



**NORTH YORKSHIRE
FIRE & RESCUE SERVICE**



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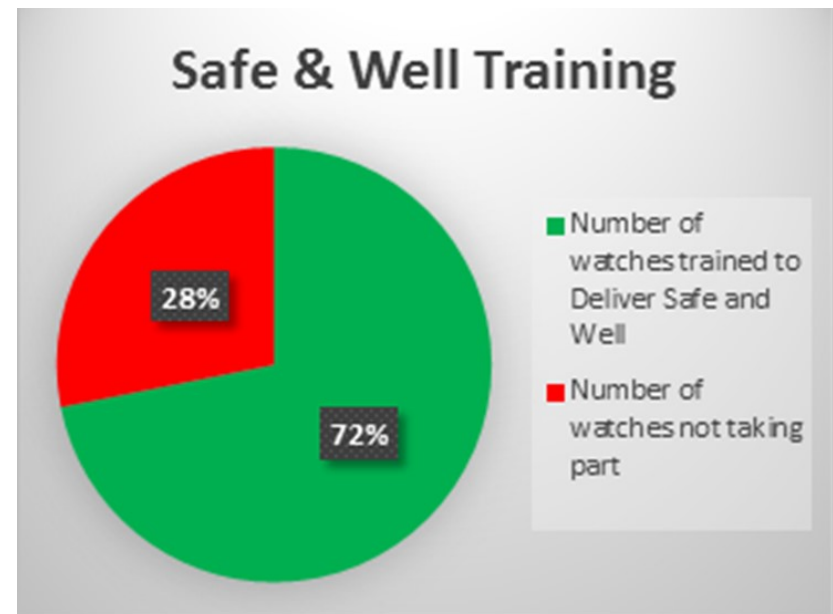
Strengths

- Established policies and procedures
- Home Fire Safety Check /Safe and Well process
- CFRMIS database
- Trained staff.
- Partnerships
- District Action Plans
- Early Intervention
- Consistent referral process (CAO performance/Safeguarding)



Training (September 2019)

- 122 Firefighters trained
- 23 Watches trained (10 more than the original 13 who volunteered)
- All stations now have at least one watch trained (the majority have more)
- 9 watches are not trained at all and have not requested training
- All training involved an awareness of Make Every Contact Count (MECC) and talks from at least one referral agency.





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Social Return on Investment (SYFRS)

£1 spent per HFSC SROI £15

£1 spent on Safe and Well visit SROI £29



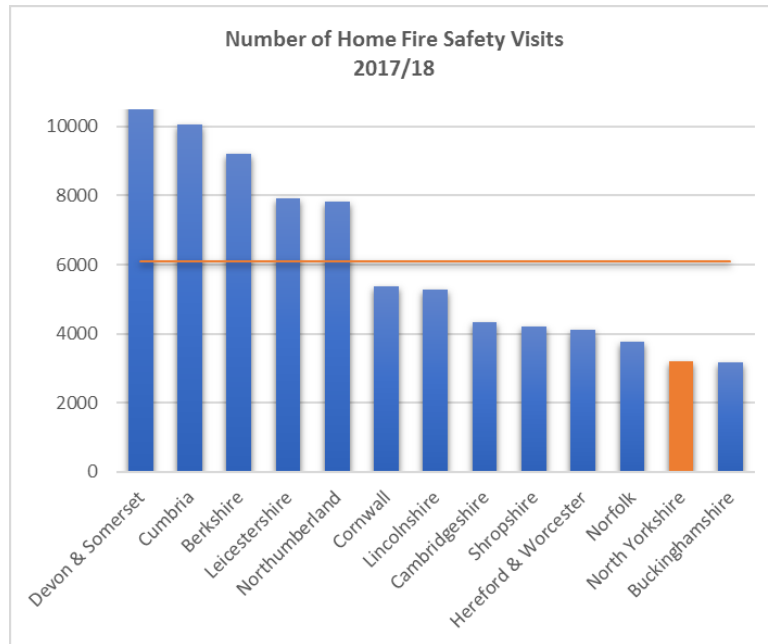
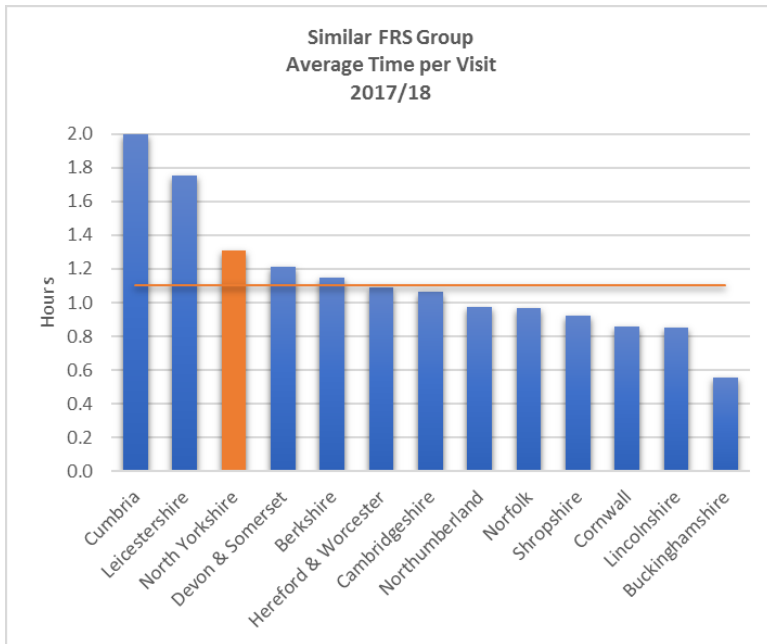
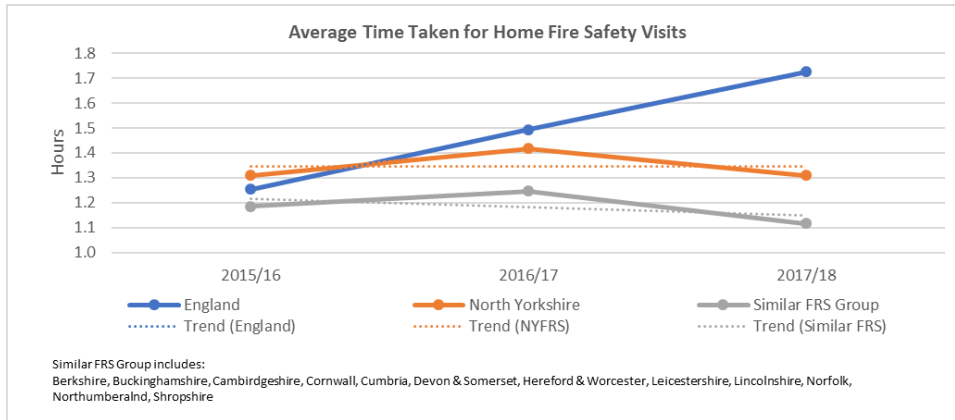
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Challenges

- Data and Information
- Intelligence led service delivery
- Staff and rurality (On Call)
- Evaluation – Efficiency and Impact (effectiveness)
- Developing partnerships
- Union Activity
- Capacity



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Opportunities

- Best practice (Sharing amongst FRS sector)
- Public Safety Officer (Multi agency)
- Use of Volunteers and Advocates
- New technology such as Virtual Reality
- Increase staff capacity
- Review Job roles
- Evaluation tools
- Academic research studies
- Data sharing and use of intelligence



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Aims

- Provide more training to staff on HFSC/S&W/Safeguarding
 - Wider range of staff
 - More detailed training
- Better use of better data
- Identify, train and support referral agencies
- Use of Volunteers and Advocates across the County
- Evaluation of Impact by NYFRS – Social Return on Investment



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Results

- NYFRS will provide training and support to partners and agencies to significantly increase the number of referrals for safe and well visits.
- NYFRS will provide information to all On Call Incident Commanders on Safe and Well/Safeguarding and Home Fire Safety.
- NYFRS will introduce processes to make better use of data and intelligence to mitigate the risk for the most vulnerable.
- NYFRS will develop and implement an evaluation toolkit to measure the effectiveness of safe and well visits.
- NYFRS will introduce a quality assurance process for safe and well/HFSC visits.