

# Annual Report

2016/17



**South Yorkshire  
FIRE & RESCUE**

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

<b>Contents</b>	<b>Page</b>
Joint Foreword by the Chair of the Fire and Rescue Authority and the Chief Fire Officer	3
Introduction	4
What We Did in 2016/17	5
Our Performance during 2016/17	9
Headline Projects during 2016/17	11
Progress against our Action Plan for 2013 to 2017	12
Annual Statement of Accounts 2016/17	17
Contact Us	18
Alternative Formats	20

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

---



**Cllr. Linda Burgess**

Chair of the Fire and  
Rescue Authority



**James Courtney**

Chief Fire Officer and  
Chief Executive

A handwritten signature in black ink that reads "Linda Burgess".

A handwritten signature in black ink that reads "James Courtney".

Welcome to our fourth annual report, which covers the period April 2016 to March 2017.

It has been another busy period for the service, having published both our Efficiency Plan and Integrated Risk Management Plan (2017-20), which set out how we will deliver the best possible service to local people within the resources which are available to us.

We have continued to make excellent progress in many of our priority areas, including the construction of a new joint police and fire station in Maltby, the introduction of Safe & Well visits and other health related work into our day-to-day business and

We are also continuing to work hard to reduce fires, deaths and injuries through our community safety work and public awareness campaigns, with the lowest ever recorded number of accidental house fires in 2016/17.

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 2016/17. The report looks at our performance and achievements over the past year. It also includes a summary of how we met our actions 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/).

A copy of our Integrated Risk Management Plan for 2017 - 20 which supersedes the Operational Plan for 2013 to 2017 and the Strategic Plan for 2013 to 2017 can also be viewed on the same page.



Details of how to obtain a copy of the Annual Report for 2016/17 in alternative formats can be found on page 20, at the end of the report.

# What we did in 2016/17



## April 2016

We supported **Drowning Prevention and Water Safety Week** by asking people to avoid open water. Firefighters visited water beauty spots during the week to offer safety advice to local people. We began planning to take water safety into schools during the summer to teach youngsters about the unseen dangers in water.

Ten youngsters on our **Princes Trust Team programme** successfully graduated from the 12 week course with honours. We began recruiting again for the course which offers unemployed 16 - 25 year olds, work experience, qualifications, practical skills, community projects and a residential week.

We reminded landlords across the region to **comply with new fire safety laws**. Since last year, landlords have been required to fit smoke alarms on each floor of their rental properties and install carbon monoxide alarms in rooms containing solid fuel burners, or face a £5000 fine.

## May 2016

We launched our **electricity safe** campaign as a result of a rise in electrical fires across South Yorkshire. The campaign saw a significant reduction in electrical fires across the region.

A team of firefighters took part in a major training exercise in Sheffield to **test their response to an incident involving the city's tram network**. The live training scenario involved a casualty being trapped under one of the vehicles.

We took another big step towards supporting the growing numbers of people in South Yorkshire who live with dementia by launching a **major new partnership with The South Yorkshire Dementia Action Alliances**. Coordinators in each of South Yorkshire's four districts promoted fire safety to a range of organisations working with people living with dementia and their carers, in a bid to reduce the risk of fire.

## June 2016

We released a countdown of the ten faulty white goods responsible for the most house fires in South Yorkshire. The figures were used to **highlight a growth in the number of blazes caused by electrical equipment**, with tumble dryers and washing machines topping the list of causes.

We highlighted the **dangers posed by e-cigarettes**, after revealing incidents involving the devices had risen significantly from 2013-2016. Up until 2013, South Yorkshire Fire & Rescue hadn't attended a single incident caused by the devices.

A Barnsley resident thanked the fire service after **smoke alarms we fitted alerted her to a blaze** in her neighbour's home. Neighbours had raised the alarm after hearing the smoke alarms going off.



### July 2016

We announced plans with **Yorkshire Ambulance Service NHS Trust** to create ambulance stand-by points at several fire stations across the county. The co-location of ambulance service resources at some of our sites includes office space for ambulance staff, welfare facilities and ambulance parking bays.

More than 1,000 people attended an **open day in Penistone**, after firefighters threw open the doors of the fire station to local people. The event raised £983 for charity.

We partnered up with **Sheffield Young Carers charity** to offer young carers from Sheffield the opportunity to take part in a firefighter experience day. The day was held at our Training and Development Centre on Beaver Hill Road, Handsworth. Ten young carers were selected by the charity to go along for the day and learn some basic firefighter techniques.

### August 2016

We teamed up with South Yorkshire Safer Roads Partnership and the PCC to try to **reduce the number of fatalities** on the roads within the County. The **illuminateq** campaign targeted young drivers to highlight the importance of keeping within speed limits, wearing seatbelts and not using electronic devices whilst in driving.

Rotherham firefighters helped to **save the life of a man** who had suffered a suspected heart attack. Firefighters were tackling a blaze in a garden, Rotherham when they were notified.

We joined forces with **Yorkshire Ambulance Service NHS Trust** to launch a new team to attend lower priority incidents in Sheffield, to reduce the demand on 999 responders. The Local Intervention and Falls Episodes (LIFE) team responds to people at high volume, lower priority incidents.

### September 2016

We began work alongside Doncaster Council, Doncaster Clinical Commissioning Group and South Yorkshire Police to deliver enhanced safe and well visits to **extend the range of advice** that's given to the most vulnerable people across the region.

We called on the region's farmers **to take steps to protect their livelihoods**, after a large number of farm blazes.

A fire service funded waste food project **won a national industry award for sustainability**.

The Doncaster based Real Junk Food project campaigns to end food waste and runs a pay as you feel cafe catering for people who use food banks and struggle with the cost of food.

Firefighters **cycled between Lands End and John O'Groats** month to raise money for the Fire Fighters Charity.



### October 2016

Central White Watch were awarded **first place in the UK finals of the Breathing Apparatus (BA) Challenge** for the second year in a row, defending the title they won last year. The challenge tested firefighters search and rescue skills in heat and smoke.

Work commenced on a **new joint fire and police station in Maltby**. The station will help to improve services by making it easier for police and firefighters to share knowledge, skills and expertise when tackling common issues.

Firefighters **rescued three people** after a serious house fire in Wath-upon-Dearne.

We called upon Sheffield's students to **ditch the door wedges** as experts feared the city's new arrivals could be tempted to wedge open fire doors which are meant to keep them safe in the event of a major blaze. Fire doors are designed to stop a fire spreading as fast.

### November 2016

We hosted the **Think Sprinkler event** in a bid to explain to landlords, charities and social housing organisations the benefits of installing sprinklers to protect their tenants from fire. Housing providers across the region were invited to the event to find out more about a fire service fund set up to support the installation of life saving sprinkler systems in high risk homes.

As part of the Fire Kills Campaign, we called upon people living in South Yorkshire **to test their smoke alarms** after fresh research showed that only 28% of all households who own one test them on a regular basis.

Our Princess Trust team members **won a regional award** for their community project. The young people were winners in the Community Impact category at the Yorkshire & Humber Princess Trust Celebrate Success Awards 2016 for the project which involved cleaning up and painting three unloved bridges in the Goldthorpe area.

### December 2016

Firefighters and 999 operators at Central fire station teamed up with The Everly Pregnant Brothers to release one of the group's most popular hits- '**Chip Pan**'. The tongue-in-cheek campaign was aimed at **raising public awareness** of one of the biggest causes of house fires - chip pan blazes caused by cooking when intoxicated. Sales of the track raised thousands of pounds for Shelter and Age UK Sheffield and the campaign reduced house fires by 18%.

The campaign was covered nationally, appearing on ITV calendar, TV chat show **The Last Leg** and gained celebrity support including US Open Champion Danny Willett, city songstress Lucy Spraggan and former cricketer Michael Vaughan who all shared a video of the track online, helping it to clock up millions of views.

We **opened recruitment for wholetime firefighters** and held some taster days at our training centre so that people from groups currently under represented amongst frontline staff could find out more about a career in the fire service.



### January 2017

We **assisted the Yorkshire Wildlife Park** in carrying out a number of tests on the park's infamous polar bear, Victor. Specialist crews trained in using animal rescue equipment helped lift the 18 year old, who weighs in at 530kg, into an adequate position for vets and dentists to assist him.

We hosted an event to launch a £1million fund in a bid to **urge housing providers to install sprinklers** to help protect vulnerable residents from fire. The launch explained to businesses, charities and social housing landlords the benefits of this potentially lifesaving fire safety equipment.

We re-iterated our **safety advice to prevent e-cigarette fires** after attending an incident in Rotherham. A small fire started in the lounge of a house due to an e-cigarette on charge.

### February 2017

We called on members of the **public to have their say** on how we plan to deliver our services to local people. People were invited to share their views on our Integrated Risk Management Plan 2017-2020 via an online survey, in writing or at a series of community roadshow events.

Firefighters from Tankersley White Watch **were given an award of recognition** for their help with cleaning up a Sheffield skate park after it had been vandalised.

We launched a campaign to **protect older people from fire** after new figures revealed more than half of the county's recent fire deaths involved people over the age of 60. We called on loved ones to take five minutes to carry out simple checks the next time they visited an older relative or friend to help prevent a fire.

We confirmed a **change to staffing off the second fire engine** at Rotherham fire station as part of our efficiency plan, making more fire engines available in the daytime when firefighters are busiest responding to emergencies.

### March 2017

We unveiled our **first ever throwline station** at Ulley Country Park, offering a potential lifeline to the hundreds of people who visit every week.

An off-duty South Yorkshire firefighter **helped to save the life** of a football fan during Leicester City's Champions League triumph over Sevilla. Caz Whiteman, immediately rushed to support pitch side first aiders and deliver cardio-pulmonary resuscitation (CPR).

A fire service funded film project aimed to **tackle anti-social behaviour and educate young people on drugs and alcohol** was launched across South Yorkshire. The Salvation Army, in partnership with South Yorkshire Fire & Rescue and South Yorkshire Police, worked alongside a group of young people to create the film called 'The Power of Pressure'. The project aimed to reduce the levels of anti-social behaviour and protect the most vulnerable people in society, as well as educating young people on drugs and alcohol.

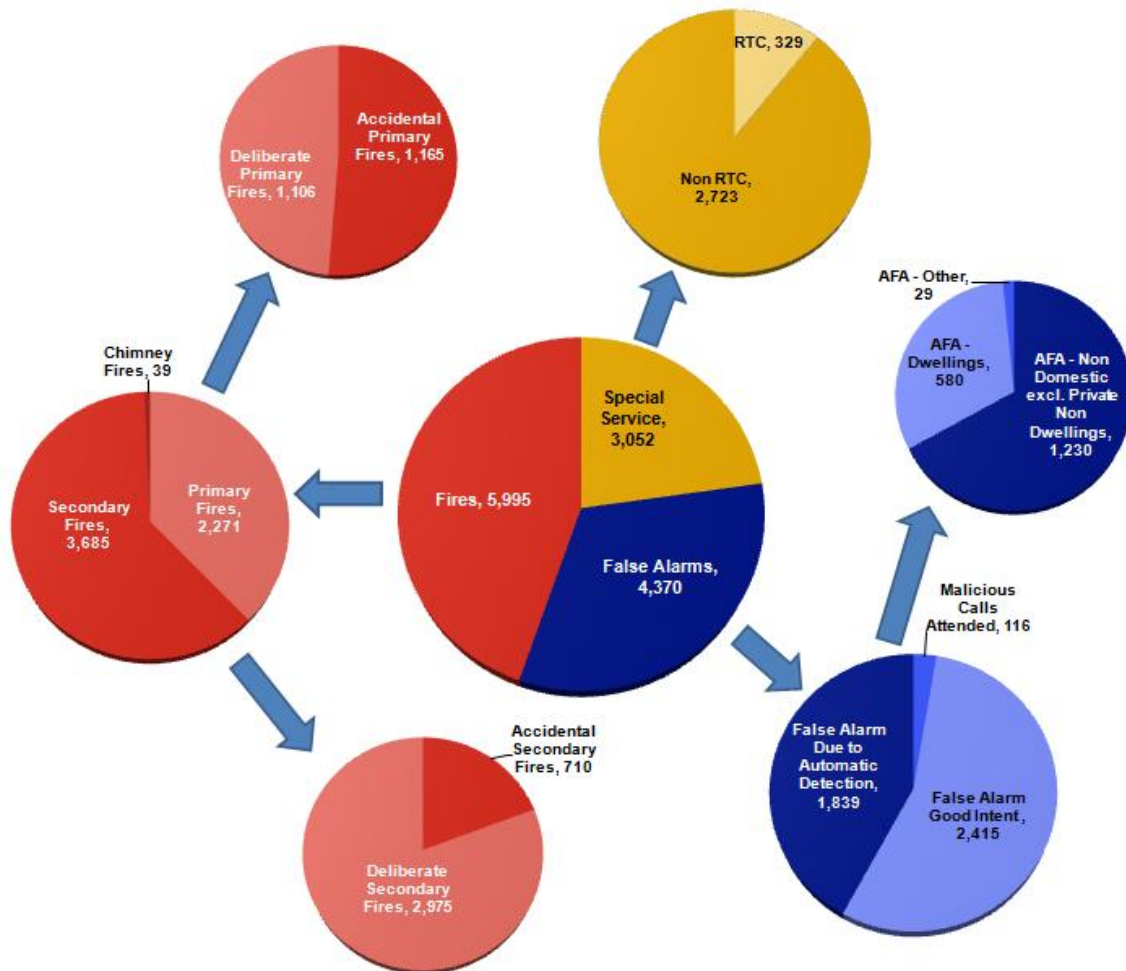


## Our Performance during 2016/17

Performance Indicators		2015/16 Performance	2016/17 Performance
Number of Primary Fires		2,073	2,271
Number of Accidental Dwelling Fires		629	561
Number of Fires in Non-domestic Premises		217	283
Number of Fire Deaths and Injuries	All Fire Deaths	15	8
	Accidental Dwelling Fire Deaths	9	7
	All Fire Injuries	100	90
	Accidental Dwelling Fire Injuries	66	60
Arson Incidents	Primary Arson Incidents	888	1,106
	Secondary Arson Incidents	2,825	2,975
False Alarms caused by Automatic Fire Detection - Non-Domestic Properties		1,146	1,230

The Annual Corporate Performance Report for 2016/17 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=3347&Ver=4&zTS=D>

## Breakdown of Incidents Attended During 2016/17



### 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 2016/17

---

## Maltby Police & Fire Station

Work started on South Yorkshire's only joint fire and police station. Construction work took place to modify the existing police station on Byford Road to accommodate fire service vehicles, with the project having previously won £560,000 of Government Transformation Funding.

The new facility will go live in September 2017 and means South Yorkshire Police and South Yorkshire Fire & Rescue can share running costs, enabling funding to be targeted at frontline services. The move will shift fire service resources around a mile closer to the east side of Rotherham, which traditionally accounts for a greater volume of emergency incidents compared to lower risk areas to the east of Maltby. It will also improve services by making it easier for police and firefighters to share knowledge, skills and expertise when tackling common issues, like anti-social behaviour and road traffic collisions. In a similar way, it will help both organisations to reach the most vulnerable members of the community.

## Safe & Well visits

The fire service now delivers falls, crime and healthy aging advice to older people in Doncaster, after a new programme of safe and well visits launched in December 2016. We teamed up with partners including Doncaster Council, Doncaster Clinical Commissioning Group and South Yorkshire Police to deliver enhanced safe and well visits to extend the range of advice that's given to the most vulnerable people.

The new visits are targeted at people aged 65 or over and include general health and wellbeing advice, falls risk assessments and crime prevention tips. People are then referred to other agencies for specialist interventions and advice if needed. Dozens of firefighters and community safety staff were trained to deliver the new checks, achieving a qualification in health improvement from the Royal Society of Public Health. Work is underway to deliver similar visits in Barnsley, Rotherham and Sheffield.

## Emergency Services Mobile Communication Programme (ESMCP)

We are working to implement the Emergency Services Network (ESN), which is a national project to replace the existing system services use for communicating on the incident ground. Operationally, it is expected to be a far more effective system and it is also expected to bring savings to the public. This is a long term project for the service, which is expected to have a major impact on the effectiveness and reliability of incident ground Command and Control.

## Multi-Agency Response

Following recent terrorist attacks in the UK and Europe, we commenced a project to establish a team with the capability to deal with the peripheral impact of such incidents. Supported by Home Office funding, we expect this team to go operational in South Yorkshire early in 2018.

# 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

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 Reserveq 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. The third bidding round opened in September 2017.

**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**

**Ongoing** – We have placed an order for a new Breathing Apparatus Support Unit, the specification satisfies three main areas - a) Breathing Apparatus Support for larger protracted incidents, Mass Decontamination and Supertram Rescue.

We are going out to tender for a small appliance. This will be trialed at Central Fire Station.

The Communications Support Unit is going to be brought back onto a Wholetime provision at Central Fire Station. This has been based at Stocksbridge on the Retained Duty System.

The Detection Investigation and Monitoring (DIM) Vehicle is being transferred from Central Fire Station to Rotherham Fire Station.

**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.
- Multi-Agency Response

### Progress

**Ongoing** - Our medical entry work remains business as usual.

The Emergency First Responder schemes that were put in place at Stocksbridge, Rossington and Dearne Fire Stations were successful for the period of the pilot. However, Yorkshire Ambulance Service has taken the decision not to continue with this after November 2017.

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

We are in the process of establishing a Multi-Agency Response team with a go-live date early in 2018.

## 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. A draft Training Strategy has been developed and is going through a period of consultation. The

Strategy is linked to the Training Review being undertaken, which will report in October 2017.

#### **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**

**Complete** - Training is now undertaken seven days a week.

Training Liaison meetings took place throughout 2016/17, where the Operational Assurance Team provided learning from the incident ground, locally. This was one strand that formed the basis of training delivery.

The Assistant Chief Fire Officer carried on this work as the National Operational Learning lead. This allowed us to take national operational learning and train to any national trends being observed.

The Training Prospectus continues to be utilised by Operational Personnel.

## **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 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

One of the provisions of the Policing and Crime Act 2017 is the introduction of a duty to collaborate on all three emergency services, with the overall aim to improve efficiency and effectiveness. SYFR, South Yorkshire Police and Yorkshire Ambulance Service are working together to identify potential collaborative opportunities across all business functions.

The Police and Fire Collaboration project is looking initially at the possibility of collaborating in the following areas:

- Community Safety
- Fleet Services and Maintenance
- Communications

Work began in October 2016 on the relocation of Maltby fire station to the existing Maltby Police station. The new building is expected to become operational in the autumn of 2017. Transformation funding of £560,000 was awarded by the Government towards the £1.2 million project.

We continue to explore shared service opportunities wherever possible.

## 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

**Ongoing** - This work is still progressing.

### 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

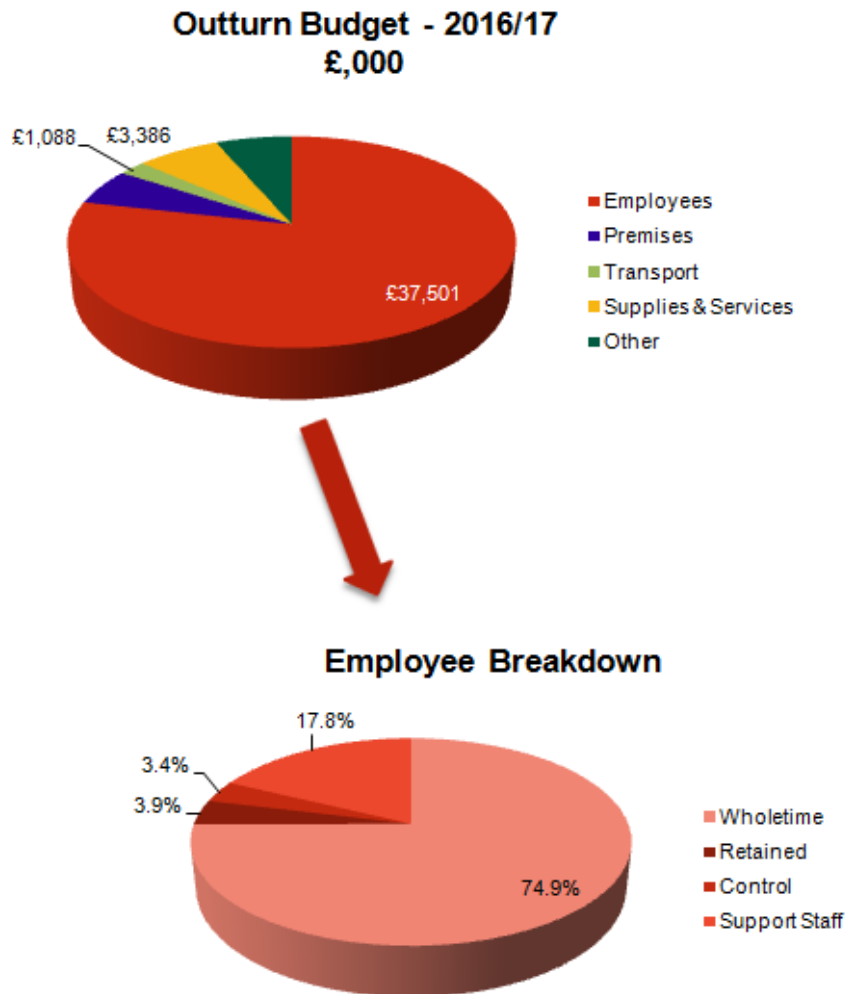
**Complete** . We continue to benchmark against the other Metropolitan Fire and Rescue Services and benchmarking data is included in the Quarterly and Annual Corporate Performance Reports.



# Annual Statement of Accounts 2016/17

## Budget Outturn for 2016/17

In 2016/17 we had a total expenditure of £47,184,000. The total for each of the five budgetary areas is shown in the diagram below. The budget for employees is 79% of the total expenditure. This is further broken down into each of the four categories of staff.



## Capital Programme 2016/17

Project Areas	Actual Spend £000
Premises	976.10
Transport	379.80
ICT	416.60
Operational Equipment	11.30
IRMP Related	69.60
<b>Total</b>	<b>1,853.40</b>

The table shows what we spent in each of the five project areas of the Capital Programme during 2016/17.

# 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](mailto: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](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: [customer care@syfire.gov.uk](mailto: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](mailto:foi@syfire.gov.uk)

# Alternative Formats

To request a copy of this publication in a different format (eg. large print), or for more information about South Yorkshire Fire & Rescue, please e-mail [customercare@syfire.gov.uk](mailto:customercare@syfire.gov.uk) or telephone: 0114 253 2209.

## 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

倘若您需要本出版物的翻譯件，或希望瞭解有關南約克郡消防與救援服務處的其他資訊，請發送電郵至：  
[customercare@syfire.gov.uk](mailto:customercare@syfire.gov.uk)，或致電 0114 253 2209

## Farsi

"برای درخواست ترجمه این بروشور و یا اطلاعات بیشتر در مورد بخش خدمات اشل نشانی و نجات منطقه جنوب یورکشایر، 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

"Pour demander une traduction de cette publication, ou pour obtenir davantage d'informations sur South Yorkshire Fire & Rescue, veuillez envoyer un e-mail à [customercare@syfire.gov.uk](mailto:customercare@syfire.gov.uk) ou téléphoner à : 0114 253 2209"

## Kurdish

"بۆ داواکردنی ئەم بڵاوکردنە بە زمانی کوردی، یان بۆ زانیاری زیاتر لەبارەی دەزگای شاگردوژاندنەوە و فریادگەوتنی ساوت یورکشایر،  
تکایە ئەمیل بێژە بۆ [customercare@syfire.gov.uk](mailto:customercare@syfire.gov.uk) یان بە یۆهەندی بکە بە ژمارە تەلەفۆنی 0114 253 2209"

## Mandarin

"如果您需要本出版物的翻译件，或希望了解有关南约克郡消防与救援服务处的其他信息，请发送电子邮件至：  
[customercare@syfire.gov.uk](mailto:customercare@syfire.gov.uk)，或致电 0114 253 2209"

## Pashto

"ددې خپرونې د ژباړې د غوښتنو لپاره، یا د ساونته پارک شایر فایر اینډ ریسکیو په باب د نور معلوماتو ترلاسه  
کولو لپاره، لطفاً په دې پته ای میل وکړئ [customercare@syfire.gov.uk](mailto:customercare@syfire.gov.uk) یا په دې شمیره 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

"Ak požadujete preklad tejto publikácie alebo ďalšie informácie o South Yorkshire Fire & Rescue (Hasičskej a záchrannej službe grófstva South Yorkshire), zašlite prosím e-mail na adresu [customercare@syfire.gov.uk](mailto:customercare@syfire.gov.uk) alebo zavolajte na číslo: 0114 253 2209"

## 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

اس دستاویز کا ترجمہ حاصل کرنے یا 'سائٹھ پارکشایر فائر اینڈ ریسکیو' سے متعلق مزید معلومات کے لیے  
برائے مہربانی ای میل بھیجیں: [customercare@syfire.gov.uk](mailto:customercare@syfire.gov.uk) یا فون کریں: 0114 253 2209