



NORTH YORKSHIRE
FIRE & RESCUE SERVICE

Post Incident Support

North Yorkshire Fire and Rescue Service's
approach to providing post incident support

Helping you be safe and feel safe in North Yorkshire



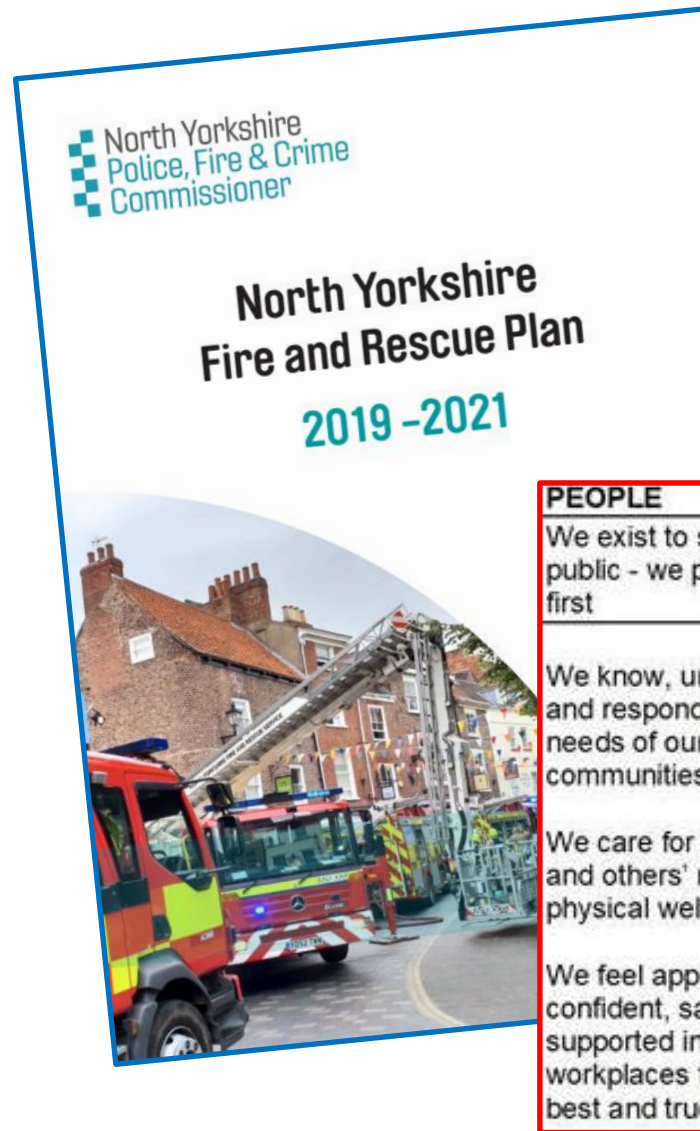
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Fire and Rescue Plan:

- Caring about the vulnerable
- Ambitious collaboration
- Realising our potential
- Effective engagement

Service delivery strategy:

- Support and aftercare after emergency interventions
- Help deal with the psychological effects
- **Our Service values:**
 - We put people first



Service Delivery	
Strategic Aim:	
3. Emergency Intervention We will continually assess local risks to deliver the most appropriate emergency intervention service in the quickest time, whilst making the best and efficient use of our resources.	Strategic Objectives: We will: <ul style="list-style-type: none"> • locate our staff and resources to best serve the public according to local risk, demand and vulnerability • select a diverse range of fire engines and equipment to best meet the wide range of emergency interventions • mobilise our resources to respond to emergency incidents with the correct strength and speed, yet safely at all times • ensure our people maintain competence to the highest standards • ensure our firefighters are provided high quality risk information, utilising the most effective technology • always ensure appropriate levels of support and aftercare are provided to the public after emergency interventions • ensure our people are provided with the correct levels of ongoing support, to help deal with the psychological effects of dealing with emergency interventions

PEOPLE
We exist to serve the public - we put people first
We know, understand and respond to the needs of our communities.
We care for our own and others' mental and physical wellbeing.
We feel appreciated, confident, safe and supported in our workplaces to be our best and true selves.



Strength in our current approach

Our current approach to post incident support includes:

- Daily incident monitoring
- Immediate aftercare by operational crews
- Dedicated Community/Public Safety Officer visits
- Safeguarding
- Referral pathways to partner agency support
- Support for businesses
- Partnership working



Safe and Well

- Preventing a reoccurrence
- A person centred home visit carried out by our firefighters and Community Safety Officers
- A holistic approach to reducing risk
- Considers:
 - individual's health and wellbeing
 - home environment and lifestyle
- Safeguarding and referrals to partner agencies for ongoing support
- Mental health focus



Collaborative assistance



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"DUE TO THE HOUSE BEING DEEMED UNINHABITABLE DUE TO SMOKE AND HEAT DAMAGE, RED CROSS VOLUNTEERS ATTENDED TO ASSIST WITH ORGANISING ALTERNATE ACCOMODATION FOR THE OCCUPANT"

The Red Cross Emergency Response

- A collaborative approach since 2012
- Aim to attend within 90 minutes
- On scene support to provide practical help; emotional psychological support; and signposting



Major Incident Response Team

- Provides a confidential support service to anyone who may find themselves caught up in an incident
- Trained volunteers who provide emotional and practical support to people affected by a range of extraordinary situations.
- Trained in Mental Health and Psychological First Aid
- MIRT works closely with a number of professional partners





Support on a wider scale

Operational crews, Community/Public Safety Officers

- Leaflet 'hot-spotting' to provide reassurance to local community and offer of Safe and Well visits

Control Room, Communications and Media Team, Local Resilience Forum

- Incident messaging to provide quick information and advice where necessary

Internal support for our staff

- Providing welfare support for our staff who attend traumatic incidents

Longer term and continued support for individuals and communities

- Support to other partner agencies particularly in the recovery phase of protracted incidents

Learning and improvement

- Incident reviews and application of learning to improve our response, prevention, protection and community resilience support

Post incident fire safety audit and advice



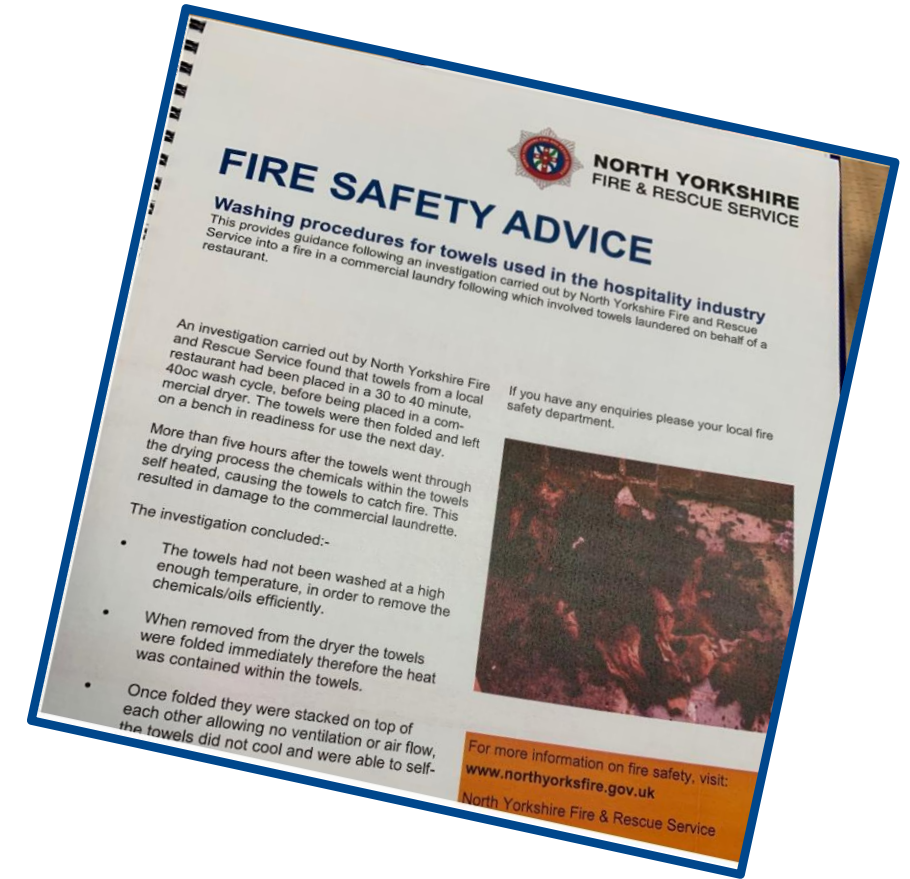
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Post incident fire safety audit and advice

- Preventing a reoccurrence
- Assisting business continuity or restarting
- Proactive support prior to an incident occurring

Fire investigation

- Investigation of (deliberate) fires provides reassurance to victims
- Help provide valuable closure for relatives through Coroner's Court
- Cross border support
- Link with insurers and HSE on post incident investigation



How we can improve our aftercare



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- Additional knowledge and skills to enhance post incident support
- Consistency of level and quality of aftercare across the county
- Pre-incident support to increase community resilience

Opportunities

- Risk and resource model
- Increased partnership working
- Public Safety Service
- Enhanced training
 - Safe and Well in rural areas, safeguarding, Prevent
- Volunteer support
 - Use of existing networks

Farm flooding advice

- Identify fields at higher ground level where livestock can be moved to safety in advance of flooding.
- Identify stock and machinery/equipment that may need to be moved temporarily off the farm to prevent loss or damage.
- Are there any chemicals or fuels held on the farm that may contaminate floodwater, if so can these be moved to safety in advance of flooding.
- Are flood defense packs available for areas liable to flooding? Historically the below have been used to successfully protect property and equipment against flood water;
 - Sandbags to prevent floodwater entering barns or sheds.
 - Plywood to board up windows and entrances.
 - Pallets to raise hay/straw, feed, stock or other equipment above floodwater level.



For further information please see the Met Office website and the Environment Agencies floodwater website. Links to these sites can be found on www.northyorkshirefire.gov.uk/businesssafety/farms



Our aims (next 12 months)

- RRM options development
 - Improved prevention capability and consistency across the county
 - Provision of additional training and awareness for our staff
- Scale up the Public Safety Service
 - Increase by a minimum of one Public Safety Officer this year with improved training and increased partnership working and data sharing
 - Development of the PSS with a view to upscaling across the county
- Revision of our post incident procedure, including a refresh of literature and publication on new website when launched