

# Annual Report

2015/16



**South Yorkshire  
FIRE & RESCUE**

[www.syfire.gov.uk](http://www.syfire.gov.uk)

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

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**Cllr. Alice Cave**

Chair of the Fire and Rescue Authority



**James Courtney**

Chief Fire Officer and Chief Executive



Welcome to our third annual report, which covers the period April 2015 to March 2016. The service continued to make good progress and recorded strong performance in a number of areas during this period.

Several of our key projects were completed, as our new turntable ladders went on the run and two new fire stations at Parkway and Birley Moor started responding to 999 calls for the first time.

Work also began to start exploring opportunities for further collaboration with our emergency services partners. Planning permission was granted for a new joint police and fire station in Maltby and three of our fire stations became the first in South Yorkshire to join the region's Emergency First Responder (EFR) scheme.

The service continued to make a difference to the lives of people in South Yorkshire at both ends of the age spectrum, with the launch of our first ever Princes Trust Team Programme which supports young people who are not in education, employment or training and a memory cafe in Doncaster to support those living with dementia and their carers.

We have maintained a sharp focus on reducing fires, deaths and injuries. However, we are also now exploring ways we can do more to make local people safe and well, as evidenced by our hosting of the inaugural Fire & Health Conference South Yorkshire.

This report is intended to provide reassurance to our stakeholders that the service is delivering against its objectives and providing value for money, whilst providing an opportunity for our workforce to reflect on the exceptional work they do for the communities we serve.

# Introduction

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This is the South Yorkshire Fire & Rescue Annual Report for 2015/16. 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/performance/operational\\_and\\_efficiency\\_plans/](http://www.syfire.gov.uk/performance/operational_and_efficiency_plans/).



Details of how to obtain a copy of the Annual Report for 2015/16 in alternative formats can be found on page 21, at the end of the report.

# What we did in 2015/16



## April 2015

We launched our work with Sheffield City Council to make hundreds of properties in the city safer by installing **lifesaving sprinkler systems**. Over 540 properties in Sheffield have now received the purpose built automated equipment as part of the UK first scheme.

We hosted a major **national data and mapping conference** for fire services from all over the UK. The event looked at how geographic information systems can support smarter working at a time of reduced budgets and changing demand.

The second round of South Yorkshire Fire Authority's **Stronger Safer Communities Reserve** opened, with partner agencies, registered charities and community organisations invited to bid for money to support projects targeted at making the highest risk people in the county safer.

## May 2015

We revealed how a partnership youth project had **helped turn around anti-social behaviour on one of Sheffield's toughest estates**, cutting arson by a third. We worked with partners including Salvation Army and South Yorkshire Police to deliver a 10 week youth club project on the Badger Estate, Woodhouse. The scheme saw youngsters meet once a week to take part in physical activities as well as educational sessions around first aid, road safety and the consequences of anti-social behaviour.

A team of more than 30 firefighters **tested our response to a major chemical leak in South Yorkshire**. The live training exercise, held at an industrial site in Birley, saw crews re-enact their response to a dangerous chemical spillage, with a scenario that included evacuations and multiple public and firefighter casualties.

## June 2015

We repeated safety warnings after an **inquest into the deaths of five people in a house fire** in Sheffield concluded. The tragedy on Wake Road, Sheffield killed three generations of the same family in April 2014 and we used the coroner's findings to remind people of the importance of having effective family escape plans.

Dozens of **care home managers attended a fire service safety seminar**, held at our training centre. The event gave care providers tips on the steps they can take to avoid falling foul of fire safety law. This includes carrying out a fire risk assessment, which is essential for ensuring the safety of those being cared for.

We also held events and issued safety advice to mark **UK Road Safety Week** (June 8-15), coordinated by the Chief Fire Officers' Association (CFOA).



### July 2015

A century after Sheffield became the first fire service in the country to use a turntable ladder, the very latest vehicles to rescue people from height came into service.

**Two new turntable ladders**, believed to be the best specification vehicles of their kind anywhere in the world, arrived in South Yorkshire before going on the run at Parkway and Doncaster stations.

Our **two new multi-million pound fire stations** in Sheffield began responding to 999 calls for the first time. The stations at Parkway and Birley Moor were built to provide a better service to the community, particularly to the south-east Sheffield area.

Firefighters **saved the life of a woman in her 90s**, rescuing her from a flat fire in Rawmarsh.

### August 2015

We joined forces with the police to launch a hard-hitting campaign to target the number of young people deliberately starting fires.

Dubbed '**Connor's story**', the campaign told the fictional story of local teenager, Connor, who, alongside his friends, sets fire to the contents of a wheelie bin which explodes in his face leaving him disfigured with severe facial burns.

We called on the region's **schools to consider installing sprinkler systems**, after revealing we had attended more than 50 blazes in two years. Many of the incidents were deliberately started fires on school grounds, such as bin and grass fires. But other incidents involved school buildings, prompting safety officers to issue their warning.

Fire crews also tackled a major **fire at a scrap yard** on Grange Hill Lane, Sheffield this month.

### September 2015

We took another big step towards supporting the growing numbers of people in South Yorkshire who live with dementia, by holding 'memory cafes' at one of its fire stations.

Adwick Fire Station at Quarry Lane, Woodlands began hosting a **monthly memory cafe** as part of a new partnership with Alzheimer's Society.

The events, held once each month on a Thursday afternoon, provide an opportunity for people living with dementia and their carers to meet in a safe, managed environment and to take part in activities to promote mental and physical wellbeing, like games and health walks.

Properties were evacuated in parts of Sheffield overnight after a **gas leak** in the city. Firefighters were on standby at the incident for several hours.



### October 2015

Joe Bowers was named Youth of Courage at the **Spirit of Fire Awards**. Hosted by The Fire Fighters Charity, the event honoured members of the fire community and members of the public by recognising acts of astonishing courage and bravery, as well as dedication to The Fire Fighters Charity. Joe was severely injured in a house fire in Rotherham as a baby.

A first-of-its-kind partnership between the fire service and **Rotherham Hospice** was launched to provide vital fire safety education to hundreds of people suffering life limiting illnesses. The new scheme sees staff from South Yorkshire Fire & Rescue deliver training to hospice nursing staff plus fire safety advice to patients and their families.

Central White Watch were **awarded first place in the UK finals of the Breathing Apparatus (BA) Challenge** which saw them compete against 15 other fire crews from across the UK, including from West Yorkshire, Greater Manchester and Hertfordshire.

### November 2015

We **highlighted the dangers of smoking**, after fresh figures showed these are still a main cause of accidental house fires. While accidental house fires are reducing, fires caused from cigarettes or other smoking materials still amount to around 60 incidents per year, the same as six years ago.

Stocksbridge fire station became the first in South Yorkshire to join the region's **Emergency First Responder (EFR) scheme**- a joint initiative between South Yorkshire Fire & Rescue (SYFR) and Yorkshire Ambulance Service NHS Trust (YAS) which sees firefighters called out to certain life-threatening incidents at the same time as an ambulance.

We were featured on **ITV Calendar** as part of a feature following fire crews around bonfire night, including the potential dangers they face from coming under attack by members of the public.

### December 2015

**Planners approved proposals for a joint police and fire station in Maltby.** Maltby fire station will close and Maltby police station will be modified to accommodate fire service vehicles and staff, under the plans approved by Rotherham Council.

South Yorkshire **firefighters took part in the flood relief in Lancashire.** A group of 13 firefighters travelled to the flood hit area, taking the High Volume Pump (HVP) to assist emergency services battling the flooding.

Firefighters were praised for **going above the call of duty** to help a vulnerable resident in Sheffield over Christmas. Firefighters visited a man's home and identified a number of issues which were likely to put him at a greater risk of fire. They returned the next day with a full roast dinner, cleared away 15 bags of rubbish and carried out a full home safety check, including the fitting of three free smoke alarms.



### January 2016

A group of **new firefighter recruits successfully graduated** following 13 weeks of intensive training. A passing out parade at our training centre was attended by their family and friends along with local dignitaries.

The next generation of **health practitioners pitched ideas for how the fire service and doctors can work better together** to improve wellbeing in South Yorkshire. Dozens of University of Sheffield medical students were provided a placement opportunity with us to give them a practical insight into potential ties between the fire service and health bodies.

Joe Bowers, who suffered life changing burns as a baby following a house fire, joined Sheffield South East MP Clive Betts in **officially opening Parkway fire station**.

Our first ever **Princes Trust Team Programme** also ended, with a graduation ceremony for the young people who took part in the 12 week programme.

### February 2016

A major event explored the opportunities for the fire and rescue service to support health provision in South Yorkshire.

The inaugural **Fire & Health Conference South Yorkshire** brought together decision makers from across the health, social care, community and voluntary sectors locally to highlight the opportunities to use the FRS as an effective asset in supporting prevention work and enhance health and wellbeing provision for the communities we serve.

Women who have never considered a career as a firefighter before were urged to 'have a go', at a specially arranged event in Sheffield. The session was held as part of a **fresh drive to make the service more representative** of the communities it serves.

### March 2016

**Dozens of South Yorkshire fire cadets were honoured at a ceremony in Sheffield** to mark their achievements. More than 70 cadets, aged 13 to 17, were recognised in front of friends and family at the event at our Handsworth training base.

A fire sprinkler system saved an elderly resident in Sheffield following a fire at her home. The recently installed system, at her house on Derby Street in Gleadless, activated after the owners mobility scooter caught fire and spread to the front of her home, allowing her to escape without serious injury.

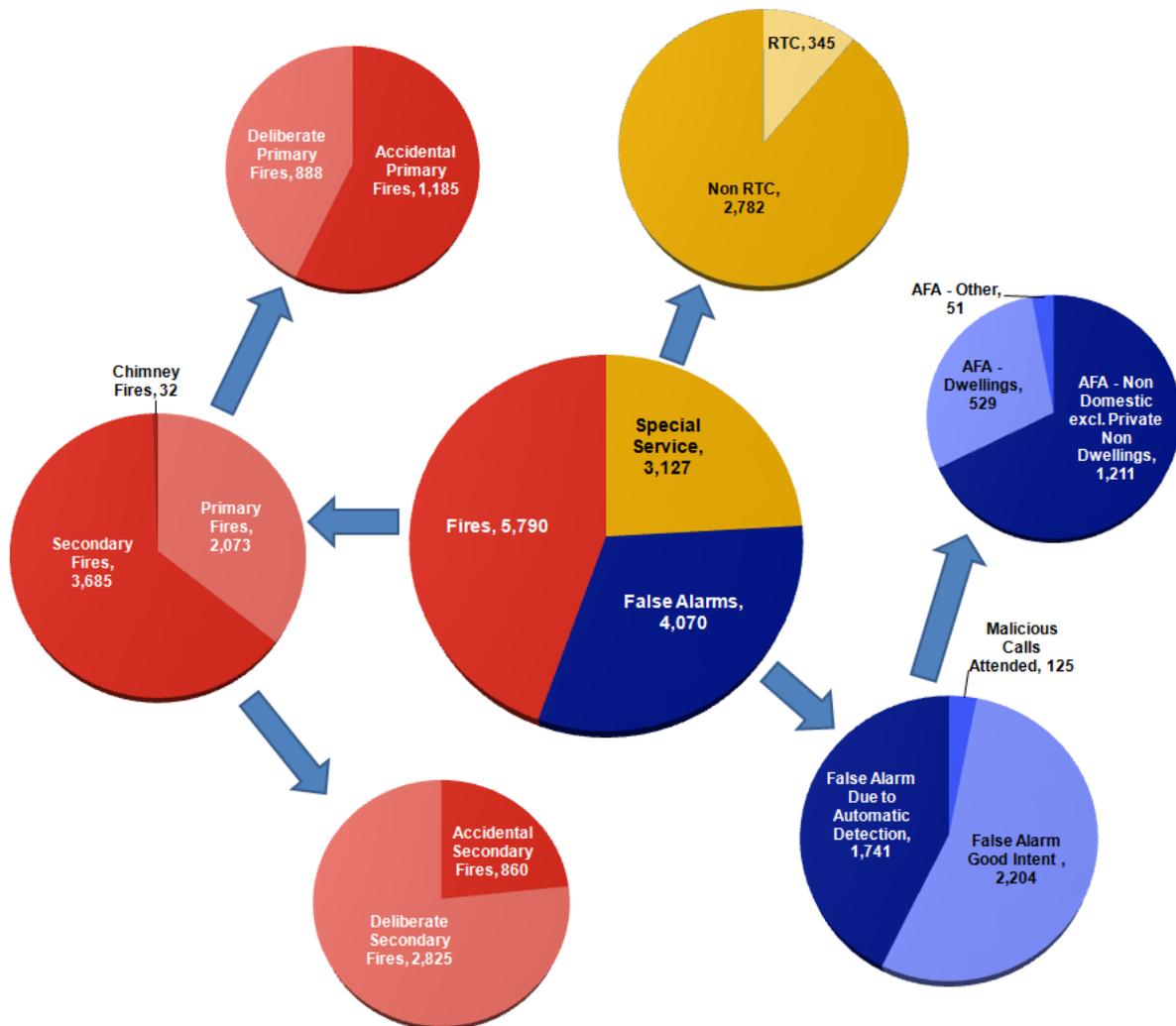
Lord Mayor of Sheffield Cllr Talib Hussain **officially opened Birley Moor fire station**.

# Our Performance during 2015/16

Performance Indicators		2014/15 Performance	2015/16 Performance
Number of Primary Fires		1,975	2,073
Number of Accidental Dwelling Fires		650	629
Number of Fires in Non-domestic Premises		217	217
Number of Fire Deaths and Injuries	All Fire Deaths	10	15
	Accidental Dwelling Fire Deaths	7	9
	All Fire Injuries	106	99
	Accidental Dwelling Fire Injuries	77	66
Arson Incidents	Primary Arson Incidents	697	888
	Secondary Arson Incidents	2,527	2,825
False Alarms caused by Automatic Fire Detection - Non-Domestic Properties		1,211	1,235

The Annual Corporate Performance Report for 2015/16 contains the final outturn figures for the full suite of 2015/16 Performance Indicators. This can be found at <http://meetings.southyorks.gov.uk/ieListDocuments.aspx?CId=173&MId=2913&Ver=4&zTS=D>

# Breakdown of Incidents Attended During 2015/16



## 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 2015/16

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## Day Crewing

Day crewing was introduced at Barnsley station in May 2015, which enabled the second appliance at that station to provide daytime cover at reduced costs compared to the traditional wholetime staffing model.

## Maltby Fire Station

South Yorkshire Fire and Rescue Authority was successful in its bid for Transformation Funding and received £560,000 towards a relocation of Maltby fire station to the existing Police station and the project received planning permission during this period. The target date for the move is April 2017. Sharing facilities is just one of the areas we are looking at for collaboration with South Yorkshire Police, and we are currently undertaking a wider review of the opportunities to work more closely with our emergency service partners.

## Review of Support Services

We have completed our review of Support Services, which saved around £1.2 million from support staff costs, without any need for compulsory redundancies. A number of staff left the organisation through a voluntary redundancy scheme following a review and restructure of all support departments and roles.

## Emergency First Responder (EFR) Scheme

SYFR launched its Emergency First Responder (EFR) scheme on 1 November 2015. The scheme is a joint initiative between South Yorkshire Fire & Rescue (SYFR) and Yorkshire Ambulance Service NHS Trust (YAS) which sees firefighters called out to certain life-threatening incidents at the same time as an ambulance. The EFR unit location within the local community could mean they are nearer to the scene in those first critical minutes of a medical emergency, delivering life-saving care until an ambulance arrives.

# Progress against our Action Plan for 2013 to 2017

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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

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** – The Risk Model is now in use and will be reviewed and refreshed on an annual basis.

#### Action 2

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

The upgrade of the Community Fire Risk Management Information System (CFRMIS) and new ways of working have meant that this piece of work is no longer necessary.

#### 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

**Complete** - We are working with a number of partners in this area and it is now business as usual.

### Priority 2 - Increased Community Involvement

#### Action 4

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** - The first and second rounds have been successfully awarded to partners. The South Yorkshire Fire and Rescue Authority (SYFRA) has committed an additional £2million from reserves for community projects.

### 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** – This work is scrutinised on an ongoing basis by the SYFRA.

## 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 were delivered this year and are now operational.

These issues will be considered as part of the development of the post 2017 Integrated Risk Management Plan.

#### Action 7

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

#### Progress

**Complete -**

#### Action 8

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** – The extent to which it is embedded within the Service has been audited.

**Priority 4 - Explore Opportunities to Expand our Services**

**Action 9**

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 have an agreement with Yorkshire Ambulance Service for medical service provision. This is a joint approach with the other regional Fire and Rescue Services.

Rope rescue has been reintroduced.

Emergency First Responder schemes have been put in place at Stocksbridge, Rossington and Dearne Fire Stations.

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

**PEOPLE – Valuing people – those we serve and employ**

**Priority 5 – Development of our Training Strategy**

**Action 10**

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**

**Complete** - This is complete and is being implemented through annual training plans. Draft training strategy for 2016 to 2019 has been developed and is going through a period of consultation.

**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**

Training is now undertaken seven days a week and Orange Wednesdays (night-time training) now takes place. Liaison between the Operational Assurance Team and Training continues. One of our Assistant Chief Officers is the national lead in this work stream and will look to implement national recommendations locally. A training prospectus for 7 days a week training for 2017 has been produced and is available for all operational personnel to manage their own training via the UBIK portal.

Operational Assurance Team input into training to highlight operational learning has dwindled lately but the Head of Service Delivery Support has agreed to re-invigorate this area of cross function communication.

Work has been undertaken as part of the Health and Safety Executive consolidated report in order to identify training requirements in line with national learning.

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

### **Priority 6 - Service and Efficiency Review**

#### **Action 12**

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 has been introduced at Aston Park, Lowedges, Edlington and Tankersley fire stations.

Day crewing was introduced at Barnsley fire station in May 2015. It is planned to add night time resilience crewing to improve the appliance's availability.

The Support Services Review has now been completed.

#### **Action 13**

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

#### **Progress**

Planning permission has been granted for a new joint police and fire station in Maltby.

South Yorkshire Fire and Rescue Authority was successful in its bid for Transformation Funding and received £560,000 towards a relocation of Maltby fire station to the existing Police station and the project received planning permission during this period. The target

date for the move is April 2017. Sharing facilities is just one of the areas we are looking at for collaboration with South Yorkshire Police, and we are currently undertaking a wider review of the opportunities to work more closely with our emergency service partners.

We continue to explore shared service opportunities wherever possible.

The proposals to share Human Resources and Occupational Health functions with Humberside Fire and Rescue have come to an end due to the current situation in Lincolnshire and the Humber regarding devolution. Therefore, both fire and rescue services have decided to cease the collaborative arrangements in these areas.

## **Priority 7 – Effective Performance Management**

### **Action 14**

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 work is still progressing, but there are ongoing issues with the Control System Software.

### **Action 15**

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.

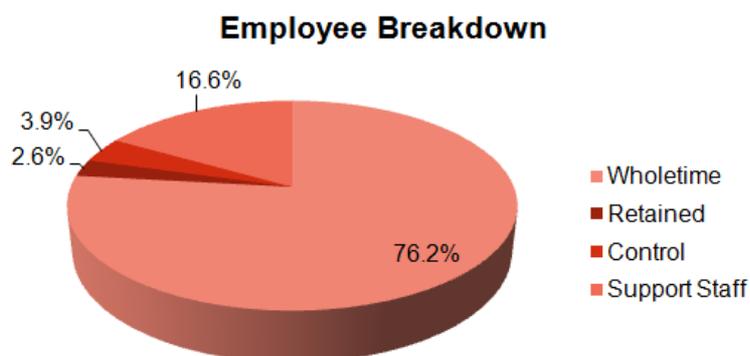
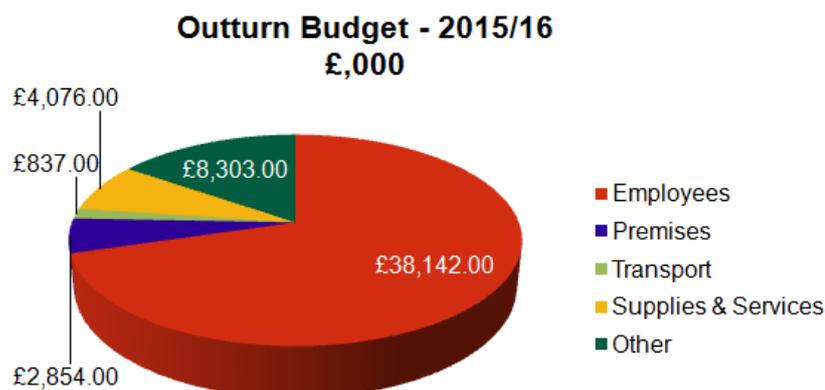
#### **Progress**

**Complete** – We continue to benchmark against the other Metropolitan Fire and Rescue Services and a benchmarking report is submitted to the Fire and Rescue Authority on an annual basis.

# Annual Statement of Accounts 2015/16

## Budget Outturn for 2015/16

In 2015/16 we had a total expenditure of £54,212,000. The total for each of the five budgetary areas is shown in the diagram below. The budget for employees is 76.2% of the total expenditure. This is further broken down into each of the four categories of staff.



## Capital Programme 2015/16

Project Areas	Actual Spend £000
Premises	604.2
Transport	2,220.8
ICT	390.3
Operational Equipment	107.4
IRMP Related	2,044.1
<b>Total</b>	<b>5,366.8</b>

The table shows what we spent in each of the five project areas of the Capital Programme during 2015/16.

# Contact us

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## 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 [customercare@syfire.gov.uk](mailto:customercare@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](mailto: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](http://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](mailto:press@syfire.gov.uk)

Follow us on Twitter [www.twitter.com/syfr](http://www.twitter.com/syfr)

For general enquiries and comments call 0114 272 7202 or email: [comments@syfire.gov.uk](mailto:comments@syfire.gov.uk)

For Complaints and Compliments call 0114 253 2209 or e-mail: [customercare@syfire.gov.uk](mailto:customercare@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](mailto:foi@syfire.gov.uk)

# Alternative Formats

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## Arabic

"تطلب ترجمة لهذه المنشورة أو المزيد من المعلومات عن خدمة الإطفاء والإنقاذ في جنوب يوركشاير، يرجى إرسال رسالة إلكترونية إلى: [customercare@syfire.gov.uk](mailto:customercare@syfire.gov.uk) أو الاتصال بالرقم 0114 253 2209"

## Cantonese

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## Farsi

"برای درخواست ترجمه این بروشور و یا اطلاعات بیشتر در مورد بخش خدمات آتش نشانی و نجات منطقه جنوب یوركشاير، لطفاً به این آدرس به ما و یا به شماره تلفن 01142532209 زنگ بزنید." [customercare@syfire.gov.uk](mailto:customercare@syfire.gov.uk) ایمیل بزنید:

## French

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## Kurdish

"بۆ داواکردنی شهم بلاقو تروادیه به زمانیکه تر یا خود بۆ زانیاری زیاتر له باره‌ی دهمگای ئاگرکوژاندنه‌شوه و فریاکه‌وتنی ساوت یوركشاير تکابه ئه‌میل بفره‌ بۆ [customercare@syfire.gov.uk](mailto:customercare@syfire.gov.uk) بان به‌ یوه‌ندی بکه به زماره‌ ته‌ له‌ فونى 0114 253 2209"

## Mandarin

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## Pashto

"ددى خپرونى د ژبلى د غوښتنو لپاره، يا د مساوټه پارک شاپر فاير اينډ ريسکيو په باب د نور معلوماتو ترلاسه کولو لپاره، لطفاً په دې پته اې ميل وگرځئ [customercare@syfire.gov.uk](mailto:customercare@syfire.gov.uk) يا په دې شمېره زنگ ووهئ: 0114 253 2209."

## Polish

"Aby uzyskać tłumaczenie tego materiału lub otrzymać więcej informacji o Straży Pożarnej South Yorkshire (South Yorkshire Fire & Rescue) prosimy o wysłanie e-maila na adres [customercare@syfire.gov.uk](mailto:customercare@syfire.gov.uk) lub zadzwonić pod numer telefonu: 0114 253 2209"

## 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](mailto:customercare@syfire.gov.uk) ama telefoon u soo dir: 0114 253 2209"

## Turkish

"Bu yayımın tercümesini talep etmek veya South Yorkshire İtfaiye ve Kurtarma Hizmetleri hakkında ayrıntılı bilgi almak için lütfen [customercare@syfire.gov.uk](mailto:customercare@syfire.gov.uk) adresine e-posta gönderin veya aşağıda verilen numarayı arayın: 0114 253 2209"

## Urdu

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