



 North Yorkshire  
Police, Fire & Crime  
Commissioner



# Public Accountability Meeting

24 March 2020





North Yorkshire  
Police, Fire & Crime  
Commissioner



# Public Accountability Meeting

## Public questions





# Public Accountability Meeting

## Reinforcing Local Policing

March 2020





## Reinforcing Local Policing

we  
care

**Objective 1:** A mobile workforce, enhanced with, and effectively using technology, that encourages a flexible, dynamic and innovative approach to delivering services locally.

**Objective 2:** Plan and prepare for changing and future demand, so that we improve our ability to deal with problems such as cyber enabled crime, fraud and the exploitation and abuse of children and adults.

**Objective 3:** A planned, co-ordinated and collaborative demand reduction/prevention strategy that addresses the causes of demand to prevent harm, will reduce crime and anti-social behaviour over the longer term.

**Objective 4:** Make effective use of the whole policing family to provide the most appropriate service when and where it is needed.

**Objective 5:** Empower communities to engage more actively with the police service.



## Strengths – What is working well?

- **Effective use of technology:** OMW, BWV, ANPR, Single Online Home, NEP
- **Understand and Prepare for change in demand:** County lines, historical CSE (Control Strategy and FMS themes)
- **Prevention and Early Intervention Approach:** CERT teams, community safety hubs, Craven pilot, multi-agency officer pilot, TOM
- **Whole Policing Family:** Citizens in policing work, integration with fire, multi-agency officer, City Task Force, Cadets
- **Empowered Communities:** CERT teams - problem solving focus, online PCSOs, Rural Task Force, community messaging



## Challenges – Things we are looking to solve:

- **Achieve stability:** embed new ways of working
- **Improved working practices:** delivering an IT capability that allows for effective operational policing
- **Increasing productivity:** utilising resources to drive increased value for money
- **Understanding the impact:** how service delivery meets the needs of our communities
- **Growth:** moving to becoming a learning organisation



## **Opportunities that exist to overcome our challenges:**

- Officer Uplift
- IT infrastructure
- Craven pilot outcomes
- Focus on prevention and early intervention
- Enhanced service offer for victims
- Tackling offender behaviour



## **Aims - opportunities we intend to pursue/want to develop:**

- Invest officer capacity in targeted function in order to move towards a prevention and early intervention model
- Enhanced IT platform to meet future challenges
- Identify and cascade the learning from the Craven Pilot Force wide
- Embed a new operating model





## **Results - what we expect to achieve in the next 12 months (and beyond):**

### **In line with the Force Management Statement (2)**

- Respond to the changing nature of demand
- Manage public expectations
- Drive down costs and release capacity



**Questions?**





**NORTH YORKSHIRE**  
**FIRE & RESCUE SERVICE**

# **Public Accountability Meeting**

## **24<sup>th</sup> March 2020**

### **Realising our potential**

Andy Blades – Andrew Brodie

# FRS Plan: Priorities



**NORTH YORKSHIRE  
FIRE & RESCUE SERVICE**



## **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

# Realising our potential



**NORTH YORKSHIRE**  
FIRE & RESCUE SERVICE

## We will:

- Take every opportunity to improve the diversity within the workforce
- Strive to make the Service a fair and equal workplace
- Provide clear, inspirational and trusted leadership
- Improve our decision making and performance
- Recognise and maximise the value of all staff



# Strengths



**NORTH YORKSHIRE  
FIRE & RESCUE SERVICE**



- Established, effective 'operational license' training provision
- A broader range of formal training linked to protection activity qualifications
- Leadership and management development for all areas
- Continuous professional development programs
- Introduction of new equipment and technology e.g. e-Draulic rescue tools, Tablets for prevention and protection activity
- Shared NYP & NYFRS Leadership Days
- Shared learning week – January 2020
- Station visit programme – by Strategic Leadership Team

**Underpinned by ED&I groups and colleague networks**

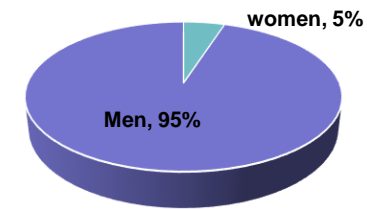


# Challenges



**NORTH YORKSHIRE  
FIRE & RESCUE SERVICE**

**Operational Workforce by  
gender 2017-2018**



- Attracting diversity into North Yorkshire
- Changing the culture and building trust
- National drivers (the pay and broadening of the role debate)
- Financial position limits investment in new equipment
- Work environments can be uninspiring and not accommodating diversity
- On call duty system does not reflect societal life style
- National fitness testing methods can be an obstacle



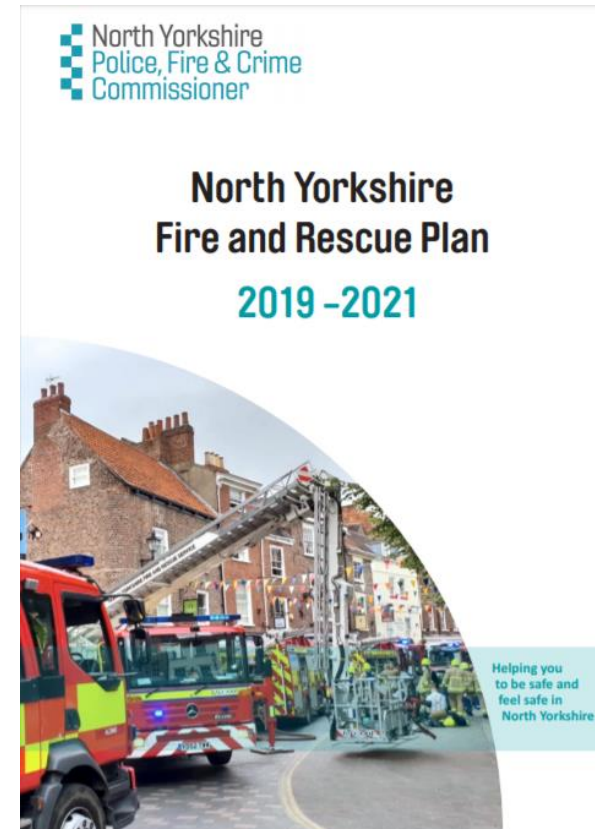
# Opportunities

- Collaboration offers financial savings, contribute to future investment
- Enable provides greater diversity, inclusion and new ways of working
- Risk and resource model will research, analyse and evaluate a variety of response options. Aim will be to improve availability balanced with the limited capacity
- New organizational structure to adopt intent based leadership
- HMICFRS outcomes will drive change
- Clear direction, FRS Plan, Ambition 2025:
  - ***On-call availability***
  - ***Maximising Value for Money of Service Delivery***
  - ***Saving to invest to modernise***

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



**NORTH YORKSHIRE  
FIRE & RESCUE SERVICE**





# Aims



**NORTH YORKSHIRE**  
FIRE & RESCUE SERVICE

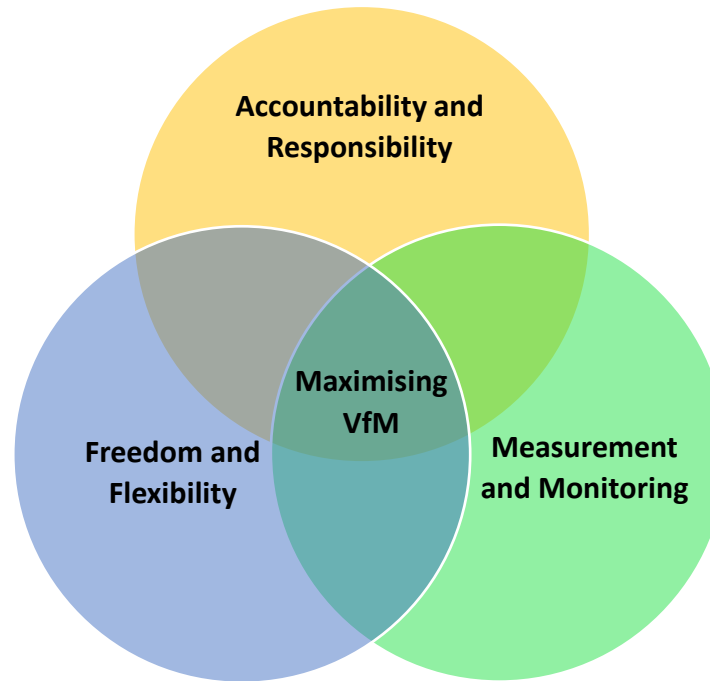
- To enable people to feel engaged, motivated and included in their work
- Empower people to lead, have more freedom and flexibility
- Be transparent and continue to develop trust
- To have a fire and rescue service that is contemporary, supports effectiveness and efficiency
- Maintain and improve a safe environment for all



# Opportunity 2: Maximise VfM In Service Delivery



**NORTH YORKSHIRE**  
FIRE & RESCUE SERVICE



## Delivery Tools

Prevention  
Protection  
Response  
Resilience

## Enabling Tools

Planning  
Partnership  
Performance  
Monitoring

# Results

## What the future looks like



**NORTH YORKSHIRE**  
FIRE & RESCUE SERVICE



- Improved diversity in all areas
- An estate well designed to accommodate our diverse workforce
- First class equipment in all areas
- Colleagues feel valued and are confident about their work, through good training, equipment and resources.
- We will better understand the causal effect of our work through evaluation toolkits
- Staff surveys will demonstrate levels of accountability and responsibility
- HMICFRS results will improve across all three pillars



**NORTH YORKSHIRE**  
FIRE & RESCUE SERVICE

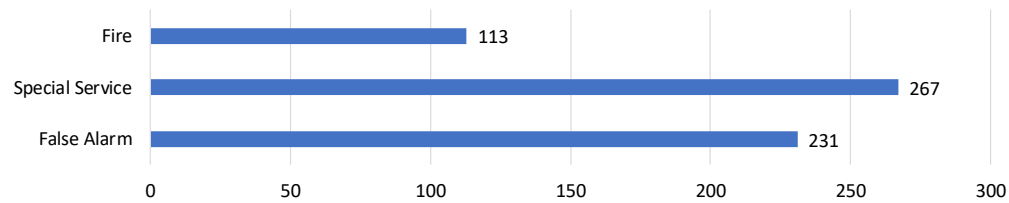
# Monthly Performance Summary

February 2020



## Incidents Overview February 2020

Type of incidents



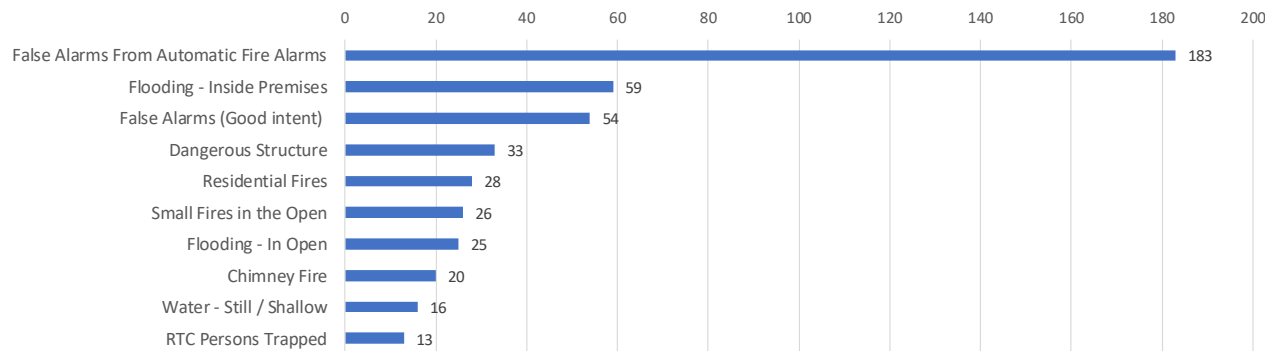
Total Number of incidents

611

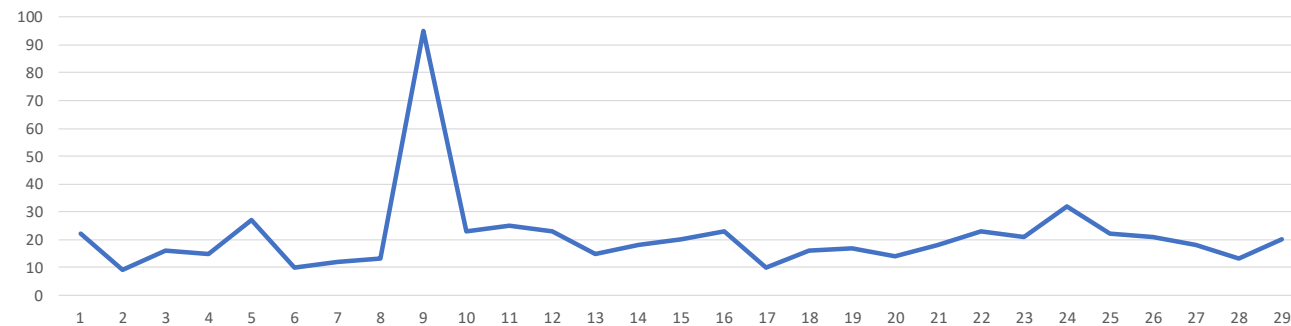
Previous month (January)

505

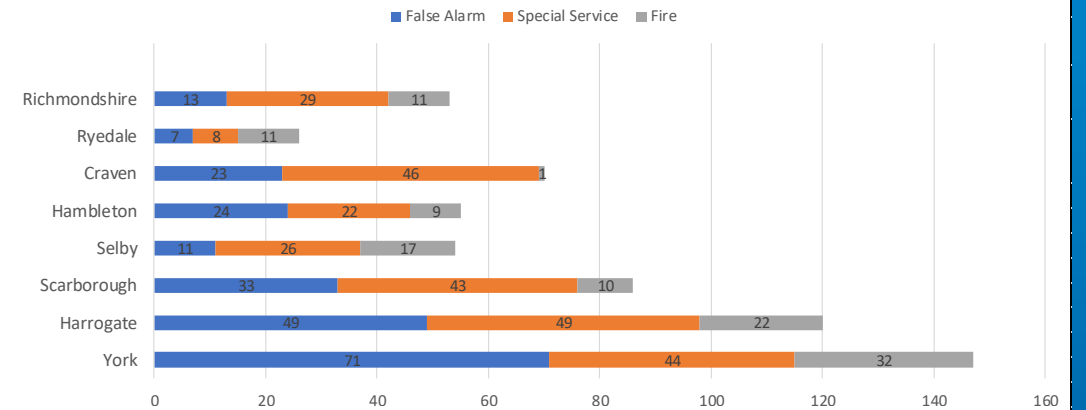
Top Ten Incidents



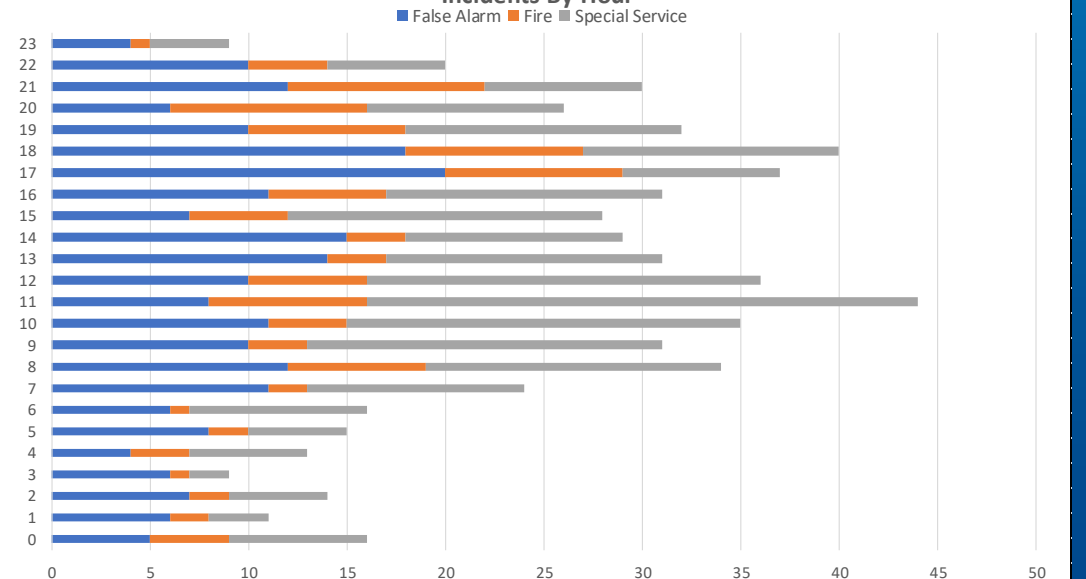
Total Incidents Attended



Incident By District



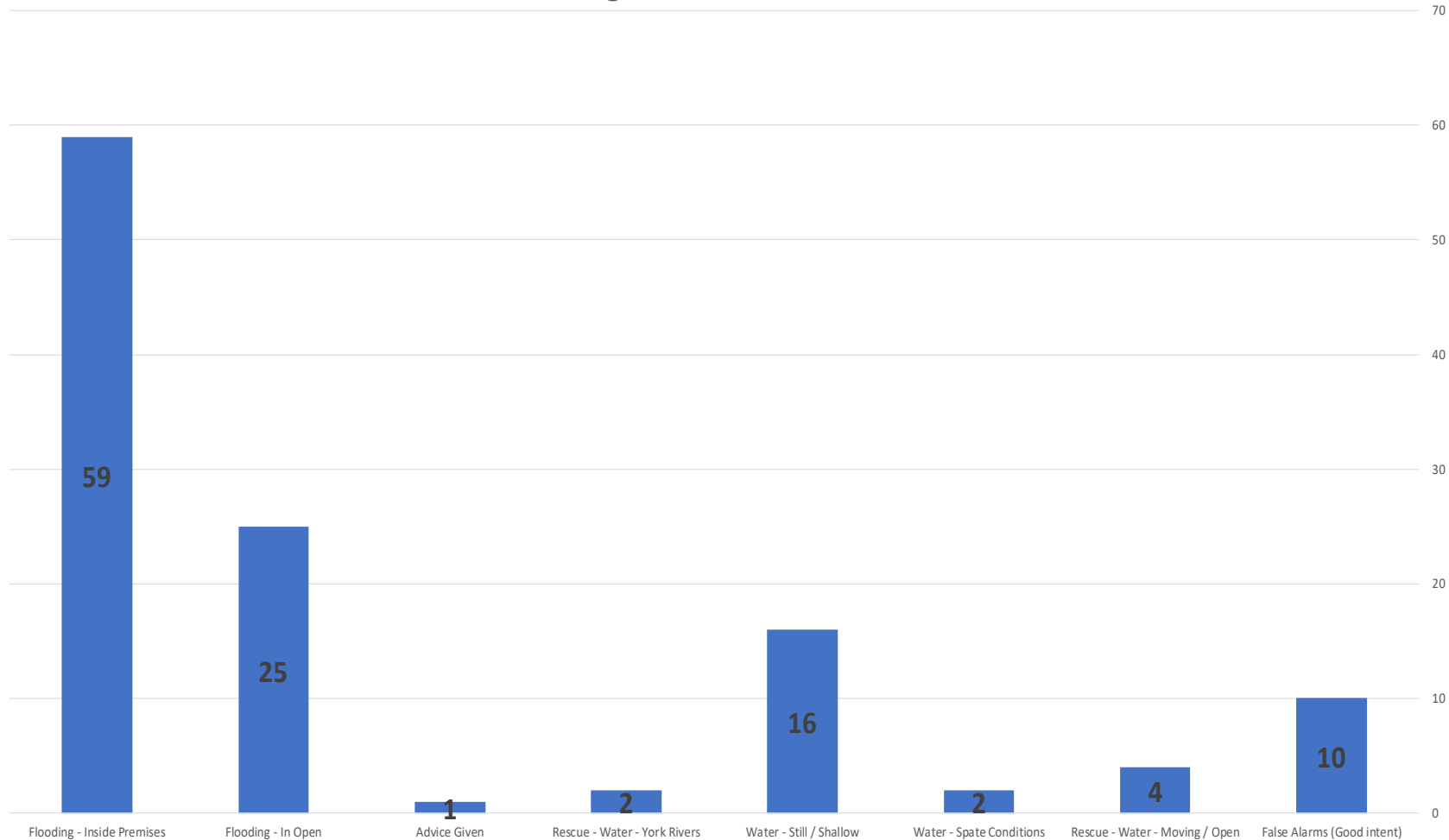
Incidents By Hour





Incidents Overview February 2020

Floodings and Rescue From Water



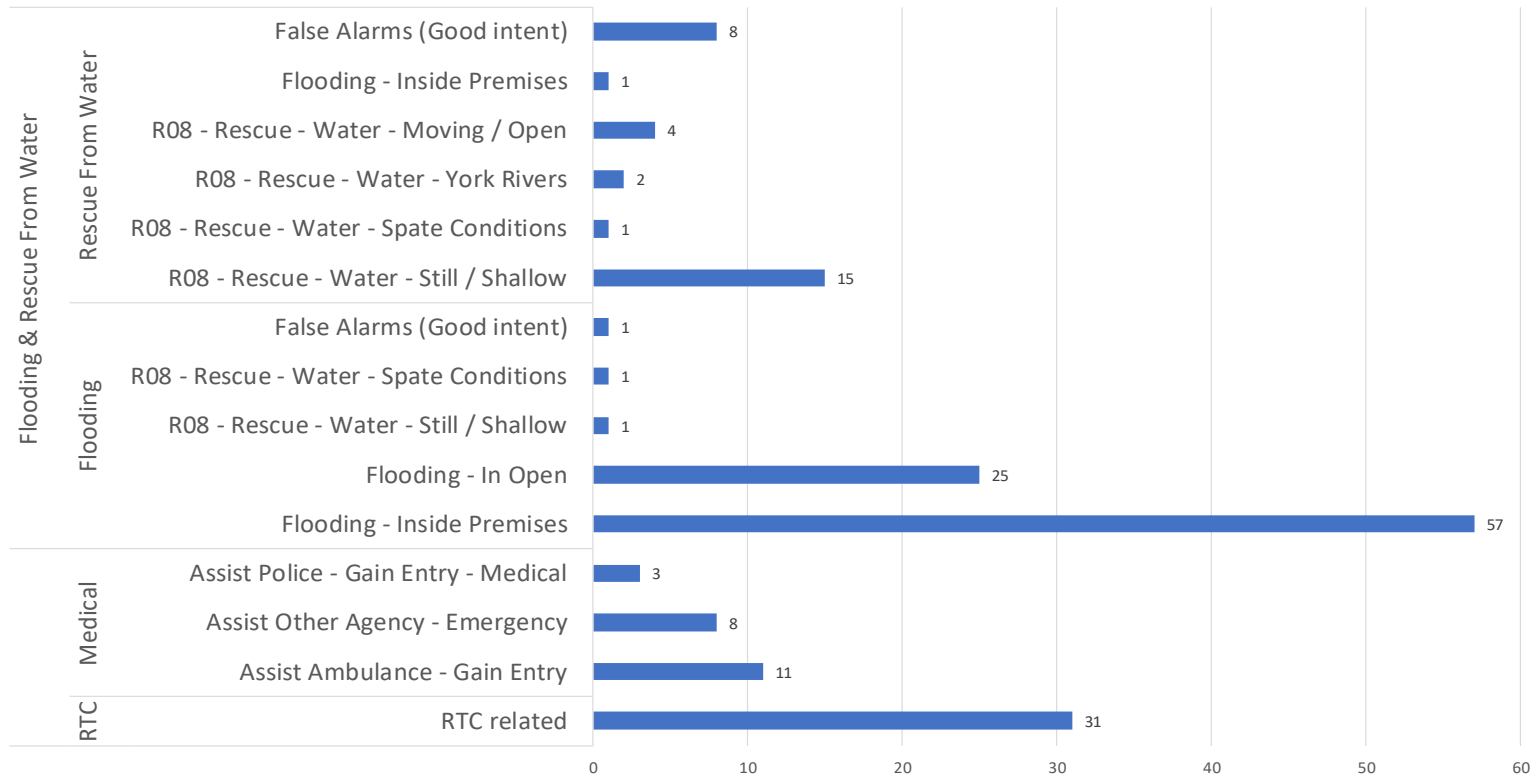
Incident Type	Totals
Flooding - Inside Premises	59
Flooding - In Open	25
Water - Still / Shallow	16
False Alarms (Good intent)	10
Rescue - Water - Moving / Open	4
Rescue - Water - York Rivers	2
Water - Spate Conditions	2
Advice Given	1
Grand Total	119



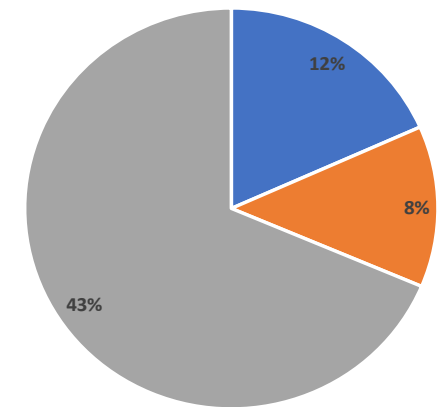
## Special Service Breakdown & RTC Fatalities- February 2020

Category	Feb-20	Feb-19
No Of Fatalities	3	5

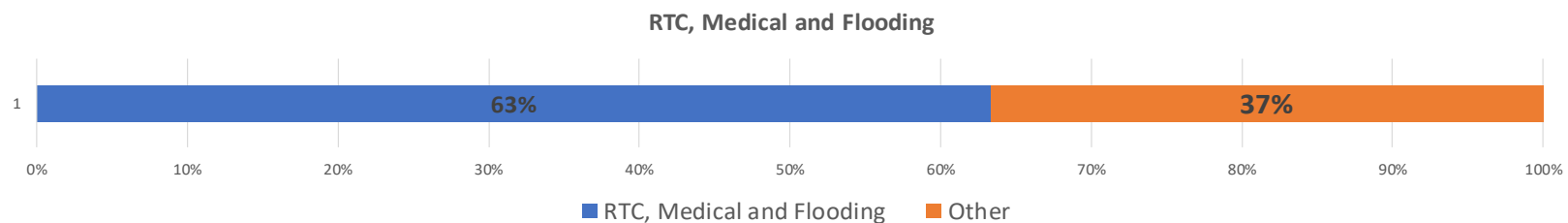
Special Services (RTC, Flooding and Medical Incidents)



Incidents Involving Special Service



■ RTC ■ Medical ■ Flooding



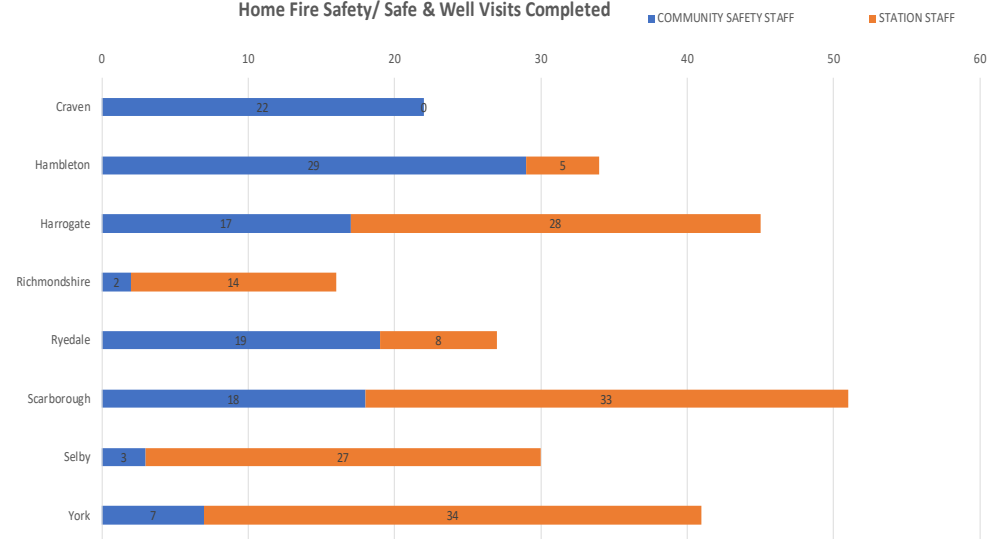


## Home Safety Overview

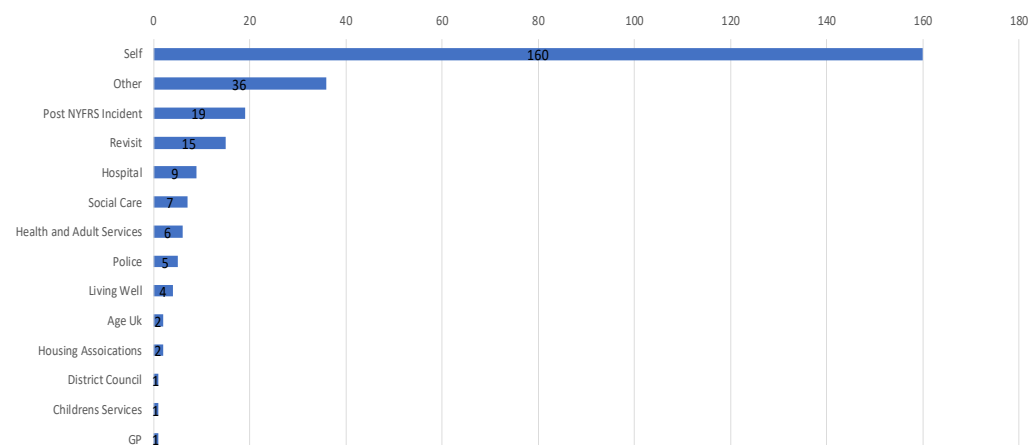
## February 2020

## Business Safety Overview

### Home Fire Safety/ Safe & Well Visits Completed



### Referrals Received In for Safe & Well Visits



### Total Number Of Visits

268

### Number Of Home Fire Safety Visits

171

### Number Of Safe & Well Visits

97

### Number of Premises with Occupant >65

181

68%

### Number of Premises with no working Smoke alarms

94

35%

### Number of Premises where occupier may be unable to escape

35

13%

### Number of Premises where occupier living alone

117

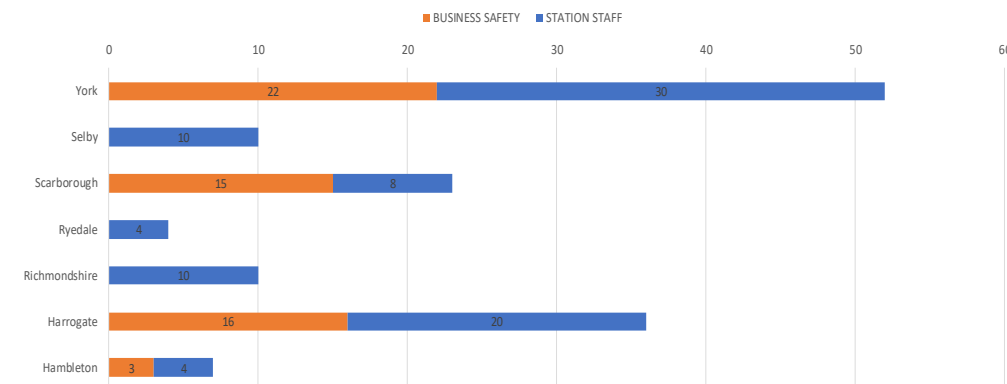
44%

### Number of Premises where occupier smokes

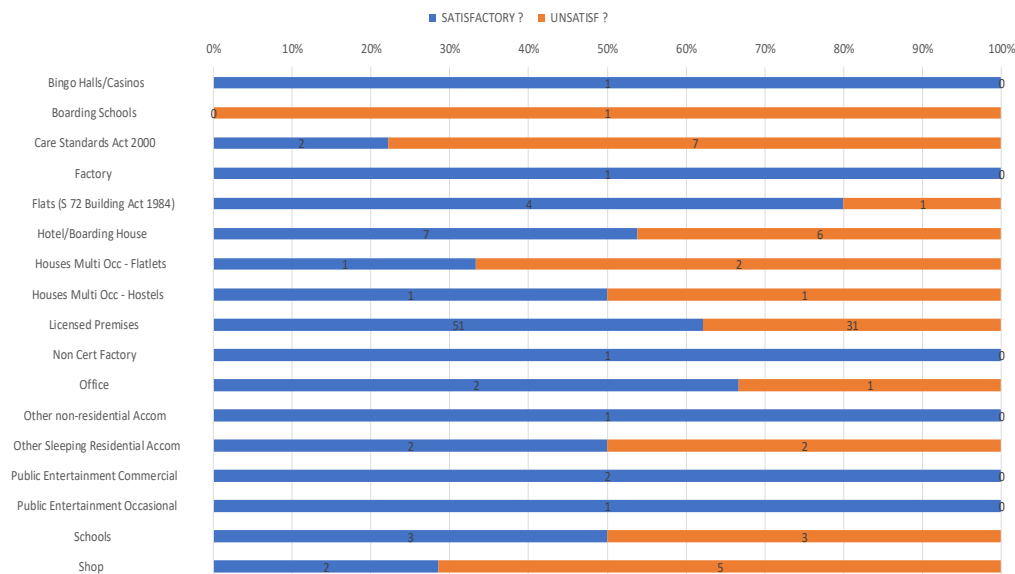
28

10%

### Fire Safety Audits and Risk Assessments



### Fire Safety Outcomes

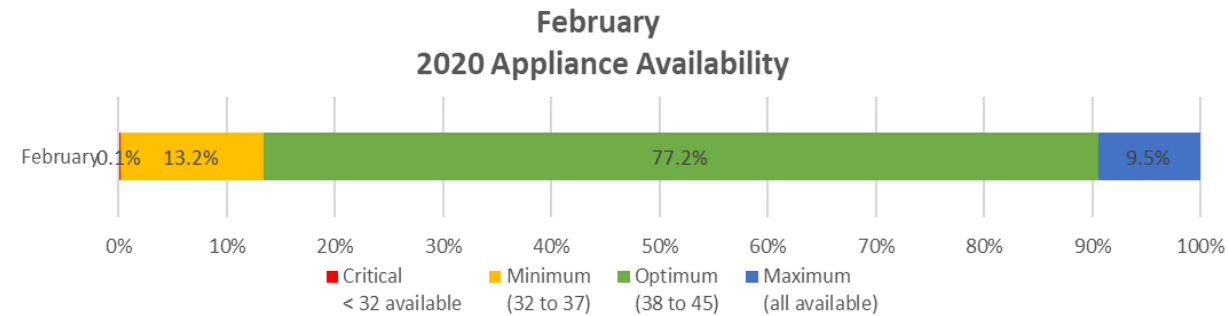
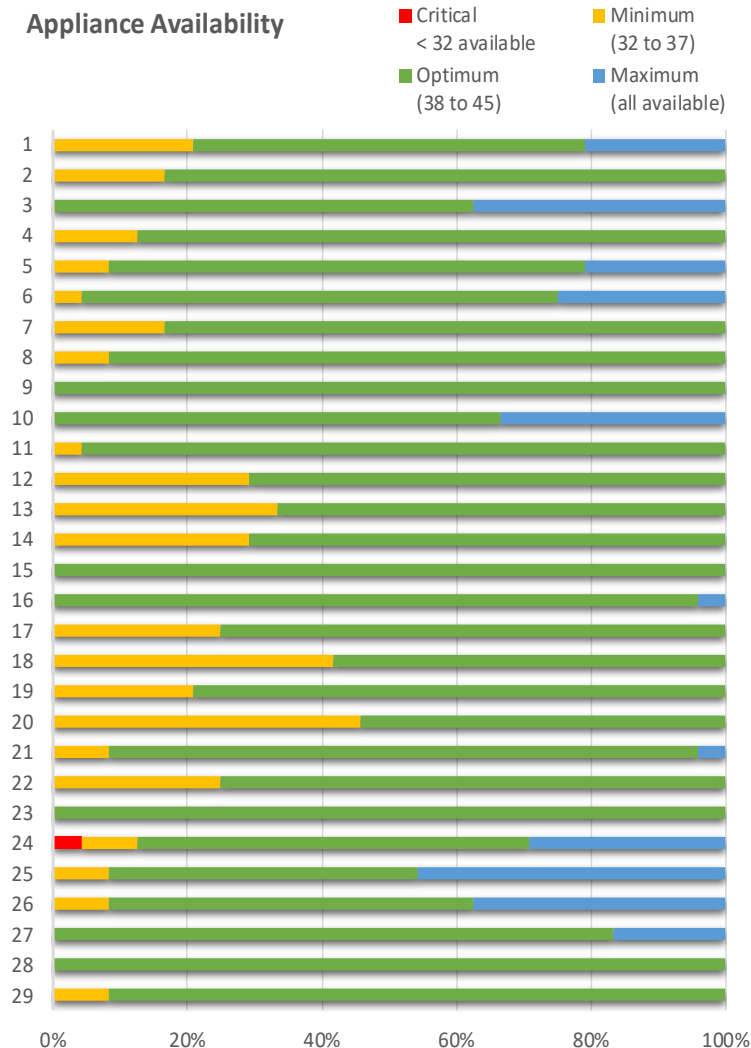




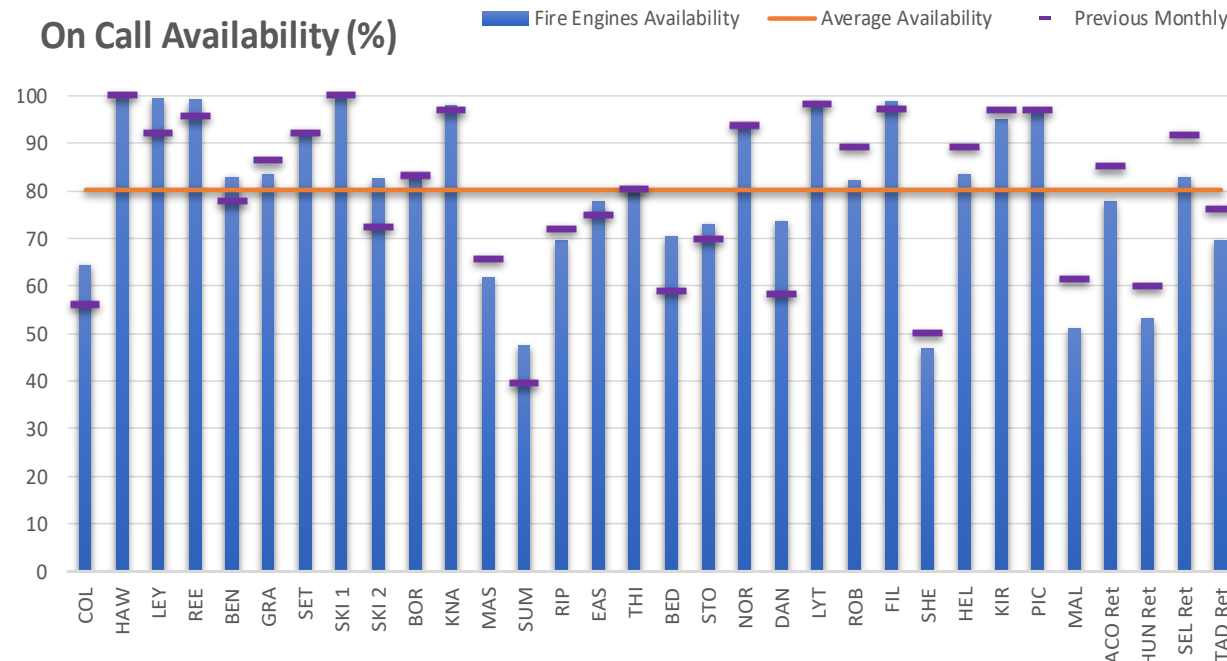


## Availability Overview - Feb 2020

### Appliance Availability



### On Call Availability (%)



All Fire Engines Average Availability

**89.82%**

Previous month (January)  
All Fire Engines Average Availability

**90.79%**

On Call Fire Engines Average Availability

**80.27%**

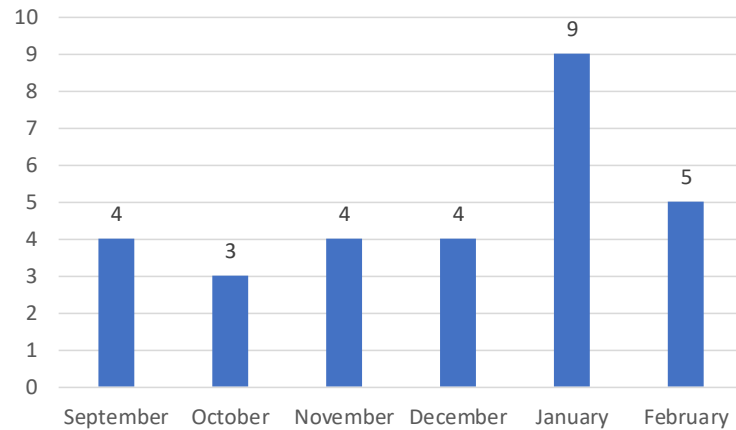
Previous month (January)  
On Call Fire Engines Average Availability

**80%**

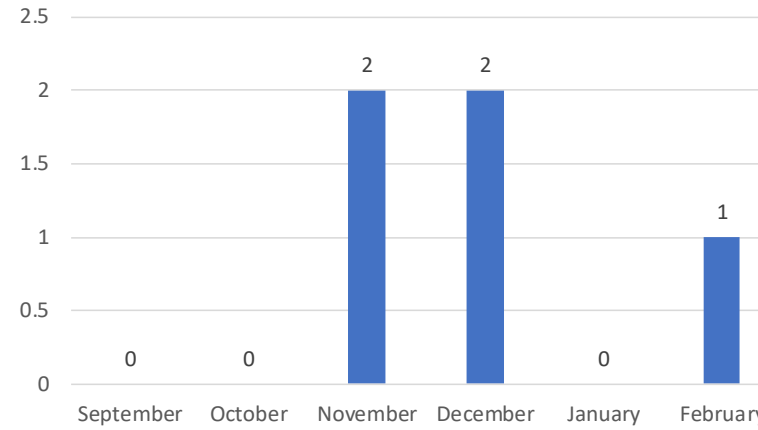


## Health & Safety Overview ( Reported by NYFRS Staff) - February 2020

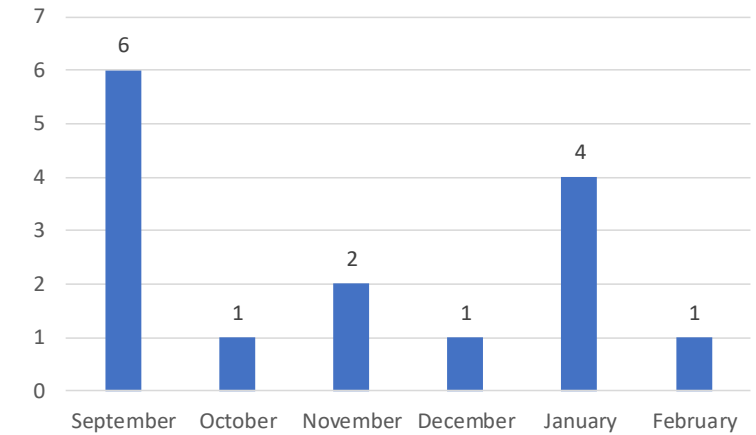
**Accidents ON duty**



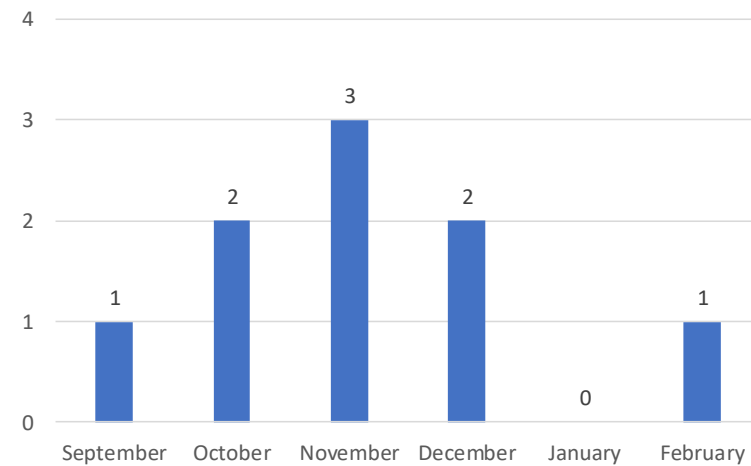
**Accidents ON blue lights**



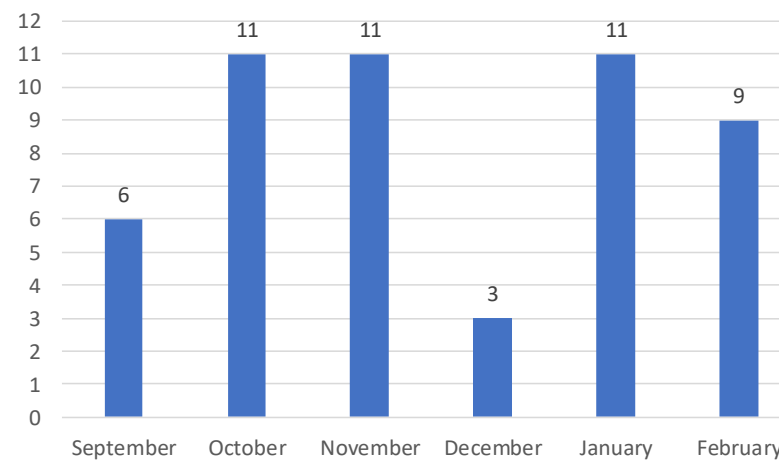
**Accidents Off Blue Lights**



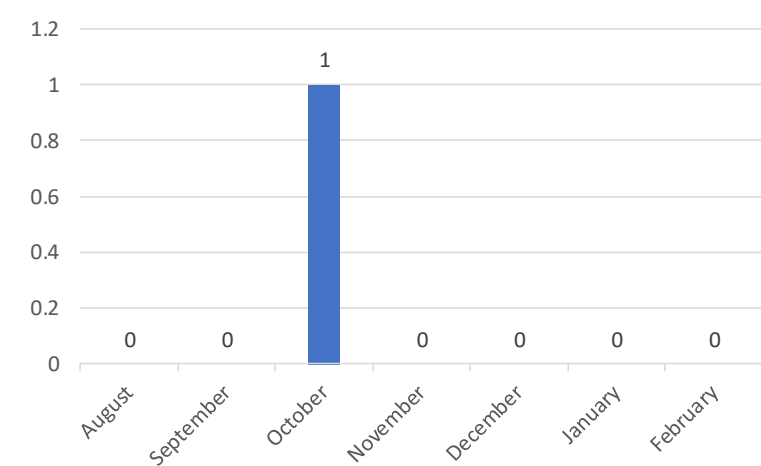
**Near Misses**



**Causes for Concern**



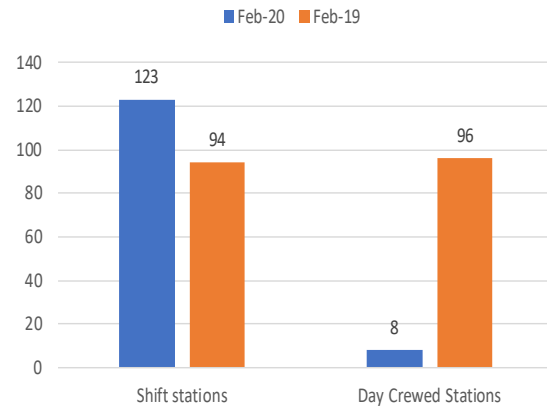
**Vilonce To Staff**



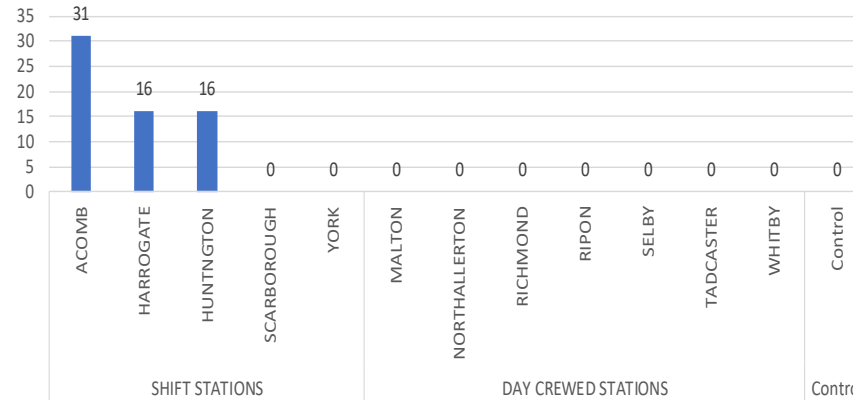


## Absence Levels Overview - February 2020

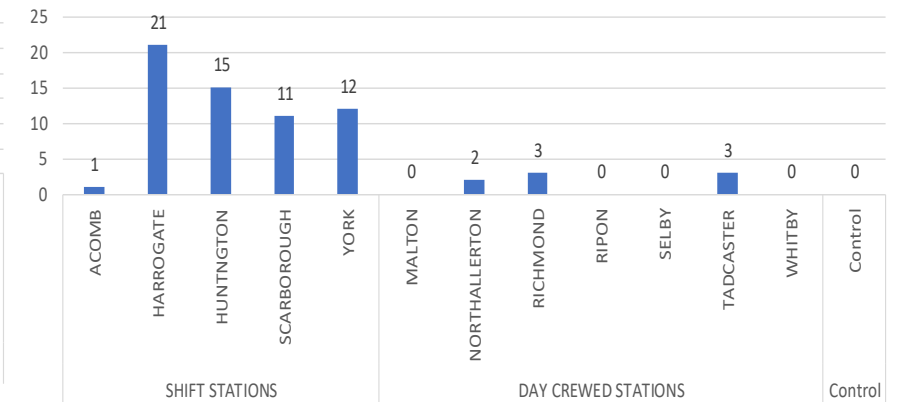
Total Shifts Lost Feb 20 vs Feb 19



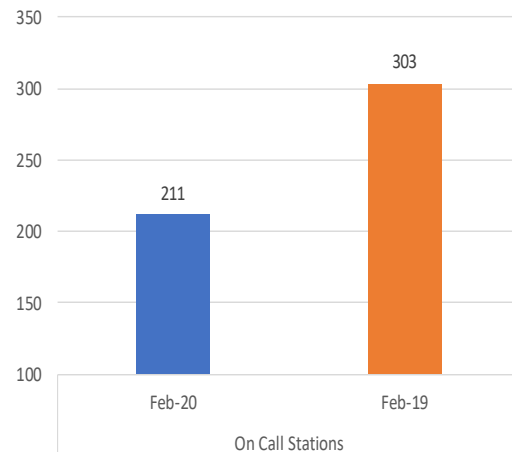
Long Term Sickness for Shift and Day Crewed Stations (Number of lost)



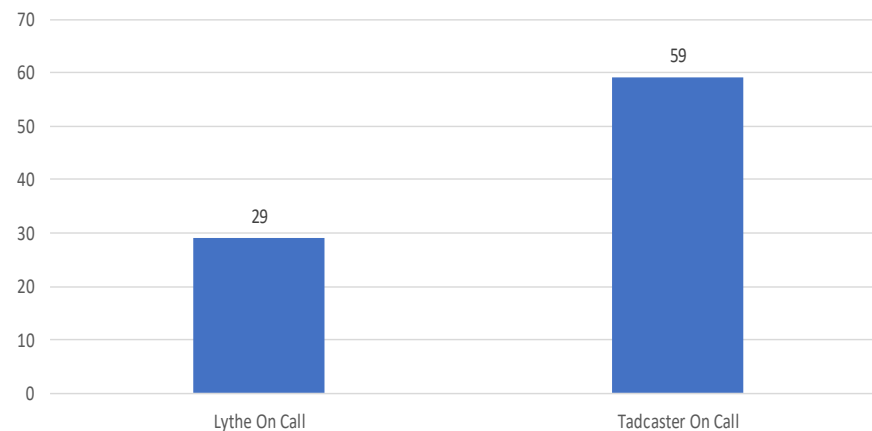
Short Term Sickness for Shift and Day Crewed Stations (Number of lost shifts)



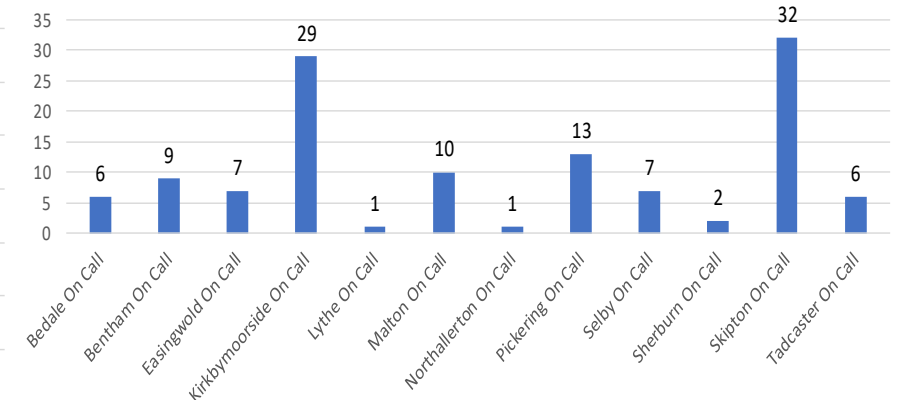
Number of Days Lost Feb 20 vs Feb 19



Long Term Sickness for On Call Stations (Number of lost days) LT



Short Term Sickness for On Call Stations (Number of lost days) ST





 North Yorkshire  
Police, Fire & Crime  
Commissioner



**#NYscrutiny**





 North Yorkshire  
Police, Fire & Crime  
Commissioner



Thank you for watching

