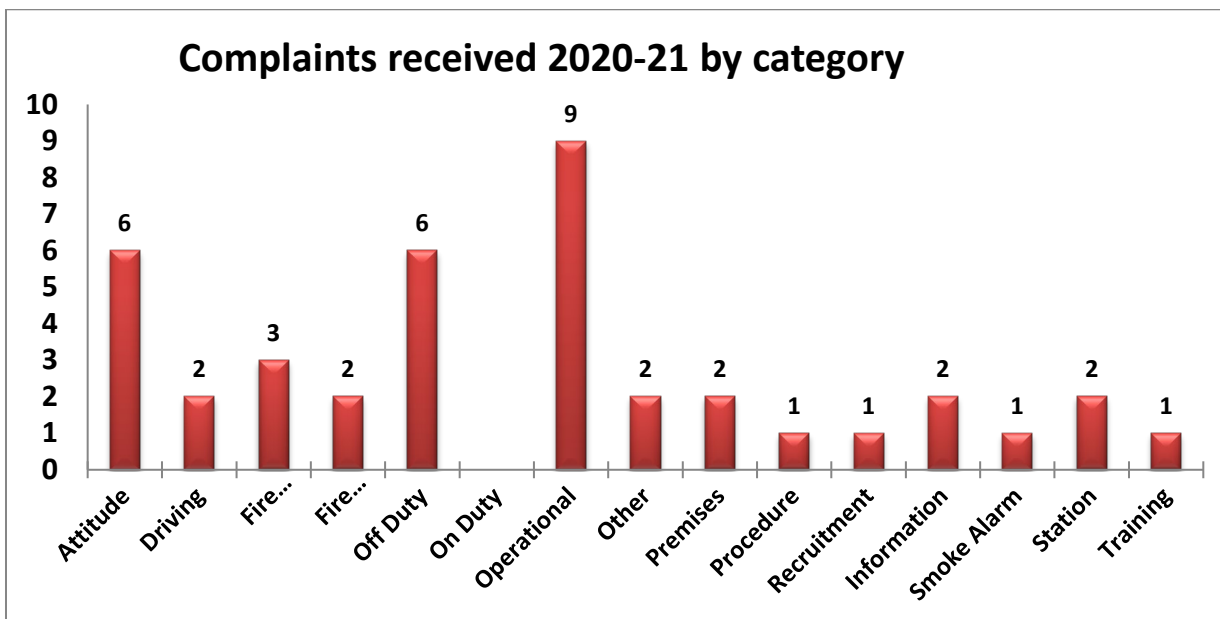


## Complaints

- 3.1 The receipt of a complaint either by telephone, email or letter is, if possible, to be resolved at the point of contact. The Corporate Services department is advised via the compliments/complaints website, by telephone, or email, giving details of the complaint and subsequent action taken.
- 3.2 If the complaint cannot be resolved quickly Corporate Services will monitor progress and, if necessary, prompt the investigating officer for updated information ensuring the complainant

is contacted regularly to advise of progress being made; as detailed in the Compliments and Complaints Policy. This Policy is reviewed on a three yearly basis but in the interim, if it is highlighted a change in the procedure needs to be made the Policy will be updated immediately.

- 3.3 If a complaint is received directly by Corporate Services, the information will be passed on to an appropriate officer to undertake an investigation. Should a complaint proceed to Stage II Corporate Services will arrange to have a Group Manager/Commander or more senior officer investigate.
- 3.4 Of the 40 complaints received in 2020/21, 19 were upheld. 39 complaints have been resolved at Stage I to the satisfaction of the complainant and one was resolved at Stage 2. All complaints are dealt with in a consistent manner, being fully investigated with appropriate remedial action taken where necessary. A breakdown of complaints by type is given below:



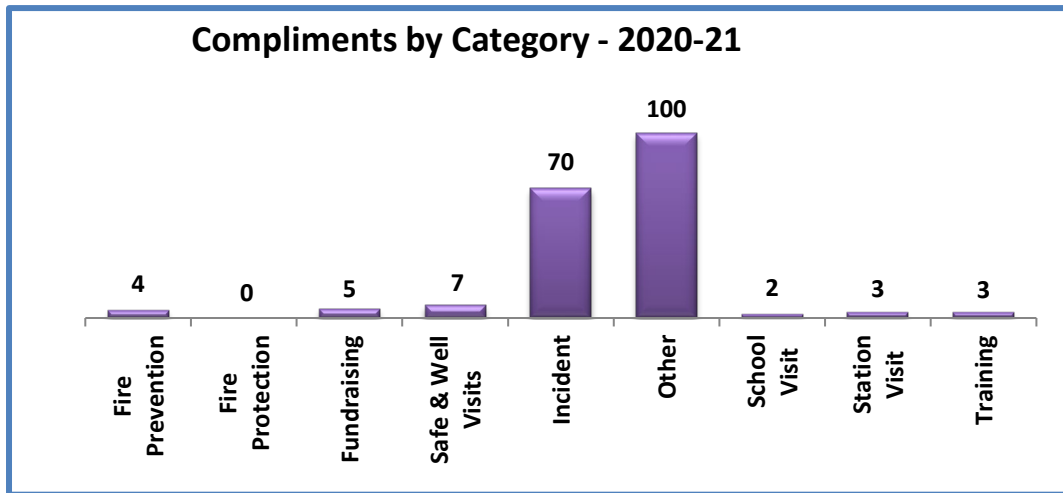
- 3.5 Although 40 complaints were received, WYFRS have attended 23,704 incidents, carried out 415\* operational risk visits and delivered 5,391\* Safe & Well visits in the same period. \*Due to the restrictions put in place to mitigate the risk from Covid 19 fewer visits were undertaken compared with the same period in 2019/20.
- 3.6 A depersonalised register of the complaints log is available for Members to view at the Annual General Meeting.



## Compliments

4.1 The majority of the 194 compliments received have arisen directly as a result of daily interaction with the public and local communities.

4.2 A breakdown of the areas the compliments referred to is given below:



4.3 With two of these compliments donations were received for The Firefighters' Charity totalling £550

## 5 Performance Indicators (PI's)

5.1 The overall purpose of Performance Indicators is to contribute to and facilitate the continuous improvement in efficiency and effectiveness of services. The outturn figures for each of the PI's for 2020/21 are shown in the table below along with the figures for 2019/20.

<b>Corporate Health Indicators</b>			
<b>Ref.</b>	<b>Description of Indicator</b>	<b>2019/20 Outturn</b>	<b>2020/21 Outturn</b>
CH 1	The level (if any) of the Fire and Rescue Service Equality Framework to which the Authority conforms	Achieving	Achieving
CH 4	Average number of working days / shifts lost to sickness (short-term and long-term).	7.61	10.66*
	Average number of working days / shifts lost to long term sickness	3.89	5.64*
CH 5	Health and Safety – Total Injuries to staff		
	- <3 days Injuries	18	9
	- 3 + days	14	21*
	- RIDDOR Major Injury/Disease	1	38*
	- Total	33	68*
CH 9	Forecast Budget Variance (% Variance against overall budget)	0%	0%
CH 11	Forecast Capital Payments (Actual figures £s)	£5.982m	£4.229m
CH 13	Debtors – Value of debt outstanding which is over 60 days old	£86,855	£58,882
CH 14	Customer Satisfaction - % Overall Satisfaction with the service provided.		
	- Quality of Service: Domestic	98%	99%
	- Quality of Service: Non-Domestic	98%	98%
	- Safe & Well Visits	98%	**

*\* These figures include any sickness due to Covid-19, and in the case of CH4 also Self Isolation absence relating to Covid-19*

*\*\* No surveys sent out due to suspension of visits because of Covid-19 restrictions*

## **6 Customer Service Excellence**

- 6.1 The Charter Mark Standard was replaced in June 2008 by the Government's new 'Customer Service Excellence' (CSE) standard.
- 6.2 WYFRS has achieved full compliance in all criteria following a review assessment, which was undertaken on 23 February 2021, concentrating on the following criteria:
- Criterion 1 Customer Insight
  - Criterion 2 The Culture of the Organisation
  - Criterion 3 Information and Access
  - Criterion 4 Delivery
  - Criterion 5 Timeliness and Quality of Service
- 6.3 The assessment resulted in maintaining all 57 criteria achieving full Compliance against the standard and upholding accolades of the twenty criteria already achieving Compliance Plus; behaviours or practices that exceed the requirements of the standard and are viewed as exceptional or as an exemplar for others – either within the organisation or in the wider public service. In addition, Compliance Plus was achieved in five further criteria.
- 6.4 The Assessor's Summary report states "During the COVID-19 pandemic most of the 300+ support staff have worked from home with good arrangements made. For the 44 shift members of staff in the Control Room this has not been possible and detailed risk assessments have taken place to enable them to function as normal. The pandemic has brought challenges to the Service. Firefighters and other staff have been diverted, with national guidance, to undertake tasks such as driving ambulances, assisting in transporting the deceased at mortuaries, volunteering extra hours to support testing and vaccination centres and engaging in delivering food parcels and medicines to those in need.
- The assessment has been very well-prepared. The evidence base for the assessment has been extensive with 38 new pieces of evidence and a further 138 pieces of active evidence updated. The twenty elements with Compliance Plus are retained and a further five elements are now worthy of this higher rating bringing the total to 25 (details below). This is, once again, an excellent achievement, and well deserved. This is a long standing CSE compliant service and managers and staff, with enthusiasm, aim to keep it this way. This Service is fully compliant with the CSE Standard."
- 6.5 The assessor summarised the overall assessment of each criteria as follows:
- Customer Insight:** - This Criterion is fully compliant and covers customer insight, engagement and consultation, levels of customer satisfaction, and how these are analysed to bring about improvements to services. The service has good levels of insight about customer groups. It was important during the pandemic, when

understanding of needs and preferences, particularly among the vulnerable, was of value, resulting in **Compliance Plus retained in element 1.1.2.**

Consultation is central to improving services, for example, the relocation of a fire station to give better value for money. Feedback, including surveys, has led to areas where improvements have been made, resulting in **Compliance Plus being retained in element 1.2.2.**

Customer satisfaction is analysed for all areas of service and customer groups, including staff groups. Information gained has led to improvements. Results are published on the website. Work on customer experience has improved services. Customer journeys have improved through positive changes, in particular those receiving Safe and Welfare home visits, resulting in a **new Compliance Plus in element 1.3.5.**

**Compliance Plus is retained in elements 1.1.1, 1.1.3, and 1.2.1,** as nothing has arisen to indicate otherwise.

- 6.6 **The Culture of the Organisation:** - This Criterion is fully compliant and covers leadership, staff professionalism and attitudes, and how these improve services. Customer insight is used to direct policy and strategy and improve activity. Case studies in the document 'Spotlight On' show where service activity has changed as a result of awareness of customers' needs during COVID-19. Customers' privacy is protected in face-to-face discussions, and in home visits. **Compliance Plus is retained in element 2.1.5.**

Evidence shows that staff behave in a polite and friendly way to customers and have good understanding of needs, resulting in a **new Compliance Plus in element 2.2.2.**

Managers show appreciation for staff effort and commitment in delivering customer-focused service with examples in the Service including the Control Room. Staff confirmed in interviews that all managers including the Chief Fire Officer showed gratitude after the latest HMI inspection report. Initiatives are aimed at rewarding staff for efforts, like the Unsung Hero Award 2020, and for gaining qualifications. **Compliance Plus is therefore retained in element 2.2.5.**

**Compliance Plus is also retained in elements 2.1.1, 2.1.6, and 2.2.4,** as nothing has arisen to indicate otherwise

- 6.7 **Information and Access:** - This Criterion is fully compliant and covers quality of information for customers, their access to services, partnership arrangements to improve services and the way services interact with the community. This emergency service is free but when charges are necessary, details are given on the webpages. The Service ensures that information provided has been received. Monitoring and web analytics are used. Information provided is fully understood in the interest of safety. Questionnaires and surveys show this strongly, resulting in the **retention of Compliance Plus in element 3.2.2.**

There is good monitoring on how customers interact with the organisation with data available on all activity. Therefore, better choices are offered, resulting in continued **Compliance Plus in element 3.3.2.**

Excellent partnership arrangements are enhanced through the use of clear lines of accountability and agreements. **Compliance Plus is retained in element 3.4.2.**

The Service continues to offer an impressive range of activities within the wider community providing benefit with **Compliance Plus retained in element 3.4.3.**

**Compliance Plus also is retained in elements 3.1.1, 3.2.3, 3.4.1 and 3.4.3,** as nothing has arisen to indicate otherwise.

- 6.8 **Delivery:** - This Criterion is fully compliant and covers service delivery standards, achievement and outcomes and how the Service is able to deal effectively with problems. It is clear in external inspection reports that this Service operates successfully to challenging standards for its main services. These are well monitored, as are other aspects of the service, such as occupational health and well-being and the fitness of staff. The performance of vehicles is also monitored and meet regulatory standards. This results in a new Compliance Plus in element 4.1.2.

Evidence from feedback and surveys and through interviews by the assessor, shows that the service delivers as promised and that outcomes are positive for most customers, resulting in a **new Compliance Plus in element 4.2.2.**

The Service has a comprehensive, easy to read and understand complaints procedure and comprehensive Customer Service Guide. Evidence shows that complaints are dealt with comprehensively and the policy sets out appropriate timescales for each stage in the process. There is regular review of the process involving a wide range of constituents. **Compliance Plus is retained in elements 4.2.4, and 4.3.4,** as nothing has arisen to indicate otherwise.

- 6.9 **Timeliness and Quality of Service:** - This Criterion is fully compliant and covers standards for timeliness and quality of service, how these are monitored and met, and steps taken, including benchmarking, to make further improvements. The Customer Care Policy is an excellent document, as is the complementary Customer Service Guide. In these documents promises on timeliness and quality of customer service are set out in detail. Both documents are published and serve as a reminder for customers and potential customers of what can be expected. This results in a new Compliance Plus in element 5.2.1.

Customers approaching WYFRS requesting information or service are dealt with promptly. When unexpected delays occur, customers are quickly informed and action is taken to put right matters, so **Compliance Plus is retained in element 5.2.5.**

Processes are in place to monitor standards for both timeliness and the quality of customer service, therefore reaching compliance. However, the assessor notes that the level of detail included in the two documents mentioned above, could be used better in the monitoring process. Achievements in these areas are published in reports and available on the website.

## **7 Complaints to the Local Government Ombudsman**

- 7.1 No complaints received during the year ending 31 March 2021 were referred to the Local Government Ombudsman.

## **8 Whistleblowing Complaints**

8.1 No complaints were received in the year ending 31 March 2021.

## **9 Corporate Governance Policies**

9.1 The following policies are implemented in a systematic approach to Corporate Governance.

Compliments and Complaints Policy	Corporate Health and Safety Policy
Diversity and Inclusion Policy	Records Management Policy
Information Security Policy	Freedom of Information Policy
Customer Care Policy	Whistleblowing Policy
Data Protection Policy	Code of Conduct for Members

## **10 Financial Implications**

10.1 There are no significant financial implications associated with this report.

## **11 Legal implications**

11.1 The Monitoring Officer has considered this report and has no observations to make at the time of submission of this report but may provide legal advice at the committee meeting and/or respond to any requests by Members for legal advice made at the meeting.

## **12 Human Resource and Diversity Implications**

12.1 Equality Impact Assessments have been completed for all corporate governance policies. There are no significant equality and diversity implications associated with this report.

## **13 Health, Safety and Wellbeing Implications**

13.1 There are no significant health and safety implications associated with this report.

## **14 Environmental Implications**

14.1 There are no environmental implications associated with this report.

## **15 Your Fire and Rescue Service Links**

15.1 This report links to all the priorities in 'Your Fire and Rescue Service'.



OFFICIAL

# Customer Service Excellence Assessment 2021

## Full Authority

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Date: 24 June 2021

Agenda Item:

18

Submitted By: Chief Employment Services Officer

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<b>Purpose</b>	To update Members on the Customer Service Excellence assessment 2021
<b>Recommendations</b>	That Members note the attainment of the Customer Service Excellence standard with full compliance against all 57 elements incorporating 25 'Compliance Plus' awards
<b>Summary</b>	This report provides details of the Customer Service Excellence Assessment 2021 which has resulted in West Yorkshire Fire and Rescue Service achieving full compliance against all 57 Customer Service Excellence elements incorporating the award of 25 'Compliance Plus' awards

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Local Government (Access to information) Act 1972

Exemption Category: None

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Background papers open to inspection: None

Annexes: Customer Service Excellence – Assessment Report  
Results for 2021

# 1 Background

1.1 Since 1998, West Yorkshire Fire and Rescue Service has consistently attained the Charter Mark Standard, which is the Government's national standard of customer service excellence for organisations delivering public services.

1.2 In August 2009 the Authority invited an assessment against the new Customer Service Excellence standard, which was being phased in and which has now fully replaced the Charter Mark standard. This new standard is derived from the core concepts of customer focus and the delivery of excellent customer service and assesses, in great detail, the following areas:

- Customer Insight
- The Culture of the Organisation
- Information and Access
- Delivery
- Timeliness and Quality of Service

# 2 Information

2.1 West Yorkshire Fire and Rescue Service is subject to an annual assessment to ensure the standard is being maintained as part of a three-year rolling programme.

2.2 In February 2021 the assessor reviewed 19 of the criteria. The annual assessment was carried out remotely due to Covid-19 and entailed a full day with the assessor, reviewing evidence, meeting with staff, visiting Control, and contact with partner organisations including service users to assess the views of partners and customers regarding working with, and the service provided by WYFRS.

2.3 Following this assessment, West Yorkshire Fire and Rescue Service has once again been awarded the Customer Service Excellence standard in recognition of the high standards in delivery of customer-focused services.

2.4 The Service has been awarded Full Compliance against all 57 criteria along with a further five Compliance Plus thereby totalling 25 'Compliance Plus' awards. The additional Compliance Plus awards are for the following elements:

- We have made positive changes to services as a result of analysing customer experience, including improved customer journeys.
- Our staff are polite and friendly to customers and have an understanding of customer needs.
- We monitor and meet our standards, key departmental and performance targets, and we tell our customers about our performance.
- We can demonstrate that we deliver the service we promised to individual customers and that outcomes are positive for the majority of our customers.
- We advise our customers and potential customers about our promises on timeliness and quality of customer service.

2.5 The Compliance Plus awards, which are awarded for behaviours or practices that exceed the requirements of the standard, and are viewed as exceptional or as an exemplar for others – either within the organisation or in the wider public service arena, have been awarded for the following elements:



## **Customer Insight**

- ❑ We have an in-depth understanding of the characteristics of our current and potential customer groups based on recent and reliable information
- ❑ We have developed customer insight about our customer groups to better understand their needs and preferences
- ❑ We make particular efforts to identify hard-to-reach and disadvantaged groups and individuals and have developed our services in response to their specific needs
- ❑ We have a strategy for engaging and involving customers using a range of methods appropriate to the needs of identified customer groups
- ❑ We have made the consultation of customers integral to continually improving our service and we advise customers of the results and action taken
- ❑ We have made positive changes to services as a result of analysing customer experience, including improved customer journeys.

## **The Culture of the Organisation**

- ❑ There is corporate commitment to putting the customer at the heart of service delivery and leaders in our organisation actively support this and advocate for customers
- ❑ We protect customers' privacy both in face-to-face discussions and in the transfer and storage of customer information
- ❑ We empower and encourage all employees to actively promote and participate in the customer-focused culture of our organisation
- ❑ Our staff are polite and friendly to customers and have an understanding of customer needs.
- ❑ We can demonstrate how customer-facing staffs' insights and experiences are incorporated into internal processes, policy development and service planning
- ❑ We value the contribution our staff make to delivering customer focused services, and leaders, managers and staff demonstrate these behaviours.

## **Information and Access**

- ❑ We make information about the full range of services we provide available to our customers and potential customers, including how and when people can contact us, how our services are run and who is in charge
- ❑ We take reasonable steps to make sure our customers have received and understood the information we provide
- ❑ We have improved the range, content and quality of verbal, published and web-based information we provide to ensure it is relevant and meets the needs of customers
- ❑ We evaluate how customers interact with the organisation through access channels and using this information to identify possible service improvements and offer better choices
- ❑ We have made arrangements with other providers and partners to offer and supply co-ordinated services, and these arrangements have demonstrable benefits for our customers
- ❑ We have developed co-ordinated working arrangements with our partners that ensure customers have clear lines of accountability for quality of service
- ❑ We interact within wider communities and demonstrate the ways in which we support those communities

## **Delivery**

- ❑ We monitor and meet our standards, key departmental and performance targets, and we tell our customers about our performance.
- ❑ We can demonstrate that we deliver the service we promised to individual customers and that outcomes are positive for the majority of our customers.
- ❑ We have developed and learned from best practice identified within and outside our organisation, and we publish our examples externally where appropriate
- ❑ We learn from any mistakes we make by identifying patterns in formal and informal complaints and comments from customers and use this information to improve services and publicise action taken

## **Timeliness and Quality of Service**

- ❑ We advise our customers and potential customers about our promises on timeliness and quality of customer service.
- ❑ We respond to initial enquiries promptly, if there is a delay we advise the customer and take action to rectify the problem

2.6 A summary of the assessment report detailing the assessor's comments against each element of the standard for the current three-year rolling programme has been prepared and is available to Members on request. The report shows the comments from the 2021 (RP21) assessment.

2.7 A summary of the assessors overall comments is attached to this report.

2.8 The result of the Customer Service Excellence assessment is an excellent achievement for West Yorkshire Fire and Rescue Service and clearly demonstrates the continuous commitment to providing an excellent service to customers.

## **3 Financial Implications**

3.1 Any costs involved in this work will be met from within the existing approved reserve budget.

## **4 Legal implications**

4.1 The Monitoring Officer has considered this report and has no observations to make at the time of submission of this report but may provide legal advice at the committee meeting and/or respond to any requests by Members for legal advice made at the meeting.

## **5 Human Resources and Diversity Implications**

5.1 These results further demonstrate the progress of West Yorkshire Fire and Rescue Service meeting the customer service expectations of our diverse community. Further Equality Impact Assessments should be carried out on future survey results to confirm whether or not there is any variance in opinion across protected characteristic groups.

## **6 Health, Safety and Wellbeing Implications**

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

## **7 Environmental Implications**

7.1 There are no environmental implications arising from this report.

## **8 'Your Fire and Rescue Service 2020-2023' Priorities**

- 8.1 The achievement of Customer Service Excellence links to all of the 'Your Fire and Rescue Service 2020-2023' priorities.

# Customer Service Excellence

Assessment Summary February 2021

**OFFICIAL**

Ownership: Corporate Services

Date Issued: 24/06/2021

Status: FINAL



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## Introduction

Customer Service Excellence was developed to offer public services a practical tool for driving customer-focussed change within their organisation. It tests in great depth those areas that research has indicated are a priority for customers, with particular focus on delivery, timeliness, information, professionalism and staff attitude. There is also emphasis placed on developing customer insight, understanding the user's experience and robust measurement of service satisfaction. It is designed to operate as a driver of continuous improvement, as a skills development tool and as an independent validation of achievement.

West Yorkshire Fire and Rescue Service achieved Customer Service Excellence in 2009 and is re-assessed on a rolling programme each year. The following includes the Assessment Report for 2021.

## Assessment Summary

### Overview

Overall Self-assessment	Strong
Overall outcome	Successful

### Remote Assessment Rolling Programme 2 (RP2) 2021

West Yorkshire Fire and Rescue Service (WYFRS) employs 932 fully operational staff and 120 retained staff. There are 313 support staff and 44 staff working in the control centre.

WYFRS is one of the largest fire and rescue services in the country. It has a reputation of being innovative and is highly regarded nationally, as a beacon of best practice. The service operates from 40 stations around West Yorkshire and service delivery incorporates, both emergency operations, fire prevention and protection. Duties cover operations involving the large motorway network in the area, for traffic incidents, Leeds Bradford airport, moorland fires, severe flooding, and safety affected by weather. In addition to the skills and dangers of firefighting, staff have to deal with tragedy and death. These are traumatic situations and well-being of staff is a major consideration. Increasingly, the focus of the service has seen a growth in fire and accident prevention and protection of buildings. Staff undertake fire prevention duties and fire risk management. They visit households, business premises and public buildings to examine fire safety arrangements and give training where this is needed.

During the COVID-19 pandemic most of the 300+ support staff have worked from home with good arrangements made. For the 44 shift members of staff in the Control Room this has not been possible and detailed risk assessments have taken place to enable them to function as normal. The pandemic has brought challenges to the Service. Firefighters and other staff have been diverted, with national guidance, to undertake tasks such as driving ambulances, assisting in transporting the deceased at mortuaries, volunteering extra hours to support testing and vaccination centres and engaging in delivering food parcels and medicines to those in need.

The assessment has been very well-prepared. The evidence base for the assessment has been extensive with 38 new pieces of evidence and a further 138 pieces of active evidence updated. The twenty elements with Compliance Plus are retained and a further five elements are now worthy of this higher rating bringing the total to 25 (details below). This is, once again, an

excellent achievement, and well deserved. This is a long standing CSE compliant service and managers and staff, with enthusiasm, aim to keep it this way. This Service is fully compliant with the CSE Standard.

## 1: Customer Insight

Criterion 1 self-assessment                      Strong

Criterion 1 outcome                              Successful

This Criterion is fully compliant and covers customer insight, engagement and consultation, levels of customer satisfaction, and how these are analysed to bring about improvements to services. The service has good levels of insight about customer groups. It was important during the pandemic, when understanding of needs and preferences, particularly among the vulnerable, was of value, resulting in **Compliance Plus retained in element 1.1.2.**

Consultation is central to improving services, for example, the relocation of a fire station to give better value for money. Feedback, including surveys, has led to areas where improvements have been made, resulting in **Compliance Plus being retained in element 1.2.2.**

Customer satisfaction is analysed for all areas of service and customer groups, including staff groups. Information gained has led to improvements. Results are published on the website. Work on customer experience has improved services. Customer journeys have improved through positive changes, in particular those receiving Safe and Well home visits, resulting in a **new Compliance Plus in element 1.3.5.**

**Compliance Plus is retained in elements 1.1.1, 1.1.3, and 1.2.1**, as nothing has arisen to indicate otherwise.

## 2: The Culture of the Organisation

Criterion 2 self-assessment                      Strong

Criterion 2 outcome                              Successful

This Criterion is fully compliant and covers leadership, staff professionalism and attitudes, and how these improve services. Customer insight is used to direct policy and strategy and improve activity. Case studies in the document 'Spotlight On' show where service activity has changed as a result of awareness of customers' needs during COVID-19. Customers' privacy is protected in face-to-face discussions, and in home visits. **Compliance Plus is retained in element 2.1.5.**

Evidence shows that staff behave in a polite and friendly way to customers and have good understanding of needs, resulting in a **new Compliance Plus in element 2.2.2.**

Managers show appreciation for staff effort and commitment in delivering customer-focused service with examples in the Service including the Control Room. Staff confirmed in interviews that all managers including the Chief Fire Officer showed gratitude after the latest HMI inspection report. Initiatives are aimed at rewarding staff for efforts, like the Unsung Hero Award 2020, and for gaining qualifications. **Compliance Plus is therefore retained in element 2.2.5.**

**Compliance Plus is also retained in elements 2.1.1, 2.1.6, and 2.2.4**, as nothing has arisen to indicate otherwise

### 3: Information and Access

Criterion 3 self-assessment Strong

Criterion 3 outcome Successful

This Criterion is fully compliant and covers quality of information for customers, their access to services, partnership arrangements to improve services and the way services interact with the community. This emergency service is free but when charges are necessary, details are given on the webpages. The Service ensures that information provided has been received. Monitoring and web analytics are used. Information provided is fully understood in the interest of safety. Questionnaires and surveys show this strongly, resulting in the retention of **Compliance Plus in element 3.2.2**.

There is good monitoring on how customers interact with the organisation with data available on all activity. Therefore better choices are offered, resulting in continued **Compliance Plus in element 3.3.2**.

Excellent partnership arrangements are enhanced through the use of clear lines of accountability and agreements. **Compliance Plus is retained in element 3.4.2**.

The Service continues to offer an impressive range of activities within the wider community providing benefit with **Compliance Plus retained in element 3.4.3**.

**Compliance Plus also is retained in elements 3.1.1, 3.2.3, 3.4.1 and 3.4.3**, as nothing has arisen to indicate otherwise.

### 4: Delivery

Criterion 4 self-assessment Strong

Criterion 4 outcome Successful

This Criterion is fully compliant and covers service delivery standards, achievement and outcomes and how the Service is able to deal effectively with problems. It is clear in external inspection reports that this Service operates successfully to challenging standards for its main services. These are well monitored, as are other aspects of the service, such as occupational health and well-being and the fitness of staff. The performance of vehicles is also monitored and meet regulatory standards. This results in a **new Compliance Plus in element 4.1.2**.

Evidence from feedback and surveys and through interviews by the assessor, shows that the service delivers as promised and that outcomes are positive for most customers, resulting in a **new Compliance Plus in element 4.2.2**.

The Service has a comprehensive, easy to read and understand complaints procedure and comprehensive Customer Service Guide. Evidence shows that complaints are dealt with comprehensively and the policy sets out appropriate timescales for each stage in the process.



There is regular review of the process involving a wide range of constituents. **Compliance Plus is retained in elements 4.2.4, and 4.3.4**, as nothing has arisen to indicate otherwise..

## 5: Timeliness and Quality of Service

Criterion 5 self-assessment                      Strong

Criterion 5 outcome                                Successful

This Criterion is fully compliant and covers standards for timeliness and quality of service, how these are monitored and met, and steps taken, including benchmarking, to make further improvements. The Customer Care Policy is an excellent document, as is the complementary Customer Service Guide. In these documents promises on timeliness and quality of customer service are set out in detail. Both documents are published and serve as a reminder for customers and potential customers of what can be expected. This results a **new Compliance Plus in element 5.2.1**.

Customers approaching WYFRS requesting information or service are dealt with promptly. When unexpected delays occur, customers are quickly informed and action is taken to put right matters, so **Compliance Plus is retained in element 5.2.5**.

Processes are in place to monitor standards for both timeliness and the quality of customer service, therefore reaching compliance. However, the assessor notes that the level of detail included in the two documents mentioned above, could be used better in the monitoring process. Achievements in these areas are published in reports and available on the website.



OFFICIAL

# Programme of meetings 2021 - 22 - amendment

## Full Authority

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Date: 24 June 2021

Agenda Item:

19

Submitted By: Monitoring Officer

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<b>Purpose</b>	To consider an amendment to the approved programme of meetings for 2021 – 22.
<b>Recommendations</b>	That the revised programme of meetings 2021 – 22 be approved as detailed in Annex A to the report.
<b>Summary</b>	The annual programme of meetings is agreed at the February meeting of the Authority each year. An additional meeting of Audit committee is now required to reflect an extension in the statutory date for the approval of the Authority's accounts (extended from 31 July to 30 September)

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Local Government (Access to information) Act 1972

Exemption Category: None

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T: 01274 655740

Background papers open to inspection: None

Annexes: Proposed programme of meetings 2021 – 22

## **1 Introduction**

- 1.1 The programme of meetings for the current municipal year was approved at the February 2021 meeting of the Full Authority.

## **2 Information**

- 2.1 There has been an extension to the statutory deadline for the submission of the Authority's accounts from 31 July to 30 September.
- 2.2 The accounts are submitted to the Audit Committee for approval and therefore an additional date is required. This has been identified as **Thursday 30 September 2021**.

## **3 Financial Implications**

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

## **4 Human Resource and Diversity Implications**

- 4.1 There are no human resource and diversity implications arising directly from this report.

## **5 Health, Safety and Wellbeing Implications**

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

## **6 Environmental Implications**

- 6.1 There are currently no environmental implications arising directly from this report.

## **7 Your Fire and Rescue Service Priorities**

- 7.1 The proposed change to the programme of meetings reflects the Authority's priority as follows;

- work smarter throughout the service

**WEST YORKSHIRE FIRE AND RESCUE AUTHORITY  
PROGRAMME OF MEETINGS 2021 / 2022**

**Annex A**

<b>FRIDAY 10.30AM HUMAN RESOURCES COMMITTEE</b>	<b>FRIDAY 11.30AM LOCAL PENSION BOARD</b>	<b>FRIDAY 10.30AM FINANCE &amp; RESOURCES COMMITTEE</b>	<b>FRIDAY 10.30 AM AUDIT COMMITTEE</b>	<b>FRIDAY 10.30AM COMMUNITY SAFETY COMMITTEE</b>	<b>THURSDAY/FRIDAY 10.30AM AUTHORITY</b>
9 July 2021	22 July 2021 Thursday	16 July 2021	30 July 2021	23 July 2021	17 September 2021 Friday
8 October 2021	-	15 October 2021	<b>Thurs 30 Sept &amp; Fri 22 October 2021</b>	29 October 2021	17 December 2021 Friday
21 January 2022	27 January 2022 Thursday	4 February 2022	28 January 2022	14 January 2022	24 February 2022 Thursday
25 March 2022	-	8 April 2022	22 April 2022	29 April 2022	23 June 2022 AGM (Thurs)



OFFICIAL

# Programme of Change 2021 - 22 - update

## Full Authority

Date: 24 June 2021

Agenda Item:

**20**

Submitted By: Director of Service Support

### Purpose

To update Members of the progress in relation to the Programme of Change 2021/22

### Recommendations

That Members note the report

### Summary

This report is to update Members of the progress against the Programme of Change.

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Local Government (Access to information) Act 1972

Exemption Category: None

Contact Officer: Mat Walker, Area Manager (Service Support)

Background papers open to inspection: None

Annexes:

Annex 1 – Programme of Change 2021/22

Annex 2 – Organisational Annual Planning Cycle

## **1 Introduction**

- 1.1 The Organisational Annual Planning Cycle is now an embedded process which aims to achieve the following:
- Improve the logical flow of activities.
  - Allow greater planning time.
  - Allow scrutiny of proposed change activities.
  - Stream line and avoid duplication of effort with reporting.
- 1.2 The approved change activities which fall out of the of the planning process become programmes or projects of varying scale and form the Programme of Change. Lower level change is often managed within departments or districts.
- 1.3 At the Full Authority Meeting held on the 25 February 2021 Members approved the Integrated Risk Management Plan Programme of Change 2021/22.

## **2 Information**

- 2.1 Progress on the implementation of the programme is reported to each Full Authority meeting and Annex 1 shows the status for current projects within the 2021/22 programme.
- 2.2 In preparation for the 2021 Organisational Planning Day, departments /directorates should now be holding meetings to discuss and identify change initiatives and large Business as Usual (BaU) activities for the following year. This phase will be followed by Plan on a Page Development / Stakeholder Engagement as outlined in the Organisational Annual Planning Cycle, see Annex 2.

## **3 Financial Implications**

- 3.1 There are no financial implications arising from this report at the time of submission.

## **4 Legal implications**

- 4.1 The Monitoring Officer has considered this report and has no observations to make at the time of submission of this report but may provide legal advice at the committee meeting and/or respond to any requests by Members for legal advice made at the meeting.

## **5 Human Resource and Diversity Implications**

- 5.1 There are no Human Resources and Diversity implications arising from this report. All projects are required to assess the HR implications and undertake an Equality Impact Assessment (EIA) in line with the Public Sector Equality Duty.

## **6 Health, Safety and Wellbeing Implications**

- 6.1 There are no Health and Safety implications arising from this report at the time of submission.

## **7 Environmental Implications**

- 7.1 There are no Environmental implications arising from this report at the time of submission. The environmental implications of each project within the programme are considered individually.

## **8 Your Fire and Rescue Service Priorities**

- 8.1 This report details the activities undertaken in meeting our Priorities as detailed in Your Fire and Rescue Service 2022-25.

## **9 Conclusions**

- 9.1 The Coronavirus pandemic has continued to impact on the programme of change. The achieved activities (completed or closed) have been removed and any impacted by the pandemic, have been reviewed by the responsible owner to ensure that timelines are up to date and realistic considering the ongoing impact from the pandemic. The current status of each project can be seen in the attached dashboard (Annex 1).

## Programme of Change 2021/2022

Report Date:  
26/05/2021

Board	Project Title & Description	Status	Sponsor	SRO	PM	Start Date	Current Completion Date	Initial Target Completion Date	Time left	No of Change Controls	Timeline Last Updated	Project Completion %
CMB	Mobile Working Phase 2, Safe & Well applications on mobile tablets for Operational Crews	On Track	Dave Walton	Scott Donegan	Sarah Laidlow Moore	31/12/2018	31/05/2021	06/10/2019		2	02/02/2021	75
CMB	Smarter Working Programme - Process reviews identifying more efficient and effective ways of working	Evaluation	Nick Smith	Mat Walker	Scott Thornton	03/10/2017	31/07/2021	31/12/2019		2	17/05/2021	95
CMB	Sharepoint 2016 - Update software for corporate intranet and document management system	On Track	Nick Smith	Gayle Seekins	Rebecca Hayes	03/01/2017	30/06/2021	31/03/2018		6	08/04/2021	80
CMB	HR & Rostering - provide effective management of our people	On Track	Ian Brandwood	Steve Holt	Matt Wolski	01/07/2016	25/06/2021	31/03/2018		7	02/09/2020	70
CMB	Performance Management Programme	On Track	Nick Smith	Mat Walker	Kirsty James	14/09/2020	31/07/2023			0	24/05/2021	20
CMB	Wakefield Fire Station new build Project - To deliver a new build two bay fire station at the existing Wakefield site	On Track	Dave Walton	Scott Donegan	Mick Loney	01/01/2018	23/04/2021	31/12/2020		4	30/04/2021	95
CMB	Leadership Strategy	On Track	Ian Brandwood	N/A	Ian Stone	01/03/2018	31/03/2022	31/03/2021		1	02/12/2020	45
CMB	CLM - Improving flexibility and responsibility of WC at stations	On Track	Dave Walton	Scott Donegan	Adam Garvey	19/12/2018	30/06/2021			3	18/12/2019	95
CMB	Grenfell Programme	On Track	John Roberts	Dave Teggart	Paul England	03/03/2020	03/03/2022			0	20/05/2021	30
CMB	Digital and Data Strategy	On Track	Nick Smith		Gayle Seekins	06/01/2020	31/07/2021			0	08/10/2020	5
CMB	Aerial Review 2020 regional approach (WY & regional approach)	On Track	DCFO Dave Walton	Dave Teggart	Andy Rose	08/06/2020	31/07/2021	31/03/2021		1	21/05/2021	95
CMB	Fire Appliances - To look at the future design	On Track	DCFO Dave Walton	Dave Teggart	Andy Rose	08/06/2020	31/08/2021	30/06/2021		2	21/05/2021	90
CMB	Fire Stations - To look at the future design and to produce a set of Design Principles	On Track	DCFO Dave Walton	Dave Teggart	Andy Rose	08/06/2020	31/10/2021	30/06/2021		1	21/05/2021	80
CMB	New Control Project	On Track	Dave Walton	Scott Donegan	Tbc	01/09/2020	01/09/2023			0	02/02/2021	0
CMB	ESMCP-WY - local WYFRS project to locally deliver the national project to develop a national emergency services network.	On Track	Nick Smith	Mat Walker	Helen Peace	01/12/2020	31/12/2026			0	25/05/2021	10
CMB	Corporate Identity Refresh	On Track	Louise Johnson			Tbc	31/12/2021			0	25/05/2021	0
TPB	Purchasing Cards Project	On Hold	Alison Wood	James Buttery	Emma Ayton	08/11/2017	31/01/2020	31/03/2019		1	No timeline	95
TPB	Vehicle CCTV Project - To change to a single, remotely accessible CCTV system for all liveried response vehicles.	Behind schedule	Nick Smith	Dave Teggart	Jon Sugden	12/06/2018	31/05/2022			2	27/08/2019	35
TPB	Protection & Risk Info Database Project - New solution to gather ops risk & protection info	Behind schedule	Dave Walton	Gayle Seekins	Adrian Spencer	21/01/2019	17/05/2021	31/07/2020		3	07/05/2021	90
TPB	EMOC Replacement Project	On Track	GM Greenwood	Adam Greenwood	Morgan Taylor	17/10/2019	02/10/2021	16/03/2020		1	19/05/2021	45
TPB	Promotion Project WM-GM	Not started	Ian Brandwood	Steve Holt	Chris Burke	Tbc	Tbc			0		0
TPB	Website Refresh	On Track	Louise Johnson			Tbc	Tbc			0	25/05/2021	0







OFFICIAL

# HMICFRS State of Fire and Rescue 2020 report - update

## Full Authority

Date: 24 June 2021

Agenda Item:

# 21

Submitted By: Director of Service Support

### Purpose

To provide a summary of the State of Fire and Rescue 2020 report published by the Her Majesty's Inspectorate of Constabulary and Fire & Rescue (HMICFRS) of the annual assessment of Fire and Rescue Services in England. The report also gives an overview of how West Yorkshire Fire and Rescue Service's (WYFRS) is responding to the national recommendations.

### Recommendations

It is recommended that the Authority note the contents of this report.

### Summary

HMICFRS have released their report to the Secretary of State under section 28B of the Fire and Rescue Services Act 2004. It contains an assessment of the sector in England, based on the inspections carried out during 2020.

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Local Government (Access to information) Act 1972

Exemption Category: None

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Background papers open to inspection: None

Annexes: None

## 1 Introduction

- 1.1 The pandemic has affected everyone's way of life and how public and private services carry out their work. Because of the extraordinary demands on services created by the pandemic, Her Majesty's Inspectorate of Constabulary and Fire & Rescue Services (HMICFRS) decided to suspend indefinitely all inspection work needing appreciable input which has affected their work and limited in the scope of their assessment.
- 1.2 On 17 March 2021, HMICFRS published the second, annual "State of Fire and Rescue" report which draws on the inspections carried out in 2020 including the Home Secretary's commissions to assess how fire and rescue services are responding to the pandemic, and how the London Fire Brigade is responding to the Grenfell Tower Inquiry's Phase 1 recommendations.
- 1.3 The report also includes an update on how fire services are responding to the causes of concern HMICFRS gave in Round 1 of their fire and rescue service inspections:
- Fire Protection
  - Diversity and Equality
  - On-Call
  - Funding Model

## 2 Information

### 2.1 National Recommendations

- 2.1.1 The HMICFRS have previously made six recommendations for national reform of the fire service, which they believe remain necessary and need to accelerate:
- Home office should precisely determine the role of fire and rescue services, to remove any ambiguity;
  - Sector should remove unjustifiable variation, including in how they define risk;
  - Sector should review and reform how effectively pay and conditions are determined;
  - Home Office should invest chief fire officers with operational independence, whether through primary legislation or in some other manner;
  - There should be a code of ethics; and
  - Home Office should ensure that the sector has sufficient capacity and capability to bring about change.

- 2.1.2 HMICFRS has decided not to make any more national recommendations at this point, they believe it is more important for the sector to act on the recommendations and achieve fundamental reform.
- 2.1.3 The Government announced on 16 March 2021 that it would consult on fire sector reform in a new White Paper, which will focus on people; professionalism and governance.
- 2.1.4 HMICFRS have pointed to several areas that they feel need reform. They believe:
- “Grey Book” (firefighter terms of conditions) is rigid, leaving little room for services to adapt quickly and provide firefighters with necessary flexibility to providing additional support to their communities.
  - Role maps were originally created to list general areas of competence. HMICFRS have found they are now being used as an exclusive list of what firefighters and control room staff can do.
  - The pay structure, in which firefighters can only move between “trainee” and “competent” in most roles which leaves no room to recognise performance.
- 2.1.5 HMICFRS has found no progress has been made by the Home Office towards giving chief fire officers operational independence. Decisions on using resources to meet commitments in integrated risk management plans should be for each chief fire officer to make.
- 2.1.6 HMICFRS believe that the fire sector is responding to the concerns of the quality of integrated risk management plans through the National Fire Chief Council's community risk programme.
- 2.1.7 In the first round of HMICFRS inspections, the assessment of how well fire and rescue services look after their people led to the lowest national grades. In response, the National Fire Chief Council has undertaken a range of work including a national core code of ethics.

## **2.2 COVID-19**

- 2.2.1 HMICFRS saw services rise to the challenge, adapting to respond to emergency calls and providing additional support to their communities. In general, the business continuity measures put in place worked with staff absences levels generally low.
- 2.2.2 Fire staff worked exceptionally hard to help their communities in different ways. The tripartite national agreement signed by the National Fire Chief Council, National Employers and the Fire Brigades Union helped firefighters to achieve this in part by allowing them to undertake additional roles outside of their normal responsibilities.
- 2.2.3 The tripartite agreement was time-limited and required further agreements. Negotiations broke down due to the agreement becoming too prescriptive with a disagreement over health and safety arrangements.
- 2.2.4 Despite no national agreement for fire staff to support the national vaccination programme, HMICFRS found over half the services have agreed locally to support the vaccination programme, including fire staff administering the vaccine.

## **2.3 Grenfell Fire and Building Safety**

- 2.3.1 HMICFRS stated that there is significant work for London Fire Brigade still to do. By the end of 2020, only four recommendations have been implemented. In the coming months, London Fire Brigade will be implementing new working practices covering firefighting in high-rise buildings, evacuations, and how fire survival calls from residents should be handled. Specialist staff have been trained to understand the risks posed by certain materials used in high-rise building construction.

## **2.4 Fire Protection update**

- 2.4.1 Dame Judith Hackitt recommended fundamental changes to the building regulation system. The Building Safety Bill is now before Parliament, its main purpose is to create a new regulator.
- 2.4.2 Since round one of HMICFRS inspections, supported by Government grants the number of protection staff has increased by 5 percent to 758 since 2018/19.

## **2.5 Diversity and Equality update**

- 2.5.1 HMICFRS believes that there needs to be a culture where all staff feel safe to talk about race and are confident to address injustices and challenge negative behaviour. HMICFRS state that Services need to better educate all their staff on the importance of diversity and inclusion, and to take a zero-tolerance approach to bullying, harassment, and discrimination.

## **2.6 On-Call update**

- 2.6.1 Over a third of all firefighters are on-call. The number of on call firefighters have increased by 2.3 percent from the previous year.
- 2.6.2 Before the pandemic, the availability of on-call staff was a problem for many services. HMICFRS have discovered that many on-call firefighters were furloughed from work or were working from home. As a result, most services recorded higher availability than normal

## **2.7 Funding Model update**

- 2.7.1 HMICFRS have commented on the financial disparity between services remaining a problem with the way central government allocates funding to the sector needs to be reviewed.
- 2.7.2 During the pandemic, most services received Government grants to cover short-term additional costs. HMICFRS have recognise that services are worried about the longer-term financial effects.
- 2.7.3 HMICFRS explained that with nothing better than year-to-year financial settlements, services have no medium or long-term financial certainty. This makes financial and organisational planning very difficult.

### **3 West Yorkshire Fire and Rescue response to the State of Fire and Rescue 2020 report.**

3.1 The Service have noted the State of Fire and Rescue 2020 report and that HMICFRS has decided not to make any more national recommendations.

3.2 The existing national recommendations has been a key part of the service's HMICFRS action plan created in 2019 where significant progress has been made to ensure that the service strives for continuous improvement.

3.3 The Service has:

- through the work of Crisis Management Team and the Recovery Group responded to the challenges of the pandemic and now support the recovery to a "new normality".
- a well-established core team who are managing our response to the findings of the Phase 1 Grenfell inquiry.
- recruited within the Fire Protection team to ensure there is enough resources to meet our targets.
- empowered underrepresented groups through various staff networks including BAME. Positive action processes for recruitment and staff developments are in place.

### **4 Financial Implications**

4.1 Some of the actions will have no cost implications, but others will have significant costs associated with their implementation. Each action will be assessed on an individual basis and if required additional business cases will be submitted prior to implementation.

### **5 Legal implications**

5.1 The Monitoring Officer has considered this report and has no observations to make at the time of submission of this report but may provide legal advice at the committee meeting and/or respond to any requests by Members for legal advice made at the meeting.

### **6 Human Resource and Diversity Implications**

6.1 Some of the actions have Human Resource implications. Each action will be assessed on an individual basis and if required additional business cases and equality analysis will be submitted/ carried out prior to implementation.

### **7 Health, Safety and Wellbeing Implications**

7.1 Health and safety are a fundamental consideration for all aspects of service delivery. Identified issues relating the Health, Safety and well-being will be addressed and dealt with depending on their level of urgency either through the action plan or directly if required.

### **8 Environmental Implications**

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

## **9 Your Fire and Rescue Service Priorities**

9.1 This report supports all the Fire and Rescue Services priorities 2020 – 23.

## **10 Conclusions**

10.1 The Service has noted the State of Fire and Rescue 2020 report and that HMICFRS has decided not to make any more national recommendations.

10.2 The existing national recommendations are a key part of the Service's HMICFRS action plan.

10.3 The Service maintains close links with the HMICFRS Service Liaison Officer ahead of the Service's forthcoming inspection later in 2021/22.

10.4 It is recommended that the Authority note the contents of this report and will have the opportunity to discuss further during the members briefing on the 29 June 2021.