

OFFICIAL

Spotlight On Community Safety Committee

Date: 28 October 2022

Agenda Item:

06

Submitted By: Director of Service Delivery

Purpose	To provide Members with examples of how the service meets the needs of vulnerable people within the community in its service delivery functions of prevention, protection and response.
Recommendations	That Members of the Community Safety Committee note the contents of this report
Summary	The 'Spotlight On' case studies highlight just some of the excellent work that is being delivered across the communities of West Yorkshire.

Local Government (Access to information) Act 1972

Exemption Category: None

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

Annexes: Spotlight On for each district

1 Introduction

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

2 Information

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

3 Financial Implications

- 3.1 There are no financial implications arising from this report. The activities carried out in the development of the work described come from existing revenue budgets and are supporting through collaboration with key partners.

4 Legal Implications

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

5 Human Resource and Diversity Implications

- 5.1 The ‘Spotlight On’ Case studies illustrate how the Authority meets the needs of service users who share a protected characteristics and how it fosters good relations, two keys requirements of the Public Sector Equality Duty.

6 Equality Impact Assessment

Are the recommendations within this report subject to Equality Impact Assessment as outlined in the EIA guidance? (EIA guidance and form 2020 form.docx (westyorksfire.gov.uk))	Yes/No
Date EIA Completed	DD/MM/YY
Date EIA Approved	DD/MM/YY

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

7 Health, Safety and Wellbeing Implications

- 7.1 The activities described demonstrate our commitment to improving the health, safety and wellbeing of target groups across the respective districts. All such initiatives will have a focus around our key service priorities.

8 Environmental Implications

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

9 Your Fire and Rescue Service Priorities

- 9.1 The Spotlight On case studies attached provide examples of how we deliver against the following key service priorities for 2022 - 25:

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

10 Conclusions

- 10.1 The documents presented to Community Safety Committee demonstrate how West Yorkshire Fire and Rescue Service have found innovative ways to make a positive contribution to the communities of West Yorkshire amidst the challenges posed by Covid.

Spotlight on...

Bradford District Risk Reduction Officer



What was the need, how was it identified?

My name is Craig Kettlewell, I have worked for West Yorkshire Fire and Rescue service for over 13 years. Posted to Stanningley initially, then transferring to Bradford, my home city. I have always had a keen interest in education and how the fire service provides this. From delivering school talks to working with Youth Intervention this was an area I enjoyed.

Over the last few years, I have helped Bradford District deliver education over the bonfire period. As I built contacts up across Bradford I was inundated with requests for more help, from schools, youth centres, faith establishments and community groups.

The new risk reduction officer role was created to make Bradford a safer place to live. This will be achieved by understanding the issues that communities are facing and helping educate on risks in the home and within the wider community.



Water Flume Demonstration

What did we do?

Target those areas that may require more education. For example, after collaborating with our colleagues in North Yorkshire Fire & Rescue we have purchased our own water rescue flume, this allows us to demonstrate the principles of water hydrology for those unaware of the risks. We have seen several incidents across the country and tragically, water related deaths in Bradford over the last few summers, this allows us to promote the Float to Live and Cold Water Kills messages.

As a District we have added canal lock input to the flume in response to seeing deaths within West Yorkshire specific to this risk.

I'm involved in the Mischief Project, a presentation delivered to all 12- to 18-year-olds within schools,

colleges, and youth clubs, demonstrating the impacts of anti-social behaviour on the FRS, especially around the bonfire period.

Working in Holme Wood with the Valley Project and Community shop has allowed the district to bring partners together. This relationship has enabled us to challenge irresponsible behaviour an example being when FRS equipment was stolen from a fire appliance in this area, these links help to demonstrate use of the equipment and who might be at risk if we don't have access.

In the Tong Ward working in partnership with Local Authority Ward Officers, Police, Faith leaders and volunteers is supporting the identification of the most vulnerable people within the communities and the sharing of relevant information.

Recently we have attended several days of action, a community-based day that key partners attend to understand and resolve local issues which range from anti-social behaviour, environmental visual audits, safe and wells and historical incident hotspots. I have supported a cost-of-living road show, helping people prepare for the winter months when the energy crisis may impact.



Cost of Living Roadshow

➡ What difference did we make?

By providing direct community education, the district is raising awareness re risk specific to Bradford, whilst allowing the identification of those most vulnerable. In addition, Bradford District FRS are acting as the link between multiple partners to produce greater outcome.

The water flume has been well received; it offers a very practical demonstration of risk to those that enter the water. Primarily aimed at youth groups it has proved key raising risk awareness at Community days/summer galas.

As WM for Risk Reduction, I'm actively working alongside key groups such as the Bradford Moor Pass supporting the delivery of community calming volunteers across the Bonfire period.

These volunteers patrol the street on bonfire night, engaging with those that may be tempted to get involved in anti-social behaviour, offering them an alternative such as an open community centre.

Within Holme Wood, bringing the partners together and part of the Valley Project we aim to reduce tension, breakdown barriers and provide education to those targeting fire service equipment.

Mischief Project Delivery



➡ What are the keys to our success?

The key to our success will be embedding the FRS within the communities we serve. Once the links have been made with these new/key groups crews (taking over from myself) will attend and continue the development and education work.

This relationship like that expected of neighbourhood policing will put a face, personality and understanding of the role of a Firefighter and what they offer to the community.

➡ What are we doing next?

Development of current packages and targeted delivery. (Mischief and the Water Flume)

Continued development of the relationships formed with key groups such as Bradford Moor Pass, Holme Valley Project and those present in areas experiencing high levels of risk.

Evaluate the outcomes of current workstreams alongside Police Youth Independent Group (Youth IAG). Understanding communication approach and engagement methodology specific to the youth of Bradford.

➡ Contact



Name: District Commander – Chris Kovacs

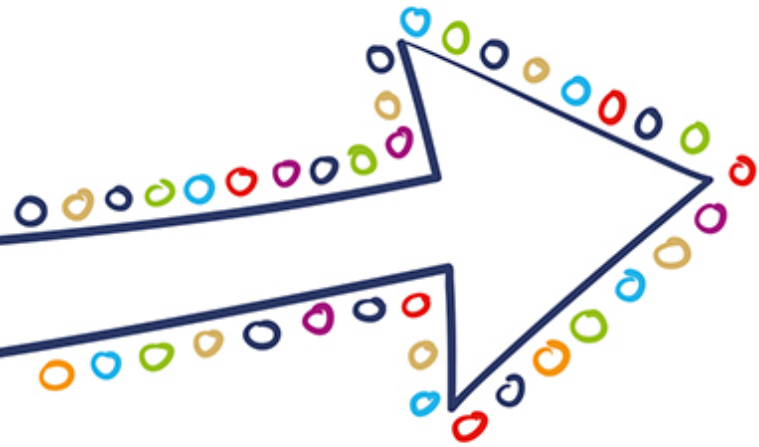


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Spotlight on...

Lets Learn Moor Event



➡ What was the need, how was it identified?

Much of the moorland around Calderdale's Upper Valley is owned by private land owners and managed by game keepers. Game keepers are experts on the vegetation, geography and topography of the land. During the lead up to our 'wildfire season' crews work with our local game keepers to put up posters around the access points to our moorlands.

Over recent years we have worked with partners to establish the #bemooraware campaign, through education, events and training.

The British Association for Shooting and Conservation have arranged education events nationally for school children to get out onto the Moors and receive education around the dangers of open fires on moorland and the impact this can have.

➡ What did we do?

The event was organised by the British Association for Shooting and Conservation (BASC) and had partners from WYP, Calderdale Moorland Group, Countryside Learning, Estate staff from Walshaw Moor and local farmers and saw two hundred kids visit the venue and the local MP

Todmorden crews provided an interactive stand for school children to learn about fire safety on the Moors and the role WYFRS play extinguishing Wildfires with Gamekeepers.

➡ What difference did we make?

Over two hundred school children were involved in the event and there has been a lot of interest for more children to attend a similar event next year.

So far this year we have had no large scale wildfire events in Calderdale. Given the extremely hot weather we have had this is an excellent achievement of which a lot can be attributed to the efforts of the #bemooraware campaign and crews education initiatives.



➡ What are the keys to our success?

Partner agencies worked together to look at what would interest school children and how we could make the event more interactive and interesting for them.

Game Keepers added valuable information regarding local vegetation and wildlife and the impact that wildfires can have.

➡ What are we doing next?

We are working with the partners involved to arrange a series of events next year across the district.



➡ Contact



Laura Boocock, Calderdale DC

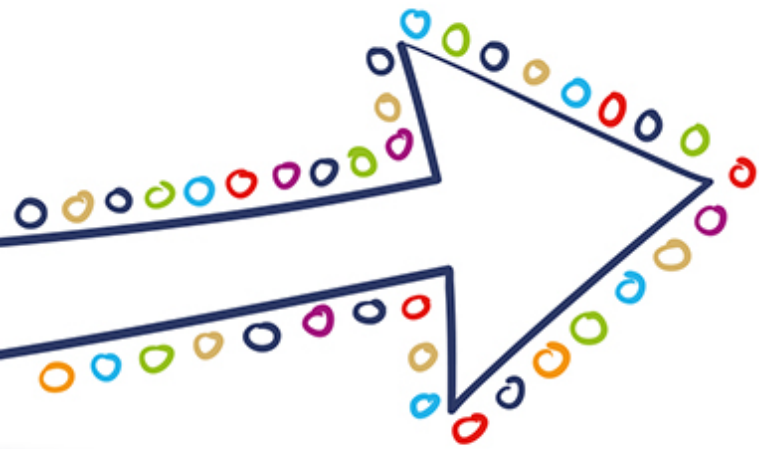


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Spotlight on...

International Paramedics Day



What was the need, how was it identified?

Kirklees District was thrilled to be involved in the first ever International Paramedics day at the University of Huddersfield. The event was organised to recognise and celebrate the fantastic work that Paramedics do across the world, it was also a great opportunity for WYFRS to facilitate a joint exercise working with the trainee paramedics and the Police.

This allowed Kirklees crews the opportunity to display their operational skills, provide education to students and highlight the consequences of being distracted while driving.



What did we do?

The main event was a simulated multi-vehicle Road Traffic Collision exercise that was planned by Huddersfield White Watch in conjunction with the University Paramedic school. They arranged for cars to be delivered to on the university campus so that the other students and invited guests could easily watch the teams assess treat and extricate the occupants of the cars. A PA system was used to explain the actions of the paramedics, fire crews and the Police, explaining what they were doing and why.





➔ What difference did we make?



On behalf of colleagues here at the University, please can I thank you so very much for being involved in Friday's first-ever International Paramedic's Day and for making it such a success! It was fantastic and really great to have you involved. Thank you so much for all the time and effort in planning the day – it's greatly appreciated. ”

Dr Leanne Monchuk
School Director of External Engagement

Close working relationships amongst blue light services underpin the effectiveness of any emergency response. As the incidents we attend become ever more complex, the earlier we establish positive relationships, the better the outcome for the communities we service.

➔ What are the keys to our success?

The key to success is ensuring the fire station is an integral part of the community.

WC Robin Ferguson delivered a short presentation to the Trainee Paramedics and invited guests. It covered the dangers involved in extrications and how we work together in a multiagency context to provide care and assistance to the trapped occupants.

After this crews were invited to a lunch which was attended by Holy Lynch MP and the vice chancellor of the university who both delivered engaging speeches celebrating the excellent work that paramedics do.

➔ What are we doing next?

The event was a fantastic success with a debrief providing an opportunity for questions and discussion about what went well and where we could improve. This has resulted in further joint work with the university on fitness, data and training sites.

➔ Contact



Name Dale Gardiner

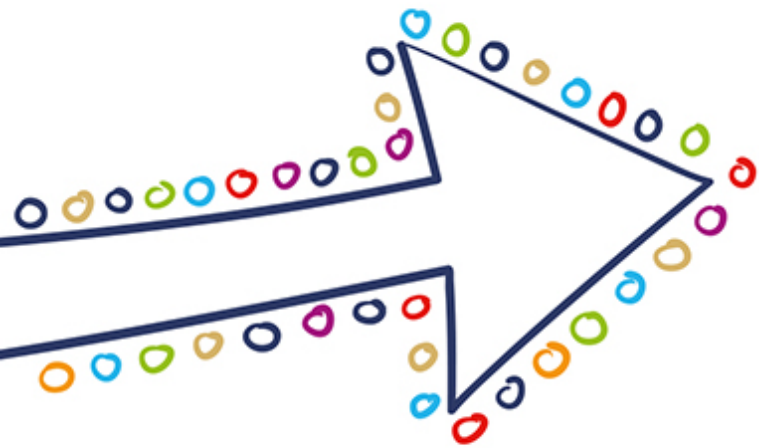


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Spotlight on...

Prison Partnership



What was the need, how was it identified?

We have had working partnership with HMPs Armley, Wetherby and Wealstun for several years with a dedicated WM Prison Liaison role in place to support the prisons with reductions in fires.

Post covid we have reviewed our MOU with the prisons to realign them with our KPI's so that our partnership is more focused on the outputs of reductions in cells fires in prisons. These MOUs are far more comprehensive in the aims, roles, and responsibilities in meeting KPI's for the partnership than we have had before.

We evaluated our input and the needs of the prisons as a collective, with understanding of nuanced needs. This included the training for staff and education intervention for prisoners who show fire setting behaviours.

We recognised the need for greater education for staff and prisoners and a relationship with partners on release of prisoners into our communities in Leeds.

Also due to covid it has been some time since crews were able to attend the prison for familiarisation or contingency visits.



What did we do?

In rewriting the MOU we looked into the what we could offer as part of the partnership to support cell fire reduction within the prisons. We now provide fire safety awareness as part of the inductions for new prison officers as well as refresher for existing officers.

We support the prison officer post incident in better understanding the incident and any operational learning points of the prison officers in how things may have been improved. In addition to this we undertake one to one sessions with those prisoners who have set cells fires, this has several purposes. One being enabling us and the Prison to have a better understanding of the methods being used to set cells fires, and the rationale behind them.

For the prisoners it enables us to work with them to understand the larger impact having fire setting on your prison record can have on their future upon release.

For the operational teams we have completed a series of familiarisation visits with Wetherby and Armley Prisons, Wealstun is planned for the near future.

In addition to this we arranged a series of contingency visits, these took the form of a major fire incident scenario with Leeds fire crews and Prison staff.

➔ What difference did we make?

The number of cell fires has reduced by 69% from 2019 to 2021 for the three prisons in total. We are learning that for many the motivation has been not fire interest but as a means to achieve their wants such as a cell move or a cell to themselves where they have been allocated a double cell. With this information and the trending methods it has allow the prison to reduce the likely hood of repeat instances from other wishing the same effect. It has also lead to a review in access to items for example currently alternative nicotine sources to e-cigarettes are being sought as we recognised a trend in e-cigarettes as a source of fire setting.

The familiarisation visits were well received by the attending crews as they felt they had a much better understanding of prison layout and procedures after the visit. They also were able to see some of the great Q Branch initiatives such as the workshops and the falconry care. All part of supporting rehabilitation of prisoners.

The contingency visits provided a valuable learning for all involved and had helped to support changes to enable a safe and efficient response to a major fire incident jointly.

“ I would never have thought about the complexities of just how we deal with the door locking procedures for example without the opportunity to attend ”

➔ What are the keys to our success?

The key here is looking holistically at what is happing in relation to cell fires in prisons and how we can WYFRS can support HMP reduce this.

Working together to meet KPIs thorough education and training, and relationship building is invaluable. In addition, really engaging with prisoners to understand the lasting impacts to fire setting when trying to find work and accommodation to help them understand a momentary though driven by a want to move cell for example could impact them seriously when they leave the prison in ways they haven't anticipated.

Having the familiarisation visit and contingency visits and the prison liaison role have allowed to have a great relationship with the prisons to enable a shared working knowledge from both side in how to best respond to both cell fire incidents and major fires.

➔ What are we doing next?

Next steps are to continue with the familiarisation visits with Wealstun to be completed in the next few months.

We will be reviewing the KPIs and progress towards them and the impact we are having on training and education in fire safety.

➔ Contact



Naomi Hirst Leeds District Prevention Manager

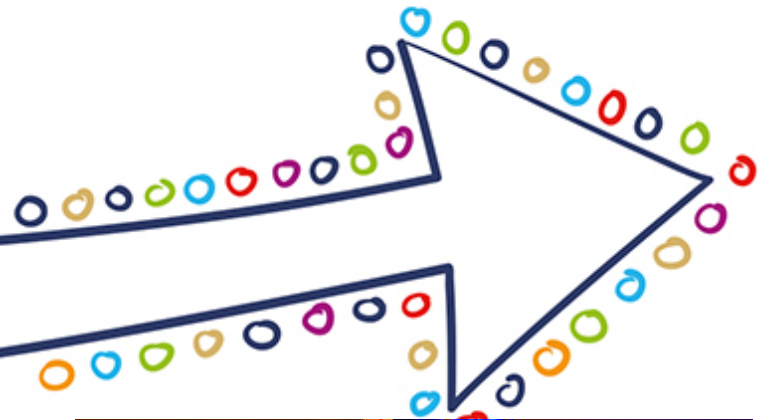


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Spotlight on...



Wakefield District – Tackling water safety with education and demonstration.



What was the need, how was it identified?

Record temperatures and the driest period in over 40 years has impacted on activity with a rise in incidents across Wakefield District. Hot weather and school holidays draw people to open water courses looking to cool off from the summer sun. Tragically we have seen recent fatalities with a young school leaver losing his life after entering on of our canals.

Soaring temperatures have also impacted our farming community with standing corn field fires being prominent during the hottest periods.



What did we do?

To tackle water related incidents with an intelligence led approach we have formed a multi-agency group who meet regularly, comprised of partners from.

- WYFRS
- WY Police Neighbourhood Police Teams
- Wakefield Council Emergency Planning

The aim of the group being to co-ordinate a collaborative approach to identifying known hotspots, being visible, communicate responses and deliver education and positive engagement with visitors to these locations.

WYFRS have utilised various platforms to increase awareness of the dangers via, social media, radio and TV networks.

To combat fires involving standing corn, crews across the district increased visibility with drive-by's, engaged with the farming community whilst checking access routes and water supplies. Strategic planning implemented extra resources from across the service to support our district at peak periods. Climate change is certainly posing new risks to our communities however, new ways of working and strategies are being developed to meet the new threat.



➔ What difference did we make?



We listened and acting together with our partners we made a difference



➔ What are the keys to our success?

Effective and robust partnership working. Listening to our communities. Being seen to tackle these issues and deliver swift and innovative solutions

➔ What are we doing next?

We have various education days across the district including.

- Water safety
- RTC (16-18 yr. olds)

Water Safety initiatives.

We are also continuing to support the Wakefield Water Safety Group throughout summer and to this end are currently rolling out water safety training to key partners who may be first responders at the scene of water safety incidents within our district.

➔ Contact



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OFFICIAL

Performance Against PMI Targets 2022/23

Community Safety Committee

Date: 28 October 2022

Agenda Item:

7

Submitted By: Director of Service Delivery

Purpose	To inform Members of Community Safety Committee of the performance against the 2022/23 performance outcome targets. The reports specifically looks at performance covering 01 April 2022 – 16 September 2022.
Recommendations	That Members of the Community Safety Committee note the contents of the report.
Summary	This report provides details of the performance against the outcome targets. The appendices show the performance across West Yorkshire and then broken down into the five districts with additional commentaries from the District Commanders.

Local Government (Access to information) Act 1972

Exemption Category: None

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

Annexes: None

1 Introduction

- 1.1 The attached commentaries show the performance across West Yorkshire and the five Local Authority Districts against the outcomes targets that were set for the year 2022 / 23.
- 1.2 The performance report covers the reporting period from 1st April 2022 to 16th September 2022.
- 1.3 Members of the Community Safety Committee approved the methodology for setting the annual targets against a range of incident types using a 3-year rolling average. The District Management teams measure, monitor, manage and evaluate the performance against these targets at regular intervals throughout the year.
- 1.4 It must be noted that targets for the year 2022 / 2023 have not taken 2020 / 21 into account due to the impact of Covid and how this would skew the figures.

2 Information

- 2.1 The Performance Management System and the WYFiremap tool allows managers and staff to monitor incident activity using real time data sets. Incidents are plotted geographically which allows for the identification of trends and the monitoring of prevention activity.
- 2.2 The attached reports provide the data sets against the annual targets for a range of incident types in 2022/23. There is a summary report showing the figures for the whole of the service and then subsequent performance sheets present the district reports with a commentary from each respective District Commander.

Service Wide Performance

Performance across West Yorkshire for the following indicators exceed the set targets:

Dwelling Fires

- 2.3 WYFRS has attended 499 dwelling fires to date in 2022 / 2023, this is 19 fewer than the same period for the previous year. The annual target is currently predicted to be achieved by 5.8%. We have returned to delivering our safe and well visits to pre-covid levels and we are now proactively targeting visits in areas where we are seeing deliberate fire setting in order to reduce risk and engage with local communities.

Non-Domestic Building Fires

- 2.4 There have been seven fewer fires in this category compared to the figure from the previous year (156 compared to 163). Performance against the target has been achieved by 17%, This is excellent performance and demonstrates the work undertaken by fire protection teams and operational crews to reduce the risk in our built environment is effective.

Fire Related Injuries

- 2.5 In 2021 / 22 we saw the strongest ever performance for this indicator. This performance continues into 2022 / 23. The figures for fire related injuries demonstrate an improvement compared to the previous year and the target has been achieved by 26%. There have been 62 fire related injuries in 2022 / 2023 to date compared with 74 for the same period last year. It is disappointing to report that there have been three fatalities at fire incidents since April 2022. One resulting from a criminal act, one fire deliberately set by the individual and resulting from a tragic accident using a gas stove.

Road Traffic Collisions

- 2.6 We have attended 271 RTCs in 2022 / 23 compared to 280 in the same period in 2021 / 22. The overall performance target is on track to be achieved by 9.3%. Road safety as a driver, passenger and as pedestrians continues to be a priority. Education is delivered to target groups across each of the districts, Proactive partnership arrangements such as Operation Hawmill continue to be effective and events such as the Halifax Road Safety Road Show and the Wakefield Collision Education Programme have demonstrated strong results.

Actual Rescues

- 2.7 This target is currently being achieved by 29.7% and we have seen 60 less incidents than in the same period last year. The majority of these rescues are as a result of the support we provide to the Yorkshire Ambulance Service. This is bittersweet, although we often meet people at their most vulnerable, it does put us in a position to provide support to people we may not normally be made aware of.
- 2.8 The reduction in RTCs has also contributed to the positive performance for this indicator.

Malicious False Alarms

- 2.9 We have seen a positive turnaround for this indicator when compared with 2021 / 22. There have been 10 fewer incidents than in the same period last year and we are currently on track to achieve the target by 1.7%.
- 2.10 Control continue to challenge callers they believe to be providing false information and the district teams work with the responsible person to tackle repeat malicious false alarms in buildings across West Yorkshire and education on the dangers and consequences of hoax calls is delivered in schools. This approach is showing success in managing this indicator.

Performance across West Yorkshire for the following indicators is projected to be within 10% the set targets:

Arson – Primary Fires

- 2.11 Primary fires are the more serious fires that harm people or cause damage to property.
- 2.12 Primary fires have one or more of the following characteristics:
- Fires in buildings and vehicles that are not derelict or in outdoor structures
 - Any fire involving casualties or rescues
 - Any fire attended by more than 5 pumping appliances
- 2.13 During the period 1st April – 16th Sept 2022 / 23, we attended 622 primary deliberate fires, compared to 510 in the same period of the previous year. Of the 622 deliberate fires, 326 involved vehicles, 86 involved dwellings, 95 were non-domestic properties and 115 classed as other type.
- 2.14 The heatwave we experienced over the summer resulted in an increase of fires involving crops, hay bales and incidents require more than 5 appliances which qualify under this performance indicator. As we return to a period of more predictable, wetter weather it is expected that this indicator will achieve the set target.

Performance across West Yorkshire for the following indicators is projected to be greater 10% the set targets:

Arson

- 2.15 The number of arson incidents has increased significantly when compared to the same period last year. We have attended 4290 deliberate fires through 2022 / 23 compared to 3034 in the previous year. This is an increase of 1256 incidents.
- 2.16 Members are reminded that for the purpose of this report arson cover a wide range of incident type not restricted to those which are wilful or malicious.
- 2.17 The summer heatwave has resulted in a large increase in our overall demand and this is reflected across most of fire and rescue services across the country. Secondary fires which involve grass and refuse have been responsible for the majority of these. As we see climate change related extreme weather events occurring more frequently it is likely we will continue to see a rise in this performance indicator.

Arson – Secondary Fires

- 2.18 Secondary fires are less serious and generally less information is collected following a secondary fire. They tend to involve accumulations of rubbish and ‘vegetation’ which is mainly grass fires during warm, dry periods. Compared to the 2021 - 22, there has been a significant increase in secondary fires. We have attended 3666 incidents compared with 2524 in the same period last year. This target is currently being missed by 57%.
- 2.19 A large proportion of these incidents can be attributed to the period of dry weather. Between 1st June 2022 and 31st August 2022, the service attended 2314 additional incidents compared to the previous year.
- 2.20 We continue to work in partnership to tackle fire setting in communities and drive down large wildfires on our moors. When compared to other fire and rescue services, West Yorkshire provided a resilient and consistent response.
- 2.21 The West Yorkshire Community Risk Management Plan is built on a robust understanding of risk. There is a clear correlation between deprivation and incidence and severity as fire. As our communities continue to live through the ‘cost of living’ crisis it is likely we will continue to see an increase in secondary fires and deliberate fire setting.

Total Activity

- 2.22 There has been large increase in the total number of incidents attended during this reporting period compared to the same period in 2021 / 22. The long dry summer has provided conditions which support rapid fire development and fuel which can be ignited easily. This peaked in mid-July when a red heat warning was released by the Met Office. On the 18th & 19th July we saw unprecedented activity across the country resulting in many services declaring major incidents.
- 2.23 An area of focus highlighted in the CRMP 2022 – 25 is to prepare and respond effectively to incidents caused by extreme weather. Learning from this period will be used to inform future prevention, response and procurement to ensure the service is able to respond effectively to this type of event.

Prevalence of False Alarms

- 2.24 There have 280 additional false alarms compared to performance in the previous year. Single dwellings, sheltered housing and self contained flats make up a large proportion of these false alarms. As people live longer in their homes and outside of the care setting we will see an increase in this type of mobilisation.
- 2.25 The dry summer has led to an increase in false alarms related to BBQs, smell of burning, controlled burning, and steam from extinguished fires.
- 2.26 Repeated false alarms in commercial properties continue to be a priority which we approach through education and cost recovery.

Financial Implications

3.1 There are no financial implications resulting from this report

Legal Implications

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

Human Resource and Diversity Implications

5.1 There are no Human Resource and Diversity implications resulting from this report.

Equality Impact Assessment

Are the recommendations within this report subject to Equality Impact Assessment as outlined in the EIA guidance? (EIA guidance and form 2020 form.docx (westyorksfire.gov.uk))	No
Date EIA Completed	DD/MM/YY
Date EIA Approved	DD/MM/YY

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

Health, Safety and Wellbeing Implications

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

Environmental Implications

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

8.2 We will continue to monitor response activity related to climate change and through the CRMP process develop our response and prevention resource to manage the risk.

Your Fire and Rescue Service Priorities

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

Conclusions

- 10.1 Members of the Community Safety Committee are presented this report as part of an ongoing commitment to demonstrate how the service delivery activities undertaken by WYFRS contributes to 'Making West Yorkshire Safer'
- 10.2 To date, 2022 / 23 has been challenging for the service in terms of secondary fires and deliberate fire setting. Debriefing, learning and risk assessment is already being undertaking to inform our Community Risk Management Plan. As we see deprivation and climate change influence the demand for our services, we will respond proportionately and consistently.
- 10.3 The first six months of this year have also realised some positive results. For the service as a whole we have seen strong performance against actual rescues and non-domestic fires. More importantly we have seen a continue reduction in incidents which affect the health and wellbeing of our communities; RTCs, dwelling fires and the associated fire related injuries continue to reduce, and this is some we should be proud of as a service.

West Yorkshire Fire and Rescue Service

Performance 1st April 2022 – 16th September 2022

WEST YORKSHIRE FIRE AND RESCUE SERVICE - PERFORMANCE MONITORING SYSTEM					
DEFINITIONS					
3 YEAR AVG TARGET (Previous 3 Years)	Average performance from the previous 3 financial years, used as the target for this current year				
SAME PERIOD LAST YEAR (Previous Year)	Cumulative total for the same period in the previous year				
TOTAL SO FAR (Current Year)	Cumulative total for current year so far				
PROJECTION AGAINST 3 YEAR AVERAGE (Current Year)	Comparison of projected annual activity against the 3 year average target – Red (outside 10% of target), Amber (within 10% of target), Green (target achieved or exceeded)				
END OF YEAR PROJECTION (Current Year)	Projected value at the end of the financial year based on Total So Far and the number of days remaining				
	3 YEAR AVG TARGET (2017/20)	SAME PERIOD LAST YEAR (2021-16/09/21)	<i>[values to 16 Sep 2022 23:59:59]</i>		
			TOTAL SO FAR (2022/23)	AGAINST 3 YEAR AVG (2022/23)	END OF YEAR PROJECTION (2022/23)
Arson	6383	3034	4290	45.2%	9265
Arson - Primary Fires	1341	510	626	0.8%	1352
Arson - Secondary Fires	5042	2524	3664	56.9%	7913
Actual Rescues	1621	588	528	-29.7%	1140
Total Activity	24209	12315	14526	29.6%	31373
Dwelling Fires	1144	518	500	-5.6%	1080
Non-Domestic Building Fires	406	163	157	-16.5%	339
Prevalence of False Alarms	10558	5258	5533	13.2%	11950
Fire Related Injuries	181	74	62	-26.0%	134
Road Traffic Collisions	645	280	271	-9.3%	585
Malicious False Alarms	358	173	163	-1.7%	352
COMMENTS RELATING TO PERFORMANCE INDICATORS					

District Summary Report 2022 – 23 (1st Apr – 16th Sept)

01 April 2022 to 16 September 2022 23:59:59	BRADFORD		CALDERDALE		KIRKLEES		LEEDS		WAKEFIELD		WYFRS TOTAL	
	TARGET (2022/23)	SO FAR (2022/23)	TARGET (2022/23)	SO FAR (2022/23)	TARGET (2022/23)	SO FAR (2022/23)	TARGET (2022/23)	SO FAR (2022/23)	TARGET (2022/23)	SO FAR (2022/23)	TARGET (2022/23)	SO FAR (2022/23)
Arson	2156	34.6%	367	40.1%	911	48.4%	1988	65.5%	961	25.4%	6383	45.1%
Arson - Primary Fires	419	-5.2%	79	-4.3%	209	2.3%	445	1.0%	188	10.3%	1341	0.2%
Arson - Secondary Fires	1737	44.2%	288	52.2%	701	62.4%	1544	83.9%	772	29.3%	5042	57.1%
Actual Rescues	376	-27.1%	167	-19.8%	273	-35.1%	630	-34.9%	175	-17.3%	1621	-29.7%
Total Activity	6398	21.4%	2152	33.8%	4072	29.0%	8579	29.9%	3009	44.1%	24209	29.6%
Dwelling Fires	318	-12.4%	105	4.9%	187	3.9%	405	-14.1%	128	14.7%	1144	-5.8%
Non-Domestic Building Fires	92	-39.0%	38	2.3%	63	-34.9%	162	-18.7%	50	38.2%	406	-17.0%
Prevalence of False Alarms	2523	10.7%	917	33.1%	1861	12.2%	4130	9.9%	1127	17.1%	10558	13.3%
Fire Related Injuries	45	-13.6%	21	13.1%	35	-19.8%	57	-43.2%	22	-50.9%	181	-26.0%
Road Traffic Collisions	139	-0.6%	65	-23.6%	130	-20.3%	225	-6.9%	86	-2.1%	645	-9.3%
Malicious False Alarms	132	8.0%	29	41.5%	56	-3.6%	113	-21.6%	28	-7.4%	358	-1.7%

Wakefield District – Performance 2022 – 23 (1st Apr – 16th Sept)

WAKEFIELD LOCAL AUTHORITY (DRRT) - PERFORMANCE MONITORING SYSTEM					
DATE:		VISITING COMMANDERS:			
OFFICERS PRESENT:					
DEFINITIONS					
3 YEAR AVG TARGET (Previous 3 Years)		Average performance from the previous 3 financial years, used as the target for this current year			
SAME PERIOD LAST YEAR (Previous Year)		Cumulative total for the same period in the previous year			
TOTAL SO FAR (Current Year)		Cumulative total for current year so far			
PROJECTION AGAINST 3 YEAR AVERAGE (Current Year)		Comparison of projected annual activity against the 3 year average target – Red (outside 10% of target), Amber (within 10% of target), Green (target achieved or exceeded)			
END OF YEAR PROJECTION (Current Year)		Projected value at the end of the financial year based on Total So Far and the number of days remaining			
<i>[values to 16 Sep 2022 23:59:59]</i>					
	3 YEAR AVG TARGET (2017/20)	SAME PERIOD LAST YEAR (2021-16/09/21)	TOTAL SO FAR (2022/23)	AGAINST 3 YEAR AVG (2022/23)	END OF YEAR PROJECTION (2022/23)
Arson	961	462	558	25.4%	1205
Arson - Primary Fires	188	81	96	10.3%	207
Arson - Secondary Fires	772	381	462	29.3%	998
Actual Rescues	175	71	67	-17.3%	145
Total Activity	3009	1524	2006	44.0%	4332
Dwelling Fires	128	65	68	14.7%	147
Non-Domestic Building Fires	50	19	32	38.2%	69
Prevalence of False Alarms	1127	543	610	16.9%	1317
Fire Related Injuries	22	7	5	-50.9%	11
Road Traffic Collisions	86	28	39	-2.1%	84
Malicious False Alarms	28	10	12	-7.4%	26
COMMENTS RELATING TO PERFORMANCE INDICATORS					

The district performance in the following areas either meets or exceeds the target

Actual Rescues

The district saw a large decrease in actual rescues across the period compared to the 3-year average by 17.3%. We are pleased with the continuing decrease in this indicator given that normality is resuming in society after the lockdown period. Only three rescues were from fire incidents and nine rescues from road traffic collisions (the majority not resulting in serious injury); this is encouraging as they are the most impactful on the persons involved. The reason for the majority of these incident types is the 'Gaining Entry Cause for Concern' workstream, assisting YAS with entry into properties. Looking forward we will strengthen our education to younger drivers through our engagement with colleges and partners to try and reduce risk from RTCs.

Fire Related Injuries

Fire related Injury statistics are very encouraging 50.9% below the agreed average. The five injuries sustained were thankfully minor, resulting in precautionary check-ups either on scene or at hospital. As a district we are pleased with such low numbers and severity of injuries; but any fire related injury no matter how serious is stressful for those involved. We will continue to deliver our safe and well programme to those vulnerable in society to educate on the risks of fire and install detectors, where required, to ensure early notification of a developing fire.

Road Traffic Collisions (RTC)

The number of RTC's recorded has risen, as expected; but only by five incidents from the same period in 2021 as life continues to return to some normality and traffic gets busier on our roads. Encouraging though, is that the figures are 2.1% below the set three-year average target. Reducing RTCs continues to be a district priority. We will implement local initiatives delivering impactful safety training and safety messages; when applicable. We will continue to work in collaboration with Safer Roads Wakefield and various other local agencies to increase engagement with young adult drivers.

Malicious False Alarms

Although we have had an increase of two incidents compared to the same period in 2021 we are still operating 7.4% under the 3 year average. Given the relative return to normality, the performance figures are positive, we will continue to engage with local schools and colleges to deliver educational programmes focused on raising awareness of fire safety and the impacts and consequences of inappropriate behaviour and the malicious use/activation of alarms.

Performance in the following areas is outside of the target set:

Arson

There has been a rise in the number of recorded arson incidents this year. There have been further 100 incidents compared to the same period last year and 25.4% rise on the 3 year average. In partnership, we have identified 'hotspot areas' within the district and are working alongside West Yorkshire Police, Council anti-social behaviour teams, youth outreach workers and local schools/colleges to reduce the incidents of arson and anti-social behaviour.

Arson - Primary Fires

Primary fires generally cause damage to property, non-derelict buildings, or vehicles.

Recorded arson - Primary Fires numbers have seen a slight increase by 15 incidents compared to the same period last year. 23 of the incidents have involved fields/standing crops during the hot weather period in July/August – we are building relationships with the farming communities to look at how we can best reduce these types of incidents moving forwards. The majority of the incidents are deliberately set fires to vehicles (29). These types of incident have occurred across the district with no identified links or trends. Anecdotally some of these incidents are related to organised criminal gangs but the majority are abandoned vehicles in remote locations. Deliberately set dwelling fires are low and these tend to involve either persons with mental health illness or secondary fires spreading to a property; examples being rubbish or bins being ignited then damaging a property. In both cases we work regularly with our partners from the health and wellbeing setting, local authority, education, and police to prevent further occurrences.

Arson - Secondary Fires

Secondary Fires include vegetation (grass, corn etc.), refuse, bonfires and wheelie bins. Recorded Arson - Secondary Fires increased by 81 incidents compared to the previous year and is above the set target by 29.3%. Although these figures are disappointing, we are working hard alongside key partners to reduce these. A large proportion of these fires can be attributed to the long dry spell experienced during the summer. Where the cause of fire is uncertain, it will be recorded as deliberate, however they may also be caused by camp fires, BBQs or discarded glass.

Dwelling Fires

The district saw an increase of 3 in the number of dwelling fires over the previous period last year, this is still 14.7% up on the set 3 year average. The occurrence of dwelling fires is spread across the district with Wakefield, Castleford, South Kirby and Pontefract seeing a higher number of incidents compared to the other areas in the district. Analysis of the incidents has revealed that the majority of them were small fires limited to item first ignited, cooking incidents or contained within the room of origin. We will continue to monitor dwelling fire trends, identify risk reduction initiatives, and follow up campaigns to drive the figure down.

Non – Domestic Building Fires

Non-domestic building fires are impactful to businesses and WYFRS. We have seen an increase of 13 compared to the same period last year with 38.2% rise against the 3 year average. Incidents have been recorded across the district with no specific trends identified. Most of the fires were processes or equipment/machinery that had failed causing overheating, smouldering or limited fire development, resulting in insignificant damage to the buildings or businesses. Six of the incidents were due to a deliberate act. A reduction in these incident types is beneficial not only to us as a service but more importantly to the businesses, community, and employees; we will continue to identify risk on our Site Specific Risk information visits to educate businesses and ensure our firefighters are well trained and equipped to deal with such fires.

Prevalence of False Alarms

Prevalence of False Alarms remains the single largest area of operational business in the district. The figure rose by 52 compare to the same period last year. These types of incident include fumes from cooking, accidental actuation of alarms or controlled burning by households within gardens etc. Stations and the district team continue to work with fire protection inspectors and partners to drive down unwanted fire signals and target premises with a high number of false alarms calls.

Total Activity

Wakefield district has seen an increase of 482 incidents in comparison to the same period in 2021 overall, we are projected to be 44.0% above the three-year set target. This can be accounted for by the extremely busy period when we experienced the hot weather and the significant rise in arson secondary fires. We have started to reset and implement the proactive measures for the continued reduction of incidents include engaging with local schools, community anchors/hubs, businesses, and partner agencies now that covid restrictions have eased.

Summary

Wakefield District experienced increases in certain areas of operational activity over the last few months. The hot weather periods in both July and August placed a significant operational demand on our service and this is reflected in these figures. A priority is to ensure that our work and initiatives within the community are restarted supplemented with new innovative ways of working. Station based personnel and district prevention staff continue to actively engage with partners and local community-based groups in identifying vulnerable people and reinforcing fire and road safety messages through our safe and well programme.

Bradford District – Performance 2022 / 23 (1st Apr – 16th Sept)

BRADFORD LOCAL AUTHORITY (DRRT) - PERFORMANCE MONITORING SYSTEM					
DATE:		VISITING COMMANDERS:			
OFFICERS PRESENT:					
DEFINITIONS					
3 YEAR AVG TARGET (Previous 3 Years)	Average performance from the previous 3 financial years, used as the target for this current year				
SAME PERIOD LAST YEAR (Previous Year)	Cumulative total for the same period in the previous year				
TOTAL SO FAR (Current Year)	Cumulative total for current year so far				
PROJECTION AGAINST 3 YEAR AVERAGE (Current Year)	Comparison of projected annual activity against the 3 year average target – Red (outside 10% of target), Amber (within 10% of target), Green (target achieved or exceeded)				
END OF YEAR PROJECTION (Current Year)	Projected value at the end of the financial year based on Total So Far and the number of days remaining				
			<i>[values to 16 Sep 2022 23:59:59]</i>		
	3 YEAR AVG TARGET (2017/20)	SAME PERIOD LAST YEAR (2021-16/09/21)	TOTAL SO FAR (2022/23)	AGAINST 3 YEAR AVG (2022/23)	END OF YEAR PROJECTION (2022/23)
Arson	2156	1094	1345	34.7%	2905
Arson - Primary Fires	419	161	182	-6.2%	393
Arson - Secondary Fires	1737	933	1163	44.6%	2512
Actual Rescues	376	152	127	-27.1%	274
Total Activity	6398	3275	3606	21.7%	7788
Dwelling Fires	318	142	128	-13.1%	276
Non-Domestic Building Fires	92	35	26	-39.0%	56
Prevalence of False Alarms	2523	1250	1297	11.0%	2801
Fire Related Injuries	45	15	18	-13.6%	39
Road Traffic Collisions	139	68	64	-0.6%	138
Malicious False Alarms	132	80	66	8.0%	143
COMMENTS RELATING TO PERFORMANCE INDICATORS					

The district performance in the following areas has met or exceeded the targets set:

Arson – Primary Fires

Bradford District has experienced an increase in arson – primary fires weighted against last years data are up by 22 incidents. The district is achieving the target by 6.2% based on the 3 yearly average. This is broken down as such: 33 Dwellings, 20 Non-Domestic, 111 Vehicles and 18 Other.

The district continues to see high levels of arson – primary fires in the following wards:

- Tong
- Barkerend and Bowling
- Bradford Moore
- Eccleshill

Understanding the risk areas in Bradford District and working alongside to engage with the community through ward days of action, community groups and targeted initiatives is key to reducing this indicator.

Actual Rescues

Bradford District has experienced a decrease in actual rescues when compared to last years performance by 25 incidents. The district is achieving this target by 27.1%.

The reason for most of these incident types is the ‘Gaining Entry Cause for Concern’ workstream, assisting YAS with entry into properties. These types of incidents do allow us to identify vulnerable people who we can support through prevention initiatives.

Road Traffic Collisions resulting in extrication account for a large proportion of actual rescues away from supporting YAS, followed by release from lifts.

Bradford District continues to work alongside WYP and the Road Safety Partnership Board and we plan to evaluate our initiatives in October 2022.

Dwelling Fires

Bradford District has seen a pleasing decrease in dwelling fires compared to last year. The district is exceeding targets by 13.1% based on the 3 yearly average. This achievement is attributed to the focused prevention work carried out by operational crews and Prevention staff throughout the district.

2262 Safe and Well visits have been completed this year so far. This work contributes to further driving down the number and severity of dwelling fires across Bradford. Stations are actively targeting areas where intelligence suggest levels of vulnerability and deprivation are high.

The district actively encourages community and partnership referrals to identify those most at risk of fire. The District Prevention Manager (DPM) is in the process of delivering refresher training to partners regards referral pathways. The district has demonstrated its proactive approach in working with Councillors within the Royd’s / Bolling and Barkerend wards to address fire safety concerns present within the community.

Non-Domestic Buildings Fires

Bradford District has experienced a decrease in non-domestic building fires compared to last year (9 incidents). The district is achieving the target by 39.0%. This is in part due to the continued work completed by the Protection Team supporting District in evaluating the suitability of building safety. Bradford District has 43 live prohibition notices in place requiring the responsible persons to improve standards. 17 of these were issued within 2022.

Watch and Crew Managers continue to work within the community against our risk-based inspection plan evaluating and educating responsible persons re their legislative requirements.

Fire Related Injuries

Bradford District has experienced an increase in fire related injuries (3) compared to last year. The district is exceeding targets by 13.6% based on the three yearly average.

Station based staff alongside the Prevention Officers continue to work within the community providing fire safety educations and have referral links with partner agencies to support with other living concerns.

A rolling schools programme alongside the Safer Communities Policing Officers results in fire safety education being delivered to year five and high school children. This work aims to give greater awareness of fire safety and the actions to take to safely exit properties in the events of a fire.

Road Traffic Collisions

Bradford District has experienced a decrease in RTC's weighted compared to last. The district is achieving the target by 0.6%.

The district continues to be an influential member of the Roads Safety Partnership Board supporting days of action. Bradford has seen several fatal RTC's in recent months each with vehicles operated inappropriately and, in each case, young males. Bradford District will continue to work within the community and schools highlighting the dangers of inappropriate driving.

The performance in the following areas is outside of targets:

Prevalence of False Alarms / Malicious False Alarms

Bradford District has experienced a decrease in malicious FA's compared to last year. Based on yearly data Bradford has seen an increase in the prevalence of FA's by 47 incidents. The district is outside of targets by 11.0% for malicious and 10.0% for prevalence.

Bradford District alongside the services Business Analyst have recently completed a 5 yearly FA review to identify trends and premises type. The data consistently demonstrates the top offending premise types as:

Dwelling

- 4 Areas with highest response in order are:
- House single occupancy
- Purpose built flats
- Self-contained sheltered housing
- Converted flats

Non-Residential

- 4 Areas with highest response in order are:
- Education
- Retail
- Industrial manufacturing
- Warehouse and bulk storage

We will utilise this data to identify the top addresses within these premise types and develop targeted initiatives supported by local crews to address the rising trend.

Arson/Secondary Fires

Bradford District has experienced an increase in overall arson compared to last year. Based on yearly data, Bradford has seen an increase in secondary fires by 230 incidents. The district is outside of targets by 34.7% for arson and 44.6% for secondary fires.

Vegetation and refuse make up the largest percentage of arson/secondary fires. Vegetation 294 incidents and refuse 833 incidents.

An impact of COVID has been the slow reformation of ward meetings, the need for the localities review to reaffirm area leadership roles and the build up of waste in particular areas of Bradford.

Crews and District staff are working collectively with partners to identify those area where incidents occur most frequent ensure derelict building are boarded, waste is cleared, and fly tipping where possible is prevented.

Similar to data shared for arson primary areas of concentration are:

Keighley central ward

Tong ward

Barkerend and Bowling

Bradford Moor

Eccleshill ward

Example of reoccurring site where District are working alongside partners to resolve:

Yorkshire Martyrs Catholic School

Between 2016 to September 2022 WYFRS have attended 54 incidents at this location.

Contact has been made with the environment team at Bradford Council who is prosecuting the building owners.

Police alongside Ward Officers are looking at solutions to resolve rising levels of ASB.

Total Activity

Bradford District has experienced an increase in total activity compared to last year. The district is outside of targets by 21.7% based on the 3 yearly average.

This is primarily as a result of increases across arson and false alarms.

Summary

Bradford district staff are working hard to re-establish effective working relationships with partners which were stalled by COVID and further impacted by large changes in staff positions across most organisations.

The district is utilising functions such as the business analyst to support evaluating internal and partner data to ensure initiatives priorities those areas experiencing the highest level of incidents.

Bonfire prevention and risk reduction work is well underway with Councillors briefed in August 22. This work will go along way to reducing the number of arson incidents overall.

FA's remain a consistent issue within Bradford District. ADC's will now use the comprehensive data set to target those premises of highest reoccurrence looking to work alongside the responsible persons to understand attendance.

Kirklees District – Performance 2022 / 23 (1st Apr – 16th Sept)

KIRKLEES LOCAL AUTHORITY (DRRT) - PERFORMANCE MONITORING SYSTEM					
DATE:		VISITING COMMANDERS:			
OFFICERS PRESENT:					
DEFINITIONS					
3 YEAR AVG TARGET (Previous 3 Years)		Average performance from the previous 3 financial years, used as the target for this current year			
SAME PERIOD LAST YEAR (Previous Year)		Cumulative total for the same period in the previous year			
TOTAL SO FAR (Current Year)		Cumulative total for current year so far			
PROJECTION AGAINST 3 YEAR AVERAGE (Current Year)		Comparison of projected annual activity against the 3 year average target – Red (outside 10% of target), Amber (within 10% of target), Green (target achieved or exceeded)			
END OF YEAR PROJECTION (Current Year)		Projected value at the end of the financial year based on Total So Far and the number of days remaining			
<i>[values to 16 Sep 2022 23:59:59]</i>					
	3 YEAR AVG TARGET (2017/20)	SAME PERIOD LAST YEAR (2021-16/09/21)	TOTAL SO FAR (2022/23)	AGAINST 3 YEAR AVG (2022/23)	END OF YEAR PROJECTION (2022/23)
Arson	911	427	626	48.4%	1352
Arson - Primary Fires	209	73	99	2.3%	214
Arson - Secondary Fires	701	354	527	62.4%	1138
Actual Rescues	273	88	82	-35.1%	177
Total Activity	4072	2051	2433	29.0%	5255
Dwelling Fires	187	86	90	3.9%	194
Non-Domestic Building Fires	63	27	19	-34.9%	41
Prevalence of False Alarms	1861	929	967	12.2%	2088
Fire Related Injuries	35	13	13	-19.8%	28
Road Traffic Collisions	130	61	48	-20.3%	104
Malicious False Alarms	56	15	25	-3.6%	54
COMMENTS RELATING TO PERFORMANCE INDICATORS					

The District performance in the following areas is on track to meet or exceed the required target set:

Actual Rescues

The number of actual rescues this year is 82 compared to 88 in the same period last year. The projections and current figures suggest that we will achieve our target by 35.1%. There is a significant amount of work ongoing with partners agencies including Kirklees Council, RNLI, Kirklees Homes and Neighbourhood, Together Housing and other blue light services to ensure prevention activities are occurring and where rescues are necessary, they are completed in the most effective manner

Non-Domestic Building Fires

The number of non-domestic building fires is 34.9%, below the target agreed for Kirklees this year. There has been a total of 19 non-domestic building fires. This achievement is attributed to the work of operational crews and the prevention teams. These teams have undertaken target specific risk visits particularly around known locations with waste build up and carried out 38 Site Specific Risk Inspection's and 34 Environmental Hazard Reviews within Kirklees.

Fire Related Injuries

Kirklees District has seen a reduction in fire related injuries we are on track to meet our target against this indicator by 19.8%. During this reporting period there have only been 12 fire related injuries. Kirklees District continues to improve and refine its 'Safe and Well' strategy and work with partner agencies to reduce the risk of fire and targets the most vulnerable members of our community.

Road Traffic Collisions

There have been 48 road traffic collisions requiring action by fire crews in this reporting period, which is an increase on the same period last year incidents. However, we are currently on track to meet our three-year average target by 20.3%.

WYFRS continue to work with the Kirklees Road Safety Partnership in aiming to make Kirklees roads safer with local initiatives relating to Vision zero. This has involved utilising the community SID's and attendance at the International Paramedics day.

Malicious False Alarms

Kirklees District is achieving the target for malicious false alarms by 3.6% This is due to the excellent work that has been carried out by Fire Protection, Partners and the District team. There are a total of 25 incidents recorded for the year. We have seen an increase in which deliberate actuation of break glass points within properties across the District, we are working with partners to look at methods of deterring this in these premises

Dwelling Fires

Kirklees District is currently 0.5% below the three-year average target. Our S&W program continues to support safety in the home and our teams are delivering quality advice and support to household throughout the district. We are delivering Cold Home advice and utilising a cost-of-living tool kit to signpost residents of Kirklees to services provided by our partners.

The District performance in the following areas is not on track to meet the target set:

Arson

Kirklees District is currently not meeting its target on overall arson by 48.4%. This has been attributed to the drive from District to highlight the issue of arson and its links to broader societal issues. Primary fires that are attributed to arson account for 7 dwellings fires, 13 nondomestic properties and 53 vehicle fires. Arson secondary fires attributed to refuse fires 484. We are mindful of the challenges due to the link with anti-social behaviour has with arson, we are committed to continually engaging with local communities through several different forums to further drive down arson.

Arson Primary Fires

Kirklees District is currently surpassing its target for primary arson by 2.3 %, The majority of these incidents are vehicle fires with 53 incidents. These types of incidents are being monitored by Kirklees District and structures are in place to deal with any future trends. The way in which incidents of this nature are picked up and identified in District are then discussed at the Community Outcome Groups.

Arson Secondary fires

Innovative partnership working has been pivotal in driving secondary arson figures below the three-year average. The figure is currently 62.4%. above target. Although there are still challenges ahead, with the commitment and hard work of all partners, and correct reporting procedures embedded, we aim to reduce these types of incidents.

A number of targeted initiatives have been implemented in areas where we have seen repeat secondary fire incidents. Watch commanders are responsible for wards in their station areas and are monitoring incidents, involving partners and prevention teams where required to help bring down this type of incidents.

Prevalence of False Alarms

Kirklees District are forecast to be 12.2% over the three-year average target set, although it is travelling in the wrong direction and is up from our last report. We will continue to work with local businesses where we identify repeat occurrences and will utilise support from the Fire Protection Team. Where incidents occur in residential homes the District Team will deliver collaborative initiatives with partners and engage with residents.

Total Activity

We have seen an increase of incidents compared to the same period last year of over 300 incidents. Our projection for total activity for the end of the year is 29 % above our target. The service has a whole saw an increase in activity during the heatwave that affected the country in July with an unprecedented increase in calls. We expect this figure to reduce in the coming months due to the ongoing work by crews. We recognise there is work to do in all areas to drive down risk further. Through our risk reduction activities and engagement with key partners we will continue to work hard on targeted campaigns in all areas to make the community of Kirklees safer.

Summary

We continue to see positive indicators that we will be below target for our end of year projection against the majority of our PMI'S. We recognise increased activity against the same period last year in - arson primary, arson secondary and prevalence of false alarms, some of this increase of incidents could be attributed to the unprecedented levels to calls of service during the heatwave. However, Kirklees District are committed to the challenges around arson, secondary fires and

false alarms. We will be proactive in these approaches and the sharing of intelligence with key partners to address this through risk reduction activity.

Calderdale District – Performance 2022 / 23 (1st Apr – 16th Sept)

CALDERDALE LOCAL AUTHORITY (DRRT) - PERFORMANCE MONITORING SYSTEM					
DATE:		VISITING COMMANDERS:			
OFFICERS PRESENT:					
DEFINITIONS					
3 YEAR AVG TARGET (Previous 3 Years)	Average performance from the previous 3 financial years, used as the target for this current year				
SAME PERIOD LAST YEAR (Previous Year)	Cumulative total for the same period in the previous year				
TOTAL SO FAR (Current Year)	Cumulative total for current year so far				
PROJECTION AGAINST 3 YEAR AVERAGE (Current Year)	Comparison of projected annual activity against the 3 year average target – Red (outside 10% of target), Amber (within 10% of target), Green (target achieved or exceeded)				
END OF YEAR PROJECTION (Current Year)	Projected value at the end of the financial year based on Total So Far and the number of days remaining				
			<i>[values to 16 Sep 2022 23:59:59]</i>		
	3 YEAR AVG TARGET (2017/20)	SAME PERIOD LAST YEAR (2021-16/09/21)	TOTAL SO FAR (2022/23)	AGAINST 3 YEAR AVG (2022/23)	END OF YEAR PROJECTION (2022/23)
Arson	367	210	238	40.1%	514
Arson - Primary Fires	79	47	35	-4.3%	76
Arson - Secondary Fires	288	163	203	52.2%	438
Actual Rescues	167	85	62	-19.8%	134
Total Activity	2152	1184	1334	33.9%	2881
Dwelling Fires	105	45	52	7.0%	112
Non-Domestic Building Fires	38	19	18	2.3%	39
Prevalence of False Alarms	917	468	565	33.1%	1220
Fire Related Injuries	21	6	11	13.1%	24
Road Traffic Collisions	65	29	23	-23.6%	50
Malicious False Alarms	29	14	19	41.5%	41
COMMENTS RELATING TO PERFORMANCE INDICATORS					

Calderdale District Performance 2022 / 23 (1st Apr – 16th Sept)

The District performance in the following areas either meets or exceeds the required target:

Actual Rescues

Calderdale District is achieving the target for actual rescues by 19.8 % with 62 rescues recorded for this period. 45 of these rescues result from 40 road traffic collisions and 15 from lift rescues, a number are also related to effecting entry into properties. Reducing road traffic collisions continues to be an area of focus for engagement activities with the Calderdale Road Safety Delivery group as well as working with businesses where we receive repeat calls for lift rescues. We continue to work with partner agencies including Calder Valley Search & Rescue Team, Calderdale council and other blue light agencies to ensure prevention activities are occurring and where rescues are necessary, they are completed in the most effective manner.

Road Traffic Collisions

Calderdale District is achieving the target set by 23.6% with 23 incidents recorded this year. Calderdale District continues to support the Calderdale Road Safety Delivery Group with operation Hawmill which tackles anti - social use of vehicles and offences on the road networks of Calderdale. The Road Safety Roadshow took place in March this year and crews and district teams have continued to deliver education around road safety through different education pathways. We are working towards our next Road Safety Roadshow in November.

Arson - Primary

Calderdale District is achieving the target set for primary arson by 4.3% with a total of 35 primary arson incidents recorded. Where these incidents have occurred, we have ensured interventions have been put into place to prevent further incidents. We have also worked with neighbourhood policing teams to identify ASB. This is a PMI which has challenged the district for many years and it pleasing to report this positive performance.

Performance in the following areas which fall below the target set:

Secondary Arson

Secondary arson is at 52.2% with 203 incidents recorded The majority of secondary fires are attributed to refuse and vegetation fires during the heatwave period through July and August. The district team has highlighted this as a priority and are working on projects within Park and Ovenden wards to tackle this issue. We have partnered with police to deliver ASB intervention days in Park Ward, Lower Valley and North East. We are working with the highways section of Calderdale Council to ensure that areas identified through Environment Hazard Reviews (EHRs) are dealt with quickly and that areas that are prone to these types of incidents are visited by ourselves and partners on a regular basis.

Dwelling Fires

Calderdale District are above the target for house fires by 7.0% with a total of 52 dwelling fires recorded since April 2022. We continue to monitor trends and proactively target the most vulnerable within the community. We have seen a number of these fire started from controlled burning and BBQs, we quickly responded to this risk and it is thought we will see this performance indicator improve as the year progresses.

We are continuing to deliver safe and well visits to our most vulnerable members of our communities and have recently held partnership events to reinvigorate partnerships formed before the pandemic. We are also looking at our referral pathways for our most prevalent referring agencies to ensure that they are easy to use and access.

Non-Domestic Fires

The number of non-domestic building fires is 2.3% above the target set for Calderdale so far this year. This is one less than the same period last year. There has been a total of 18 reportable non-domestic building fires. Crews continue to work with our partner agencies during SSRI visits and when dealing with fly tipping and waste around non domestic buildings. As we continue our preparations for bonfire night these activities will increase through EHRs, social media and further face to face community engagement.

Fire Related Injuries and Deaths

Calderdale District is above the set target by 13.1% Calderdale District continues to work with local community groups and partners to provide fire safety education. We promote the importance of having working smoke detectors and a fire escape plan. Strong partnership links with Adult Social Care, Together Housing, Care Providers and NHS have seen a development through communication & training and have led to improvement in quality and quantity of the right kind of referral and so enabled us to deliver a better more joined up service to the community. Recently district teams have forged new partnerships with local colleges and taken part in their freshers events to highlight the risks in the home.

We did see a spike in injuries resulting from irresponsible use of bbqs and accelerants. This was quickly tackled through a localised communications package and this is an indicator we expect to improve as the year progresses.

Malicious False Alarms

The number of false alarms is 41.5% which is above the agreed target with a total of 19 incidents recorded since April. We have seen an increase in malicious false alarms at three sheltered housing Together Housing complexes which resulted from deliberate actuation of break glass points. We are working with partners to look at methods of deterring anti-social behaviour in these premises, managing the behaviours of known individuals and if necessary, recover costs.

Prevalence of False Alarms

The number of false alarms is 33.1% above the target set, with a total of 565 incidents recorded since April. False alarms which are attributed to human behaviours such as smoking, or cooking practices are being addressed through education and advice in the most prevalent premises. Operational crews continue to work with both Fire Protection and prevention teams and partners to identify premises where issues arise.

Total Activity

The total number of incidents attended across Calderdale is 33.8% above the target. We have attended 1333 since April, it has been significantly busier due to the hot weather conditions we have experienced over the last few months. The District team ensure that areas of high activity are brought to the attention of partners and solutions sought on these parts of the District. The District Team will continue to monitor trends and target resources based on intelligence and the variety of data sets/mapping systems to further reduce the activity over the coming year.

Summary

In Calderdale, we work with local partner agencies to educate people on how to prevent fire and where necessary, safely react to an emergency.

We have worked with partner agencies across the district to educate our communities about the danger of moor fires and water dangers. We have delivered education to a large number of children across the district about the dangers of open water swimming throughout the hot weather period.

We continue to work closely with our partners to identify vulnerable members of our community and high-risk areas. We look to add innovation to our ways of working and ensure that we can deliver initiatives to tackle arson, dwelling fires and malicious false alarms. We are still seeing reductions in some areas and these can be attributed to the on-going partnership work carried out by operational crews and prevention staff. We currently have a plan in place to tackle the secondary fires within the District, this will involve education, community engagement and further partner involvement

These projects will aim to reduce the nuisance fires within Calderdale and continue the downward trend within the District.

Leeds District – Performance 2022 / 23 (1st Apr – 16th Sept)

LEEDS LOCAL AUTHORITY (DRRT) - PERFORMANCE MONITORING SYSTEM					
DATE:		VISITING COMMANDERS:			
OFFICERS PRESENT:					
DEFINITIONS					
3 YEAR AVG TARGET (Previous 3 Years)		Average performance from the previous 3 financial years, used as the target for this current year			
SAME PERIOD LAST YEAR (Previous Year)		Cumulative total for the same period in the previous year			
TOTAL SO FAR (Current Year)		Cumulative total for current year so far			
PROJECTION AGAINST 3 YEAR AVERAGE (Current Year)		Comparison of projected annual activity against the 3 year average target – Red (outside 10% of target), Amber (within 10% of target), Green (target achieved or exceeded)			
END OF YEAR PROJECTION (Current Year)		Projected value at the end of the financial year based on Total So Far and the number of days remaining			
[values to 16 Sep 2022 23:59:59]					
	3 YEAR AVG TARGET (2017/20)	SAME PERIOD LAST YEAR (2021-16/09/21)	TOTAL SO FAR (2022/23)	AGAINST 3 YEAR AVG (2022/23)	END OF YEAR PROJECTION (2022/23)
Arson	1988	841	1525	65.7%	3294
Arson - Primary Fires	445	148	208	1.0%	449
Arson - Secondary Fires	1544	693	1317	84.2%	2844
Actual Rescues	630	192	190	-34.9%	410
Total Activity	8579	4281	5163	30.0%	11151
Dwelling Fires	405	180	160	-14.7%	346
Non-Domestic Building Fires	162	63	62	-17.3%	134
Prevalence of False Alarms	4130	2068	2104	10.0%	4544
Fire Related Injuries	57	33	15	-43.2%	32
Road Traffic Collisions	225	94	97	-6.9%	209
Malicious False Alarms	113	54	41	-21.6%	89
COMMENTS RELATING TO PERFORMANCE INDICATORS					

The District performance in the following areas either meets or exceeds the required target:

Actual Rescues

Even though there is a form of return to normality following the ease of COVID restrictions, Leeds District has continued to see a decrease in the number of actual rescues performed nearly a 34.9% reduction in rescues carried out compared to the three-year average.

To continue to drive this agenda, Leeds District has the established Leeds Water Safety Group which contributes to the development and delivery of a safer water network, with the aim being to reduce the number of water related deaths, injuries, and incidents within the city and surrounding areas.

Dwelling Fires

Leeds District has seen a 14.7% reduction against the annual target for this reporting period in dwelling fires. We have consciously made a real focus on physical home Safe and Well visits in key high risk areas. We continue to offer fire safety education and advice at every opportunity. We have driven an intelligence targeted driven approach ensuring the most vulnerable members of our community are identified and supported in reducing risk from fire or harm.

New data analysis utilised within Leeds District indicates that cooking related fires are still most prevalent and require a continued campaign and education message to the elderly and their carers/relatives. Social media and partnership working has been utilised to promote positive fire safe practices.

Non-Domestic Building Fires

Leeds has continued to achieve a significant reduction in this performance area by achieving 17.3% under the target set.

This is in part attributed to the established secondment of the Assistant District Prevention Manager / Prison liaison role into His Majesties Young Offenders Institute, Wetherby.

We have completely refreshed the valuable relationship Leeds has with the Prison Service with a focus on risk reduction partnerships through MoU's for Prisons. The refreshed review of our relationship and focus on agreed partnership key performance indicators to again drive down risk and incident activity in these areas and facilities. We are pleased to say that there has been a great reduction in Prison cell fires with Leeds over the last 12 months.

Road Traffic Collisions

With road networks in Leeds seeing a return of normal traffic levels post lock down, we are pleased to observe a positive reduction in the number of RTC's we attend with a decrease in incidents for the recording period of 6.9%. We also acknowledge though that we have observed some serious RTCs within outlying areas of Leeds, so we certainly will not rest on our laurels and will seek to reduce road deaths and injuries further.

Our continued support of the Leeds Safer Roads Partnership and 'Vision Zero' becomes ever more required. The Leeds District Prevention Team continues to support and be an influential member of the Leeds Safer Roads Steering Group, while also chairing the PRRG Road safety subgroup.

Fire Related Injuries

During this reporting period we have seen a significant decrease in fire related injuries at 43.2% below the target. This is testament to the dedicated hard work and targeted driven approach in reducing risk of injury from fire and other critically within higher risk areas of Leeds.

Malicious False Alarms

The malicious false alarm target for this reporting period is 21.6% below target (41 incidents year to date). We have conducted some real focus within this area as at one point we observed a rise against the target average. We have focused on supporting repeat offending locations and facilities in reducing incidents of this nature significantly.

Performance in the following areas which fall below the target set:

Arson

Leeds District has seen a continued rise in Arson against performance at 65.7% above target. Despite Risk Reduction activities, partnership working, and the development of engagement opportunities with community groups and Neighbourhood Policing Teams this rise has continued and is primarily linked to deliberate secondary fires. These deliberate fires whilst influenced by unprecedented hot weather may also be linked to a rise in ASB within areas of Leeds. We continue to work with Leeds City Council and Police, along with community groups to reduce such impactful behaviours.

Arson – Primary Fires

Whilst just 1% above target average for primary arson, we continue to address domestic arson concerns via Safe & Well referrals, visiting properties and working closely with Police colleagues and a range of partners. We currently have two secondees from Leeds City Council who carry out Safe & Well visits within housing Leeds properties which obviously make up a large proportion of domestic dwellings within Leeds.

Arson – Secondary Fires

Leeds has seen a significant rise in secondary fires, with an 84.2% increase when compared against the three-year average (1544, current YTD 1315), some areas with a higher increase are Killingbeck, Leeds and Hunslet where we are also witnessing rises in ASB.

Leeds District have pioneered a new format of intelligence sharing between key partners around overlaying arson with ASB and lower level criminality, there are consistencies in areas with hot-spots of heightened levels of community impactful behaviours being observed by mainly youths.

Leeds risk reduction team are working closely with Police and Leeds City Council to share intelligence and aim to drive down secondary fires through the school education system. We have also been working with communities around place based initiatives. We will continue this valuable work.

Total Activity

Leeds District has seen an overall increase in activity during this period by 30%, this increase in activity reflects the overall increase in activity across the service and for Leeds is mainly attributed to a regretful rise in secondary fires and ASB within areas.

Prevalence of False Alarms

Leeds District have observed a slight increase against this performance objective of 10%. This rise is partially attributed to an increase in business activity levels and changes since the Covid pandemic, along with a rise in false alarms from assisted living facilities.

The District team have held several meetings with assisted living facility managers and LCC with the aim of reducing these incident types moving forward. We are hopeful this targeted driven approach will drive this area into a positive reduction.

Summary

I continue to be immensely proud of the hard work, dedication and professionalism within the staff at Leeds in reducing risk within our communities,

We have challenges ahead, we are observing a rise in ASB and the negative community impacts associated with such behaviours such as secondary arson. I am pleased in the robust partnerships and intelligence sharing approach that has been forged already to reduce such issues, I am confident that in-time we will observe a reduction in incident of secondary arson and in-turn positive targets within these areas.

Leeds continue to seek progressive ways of developing partnership work through current local and national topics. We have been the first District to facilitate a cost of living crisis work-shop with further collaborative events being held through key partnerships such as Leeds City Council.

Youth Interventions Annual Update

Community Safety Committee

Date: 28 October 2022

Agenda Item:

08

Submitted By: Director of Service Delivery

Purpose

This report details the progress of the Youth Interventions Team for the academic year 2021 - 2022

Recommendations

That Members note the content of this report.

Summary

This academic year the Youth Interventions Team have continued delivering face-to-face Youth Intervention programmes on fire stations across West Yorkshire.

This year, the number of Youth Intervention programmes delivered across West Yorkshire increased by approximately 50% on the previous year.

Overall, this year has been a positive one for the Youth Interventions Team. It's evident that, following the pandemic, our work with young people of West Yorkshire is needed now more than ever. Following this year's growth, we are confident that we can continue to be a catalyst for change in the lives of the young people we work with.

Local Government (Access to information) Act 1972

Exemption Category: None

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

Annexes: None

1 Introduction

- 1.1 The programmes offered by the Youth Interventions Team (YIT) aim to be a catalyst for change and seek to inspire young people between the ages of 8 - 25 to change behaviours through a variety of practical, structured interventions. Most focus on personal development and resilience whilst others are themed towards specific areas such as road safety.
- 1.2 The team have continued to ensure the training programmes outlined in the Youth Interventions catalogue can be delivered safely and successfully, following the pandemic, to young people identified by our partners as most likely to need or instigate blue light services, now or in their futures.
- 1.3 The traditional catalogue of interventions continues to be refined and reviewed to ensure we meet the changing needs of young people following the pandemic. In addition to the traditional safety messages, we now include education on mental health and wellbeing, coping strategies and support networks.
- 1.4 In January 2022, members the Youth Interventions Team shared their learning on the safe delivery of firesetting interventions following the pandemic with District Prevention Managers. In March all District Prevention Officers received refresher training including new practices for face-to-face delivery following the pandemic.
- 1.5 In 2021 – 2022, three Prince's Trust Team programmes were delivered from Dewsbury Fire Station in partnership with Kirklees College. To date, the WYFRS Youth Intervention Team have delivered eleven Prince's Trust Programmes. Unfortunately, Kirklees College are not able to renew our contract for the academic year ahead. Work is currently underway with the support of NFCC & The Prince's Trust to identify and secure an alternative funding college for the WYFRS Team programme.

2 Intervention Delivery Update

- 2.1 For the first time since the pandemic, the team have delivered a full academic year of face-to-face youth intervention programmes on fire stations.
- 2.2 Between 1st September 2021 and 31st August 2022, the team have delivered 45 structured Youth Intervention programmes to 380 children and young people. This is an increase on last academic year when 25 programmes were delivered to 198 children and young people (May 2021 – September 2021).
- 2.3 This year the team delivered outstanding commitments on the Kirklees Council New Home Bonus funding. The suspension of delivery due to the pandemic delayed this significantly.
- 2.4 Following a recruitment drive last summer for new instructors we now have a pool of competent and committed instructors who have an extensive skill set. Unfortunately, the cost-of-living crisis (childcare and fuel costs) has had an impact on the number of instructors willing to instruct. This has had an impact on our ability to deliver our commitments to partners as we have had to cancel or rearrange a handful of sessions.

- 2.5 For the first six months of the academic year, the YIT continued to manage and deliver all firesetting referrals for WYFRS. These interventions continue to take place in Covid secure environments such as schools, children's homes, or Youth Justice Centres.
- 2.6 District Prevention Officers resumed the delivery of firesetting interventions in March 2022 following refresher training that covered the delivery of safe face to face interventions.
- 2.7 This year the number of firesetting referrals received by WYFRS has almost doubled. A total of 103 firesetting referrals were received via the prevention database. Of these, the YIT delivered 89 interventions and District Prevention Officers 14 interventions since March 2022. Last year the total number of firesetting interventions delivered was 56.
- 2.8 The Youth Interventions team has continued to deliver educational interventions to extremely high-risk groups and individuals for whom a structured youth intervention on a station is not appropriate. This year 60 young people in 42 separate groups received input on the consequences of arson, road safety awareness and the impact of anti-social behaviour. This a slight decrease on last year's figures of 67 young people and 44 separate groups.
- 2.9 In addition to the core youth interventions, the team continue to work in partnership with the Prince's Trust to deliver the Get Started programmes. These programmes are targeted at 16–25-year-olds who are unemployed and facing multiple barriers to progression. It seeks to engage them and boost their confidence to enable them to take the next step towards education, training or employment. This year we delivered three face-to-face Get Started programmes at Stanningley Fire Station. These comprised of two Get Started with Emergency Response programmes (November 2021 & March 2022) and Get Started with Survival (August 2022). In total 30 young people engaged with these programmes. The next Get Started programme that the Prince's Trust have commissioned is Get Started with Boxing, due to take place in December 2022.
- 2.10 Over the past academic year, the YIT delivered to a total of 592 young people, the majority of whom are deemed as vulnerable and most likely to need or instigate blue light services now or in the future. This figure shows an increase on last year's figure of 341 young people.

3 Prince's Trust Team Programme

- 3.1 This year the Youth Interventions Team has delivered a three Prince's Trust Team programmes from Dewsbury Fire Station in partnership with Kirklees College. The Team programme is a 12-week, full time, accredited programme for 16 – 25-year-olds who are Not in Education, Employment or Training (NEET). The programme focuses on developing teamwork, communication, confidence and transferrable skills for employment.
- 3.2 This year the delivery of the programme returned to full face to face delivery from Dewsbury Fire Station. Digital provision was used only when periods of self-isolation were necessary. In February 2022 Team 10 were the first cohort following the pandemic to return to Coldwell Activity Centre for residential in week 2 of the 12-week programme.
- 3.3 33 young people engaged with the programmes. 24 young people completed and achieved a Level 1 qualification in Teamwork, Employability and Community Skills. 22 of these young people have positively progressed into education, employment or volunteering opportunities.
- 3.4 Unfortunately, Kirklees College are not able to renew our contract for the academic year ahead. The college have stated that this decision is down to new subcontracting reforms introduced by government and not the quality of the programme or retention and achievement of the students we engage with. Work is currently underway with the support of NFCC & The Prince's Trust to identify and secure an alternative funding college for the WYFRS Team programme.

4 Review of last year's priorities

4.1 Last year the Youth Interventions Team manager set 4 priorities for the year ahead. The progress made against these priorities is as follows:

Make a full and safe recovery from the coronavirus pandemic.

4.2 Throughout the past academic year, the Youth Interventions has continued to follow WYFRS, local and national guidance regarding coronavirus and safe delivery or work with young people.

4.3 Risk Assessments were continually reviewed over the past year to ensure safe delivery and partners fully subscribed to the measures that we had in place to keep young people and WYFRS staff safe.

4.4 Figures show that the number of interventions and young people have increased over the past academic year and the team are confident that this will continue to increase in the academic year ahead as the team continue to promote Youth Interventions and develop partnerships across West Yorkshire, focusing specifically on underrepresented areas such as Bradford and Calderdale.

Team Development

4.5 The team have continued to extend their skill set throughout the year as detailed below.

4.6 During a period where there has been a lack of training from The Prince's Trust for new Team leaders, our Prince's Trust specialist within the team developed a 2-day face to face package that gave an overview of the programme, delivery techniques and activities. The aim of this training was to upskill staff and provide them with the skills, knowledge, and techniques beneficial to the delivery of the Team programme.

4.7 Initially this training was delivered to the Youth Interventions Trainers who had not received official Prince's Trust Team Leader training. This training was well received and beneficial to the whole staff team who undertake the Team Leader and Assistant Team Leader role throughout the year.

4.8 The success of this training received recognition from The Prince's Trust who acknowledged that there had been a lack of training on offer to new team leaders over the previous 18 months. Prince's Trust requested we deliver this training to other external delivery partners. The 2-day programme was advertised by The Prince's Trust and was attended by staff from the following delivery partners; Northumberland FRS, Lancashire FRS, Manchester FRS, Manchester College, Askham Bryan College and Leeds City College. Feedback from all staff was that the session was both informative and beneficial for their delivery.

4.9 In response to some of the behaviours that the youth trainers identified in young people following the pandemic, the team attended a 2-day Restorative Practice training course in August 2022. The training, which was also attended by prevention managers, covered the principles of restorative practice and skills that can help manage conflict, repair harm and (re)build relationships. It also provided strategies for identifying issues and why certain behaviours might be presenting, addressing issues and a set of questions to help manage conflict and bring people together in a resolution.

- 4.10 While the Restorative Practice training confirmed a lot of the practice already implemented by the team it also provided new strategies and methods now incorporated into our delivery.
- 4.11 In addition to this, all Youth Intervention staff completed their yearly drill square competency training.

Maintain and Improve Quality

- 4.12 Over the past year the team have continued to demonstrate their ability to be both adaptive and reflective. This has enabled them to recognise and meet the changing needs of the young people that they work with and continue to deliver challenging and thought-provoking experiences to increase the protective factors of vulnerable and at-risk young people.
- 4.13 The team revisited the minimum standards for delivery that were developed last year. The purpose of the minimum standards was to ensure all young people accessing our provision have the same quality of experience. With some minor adjustments the team are satisfied that these are realistic and beneficial.
- 4.14 The team have developed and trialled some partner feedback forms which have provided us with valuable information on how our programmes benefit their young people. In the year ahead we hope to develop evaluation and feedback processes through the NFCC Early Intervention Implementation Framework.

Expand Prince's Trust Delivery

- 4.15 Over the past year the team have maintained the high standard of delivery of Prince's Trust Team programme with Kirklees College at Dewsbury Fire Station. Unfortunately, no progress has been made with the expansion of the Team programme.
- 4.16 Over the past year the team have maintained the Get Stared portfolio. The Princes Trust have commissioned an additional programme for the 2022 – 2023 financial year bringing the total to four.

5 Next Steps

- 5.1 The Youth Interventions team has demonstrated an increase in the first full academic year following the pandemic and is optimistic that this will continue into the year ahead. Moving into the new academic year, the Youth Interventions and Princes Trust Team Manager has identified 4 priorities.

Increase Youth Intervention partnerships and delivery across West Yorkshire

We will do this by:

1. Actively promoting the Youth Interventions offer across West Yorkshire.
2. Maintaining relationships with existing internal and external partners.
3. Develop new internal and external partnerships.
4. Increase delivery opportunities in Bradford district.
5. Increase delivery opportunities in Calderdale district.
6. Seeking to convert previously funded work in Kirklees District into commissioned work.

Secure and develop the Prince's Trust portfolio

This will be done by:

1. Securing funding to continue the delivery of Team programme.
2. Maintain Get Started portfolio.
3. Maintain quality of Get Started portfolio.
4. Explore potential to expand Prince's Trust portfolio to include a pre-Team programme in Bradford district.

Continue to develop a specialist team

This will be done by:

1. Identifying team training needs and secure funding for training.
2. Ensure maintenance of knowledge, skills and competencies of staff through development and implementation of a competency dashboard.
3. Support Youth Interventions Trainers and Youth Interventions Instructors to extend their skill set by being competent in the delivery of all Youth Interventions and Prince's Trust programmes.
4. Increase opportunities for Youth Interventions staff to share good practice.

5.4 Build upon the quality of provision

This will be done by:

1. Continuing to nurture the team culture of resourcefulness and reflective practice.
2. Continuing to review Youth Intervention programmes to ensure they meet the needs of young people.
3. Embedding the minimum standards for delivery across all programmes.
4. Implementing NFCC Early Intervention Framework.
5. Developing meaningful evaluation and feedback channels.
6. Ensuring financial efficiency whilst maintaining integrity.

6 Financial Implications

- 6.1 46% of the programmes delivered this academic year were commissioned by schools and partners. The Youth Interventions Team are confident that this will rise in the academic year ahead. In the period where we are not delivering The Prince's Trust Team programme, staff resource will be diverted to developing partnerships and facilitating commissioned work.
- 6.2 The remaining 56% of funded programmes were funded by the NHB. The team have now met all outstanding commitments to this funding stream which was delayed because of the pandemic.
- 6.3 The Youth Interventions Team continue to seek funding opportunities to fund their work with young people across West Yorkshire. Extra staff resource will be committed to identifying and applying for funding in the period where we are not delivering Prince's Trust Team programme.

7 Legal Implications

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

8 Human Resource and Diversity Implications

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

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

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

9 Equality Impact Assessment

Are the recommendations within this report subject to Equality Impact Assessment as outlined in the EIA guidance? (EIA guidance and form 2020 form.docx (westyorksfire.gov.uk))	Yes / No
Date EIA Completed	DD/MM/YY
Date EIA Approved	DD/MM/YY

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

10 Health, Safety and Wellbeing Implications

- 10.1 Risk Assessments are in place for each site where Youth Intervention programmes are delivered.
- 10.2 All risk assessments for the delivery of Youth Interventions now include Covid safe measures.
- 10.3 All risk assessments are reviewed and updates to ensure the measures in place are relevant, necessary and effective.
- 10.4 The team have a safe working practices policy which continues to underpin the delivery of all Youth Interventions and is implemented by the whole team.

11 Your Fire and Rescue Service Priorities

- We will reduce the risks to the communities of West Yorkshire
- We will be innovative and work smarter throughout the service
- We will invest in information and communication technology, digital and data, to deliver our service in smarter ways
- We will support, develop and enable our people to be at their best
- We will promote environmentally friendly ways of working, reduce waste and raise awareness amongst staff to both fight climate change and respond more effectively to incidents driven by extreme weather events

12 Conclusions

- 12.1 This has been the first full academic year of welcoming young people back on station to engage with Youth Intervention programmes. During this time, we have seen a steady increase in the number of programmes delivered.
- 12.2 The Youth Interventions Team have continued to be resourceful, creative and dynamic in engaging with and meeting the needs of the young people that they work with. Over this year we have seen that our work with the young people of West Yorkshire is needed more than ever.
- 12.3 Following this year's growth, the Youth Interventions Team are confident that, in the year ahead, they will continue to extend partnerships and the number of young people we engage with and continue to be a catalyst for change in the lives of young people.

Quality of Service Surveys 2021-22

Community Safety Committee

Date: 28 October 2022

Agenda Item:

09

Submitted By: Director of Corporate Services

Purpose	To inform Members of the feedback from the annual Quality of Service survey 2021/22.
Recommendations	That Members note the contents of the report
Summary	The attached report provides Members with feedback from consultation on service delivery carried out during 2021/22.

Local Government (Access to information) Act 1972

Exemption Category: None

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Background papers open to inspection: Quality of Service: After the Incident Survey Domestic Incidents 2021/22 (7 July 2022)

Quality of Service: After the Incident Survey Non-domestic Incidents 2021/22 (13 July 2022)

Quality of Service: Safe and Well Visit Survey 2021/22 (27 July 2022)

Annexes: 2021/22 Quality of Service After the Incident Report

2021/22 Safe and Well Visit Follow Up Survey Report

1. Background

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

The questionnaire covers areas such as:

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

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

- 1.3 A Safe and Well Visit Follow-up survey is normally undertaken on a monthly basis. However, due to the COVID19 pandemic, Safe and Well Visits were suspended in March 2020. The continuing restrictions prevented the full re-introduction of the Safe and Well Visit programme until into 2021-22. The availability of information to allow the mailout of surveys recommenced in August 2021 and therefore the data available for this year only covers eight months.

- 1.4 A School Fire Safety Visit Survey is normally undertaken after carrying out the visit the teacher via a link to an electronic survey on the internet. However since the re-introduction of School Visits following the suspension due to the COVID19 pandemic, the number of surveys submitted has been too low to provide any meaningful data. Ways to improve feedback is therefore being looked at to allow reporting on this to commence again.

2 Information

Quality of Service Survey 2021/22

- 2.1 During 2021/22, 137 completed questionnaires were returned from domestic properties and 54 from non-domestic properties. 1357 questionnaires were sent out; 1,010 to domestic premises and 347 to commercial premises giving a response rate of 14% for the domestic surveys and 16% for the non-domestic.
- 2.2 Overall, the feedback is positive with 96% of respondents completing the domestic (incidents in the home) questionnaire expressing satisfaction with the service they received and 98% of respondents to the non-domestic questionnaire expressing satisfaction with the service they received.

Safe and Well Visit Follow Up Survey 2021/22

- 2.3 During 2021/22 1,496 questionnaires were sent out over the eight months that data was available after the recommencement of visits after the COVID19 pandemic. 365 were completed and returned, which is a response rate of 24%.
- 2.4 Overall, the feedback is positive with 99% of respondents satisfied with the Safe and Well Visit, of whom, 91% were very satisfied.

- 2.5 A summary of each survey results is attached which also details a comparison with the results from the previous year's feedback.
- 2.6 These survey results will be used to address any areas for improvement in order to continue positive satisfaction levels in the 2022/23 consultation exercise.

3 Financial Implications

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

4 Legal Implications

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

5 Human Resources and Diversity Implications

- 5.1 Equality data is collected as part of this survey.

6 Health and Safety Implications

- 6.1 There are no health and safety 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 Priorities

- 8.1 This report links to all of the 'Your Fire & Rescue Service' priorities.

9 Recommendations

- 9.1 That Members note the contents of the report.



West Yorkshire
Fire & Rescue Service

Quality of Service Survey 2021/22 (After the Incident)

Ownership: Corporate Services



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1 After the Incident Survey

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

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

	Domestic	Non-Domestic	Total
Questionnaires issued	1010	347	1357
Completed Questionnaires returned	137	54	191
Response Rate	14%	16%	14%

The questions in the survey cover such areas as:

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

2 Summary – Domestic Incidents (in the Home)

137 completed questionnaires were returned to the independent research company out of the 1010 sent out (14% return), which is a 8% decrease on last year.

	2021/22	2020/21
Completed questionnaires	137 (14%)	187 (22%)

- 97% (91) of respondents said that they were very satisfied or fairly satisfied with their initial contact on the telephone with the Fire Service
- 55% (69) said that the Fire Service arrived at the incident quicker than expected and 35% (44) said that the arrival time was as expected
- 96% (120) of respondents said that they were very satisfied or fairly satisfied with the service provided at the scene
- 97% (114) of respondents felt that WYFRS kept the effects of the incident to a minimum
- 77% (94) of respondents received fire safety information at the scene, 41% (54) were offered a Safe and Well Visit and 33% (42) received an advice booklet

- Overall 96% (131) of respondents expressed satisfaction with the service they received from WYFRS, of whom 94% (128) said they were very satisfied.

3 Summary – Non Domestic Incidents

54 completed questionnaires were returned to the independent research company out of the 347 sent out (16% return), a 5% decrease on 2020/21.

	2021/22	2020/21
Completed questionnaires	54 (16%)	59 (21%)

- 100% (29) of respondents said that they were satisfied or fairly satisfied with their initial contact on the telephone with the Fire Service.
- 41% (18) said that the Fire Service arrived at the incident quicker than expected and 59% (26) said that the arrival time was as expected.
- 95% (40) of respondents felt WYFRS kept the effects of the incident to a minimum.
- 100% (44) of respondents said that they were very satisfied or fairly satisfied with the service provided at the scene.
- 77% (34) of respondents received fire safety information at the scene and 18% (9) received an advice booklet.
- Overall 98% (52) of respondents said that they were satisfied with the service received from WYFRS, of whom 85% (45) were very satisfied.

4 Interpretation of data

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

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

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

5 Domestic Incidents Questionnaire

The questionnaire was sent out to a selection of appropriate incidents, covering a range of incident types. Although 47% of the questionnaires returned related to internal or building fires,

the remainder represented a wide range of other incidents, including external fires, flooding and the rescue of persons or animals.

5.1 Domestic - Initial Contact

The number of valid responses is smaller for these questions, as only 68 respondents contacted the emergency services themselves.

The questionnaire asks a number of specific questions about the qualities displayed by the FRS staff in the initial contact, with the following results and 2020/21 results included for comparison:

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

Qualities	2021/22	2020/21
Polite	96% (90)	99% (118)
Helpful	97% (84)	98% (116)
Efficient	97% (83)	99% (114)
Reassuring	94% (94)	96% (109)
Informative	94% (76)	96% (108)

Overall, 97% (91) of respondents expressed satisfaction with their initial telephone contact with the Fire Service of whom, 95% (89) said that they were very satisfied.

This reflects a decrease in satisfied respondents since 2020/21 when 99% (119) expressed they were satisfied with their initial telephone contact with the Fire Service.

5.2 Domestic - At the Scene

The number of valid responses is slightly smaller for these questions, as only 127 respondents were present at the scene at the time of the incident.

	2021/22	2020/21
Arrived at incident quicker than expected	55% (69)	64% (108)
Arrived at incident as was expected	35% (44)	30% (51)
Kept informed of what was happening during the incident	96% (121)	97% (166)

The questionnaire asks a number of specific questions about the qualities displayed by the firefighters at the scene, with the following results and 2020/21 results included for comparison:

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

Qualities	2021/22	2020/21
Polite	96% (119)	99% (165)
Helpful	97% (115)	98% (160)
Informative	96% (112)	98% (156)
Efficient	96% (114)	99% (163)
Sensitive	95% (111)	97% (155)

97% (114) of respondents felt that WYFRS kept the effects of the incident to a minimum; which is lower than the 99% (161) in 2020/21. The all qualities demonstrated by the firefighters are lower than the 2020/21 results.

Overall, 96% (120) of respondents said that they were satisfied with the service provided at the scene, which is lower than the 99% (171) in 2020/21.

5.3 Domestic- Information and Advice Given

77% (94) of respondents received information at the scene, in the form of general safety advice, and 75% (92) found this useful.

This is lower than the 2020/21 results where 83% (142) of respondents received general safety advice at the scene.

41% (54) of respondents had been offered a Safe and Well Visit after the incident. Most accepted the offer, but 5% (7) of these declined it.

This is higher than the 2020/21 results, when 30% (52) of respondents were offered a Safe and Well Visit, however 3% (5) of these respondents declined this.

57% (70) of respondents had acted upon the advice given at the scene and/or in the Safe and Well Visit with 8% (10) not acting upon it and 11% (13) stating the advice was already in place.

33% (42) of respondents received a FRS advice booklet after the incident. This is a increase upon the 2020/21 results where 23% (41) of respondents received a booklet after the incident. Compared with 2020/21 respondents stated they found the booklet:

Qualities	2021/22	2020/21
Informative	97% (28)	97% (28)
Easy to understand	97% (35)	97% (32)
Helpful	96% (27)	97% (30)

Relevant	96% (26)	97% (28)
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5.4 Domestic - Overall Service

Overall, taking everything into account, 96% (131) of respondents expressed satisfaction with the service they received from WYFRS, of whom 94% (128) said that they were very satisfied.

These figures are lower than in 2020/21 where 99% (179) of respondents expressed satisfaction with the service received and lower than the 95% (172) who said that they were very satisfied.

6 Respondent Profile – Domestic Incidents

The demographic profile of the 137 domestic incident responses in 2021/22 can be broken down as follows:

Gender			Age				Ethnicity			Long standing			Household Type		
Male	Female	Unknown	16-39	40-59	60-74	Unknown	White	Non-white	Unknown	Yes	No	Unknown	With children	Without children	Unknown
44%	56%		24%	40%	35%		87%	13%		25%	75%		29%	71%	
50	76	2	33	55	48	1	117	17	3	33	97	7	96	71	2

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

	Response	Gender		Age			Ethnicity		Long standing illness/ disability		Household Type		Total responses to question
		Male	Female	16-39	40-59	60-74	White	Non-white	Yes	No	With children	Without children	
Taking everything into account those who expressed they were:	Satisfied	57	72	31	54	45	111	17	33	91	39	90	136
	Neither satisfied or dissatisfied	1		1			1			1		1	
	Fairly dissatisfied		1			1	1			1		1	
	Very dissatisfied	1	2	1	1	1	3			3		3	
In regard to service received at the scene those who expressed they were:	Satisfied	50	68	27	52	40	104	13	33	81	34	84	125
	Neither satisfied or dissatisfied												
	Fairly dissatisfied	2	1	1	1	1	3			3		3	
	Very dissatisfied		2	1		1	2			2		2	
In regard to initial telephone contact those who expressed they were:	Satisfied	34	55	21	39	30	34	9	19	67	32	58	94
	Neither satisfied or dissatisfied		1	1						1		1	
	Fairly dissatisfied	1	1	1		1	1		1	1		2	
	Very dissatisfied												

7 Non Domestic - Incidents Questionnaire

54 completed questionnaires were returned from the 347 sent out (16% return), a five percent decrease on 2020/21.

	2021/22	2020/21
Completed questionnaires	54 (16%)	59 (21%)

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

Although 73% (38) of the questionnaires returned related to internal or building fires, the remainder represented a wide range of other incidents, including chemical incidents, external fires and the rescue of persons.

7.1 Non Domestic - Initial Contact

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

The questionnaire asks a number of specific questions about the qualities displayed by the FRS staff in the initial contact, with the following results and 2020/21 results included for comparison.

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

Qualities	2021/22	2020/21
Polite	97% (28)	100% (35)
Helpful	100% (28)	100% (34)
Efficient	100% (28)	100% (34)
Reassuring	93% (26)	91% (31)
Informative	93% (26)	97% (33)

Overall, 100% (29) of respondents were satisfied with their initial contact with the Fire Service, of whom 93% (27) said they were very satisfied.

These results are similar to those in 2020/21 where 100% (34) of respondents were satisfied with their initial contact with the Fire Service, of whom 91% (31) said they were very satisfied.

7.2 Non Domestic - At the Scene

The number of valid responses is fairly high for these questions, as either the respondent or a colleague was present at the scene in 83% (43) of the incidents.

	2021/22	2020/21
Arrived at incident quicker than expected	41% (18)	42% (19)
Arrived at incident as was expected	59% (26)	53% (24)
Kept informed of what was happening during the incident	91% (40)	98% (49)
Not kept informed of what was happening during the incident	9% (4)	2% (1)

The questionnaire asks a number of specific questions about the qualities displayed by the firefighters at the scene, giving the following results and 2020/21 results included for comparison.

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

Qualities	2021/22	2020/21
Polite	98% (43)	98% (47)
Helpful	98% (43)	96% (45)
Informative	93% (41)	96% (45)
Efficient	100% (43)	96% (45)
Sensitive	95% (40)	93% (43)

95% (40) of respondents felt that WYFRS kept the effects of the incident to a minimum. This is a 3% decrease on last year where 98% (48) of respondents felt that WYFRS kept the effects of the incident to a minimum.

Overall, 100% (44) of respondents said that they were satisfied with the service provided at the scene, with 86% (38) being very satisfied.

Overall satisfaction results in 2020/21 showed 98% (48) were satisfied with the service provided, with the 96% (47) of respondents stating they were very satisfied.

7.3 Non Domestic - Information and Advice Given

The questionnaire asks a number of specific questions about information and advice given by the Firefighters at the scene, giving the following results and 2020/21 results included for comparison.

	2021/22	2020/21
General safety advice provided at the scene	77% (34)	80% (40)
Adopted the advice given	70% (23)	70% (28)
Advice given was already in place	27% (9)	25% (10)

18% (9 respondents) received a FRS advice booklet after the incident. All agreed that the information contained in the booklet was informative, relevant and easy to understand with 86% (6) saying it was helpful.

In comparison, the 2020/21 figures showed 15% (9) of respondents received a FRS advice booklet after the incident.

7.4 Non Domestic - Overall Service

Overall, taking everything into account, 98% (52) of respondents expressed satisfaction with the service they received from WYFRS, of whom 85% (45) said that they were very satisfied.

This overall satisfaction result remains the same as the 2020/21 survey results where 98% (58) of respondents expressed satisfaction with the service they received from WYFRS.

The profile of the responses is as follows:

- **Incident type:** Internal/Building fire with flames 46% (24); Internal/Building fire -smoke only 27% (14); External Fire including vehicles, rubbish etc. 8% (4); Chemical incident 6% (3); Flood 6% (83; Rescue of persons 4% (2); False alarm 2% (1); Other 2% (1)
- **Premise type:** Hotel / Boarding house 4% (2); Hospital 4% (2); Care home 2% (1); Offices 2% (1); Factory 38% (20); Retail 15% (8); Education 9% (5); Entertainment 2% (1); Agriculture / Farming 6% (3); Pub 2% (1); Restaurant / Café 6% (3); Garage 2% (1); Church 2% (1); Leisure / Leisure centre 2% (1); Warehouse / Storage 4% (2); Other 2% (1)
- **Number of people present:** 1-50 people 68% (35); 51-200 people 16% (8); 201 or more people 12% (6) and no-one present 6% (3)

Safe and Well Visit Follow-Up Survey 2021-22

Ownership: Corporate Services



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1 Introduction

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

Following the introduction of Safe and Well Visits, the previous Home Fire Safety Check follow up survey form was replaced in 2019-20 by a new survey form. The survey now asks questions which include the additional areas covered within home visits.

Due to the COVID19 pandemic, Safe and Well Visits were suspended in March 2020 and as a result surveys were only sent out for 11 months of 2019-20. The continuing restrictions prevented the full re-introduction of the Safe and Well Visit programme until into 2021-22. The availability of information to allow the mailout of surveys recommenced in August 2021 and therefore the data available for this year only covers eight months.

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

	2021/22	2019/20
Completed questionnaires	365	483

1,496 questionnaires were sent out over eight months during 2021-22 of which 365 were returned giving a response rate of 24%. This compares to 1,375 questionnaires were sent out over eleven months during 2019/20 of which 483 were returned giving a response rate of 35%.

The questionnaire covered the following topics:

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

2 Interpretation of data

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

3 Initial Contact

The questionnaire asks a number of specific questions about how S&WVs are requested. The results are shown below along with the 2019/20 results for comparison.

	2021/22	2019/20
Completed S&WVs at request of resident	57% (202)	53% (224)
Completed S&WVs following unscheduled visit	4% (14)	8% (37)
Completed S&WVs referred or recommended by another organisation	26% (92)	23% (106)
Completed S&WVs following WYFRS attending an incident	5% (18)	6% (28)

The majority of people 24% (85) found out about the S&WV having telephoned WYFRS with an issue, followed by 18% (64) from a recommendation by a friend or family member.

Following initial contact 52% (170) of respondents had their S&WV within one week, which is a 3% increase on 2019/20 49% (208). Those respondents who had to wait more than a month for their S&WV following initial contact was higher at 6% (20) compared to 3% (13) in 2019/20.

The questionnaire asked how polite were our staff during the initial contact to which 100% (353) responded that they were satisfied, which is higher than the 98% (414) in 2019/20.

Overall, 97% (341) of respondents were satisfied with the service received during their initial contact with WYFRS, which is lower than the 100% (458) of respondents in 2019/20.

4 The Safe and Well Visit

Pre-arranged appointments were given to 84% (295) of respondents and of these 97% (282) of the visits took place as arranged, with 3% (9) arriving late but apologising. There was no indication of appointments not being kept.

Smoke detectors were installed into 86% (304) of residents homes, compared to 83% (393) in 2019/20. A total of 273 of respondents confirmed they were given advice regarding these, which included the following:

Advice on smoke detectors	2021/22	2019/20
How to test the smoke detector	94% (257)	89% (326)
Cleaning and maintenance of the detector	56% (153)	55% (201)
How to replace the detector	38% (104)	37% (135)

93% (227) of respondents confirmed they had been given information leaflets, which is higher than the 92% (328) in 2019/20. They were also asked if they had received any further equipment with 3% (7) indicating they had been given flame retardant bedding or throws and/or a flaplock or blanking plate.

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

Smoking safely	85% (130)
Cooking safely	85% (235)
Candles	87% (266)
White goods appliances (tumble dryer, fridge etc.)	78% (215)
Smaller electrical devices (laptop, hair dryer, mobile phone, chargers etc.)	74% (198)
Electrical wiring, sockets, adaptors etc.	83% (235)
Safe use of emollient skin care products	56% (118)
Safe use of oxygen equipment and/or air flow mattress	57% (89)
Housekeeping/hoarding	55% (95)
Lifestyle behaviours such as drinking or drug taking	54% (83)

Additionally as part of the Safe and Well visit 228 respondents said they were given further advice on:

Carbon monoxide detectors	67% (153)
Slip, trips and falls	40% (91)
Smoking cessation	17% (39)
Keeping your home warm	34% (78)
Your health and wellbeing	45% (103)
Crime prevention	23% (52)
Other	5% (11)

45% (156) of residents were advised to contact another agency for further information, advice or support with the above and 41% (138) were informed that WYFRS would give their details to another agency so they could support with this.

Thinking about the advice given by WYFRS to residents, 100% (348) of respondents agreed it was useful, which is higher than the 98% (452) in 2019/20. The advice was understood by 99% (347) of the respondents, which compares with 98% (458) in 2019/20.

When asked about the the length of the visit 98% (338) stated they were satisfied; 98% (340) were satisfied with the amount of information given and 99% (351) were satisfied with the politeness of staff during the visit.

5 After the Safe and Well Visit

Since the Safe and Well visit 46% (161) of respondents said they now check their smoke alarms weekly.

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

- | | |
|---|-----------|
| • Clean smoke alarm regularly | 23% (80) |
| • Close internal doors at bedtime | 63% (220) |
| • Leave door keys in an accessible place at night | 71% (248) |
| • Access to a phone in the bedroom at night | 61% (213) |
| • Make sure escape route is clear and uncluttered | 57% (199) |
| • Shared fire safety information with others | 40% (140) |

16% (52) of respondents indicated that based on the fire safety advice received they had also made other changes, however 286 stated that they had made no changes. The main reason for not doing was that 93% of respondents said no changes were required. Other reasons were due to 6% (17) stating the changes were not relevant as they did not feel at risk from fire, 2% (6) because they had forgotten or don't know what to do, they need support to make the changes and/or the changes need to be carried out by landlord and 1% (3) said the changes required are too expensive.

6 Overall Service

Taking everything into account, 99% (355) of respondents were satisfied with the Safe and Well Visit, of whom, 91% (327) were very satisfied.

The satisfaction result is similar to 2019/20 when 98% (467) of respondents indicated they were satisfied with the Safe and Well Visit service with 92% (439) who were very satisfied.

7 Respondent Profile

The demographic profile of the 365 responses in 2021/22 can be broken down as follows:

Gender			Age					Smoker in household			Ethnicity			Long standing illness/disability			Household Tenure		
Male	Female	Unknown	16-39	40-59	60-74	75+	Unknown	Yes	No	Unknown	White	Non-white	Unknown	Yes	No	Unknown	Owned	Rented	Unknown
33%	67%		7%	17%	25%	50%		15%	85%		93%	7%		62%	38%		86%	14%	
120	241	4	25	62	91	180	7	52	304	9	330	26	9	213	131	21	303	51	11

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

	Response	Gender		Age				Smoker in household		Ethnicity		Long standing illness/ disability		Household Type		Total responses to question
		Male	Female	16-39	40-59	60-74	75+	Yes	No	White	Non-white	Yes	No	Owned	Rented	
Taking everything into account with the S&WV those who expressed they were:	Satisfied	114	239	25	59	89	176	50	298	321	26	209	27	296	49	359
	Neither satisfied or dissatisfied	2			3			2		3		2	1	3		
	Fairly dissatisfied															
	Very dissatisfied															
In regard to the initial contact to arrange the appointment those who expressed they were:	Satisfied	107	231	24	60	84	166	47	287	306	26	199	126	288	44	349
	Neither satisfied or dissatisfied	3	2		1	1	3	1	3	6		4		3	1	
	Fairly dissatisfied		2		1		2									
	Very dissatisfied															

OFFICIAL

Arson Convictions 2021/22

Community Safety Committee

Date: 28 October 2022

Agenda Item:

10

Submitted By: Director of Service Delivery

- Purpose** This report gives details of the arson convictions for the year 2021 - 22, where the Fire Investigation Team from West Yorkshire Fire and Rescue Service (WYFRS) provided expert witness statements to the Crown Prosecution Service.
- Recommendations** That Members of the Community Safety Committee note the contents of this report.
- Summary** The Arson Convictions where expert witness evidence from West Yorkshire Fire Investigation Officer was used for prosecution are included within this report

Local Government (Access to information) Act 1972

Exemption Category: None

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

Annexes: None

1 Introduction

- 1.1 For the period 4 September 2021 to 5 September 2022, West Yorkshire Fire and Rescue Service (WYFRS) Fire Investigation Unit Officers (FIOs) investigated the origin, cause and development of fire in 185 incidents.
- 1.2 For a number of these incidents the police require expert witness statements to assist them in the preparation of a case file for consideration by the Crown Prosecution Service (CPS) in relation to individuals being charged with arson offences.
- 1.3 West Yorkshire Police Witness Care routinely update Fire Investigation Officers on the progress of those cases whereby the Fire Investigation Officer has been notified that they may be required to attend court and give evidence. In many of the other cases, a robust expert witness statement has resulted in those accused of arson pleading guilty to the alleged offence and there has been a subsequent conviction.
- 1.4 The fire investigation unit is not routinely updated on the outcome of these cases, but the unit endeavours to follow up on them to ensure we can produce the most accurate statistics that closely reflect our value to West Yorkshire Police and the communities we serve.
- 1.5 This report provides an overview of the cases where expert evidence submitted by the Fire Investigation Team from WYFRS has been used by West Yorkshire Police and the CPS to aid in securing convictions.

2 Information

- 2.1 For 64 of the 185 incidents the WYFRS FIO supplied West Yorkshire Police with expert witness statements.
- 2.2 For the period 4 September 2021 to 5 September 2022 the following new outcomes have been established:
 - 25 cases are being progressed through the judicial system.
 - 23 of which have found 24 defendants guilty.
 - 13 cases have resulted in sentences totalling 60 years and 6 months.
 - Sentencing information is pending on 8 cases.
 - 2 cases are pending trial.

- 2.3 WYFRS continues to provide Fire Investigation Officers 24/7 to a range of incidents to support response arrangements. The FIO's often return to scene and work with Police investigators and/or the Health & Safety Executive to establish the cause of fire.
- 2.4 Understanding the cause of fire also informs our prevention, protection and response activities.
- 2.5 The table below shows the cases whereby the Fire Investigation Unit has obtained an update on the progress of cases currently being progressed through the judicial system.

Incident	Incident Date	Fire Details	Charge/Sentence	Prison / Community Sentence
1947001466	Jan-19	House	Arson being reckless as to whether life is endangered.	Found guilty, sentence pending.
2047000965	Jan-20	Shop	Arson.	Two people each sentenced to 32 months in prison. One was also given an extended licence period of two years.
2047006819	May-20	Nightclub	Arson.	Found guilty, sentence pending.
2047029644	Dec-20	Room in hostel	Arson being reckless as to whether life is endangered.	Found guilty, sentence pending.
2147001307	Jan-21	Hospital	Arson being reckless as to whether life is endangered.	Found guilty, sentence pending.
2147000066	Jan-21	House	Arson with intent to endanger life.	20/06/2022 21 Months Imprisonment suspended for 24 months. Rehabilitation Activity Requirement for 20 days. 180 hours of unpaid work in the community. Court Surcharge to be paid.
2147000754	Jan-21	Flat	Arson being reckless as to whether life is endangered.	Sentencing 2 Sep 2022.
2147006046	Mar-21	House	2 x Murder, Arson with intent and perverting the course of justice.	Sentenced to a minimum of 30 Years.
2047014955	Apr-21	Flat	Arson with intent to endanger life, assault by beating of an emergency worker, arson with recklessness as to whether life was endangered.	22/02/2022 3 years 6 months imprisonment.
2147015875	Jun-21	House	Arson (further clarification to follow).	Found guilty of damage to property. 12 months Conditional Discharge.
2147014554	Jun-21	High rise	Arson being reckless as to whether life is endangered.	Custodial term of four years and three months, two-thirds of which must be spent in custody, followed by a further two years on licence.
2147018442	Jul-21	Sheltered Accommodation	Arson being Reckless as to Whether Life was Endangered	Sentenced to 16 months.
2147017677	Jul-21	House	Arson being reckless as to whether life is endangered.	Sentenced to 3 years.
147021407	Aug-21	House	Arson Reckless.	Sentenced to 18 months.

2047029210	Oct-21	Flat – Student Accommodation	Arson being reckless as to whether life is endangered.	2 year community order with supervision, and up to 30 rehabilitation days with probation service.
2147024380	Oct-21	Flat	Arson being reckless as to whether life is endangered.	Guilty plea 03/11/21. Sentenced to 2 years.
2147028593	Nov-21	House	Arson being reckless as to whether life is endangered.	Guilty plea – Awaiting sentencing
2247002383	Feb-22	School	Arson.	Sentenced to life with a minimum of 9 years.
2247004748	Mar-22	Flat	Arson being reckless as to whether life is endangered.	78 weeks in prison.
2247005187	Mar-22	Flat	Arson being reckless as to whether life is endangered.	3 Years and 4 months.
2247014768	Jun-22	Garage	Arson.	Awaiting Sentencing
2247014765	Jun-22	Van	Arson.	Awaiting Sentencing
2247014764	Jun-22	Car	Arson being reckless as to whether life is endangered.	Sentenced to 14 years and 7.5 years on license.
2247014664	Jun-22	Shed spread to house.	Arson.	1st Hearing November 2022.
2247022340	Aug-22	House	To be confirmed.	Person arrested, charged and remanded to prison.

3 Financial Implications

3.1 There are no financial implications arising from this report.

4 Legal Implications

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

5 Human Resource and Diversity Implications

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

6 Equality Impact Assessment

Are the recommendations within this report subject to Equality Impact Assessment as outlined in the EIA guidance? (EIA guidance and form 2020 form.docx (westyorksfire.gov.uk))	Yes / No
Date EIA Completed	DD/MM/YY
Date EIA Approved	DD/MM/YY

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

7 Health, Safety and Wellbeing Implications

7.1 The work undertaken by the Fire Investigation Team supports Police investigation and plays a significant role in securing convictions for fire related incidents. Investigating the cause of fires provides the opportunity to identify emerging fire risks, understand fire development and inform the West Yorkshire Firefighter Safety Strategy.

8 Environmental Implications

8.1 Understanding the cause of fire enables West Yorkshire Fire and Rescue Service to learn from emergencies we respond to. This allows the service to develop prevention activities, advice and training which reduces the likelihood of future incidents and support a more effective response.

9 Your Fire and Rescue Service Priorities

9.1 This report links with the key 2022 – 25 service priorities below:

- Improve the safety and effectiveness of our firefighters.
- Collaborate with partners to improve all of our services.
- Plan and deploy our resources based on risk.

Focus our prevention and protection activities on reducing risk and vulnerability.

10 Conclusions

- 10.1 The Fire Investigation Officers working within WYFRS are often provide vital evidence at court for criminal prosecution of arson cases. Their training and experience of dealing with fire investigation work is an essential element of the judicial process.