

Annual Report

2014/15



**South Yorkshire
FIRE & RESCUE**

www.syfire.gov.uk

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Joint Foreword by the Chair of the Fire and Rescue Authority and the Chief Fire Officer



Cllr. Jim Andrews

Chair of the Fire and
Rescue Authority



James Courtney

Chief Fire Officer and Chief
Executive

A handwritten signature in black ink, appearing to read 'J S Andrews'.

A handwritten signature in black ink, appearing to read 'James Courtney'.

Welcome to our second annual report, which covers the period April 2014 to March 2015. It was a significant year for the service as some of our key developments were implemented.

These projects included the construction of two new fire stations, the purchase of two new turntable ladders, the roll out of a new IT system for handling 999 calls and the implementation of a new crewing system at some of our fire stations.

All of those changes- detailed elsewhere in this report- have run alongside the constant improvements we are making to the way we deliver our prevention work, working in ever more targeted ways to help the people in our communities who need it most.

We are consistently proud and constantly impressed by the work of staff who continue to deliver on a daily basis, despite the financial pressures we face. This work is reflected in strong performance figures which show fires, deaths and injuries in South Yorkshire remain low.

This report not only provides reassurance to our stakeholders that the service is delivering against its objectives and providing value for money, it also provides an opportunity for our workforce to reflect on the exceptional work they do for the communities we serve.

Introduction

This is the South Yorkshire Fire & Rescue Annual Report for 2014/15. The report looks at our performance and achievements over the past year. It also includes a summary of how we are progressing against our priorities set out in our Operational Plan for 2013 to 2017. A copy of the Operational Plan for 2013 to 2017, along with our Strategic Plan for 2013 to 2017 and Community Fire Risk Model can be found on our website at <http://www.syfire.gov.uk/corporateplan.asp>.



Details of how to obtain a copy of the Annual Report for 2014/15 in alternative formats can be found on page 23, at the end of the report.

What we did in 2014/15



April 2014

Health, education and housing projects, and those supporting vulnerable communities, figured prominently in the 19 schemes that were awarded £500,000 worth of funding under the Fire Authority's **Stronger Safer Communities Reserve**.

New **retained firefighter recruits** enjoyed a passing out parade at our training and development centre in Sheffield. The group of 11 on-call firefighters had completed their two weeks initial training and went on to join fire crews at their respective on-call stations at Penistone, Askern, Rossington and Stocksbridge.

At the end of the month, we attended a **tragic house fire on Wake Road** in Sheffield in which five people sadly lost their lives. Our community safety teams did a significant amount of work in the local area following the incident, including safety talks at Medina Masjid mosque in the city.

May 2014

A major **electrical safety campaign** was launched in response to the Wake Road house fire. This included a series of national newspaper features and an appearance on BBC Breakfast alongside more targeted work in the local community. Our work to raise awareness of electrical fire safety issues later won a regional campaign award.

We also highlighted the dangers of **cigarettes which don't comply with fire safety laws**, following the inquest into the death of an 83-year-old woman in Doncaster. The cigarettes the victim smoked did not comply with legislation introduced in 2011 concerning Reduced Ignition Propensity (RIP) or 'fire safe' cigarettes.

June 2014

A **Sheffield tyre reclamation firm was fined £30,000** after being prosecuted for breaching safety laws at its Attercliffe site in 2013 in which a worker was injured. This followed significant work by our Technical Fire Safety team.

Firefighters spent several days tackling a **deep seated fire at a wood recycling site** at Crow Edge, near Penistone.

We tackled road safety issues as part of **UK Road Safety Week** (9-15 June). Our work contributed to a 25 per cent drop in incidents on South Yorkshire's roads. We held events across the county to educate motorists, cyclists and pedestrians about common causes of road injuries such as speeding, drink driving and distraction.

A fire we attended at the **ASOS warehouse** in Barnsley made headlines around the world, after the online retailer was forced to suspend orders via its website.



July 2014

Two South Yorkshire bikers came to the rescue of a stricken cyclist, thanks to skills they learned at an Edlington fire station training course. The course, **BikerDown**, was run by Safer Roads Partnership officers, teaching bikers how to respond when they come across another road user that has been involved in a road traffic collision.

An unusual incident we attended made national headlines, after firefighters cut free a toddler who had become wedged in a metal mop bucket. We used the incident as a chance to highlight the **varied work our crews are called to respond to**, beyond traditional firefighting.

Work to make the lives of people with **autism and learning difficulties** safer began, thanks to a fire service funded education project. Speakup Self Advocacy, based in Rotherham, was awarded £58,000 from the Fire Authority's Stronger Safer Communities Reserve.

August 2014

Work to build **two brand new fire stations in Sheffield** got under way after political leaders in the city gathered to mark the start of the building project. The new stations at Parkway and Birley Moor are both in Clive Betts MP's Sheffield South-East constituency, and he joined the City Council Leader Julie Dore in marking the occasion. Also present were Fire Authority Chair Jim Andrews, Sheffield Councillors on the Fire Authority, Colin Ross and Jackie Satur; and Chief Fire Officer James Courtney.

We identified at least 50 **death trap swimming spots** across South Yorkshire, where people were continually putting their lives at risk. We chose to highlight the issue after reports of people- often children- regularly swimming in places like flooded quarries over the summer months.

September 2014

Dozens of firefighters were sent to the scene of a **blaze at a waste recycling unit in Sheffield**. Crews were sent to the industrial unit on the Yarra Estate off Station Road in the Ecclesfield area of the city. At the height of the fire seven fire engines with about 35 firefighters were at the scene.

A student completed a work placement with us, under a **new partnership with a university forensic science course**. He studied at Nottingham Trent University and assisted our Fire Investigation Officers at a range of incidents over the course of the year.

We launched an initiative to give 3,000 expectant parents in Barnsley **thermometers carrying home safety tips**. As well as telling parents when their baby's room is the correct temperature, they will also display messages about fire safety and smoke-free homes. The scheme was funded as part of the Stronger Safer Communities Reserve.



October 2014

Two new videos were released to simply explain to people 'how to prevent fires at night' and 'how to escape a house fire'. The high quality videos were filmed at Lifewise and have since been viewed thousands of times and adopted by the Chief Fire Officers' Association and Department for Communities & Local Government amongst others.

We welcomed the Government's Chief Fire & Rescue Advisor **Peter Holland CBE** to South Yorkshire. As well as showing him the work we do locally, he also unveiled a plaque on behalf of the HOPE support group at our training and development centre.

We won the 'Best use of social media in a crisis' at the **UK Social Media Awards** for our work on Twitter informing the public during a major fire in 2013.

Our crews attended a **house fire in Penistone** in which two young boys lost their lives. It was later found that their father, who also died in the incident, had started the fire.

November 2014

We were **successful in a funding bid to the Government's Fire Transformation Fund**, which will mean Maltby firefighters working under the same roof as police for the first time. Maltby fire station will close and Maltby police station will be modified to accommodate fire service vehicles and staff in the project, which will receive £560,000 from the fund.

We **repeated warnings for people not to dry clothes next to heaters**, after an inquest into the death of a man in a Sheffield house fire. The man died following a blaze at the house he shared with his mother and sister in Beighton in 2013.

The fire service and student union housing advisors joined forces to switch Sheffield students onto safety issues, ahead of the busiest time of year for the city's student property market. The advice followed the **temporary closure of a student housing development on Crookesmoor Road**, following work by our Technical Fire Safety inspectors.

December 2014

We gave advice to commercial premises during **UK Business Safety Week** (8 to 14 December). The awareness week, coordinated nationally by the Chief Fire Officer's Association (CFOA), sought to get businesses to engage with local fire services to help manage their fire risk, complete fire risk assessments and ensure business continuity.

We announced that our popular **Kitchen Nightmares campaign**, now in its third year, contributed to a seven per cent reduction in cooking fires compared to previous years. Our campaign included bus shelter advertising and targeted leaflet drops in our highest-risk areas, plus promotion of kitchen fire safety online.



January 2015

Firefighters worked alongside environment officers to better protect South Yorkshire from severe **pollution incidents**.

Crews invited officers from the Environment Agency to train alongside them, allowing both organisations to further understand the complex situations involving pollutants to provide a faster and more efficient response.

Edlington **firefighters were praised after feeding a homeless man** and helping him find the support he needed so he didn't sleep rough on a freezing night shortly after the New Year period. After hearing about how the man had lost his job shortly after Christmas, and subsequently lost his accommodation, the crew helped to find him temporary shelter for the night, referring him to St Leger's homeless out of hours service.

February 2015

A young girl who raised the alarm to a fire in her home was recognised with a **bravery award**. The 11-year-old heard a smoke alarm sounding in the extension of her home. She immediately went to wake her mum and dad, insisting they get up and escape. She was presented with a Certificate of Appreciation at Barnsley fire station.

We reported on our work alongside Sheffield City Council to make hundreds of properties in the city safer by **installing lifesaving sprinkler systems**. The partnership project was a first in the UK and has seen over 540 properties at four locations around Sheffield receive the purpose built automated equipment.

March 2015

Work finished on our **new website**. It was built in response to changes in the way people use technology, which much of our online traffic coming from tablets and mobile phones. It has since been nominated for a national award rewarding

A major national conference seeking to address the issue of gender balance in the UK fire and rescue service was held in Sheffield. More than 90 delegates from nearly 30 different organisations met at the service's Handsworth training centre for the **Women's Development Conference**, hailed as the most important gender focused event ever to have been held within the fire sector.

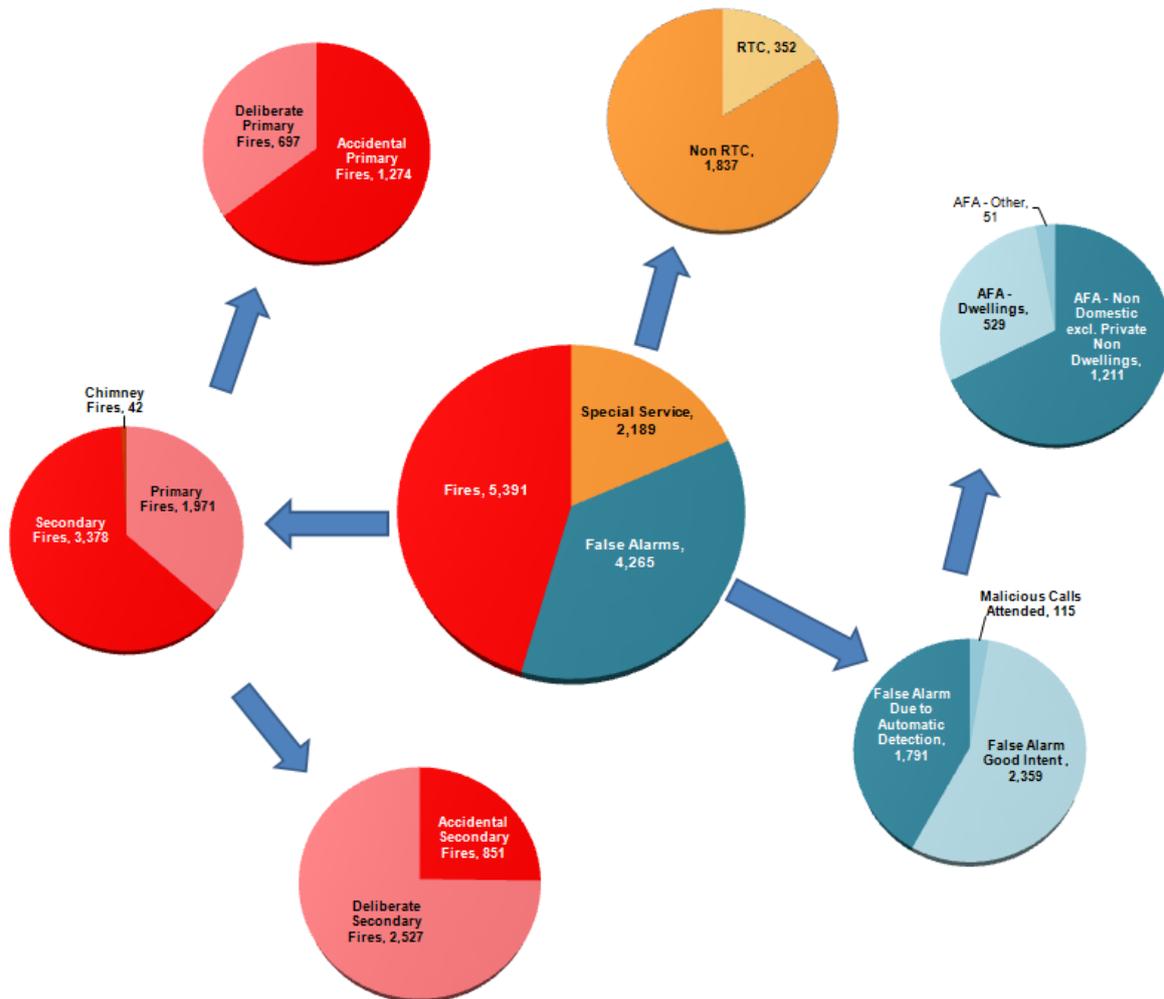
Members of the public who helped rescue a man from a serious flat fire were awarded the fire service's highest honour. The **Chief Fire Officer's Commendation** was presented to three people who kicked down a door and led a man to safety following a house fire in Deepcar.

Our Performance during 2014/15

Performance Indicators		2013/14 Performance	2014/15 Performance
Number of Primary Fires		2,088	1,975
Number of Accidental Dwelling Fires		625	650
Number of Fires in Non-domestic Premises		221	217
Number of Fire Deaths and Injuries	All Fire Deaths	5	10
	Accidental Dwelling Fire Deaths	3	7
	All Fire Injuries	80	106
	Accidental Dwelling Fire Injuries	57	77
Arson Incidents	Primary Arson Incidents	795	697
	Secondary Arson Incidents	3,198	2,527
False Alarms caused by Automatic Fire Detection - Non-Domestic Properties		1,170	1,211

The [Annual Corporate Performance Report](#) for 2014/15 contains the final outturn figures for the full suite of 2014/15 Performance Indicators.

Breakdown of Incidents Attended During 2014/15



Key

- Primary Fire -** Includes all fires in buildings, vehicles and outdoor structures, or any fire involving casualties, rescues or fires attended by five or more appliances
- Secondary Fire -** A fire incident that did not occur at a primary location, was not a chimney fire in an occupied building, did not involve casualties (otherwise categorised as a Primary incident) and was attended by four or fewer appliances
- RTC -** Road Traffic Collision
- AFA -** Automatic Fire Alarm

Headline projects during 2014/15

New Fire Stations

Work began on two new full-time fire stations at Parkway and Birley Moor in Sheffield in 2014/15. The stations both went operational as planned in the summer of 2015.

The new stations were built to replace those at Darnall, Mansfield Road and Mosborough. Darnall fire station opened in 1956 and Mansfield Road in 1965. Mosborough transferred from Derbyshire to Sheffield Fire Brigade in 1967.

The new, full-time station at Birley Moor covers a much greater area of South Yorkshire than the part-time station at Mosborough, right on the Derbyshire border, was able to. It will house one full time and one part time fire engine.

Darnall and Mansfield Road stations were built to address risks in Sheffield's major industrial sites, including the city's major steelworks. The new Parkway station will be better placed to protect new housing developments in the area, plus road traffic collisions on Sheffield Parkway and the nearby road infrastructure. It will house a full time fire engine and an aerial appliance.

Turntable Ladders

One of our major projects in 2014/15 was the procurement of two new turntable ladders.

The vehicles are now in service and having been manufactured by German firm Metz XS and supplied to us through the Rosenbauer Group in the UK.

After specifications were submitted by companies interested in providing the vehicles, extensive testing by a working group consisting of staff in various roles across the fire service took place.

The L32A model has superior accuracy and agility compared to the services current aerial ladder platform (ALP), deploying in 90 seconds it is also much faster in its operation. Its ladder can reach 32 metres and has the ability to work below the horizontal axis.

The vehicles cost a combined £1.2 million and are now based at Doncaster and Parkway fire stations and have been well received by the firefighters deployed to use them.

Close Proximity Crewing

We successfully implemented new crewing systems at Lowedges, Aston Park and Edlington fire stations during this period.

For the public, Close Proximity Crewing means there is no difference whatsoever to our 999 response service. The fire engine will be permanently staffed and available 24/7 with no change to the response time.

For the service, we will save around £400,000 a year because we can crew the fire station with fewer staff compared with traditional crewing methods.

For firefighters, it is a voluntary system and similar ways of crewing fire stations have been in place around the country for several years.

Introducing different ways of crewing fire stations is one of the best ways for us to save the money we need to, without affecting the service we provide.

Support Services Review

A significant review of support services took place, with the ultimate aim of reducing costs and making savings to protect frontline services, whilst continuing to provide an excellent service.

The plans approved by the Fire Authority proposed to reduce support staff roles by 22 posts, save more than £500,000 in support staff costs and produce a total saving in support functions of £1.3 million per year, when the reduction of uniformed non-rider posts is taken into account.

The review incorporated an Early Voluntary Release process which was opened to all support staff, significantly reducing the likelihood of compulsory redundancies.

Control Collaboration Project

A new control and mobilising system developed as part of a joint project with West Yorkshire Fire & Rescue went live in 2014/15.

The new system gives both services increased resilience and improved business continuity measures. In the event that one service suffers a temporary unavailability of control, for any reason, calls can immediately be switched to the other service, who will be able to answer their calls and mobilise staff and appliances on their behalf. This means both South Yorkshire and West Yorkshire do not need fallback control facilities within their own areas, resulting in a substantial financial saving for each service.

Business Continuity

The year saw further periods of national strike action by Fire Brigades Union members in a dispute with central Government over pensions arrangements. The contingency arrangements we had in place enabled us to keep a limited number of fire engines on the run, staffed, and available to keep people safe throughout all the strike periods.

Progress against our Action Plan for 2013 to 2017

An update is given below regarding our progress against our Action Plan for 2013 to 2017.

COMMUNITY – Making people safer – working to prevent emergencies

Priority 1 - Improved Community Risk Analysis and Targeting

Action 1 (To be completed by December 2014)

We will further develop our Community Fire Risk Model to incorporate evaluation of our prevention activity in reducing risk, and review the process in 12 months time. We will use the model to target our Community Fire Safety resources, and use our resources where they have the most impact.

Progress

Complete.

Action 2 (Originally to be completed by April 2014 - now put back to 2015)

We will develop a Non-Domestic (Commercial) Property Risk Model to provide predictive risk information for Technical Fire Safety to target their resources in the area of inspections, and to re-evaluate risk taking into account new risk information. This will also incorporate evaluation of the effectiveness of our inspections on reducing risk.

Progress

This is more than 90% complete, but has been delayed due to issues with matching addresses across the IRS, Address Based Premium and FSEC.

Action 3 (Ongoing)

We will continue to work with partner agencies and seek to further to improve data sharing in order to target our interventions on the most vulnerable in society.

Progress

This ongoing work is now business as usual.

We are producing a data sharing inventory to bring together all the sources of data we have received.

Priority 2 - Increased Community Involvement

Action 4 (To be completed by March 2016)

We will work with our Communities more closely in reducing risk in areas of greatest need through the use of the 'Stronger Safer Communities Reserve', which provides £2 million of funds to support agencies and community partners in the delivery of projects that support our community safety objectives and priorities.

Progress

Complete - Round two is now closed. A year one 'round-up' press release was covered in local media and fire trade media.

Action 5 (Ongoing)

We will continue to develop our approach to Inclusion by ensuring that it is integrated into all aspects of how we deliver our services, and better understand our communities and the risks they face.

Progress

Complete - each functional head reports on a rolling programme to the Workforce and Organisational Development Board on integration of Equality and Inclusion issues.

OPERATIONS – Responding to emergencies – effectively and safely

Priority 3 - Review our Operational Response

Action 6 (Review Annually)

We will continue to review and monitor our operational resources to ensure we have the right equipment and appliances to meet the changing risks in South Yorkshire, taking into consideration future local developments such as managed motorways and the High Speed Rail Network.

Progress

Two new turntable ladders have been purchased and are now operational.
Early planning for the post-2017 IRMP is now under way and is considering all these issues.

Action 7 (To be completed by March 2014)

We will produce South Yorkshire Fire and Rescue Critical Attendance Standards (CAST) which will look to define appliance resource requirements for all standard incidents.

Progress

Complete.

Action 8 (To be completed by September 2014)

We will continue to work with our partners through the Joint Emergency Services

Interoperability Programme (JESIP) to improve the ways in which we respond to major and complex incidents, feeding into regional and national policy direction.

Progress

Complete - on schedule, in line with the national JESIP programme

In June 2015, an audit team assessed the extent to which this approach has been embedded within the Service.

Priority 4 - Explore Opportunities to Expand our Services

Action 9 (To be completed by April 2015)

We will consider how the provision of specialist teams to respond to incidents can be best achieved, either through training our own staff in these skills, or using external teams of people who have the experience, knowledge and equipment to do the job on our behalf.

This will include considering opportunities for expanding the services we currently provide and look at areas such as:

- Co-responding/ medical service provision.
- Marauding Terrorist Firearms Attacks (MTFA)

Progress

Our medical entry work is now business as usual. We are working with other regional FRSs to seek a joint approach to medical response to agree with Yorkshire Ambulance Service.

Rope rescue to be reintroduced later in 2015.

Other opportunities to develop the firefighter role are continuously being sought.

An Emergency First Responder scheme is now on trial at Stocksbridge Fire Station.

PEOPLE – Valuing people – those we serve and employ

Priority 5 – Development of our Training Strategy

Action 10 (To be completed by December 2013)

We will develop our training strategy and policy in line with our IRMP and identified risks, and reinforce our desire to ensure that all our training is as realistic and relevant as possible.

Progress

This is complete and is being implemented through annual training plans.

Action 11 (Ongoing)

We will review our training in light of operational learning from incidents that other Services attend, including consideration of training in confined spaces, at specific times of day or night, in heat and smoke, working at height, on water and any other realistic reflection of operational incidents.

Progress

Since adoption of the IRMP, Orange Wednesdays (night-time training) have been introduced, as has seven days a week training. Liaison between the Operational Assurance Team and Training continues. The new ACO is the national lead in this work stream and will look to implement national recommendations locally.

FINANCE AND RESOURCES – Maximising efficiency – making our resources go further

Priority 6 - Service and Efficiency Review

Action 12 (To be completed by December 2015)

We will review our internal structures to identify more efficient ways to provide frontline services, whilst aiming to maintain the same level of stations and rescue pumps we committed to in March 2012. This will include:

- a. A review of Work Patterns
- b. A review of our business processes
- c. Continuing to identify efficiencies in non-pay budgets

Progress

Close Proximity Crewing was introduced at Aston Park and Lowedges during 2014/15 with no problems, and was later extended to Edlington and Tankersley.

Day crewing was progressed during this period, eventually being introduced at Barnsley in May 2015. It is planned to add night time resilience crewing to improve the appliance's availability.

The Support Services Review was implemented and is expected to be completed by March

2016.

A review of procurement continues to realise significant savings. Over £250,000 was saved from 2014/15 non-pay budgets, with a total overall saving of over £500,000.

Action 13 (To be completed by December 2015)

We will consider Shared Service Opportunities in areas that support of our frontline services.

Progress

We were successful in receiving over £560,000 of funding from DCLG to relocate Maltby Fire Station to the local Police Station site.

We continue to explore shared service opportunities wherever possible. These were considered in the Support Services Review.

Since February 2015 we have shared our Head of HR with Humberside FRS.

Priority 7 – Effective Performance Management

Action 14 (To be completed by December 2014)

We will review our Emergency Call Management Performance systems to ensure that we accurately capture and report our call handling performance following the implementation of the new Control System Software, in collaboration with West Yorkshire Fire and Rescue Service.

Progress

This has not yet been implemented due to issues with the new system. However, proposed areas for monitoring performance have been developed and will be finalised for the 2016/17 performance framework.

Action 15 (To be completed by October 2014)

We will review our approach to benchmarking our performance against others within the Fire Sector, to ensure we are comparing ourselves to 'like' Services, to inform how well we are performing against a number of key indicators. This will include identifying appropriate tools and resources to achieve this, for example exploring the benefits of the new Local Government Association (LGA) online 'LG Inform Tool' for public sector benchmarking.

Progress

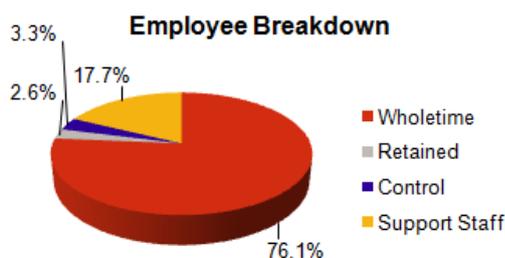
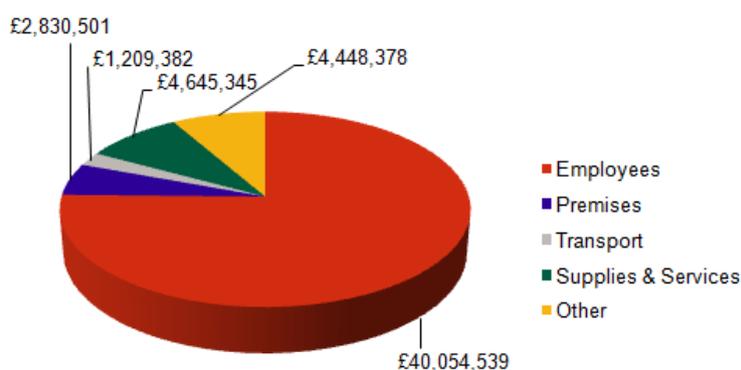
Complete.

Annual Statement of Accounts 2014/15

Budget Outturn for 2014/15

In 2014/15 we had a total expenditure of £52,591,077. The total for each of the five budgetary areas is shown in the diagram below. The budget for employees is 76% of the total expenditure. This is further broken down into each of the four categories of staff.

Outturn Budget - 2014/15



Capital Programme 2014/15

Project Areas	Actual Outturn £000
Premises	654.2
Transport	1,199.9
ICT	208.7
Operational Equipment	213.4
IRMP Related	5,738.3
Total	8,014.5

The table shows what we spent in each of the five project areas of the Capital Programme during 2014/15.

Contact Us

Tell us what you think

We welcome feedback from the public, in relation to this Annual Report or any other issue to do with South Yorkshire Fire & Rescue.

Any comments can be directed to the Customer Care Manager by calling 0114 253 2209 or e-mailing customer care@syfire.gov.uk

Alternatively, write to this Freepost address:

FREEPOST RRXC-YJUE-YCLE

South Yorkshire Fire & Rescue

Sheffield

S1 3FG

Become a Volunteer

The traditional image of the fire and rescue service is of fire-fighters tackling incidents, but the work we do goes much wider than this.

A large part of our role is to work alongside local communities to help make homes safer, educate children and vulnerable people about common hazards and do what we can to prevent emergency incidents happening in the first place.

We have established a volunteer programme to support us in this work, and to play a valuable supporting role to our existing community safety teams and in helping to deliver safety messages at our Lifewise Centre in Rotherham. In return, volunteers will gain valuable experience and skills, improving their capabilities and assisting their applications for future, paid employment.

For more information please email volunteers@syfire.gov.uk or visit the Careers section of our website.

Find Out More

South Yorkshire Fire and Rescue's website provides more information on our services to the community, our people and resources latest incidents and news, and much more.

www.syfire.gov.uk

To sign up for our free e-newsletter or make comments about the website, be involved in our public consultation work, call 0114 253 2353 or email: press@syfire.gov.uk

Follow us on Twitter www.twitter.com/syfr

For general enquiries and comments call 0114 272 7202 or email: comments@syfire.gov.uk

For Complaints and Compliments call 0114 253 2209 or e-mail: customer care@syfire.gov.uk

Access to Information

If you would like more detail on what we do and how we deliver our Services, you can make a request under the Freedom of Information Scheme. For more information about the scheme see the 'contact us' section of our website. If you would like to request information please contact us at:

The Freedom of Information Coordinator,
South Yorkshire Fire & Rescue,
197 Eyre Street,
SHEFFIELD,
S1 3FG.

Or by email to foi@syfire.gov.uk

Alternative Formats

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Arabic

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Cantonese

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Farsi

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French

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Kurdish

'بۆ داواکردنی شهم بلاقوکردنیه بزممانیکێ تر یاخود بۆ زانیاری زیاتر لهبارهی دزگای ئاگرکوژاندنهوه و فریاکهوتنی ساوت یوركشاير
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Mandarin

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Pashto

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کولو لپاره، لطفاً په دې پته ای میل وگرځئ customercare@syfire.gov.uk یا په دې شمېره زنگ ووهئ:
0114 253 2209"

Polish

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Slovak

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Somali

"Haddii aad rabtid in daabacaddaan lagu turjumo, ama haddii aad rabtid macluumaad dheeraad ah ee ku saabsan adeegga Gurmadka & Dab-demiska Koonfurta Yorkshire (South Yorkshire Fire & Rescue), fadlan e-mail u soo dir customercare@syfire.gov.uk ama telefoon u soo dir: 0114 253 2209"

Turkish

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