



**NORTH YORKSHIRE  
FIRE & RESCUE SERVICE**

# Public Accountability Meeting: Initial Contact and Call Handling

February 2022

Presenters

AM Dave Winspear – Director Of Capabilities

SM Viv Horton – Control Manager

Nikki Wilson - People Services enable NY



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- Map the various routes of initial public contact with North Yorkshire Fire and Rescue Service for both emergencies and non-emergencies and level of demand.
- Assess the effectiveness of the various channels of contact in ensuring ease of access, quality and consistency of customer service to the public (emergencies and non-emergencies);
- Provide an assessment of Control call handling performance, trends over time and quality assurance mechanisms;
- Detail any collaborative and partnership arrangements that provide call handling resilience and enhance staff training/learning.

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## How to make contact with us

- Personal
- Telephone
- Electronic
- Virtual

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## Reasons to contact us

- Emergency Response
- Engagement
- Compliments
- Referrals
- Enquiries
- Freedom of Information/Subject access request
- Business Fire Safety
- Partnerships
- Recruitment
- Complaints



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# Initial Contact – Emergency Call Handling

**Station Manager Viv Horton**

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## Call Handling – The Process

- The emergency line rings
- Information gathering process
- Call Handling times and incident types
- Skilled Control Operators trained to National Standard
- Range of call handling times

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## Call Handling - Assurance

- We aim to handle all emergency calls within 90 seconds
- Control Call Handling times assurance and audit
- Life and Property
  - Location
  - Language
  - Reassuring Caller
  - Gaining Extra Info
  - Under 90 Seconds

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# Analysis - The Emergency line rings....



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Average time to answer emergency calls



Average time to answer emergency calls Day/Night

Day Night Shift ● day shift 8am - 6pm ● night shift 6pm - 8am



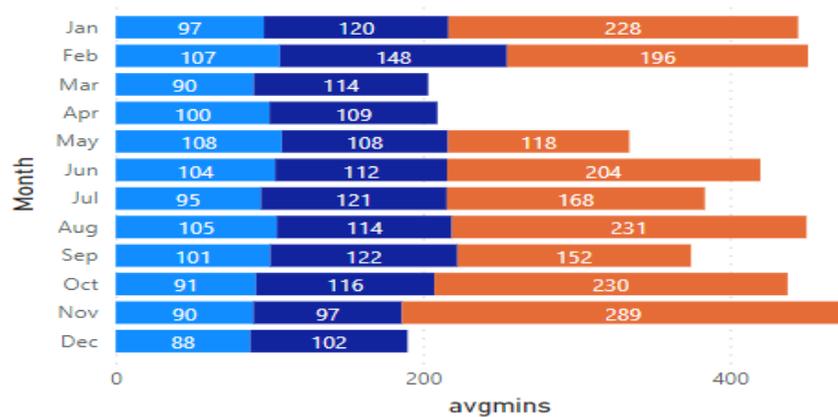
# Analysis – Call answered to mobilising resource



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Average time from call to assign

Incident Group ● fire ● road ● water



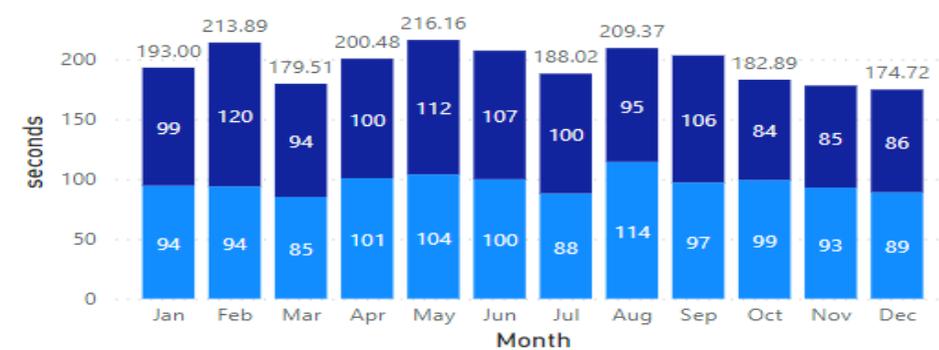
Water - average time from call to assign Day/Night

Day night shift ● day shift 8am - 6pm ● night shift 6pm - 8am



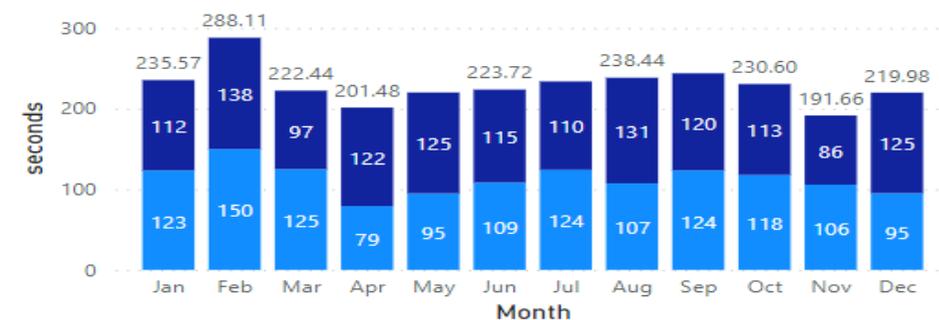
Fire - average time from call to assign Day/Night

Day night shift ● day shift 8am - 6pm ● night shift 6pm - 8am



Road - average time from call to assign Day/Night

Day night shift ● day shift 8am - 6pm ● night shift 6pm - 8am



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## Call Handling – Challenges

- Small Control Room
- 20 staff
- Occasionally the volume of calls **could** overwhelm those available to answer in NYFRS

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## Call Handling - Strengths



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- Resilience – on call rota, resilience team, recall to duty,
- Fallback control location
- Incident Command Unit
- Cornwall Collaboration – they help us, we help them
- FDS support in Spate conditions
- IT Support (Out of hours)
- Developments in technology helping our Control staff to find you quickly

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## Call Handling – Aims and Future Opportunities



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- The ability to transfer incident call information to another emergency Service at the touch of a button – MAIT
- Further development in call routing with Cornwall
- Further National developments with emergency call routing
- ESN will allow us to share data securely

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# Recruitment Enquiries

Online Applicant  
Tracking System

Email enquiries

Phone – specific  
number for Talent  
& Development  
Team

Local Stations

Familiarisation  
events &  
'Have a Go'  
Days

Recruitment  
workshops



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# Questions?

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