



**NORTH YORKSHIRE  
FIRE & RESCUE SERVICE**

# **Public Accountability Meeting 28 January 2020**

## **Caring for the Vulnerable: Expectation, Approach and Case Studies**

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# FRS Plan: Priorities



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we  
care



## **Caring about the vulnerable**

to provide services that will best protect the most vulnerable people in our community and in doing so, make them safer

## **Ambitious collaboration**

to maximise opportunities to work jointly with partners and to provide a more effective, efficient and proactive community safety service

## **Realising our potential**

to create an inclusive work environment and a positive, supporting culture where we provide our people with the equipment, IT, training, skills, and capacity to effectively prevent and respond to incidents

## **Effective engagement**

to increase trust and public confidence in our Service, involving, engaging and consulting our communities on the services we provide and delivering the best possible service

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

# Caring about the vulnerable



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## **Our aim:**

To provide services that will best protect the most vulnerable people in our community and in doing so, make them safer

## **It's important because:**

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

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# Caring about the vulnerable



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## What the plan says we'll do:

- Use data to understand vulnerability and target effort
- Provide an enhanced service to vulnerable people by signposting to appropriate specialist services
- Bolster prevention activity where response times are longer
- Ensure our fire, road and water prevention programmes are delivered to 'hard to reach' communities

# Caring about the vulnerable



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## The plans says we'll achieve these outcomes:

- People we visit will feel and be safer
- Partnerships will be strengthened, and data shared
- Colleagues will be confident and skilled in wider health and wellbeing risks
- Changes in behaviour will reduce emergencies

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## What are we doing well?

- Reacting to what we find and making real differences to the lives of vulnerable people
- Firefighters and CSOs trained in Safe and Well Part 1 and 2
- Relationship building and leading partners to establishing clear pathways to multi agency help and support, and a referral network
- Changing rapidly and adapting to new initiatives in non-traditional areas of our work

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## What are we doing well?

- Schools programme covering road, water and fire safety
- LIFE course with successful outcomes
- Fire Cadet programme
- Firesetter programme
- Stations as community hubs

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## What challenges do we face?

- Real and perceived barriers with partners in sharing information
- Access to limited intelligence how we use it
- Monitoring and measuring the causal effect of our work on public performance
- Rurality and reaching those most isolated



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## What opportunities do we have?

- Impact of new Prevention strategy to maximise use of resources
- Greater collaboration and better use of intelligence
- Greater use of learning from established information sharing agreements to fast track future partnerships
- Freedom and flexibility to manage risk locally under clear strategic direction
- Introduction of Public Safety Officers

# Caring about the vulnerable



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## What opportunities do we have?

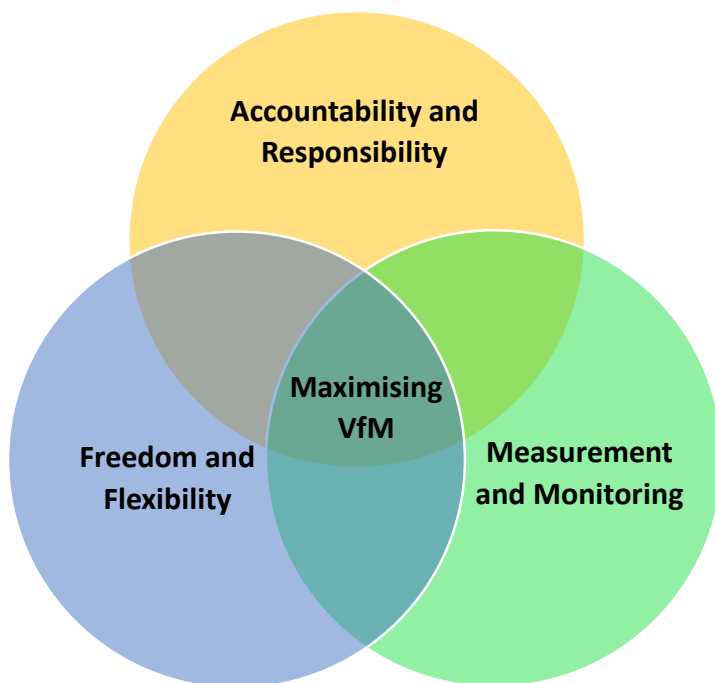
- Maintenance of good relationships with Representative Bodies
- Risk and Resource Model

# Caring about the vulnerable



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## How will we develop?



### **Delivery Tools**

Prevention  
Protection  
Response  
Resilience

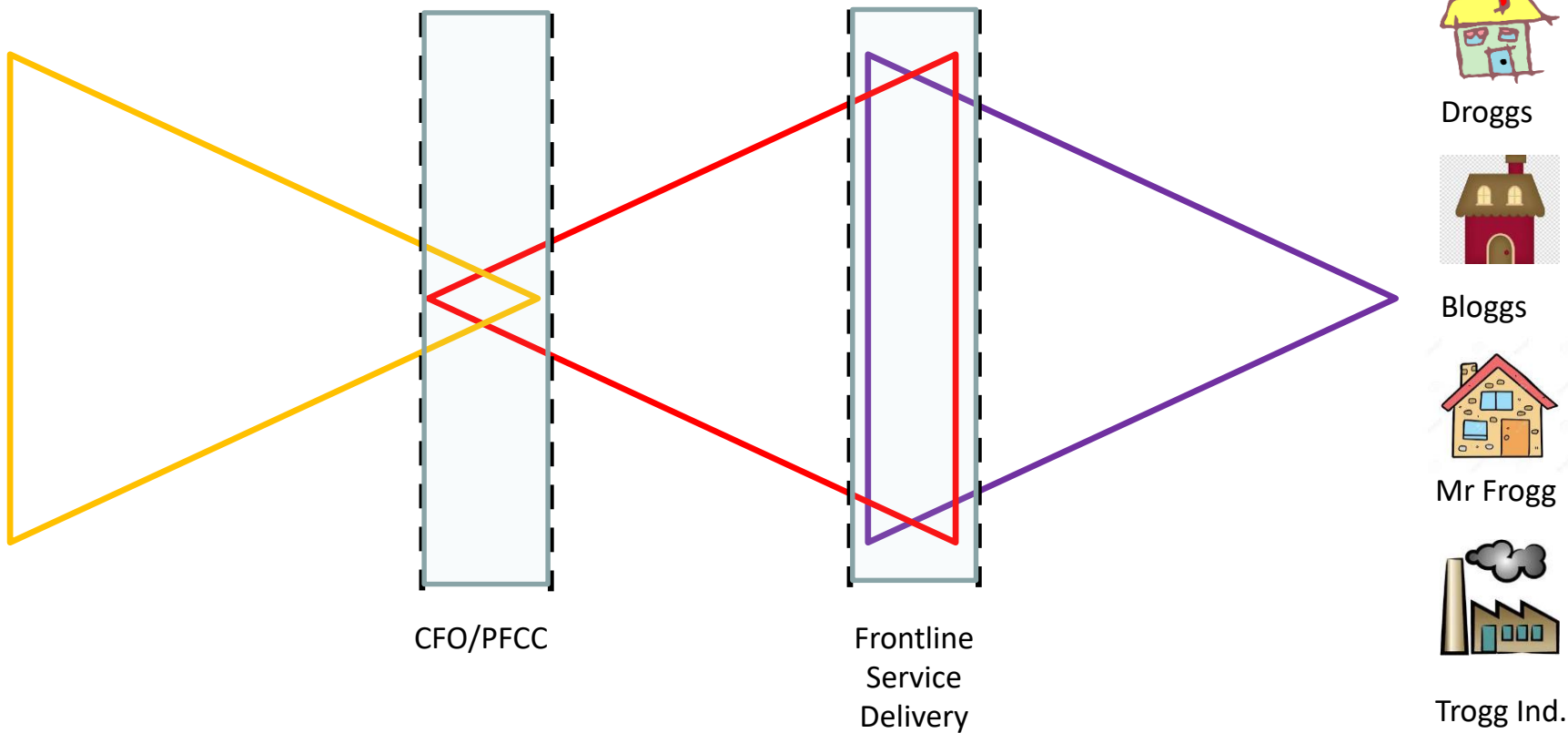
### **Enabling Tools**

Planning  
Partnership  
Performance Monitoring

# Where do we fit?



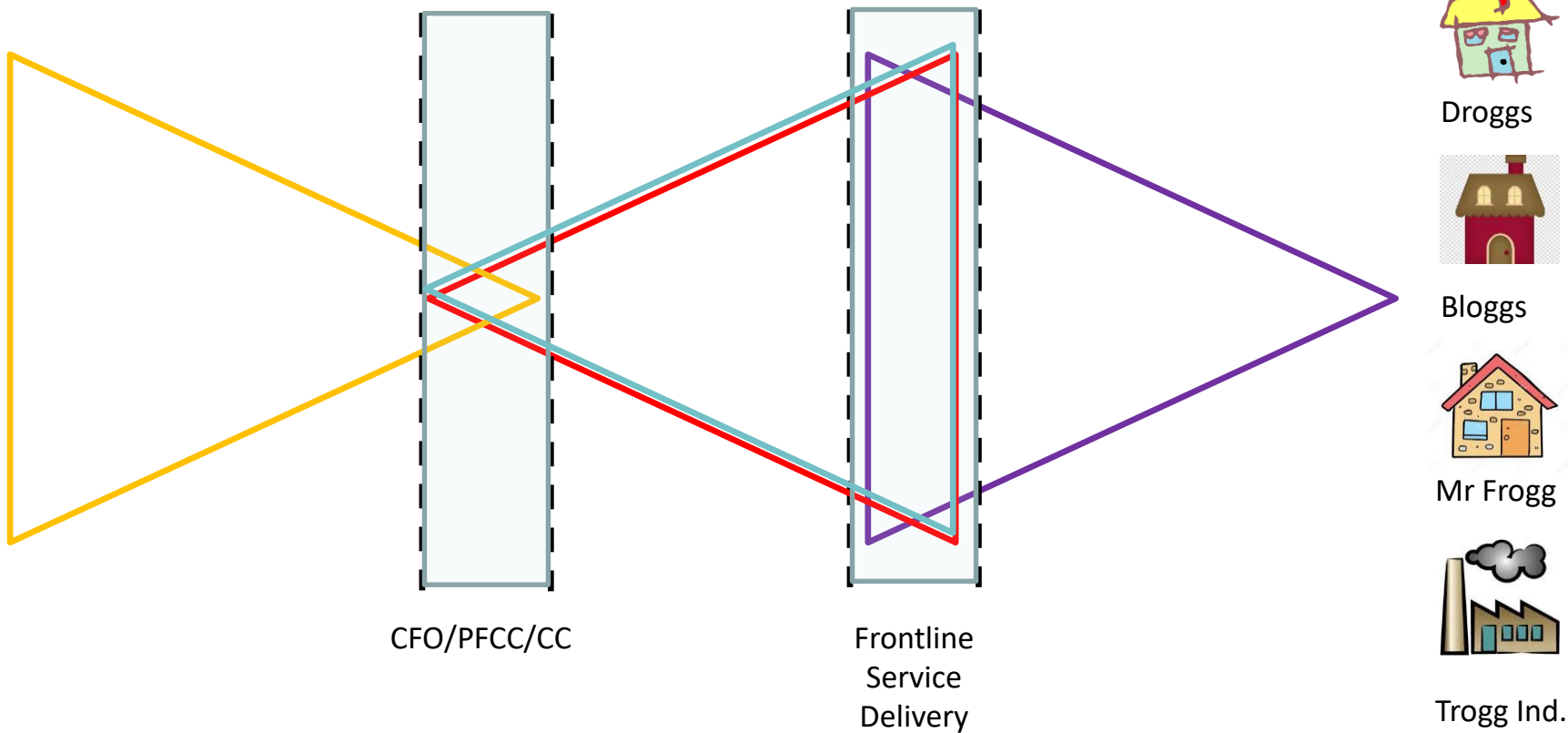
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# Who else do we work with? The police.



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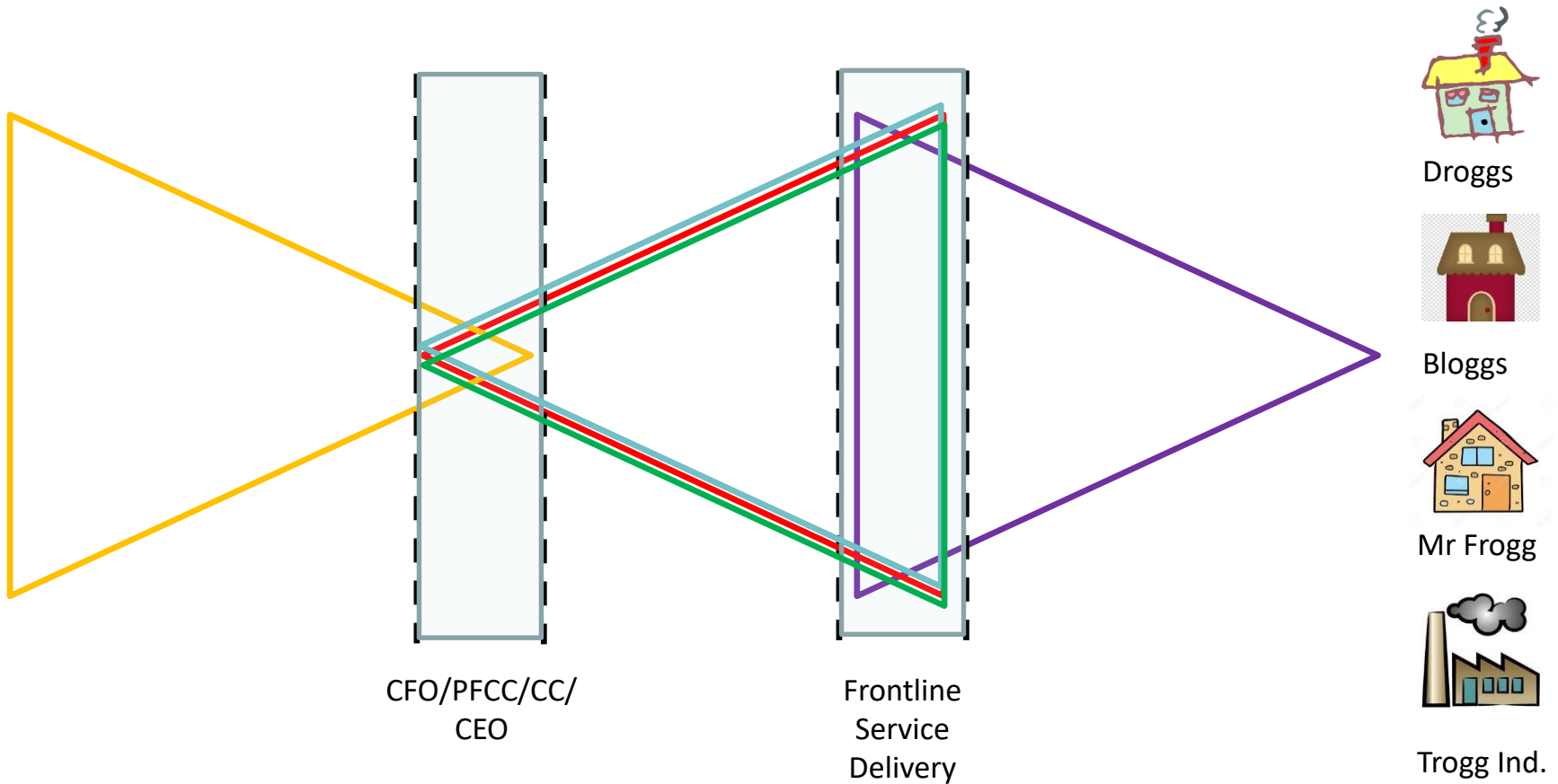


# Who else do we work with?

## Ambulance and health services.



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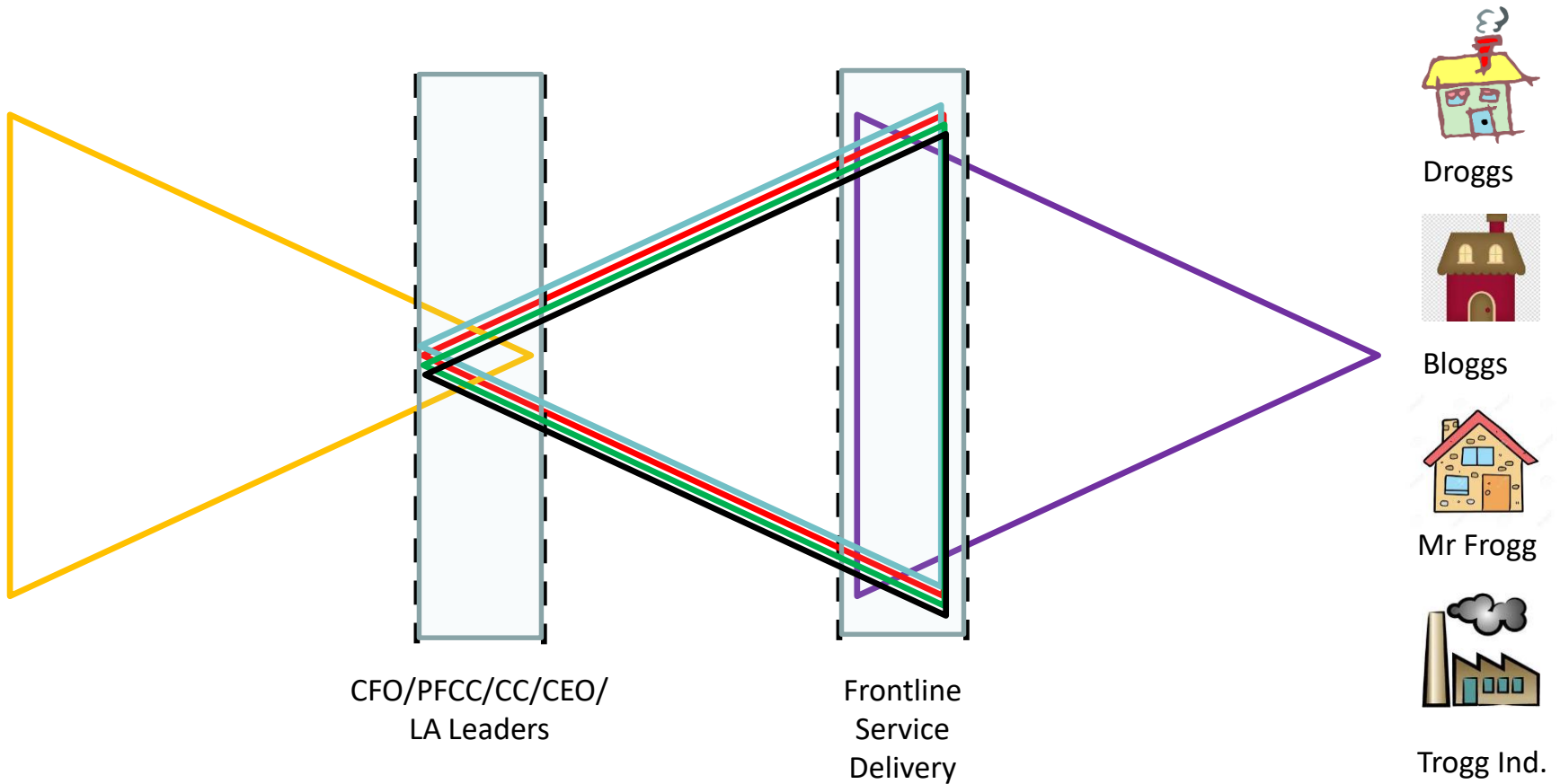


# Who else do we work with?

## Local authorities.



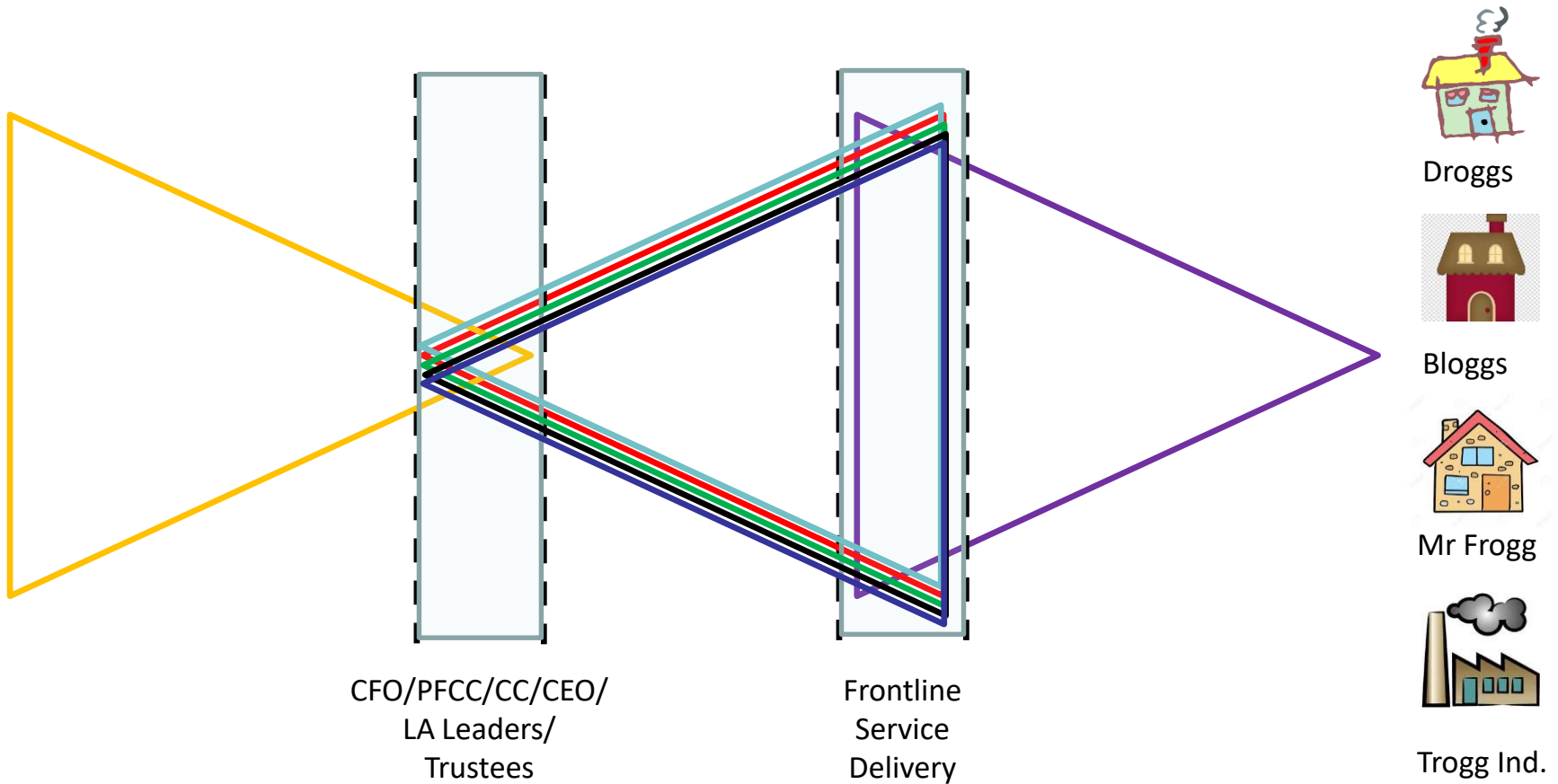
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# Who else do we work with? Private and voluntary sector.



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## What will we achieve in future?

### **Effectiveness**

Good

### **Efficiency**

Requires Improvement

### **People:**

Requires Improvement





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We've been caring about vulnerability for decades, and over the last 20 years have changed the way we manage it.

It's important to know that there's nothing radically new in this approach, it's more about making it more deliberate and systematic.



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Older People



People with  
Mental Health  
concerns



People living  
in poverty



Lonely and  
socially  
isolated people



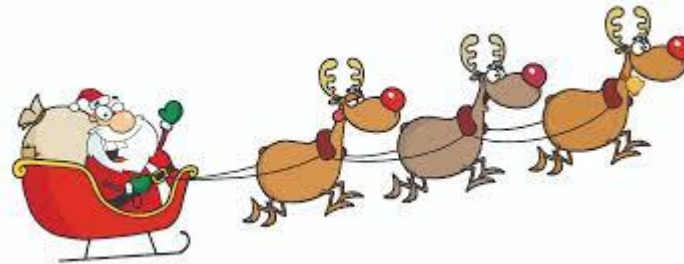
People in  
immediate need



Young People



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We even helped Santa Claus and saved Christmas



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# Summing it all up: Saving starfish

we  
**care**



Droggs



Bloggs



Mr Frogg



Trogg Ind.