



**NORTH YORKSHIRE
FIRE & RESCUE SERVICE**

Public Accountability Meeting
July 2020
EFFECTIVE ENGAGEMENT

Fire & Rescue Plan: Priorities



**NORTH YORKSHIRE
FIRE & RESCUE SERVICE**

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

Effective Engagement



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We are:

- Involving communities in developing our services
- Working collaboratively with partners to best understand vulnerability and risk by sharing data
- Increasing awareness of what we do and the services we deliver

Strengths

- Fire Service is a trusted brand and track record for accessing and supporting vulnerable people
- More active in Community Safety (and associated) Partnerships e.g. 95 Alive Road Safety Partnership, Safeguarding Adults Board, NY Community Safety Partnership, PREVENT
- Capitalise on opportunities to work collaboratively with others e.g. National Farmers' Union
- Comprehensive range of youth engagement interventions e.g. LIFE, Young firefighter schemes, schools, Fire Setters
- Developing understanding of broader community issues e.g. staff have received mental health training (dementia awareness), Safeguarding, MDS

www.northyorksfire.gov.uk



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Helmsley NYFRS @Helmsley_NYFRS · 18h
Thank you to @DuncombePark for allowing us to do our water rescue training in the park last night. @VisitHelmsley @NYFRSABrodie @NorthYorksFire #firefighter #999family #yorkshire



Nathan Marwood and 9 others

1

6

36





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Challenges

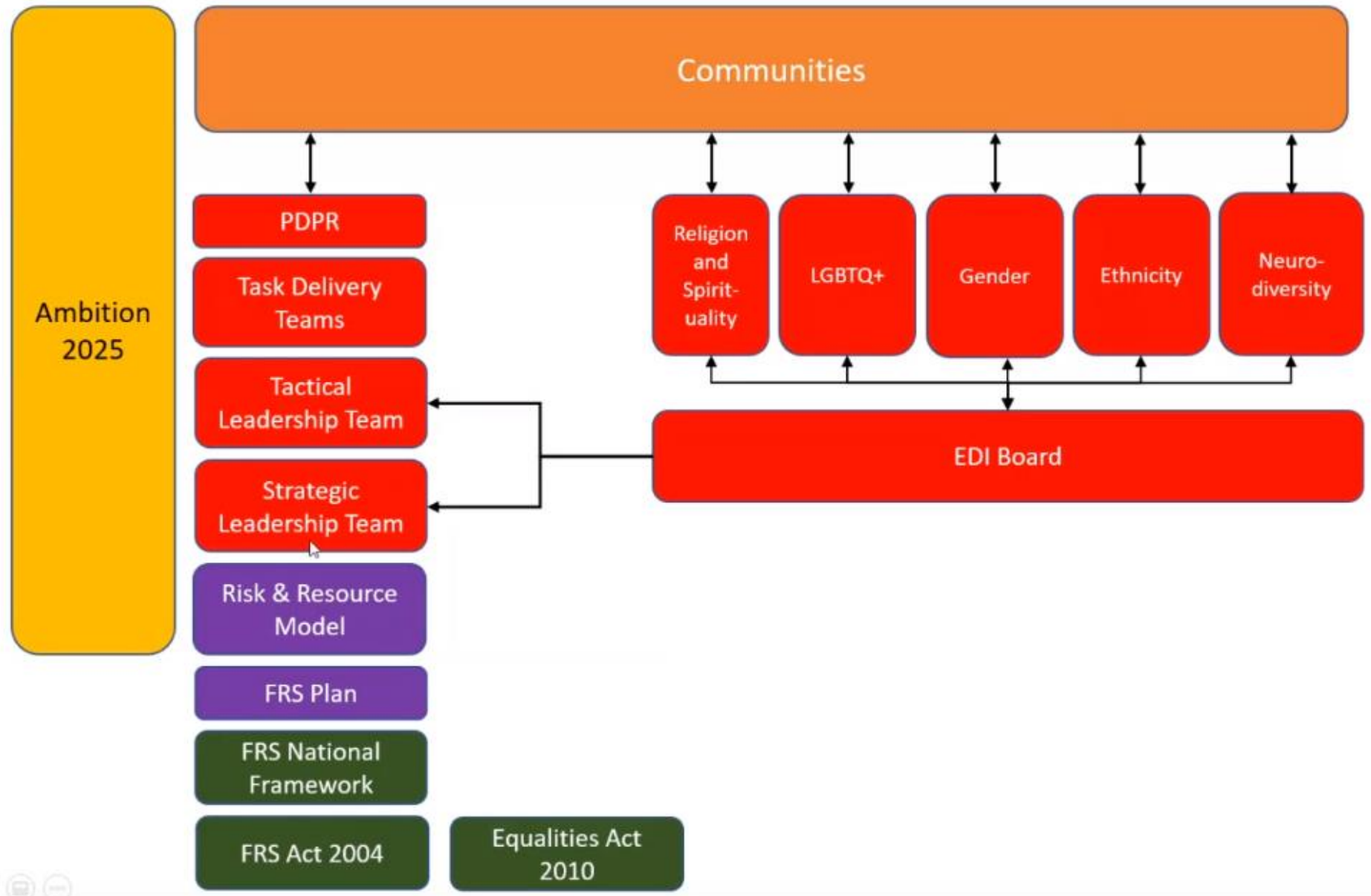
- Fully engaging with communities to understand need
- Data led approach to service delivery to identify the vulnerable
- Align resources to needs of the community
- Localised access to services in rural areas
- Create an inclusive and open work environment
- Broadening the diversity of our workforce
- Effective use of volunteers

Opportunities



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- Develop new partnership work created during coronavirus pandemic
- Effectively Engage our diverse communities in the development of a new community risk profile and Risk and Resource Model
- Discussion, Dialogue and Debate (Open and Transparent)



Opportunities continued



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- Develop a Place based approach to community safety and develop the Public Safety Officer role
- Ensure our whole workforce feel valued and listened to
- Develop our work with the voluntary sector



Results: What the future looks like



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- Communities feel informed and better understand their role in improving safety and building community resilience
- Public feel engaged in determining local need
- Partnerships are effective, efficient and target resources to reduce risk
- Emerging and marginalised communities feel able to approach and engage with the service
- Staff feel confident and empowered to engage with vulnerable people
- Staff feel trusted and valued as part of an inclusive work environment and our workforce better reflects the diversity of our communities