



About This Survey

North Yorkshire Fire and Rescue Plan 2019/21

'helping you to be safe and feel safe'

I am responsible for producing a Fire and Rescue Plan setting out the strategic vision, priorities and objectives for North Yorkshire Fire and Rescue Service over the next two years. I will use this to hold your Fire and Rescue Service to account.

I am developing this plan with input from the people and businesses of North Yorkshire, as well as groups and individuals who work in and alongside the Service. I want to make sure the priorities being proposed reflect what you expect from your fire and rescue service.

In this survey, I want to know what you think of the draft priorities and whether anything should be added. I will also ask you how important each priority is to you.

This survey will only take ten minutes to complete and is your chance to directly influence the future of your fire and rescue service and help us to deliver the service your community needs.

Once the plan has been agreed, the Chief Fire Officer will develop an Integrated Risk Management Plan stating the high-level risks to North Yorkshire and how the Fire and Rescue Service will balance resources and deliver its services.

Thank you

Julia Mulligan

North Yorkshire Police, Fire and Crime Commissioner

About North Yorkshire Fire and Rescue Service

North Yorkshire Fire and Rescue Service provides fire and rescue prevention, protection and emergency response for the county of North Yorkshire.

North Yorkshire has the largest geographical area of any local authority in England, covering more than 3,000 square miles with a population of over 800,000, spread across isolated rural settlements and farms, market towns and larger urban areas. The Service has 38 fire stations, staffed by whole-time and on-call firefighters.

Last year, the Service attended 6,413 incidents of which 1,812 were fires, 3,103 false alarms and 1,498 'special services'. Special services include for example; responding to road traffic collisions, floods and dealing with hazardous material spills.

The Fire and Rescue Service also helps to prevent incidents happening in the first place and carried out over 4,000 fire home safety visits last year, as well as running a wide range of prevention campaigns and educational activities. Audits of key buildings are undertaken to ensure fire safety standards are upheld and the public better protected. These efforts to prevent incidents, combined with the gradual improvement of safety standards in manufactured goods, have led to a significant reduction in fires over the last ten years.



The Draft Priorities

Priority: Caring about the Vulnerable

Our aim: to have an in depth understanding of how to best protect the most vulnerable people in our community and in doing so, make them safer

We will:

- Better understand and assess vulnerability to fire by accessing a range of partnership data and intelligence, creating a more targeted approach to reaching people and properties most at risk
- On reaching those most vulnerable to fire, enhance safety from a range of health and well-being risks, signposting people to appropriate specialist services
- Bolster prevention activities within rural and isolated areas where emergency response times are longer
- Educate young people in fire, road and water safety awareness, and to be safe, healthy and succeed in life

Why do we think this is important? We know that some people within our community are at greater risk and that targeted advice and support can help them to be safer and more resilient.

Q1. How important do you think this priority is?

Not at all important 1 2 3 4 5 6 7 8 9 10 Extremely important

Do you have any further comments?

Q2. The Fire Service will always prioritise its core purpose (fire and rescue) but when there is capacity and they possess the necessary level of training/skills, could they...

- help respond to medical emergencies
- gain access to properties for medical emergencies
- assist partners to help search for missing persons
- extend prevention activities into new areas of well-being and community safety
- none of the above
- other (please specify):

Do you have any further comments?

Priority: Ambitious Collaboration

Our aim: to explore and maximise opportunities to work jointly with partners and to provide a more effective, efficient and proactive community safety service.

We will:

- Build on the success of our collaboration with North Yorkshire Police via:
 - Shared police/fire headquarters ENABLE - a formal collaboration bringing together the business support functions for both services
 - Integrated data and intelligence to support strategic planning and response
 - Joint training
 - Shared use of estates/buildings
 - Shared procurement
 - Effective working between control rooms
 - Joint transport and logistics
- Work together with North Yorkshire Police and Yorkshire Ambulance Service to explore and develop further opportunities to collaborate
- Contribute to an effective Local Resilience Forum with other blue light services, ensuring we train and work together as effectively as possible to respond to major incidents
- Work with road safety partners to reduce the number of people killed or seriously injured on our roads through the 95 Alive Road Safety Partnership
- Evaluate and seek the Public Safety Service model (piloted in Craven), bringing together all partners to tackle local community safety issues to increase community resilience, building on the experience from the Community Safety Hubs
- Seek opportunities to develop a network of volunteers to help deliver prevention activities
- Work with our Fire and Rescue Service partners to enable effective regional and national mobilisation and explore further opportunities to collaborate across borders

Why do we think this is important? By working together, we will improve the resilience, co-ordination and efficiency of our community safety services.

Q3. How important do you think this priority is?

Not at all important 1 2 3 4 5 6 7 8 9 10 Extremely important

Do you have any further comments?

Priority: Making Best Use of Our Resources

Our aim: to equip our people with the skills, capacity, training and personal support to prevent and respond to incidents.

We will:

- Provide clear, inspirational leadership, and through increased accountability and responsibility, give staff the freedom and flexibility to deliver services to meet the needs of their communities
- Improve our decision making and performance management by focussing on outcomes, with better insight using open and transparent measures, and by reviewing and evaluating to learn and improve
- Take every opportunity to improve the diversity within the workforce to better reflect the community we serve, promoting inclusion and creating a fair and equal place to work
- Recognise and maximise the value of on-call firefighters and their employers, improving recruitment and retention
- Develop a new Integrated Risk Management Plan stating the high-level risks to North Yorkshire and the guiding principles to how the Service will balance resources and deliver services
- Make robust plans for future investment in the Service's assets (estate, fleet, equipment, technology, infrastructure) to ensure they are fit for purpose, reflecting the needs of the Service and the public

Why do we think this is important? We will do this so the people of North Yorkshire can be reassured our resources are used efficiently and effectively, and that our workplace supports sound decision making and inclusivity.

Q4. How important do you think this priority is?

	1	2	3	4	5	6	7	8	9	10	
Not at all important	<input type="checkbox"/>	Extremely important									

Do you have any further comments?

Priority: Enhancing Public Engagement

Our aim: to maintain our trusted reputation and public confidence by ensuring communities across York and North Yorkshire are involved, engaged and consulted in the services we provide and by delivering the best possible service.

We will:

- Involve our communities, stakeholders and partners in planning and developing our services and policies so they are transparent and accountable
- Increase awareness of what we do and the range of activities we deliver with clear routes to access making information more readily available to the public
- Ensure our values (the qualities we consider to be most important to us) define the way we engage with our communities, recognising and rewarding our staff for excellence

Why do we think this is important? By being more connected with our communities, we can provide better services and help North Yorkshire stay safe.

Q5. How important do you think this priority is?

	1	2	3	4	5	6	7	8	9	10	
Not at all important	<input type="checkbox"/>	Extremely important									

Do you have any further comments?

Q6. Which THREE qualities would you use to describe North Yorkshire Fire and Rescue Service?

- Resilient
- Adaptable
- Dedicated
- Respectful
- Open
- Trustworthy
- Excellent
- Resourceful
- Team-player
- Courageous
- Compassionate
- Reliable
- Empowering
- Caring
- Inspirational
- Other (please write in):

Q7. Which of the following apply to you?

- North Yorkshire resident
- Staff - North Yorkshire Fire & Rescue Service
- Whole-time firefighter - North Yorkshire Fire & Rescue Service
- On-call firefighter - North Yorkshire Fire & Rescue Service
- Charity/voluntary organisation
- Business owner
- County/City/Borough or District/Town/Parish Councillor
- Neighbouring fire and rescue service
- Stakeholder/partner not listed above (please write in below)

Name of organisation

Q8. What is your age?

- Under 18
- 19-25
- 26-35
- 36-45
- 46-55
- 56-65
- 66-75
- Over 75
- Prefer not to say

Q9. Please select the gender that best represents you?

- Male
- Female
- Other
- Prefer not to say

Q10. Which of these districts do you live in?

- Craven
- Hambleton
- Harrogate
- Richmondshire
- Ryedale
- Scarborough
- Selby
- York
- None of these

Q11. How did you hear about this survey?

- Police, Fire and Crime Commissioner website
- Facebook
- Email link from Police, Fire and Crime Commissioner
- Twitter
- North Yorkshire Community Messaging
- Newspaper/media
- Other (please specify):

Q12a. Julia publishes an e-newsletter with information about North Yorkshire Fire and Rescue Service, North Yorkshire Police, services for victims and a range of other issues. Would you like to receive such an email?

Yes

No

Q12b. Please provide your contact details for the e-newsletter

Name:

Email Address:

Thank you for completing the survey

Send to:
FREEPOST RTCL-AGAE-TRTS
North Yorkshire Police, Fire and Crime Commissioner
12 Granby Road
Harrogate
HG14ST

NO
STAMP
REQUIRED