



**NORTH YORKSHIRE  
FIRE & RESCUE SERVICE**

# Fire Control and Response

An insight into North Yorkshire Fire and Rescue  
Service approach to call handling and response times  
to incidents

# History



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Old standards used under the Fire Services Act 1947 until entirely repealed in England and Wales by the [Fire and Rescue Services Act 2004](#), now the primary legislation for England and Wales.

Risk	1st appliance	2nd appliance	3rd appliance
A	5 mins	5 mins	8 mins
B	5 mins	8 mins	
C	10 mins		
D	20 mins		

Table I-1: Fire Risk Categories and Attendance Standards



HOME OFFICE  
Fire Research and Development Group

## FIRE COVER MODELLING FOR BRIGADES

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FRDG Publication Number 6/98  
ISBN 1840821493



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# Current



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**National Framework** sets out Government's expectations and requirements for FRAs in England.

## Respond

- Fire and Rescue authorities must make provision to respond to incidents such as fires, RTC's and other emergencies

## Integrated Risk Management plan

- Analyse and assess foreseeable fire and rescue related risks
- Demonstrate how prevention, protection and response activities makes best use of available resources
- Outline service delivery outcomes including the allocation of resources for the mitigation of risks;



Home Office

**Fire and Rescue National Framework  
for England**

May 2018

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

# Service Strategy

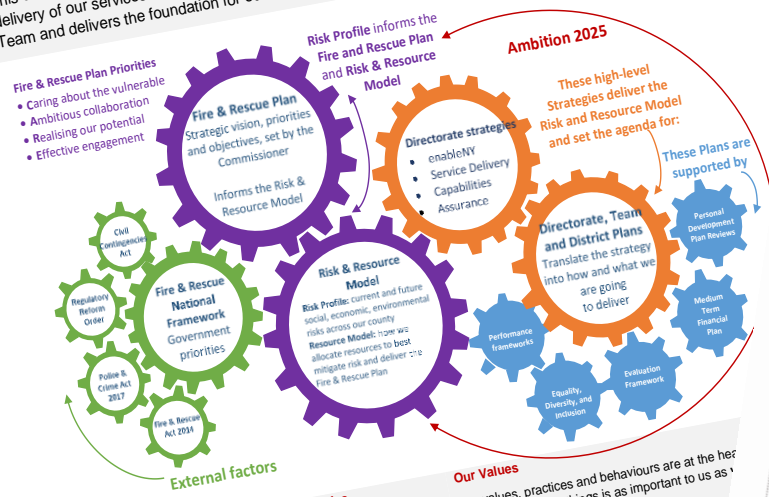


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## North Yorkshire Fire and Rescue Strategies 2020-2025

**Our Mission:** Helping you to be safe and feel safe

**Purpose**  
This document connects the Fire and Rescue Authority's statutory duties, vision and plan, with the delivery of our services. Our four directorate strategies provide the intent of the Strategic Leadership Team and delivers the foundation for our Tactical Plans.



**Fire & Rescue Plan: Priorities and Principles**  
The Fire & Rescue Plan sets four clear priorities for our Service and a set of principles to underpin all aspects of our work to:

- **Caring about the vulnerable** - through protecting the most vulnerable people in our communities
- **Ambitious collaboration** - through seek creative opportunities to work jointly with partners
- **Realising our potential** - by creating an inclusive workplace and culture with the right equipment, IT, training, skills and capacity
- **Effective engagement** - by increasing our public's trust and confidence through involving, engaging and consulting our communities

**Our Values**  
Our values, practices and behaviours are at the heart of what we do. How we do things is as important to us as what we do.

- We value:**
- **People** – We exist to serve the public, we care
  - **Results** – We achieve positive results
  - **Inclusion** – We embrace inclusion
  - **Creativity** – We encourage and promote innovation
  - **Learning** – We never stop learning

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### Service Delivery

**Strategic Aim:**

**Emergency Intervention**  
We will continually assess local risks to deliver the most appropriate emergency intervention service in the quickest time, whilst making the best and efficient use of our resources.

**Strategic Objectives:**

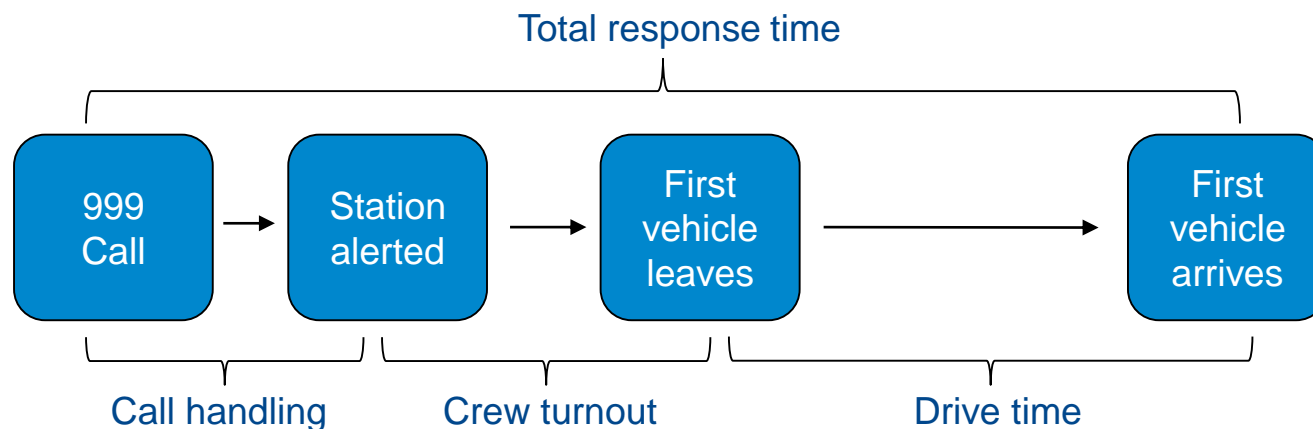
**We will:**

- locate our staff and resources to best serve the public according to local risk, demand and vulnerability
- select a diverse range of fire engines and equipment to best meet the wide range of emergency interventions
- mobilise our resources to respond to emergency incidents with the correct strength and speed, yet safely at all times
- ensure our people maintain competence to the highest standards
- ensure our firefighters are provided high quality risk information, utilising the most effective technology
- always ensure appropriate levels of support and aftercare are provided to the public after emergency interventions
- ensure our people are provided with the correct levels of ongoing support, to help deal with the psychological effects of dealing with emergency interventions

# Response times: Definition



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**Call handling:** from time of call to time responding station alerted

**Crew turnout:** time station alerted to time first vehicle departs

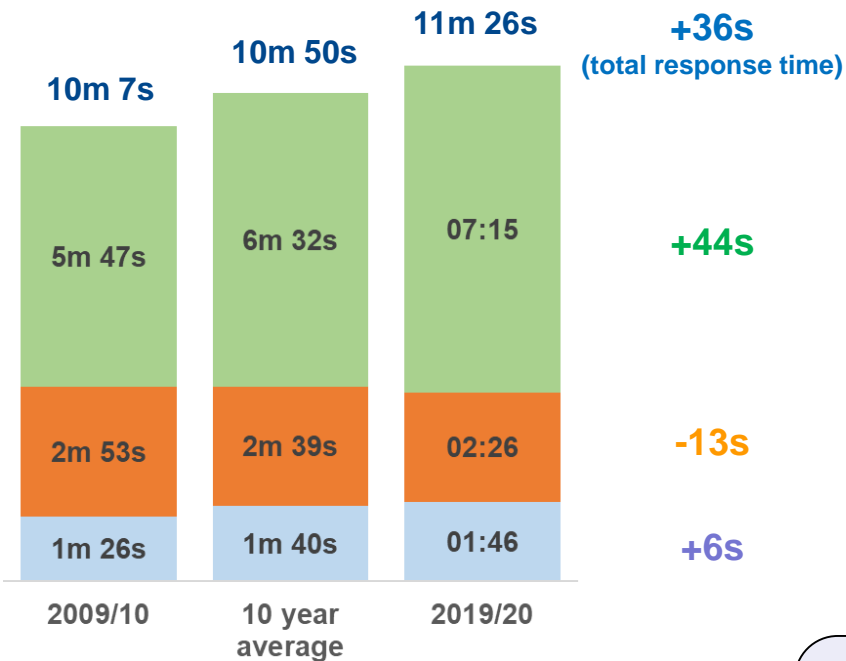
**Drive time:** time from first vehicle to leave station to first vehicle to arrive at incident (not necessarily the same vehicle)

# Response times to primary fires over 10 years



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2019/20 vs  
10 yr average



- Drive time
- Crew turnout
- Call handling

NYFRS CALLS BY NYFRS OPERATORS			
Dates between 01/01/2020 and 31/12/2020			Report Execution Time: 11/01/2021 16:25:28
NO OF CALLS	AVG TIME TO ANSWER	AVG TIME TO SELECT ADDRESS	AVG TIME TO ASSIGN FROM CALL
3580	0.03	0.39	1.754285714
CORNWALL CALLS BY NYFRS OPERATORS			
Dates between 01/01/2020 and 31/12/2020			Report Execution Time: 11/01/2021 16:25:28
NO OF CALLS	AVG TIME TO ANSWER	AVG TIME TO SELECT ADDRESS	AVG TIME TO ASSIGN FROM CALL
107	0.02	0.409473684	2.083684211
NYFRS CALLS BY CORNWALL OPERATORS			
Dates between 01/01/2020 and 31/12/2020			Report Execution Time: 11/01/2021 16:25:28
NO OF CALLS	AVG TIME TO ANSWER	AVG TIME TO SELECT ADDRESS	AVG TIME TO ASSIGN FROM CALL
122	0.029090909	0.492272727	1.978181818

## Call handling:

- +6s vs 10 year average.
- Marginal fluctuations year on year.

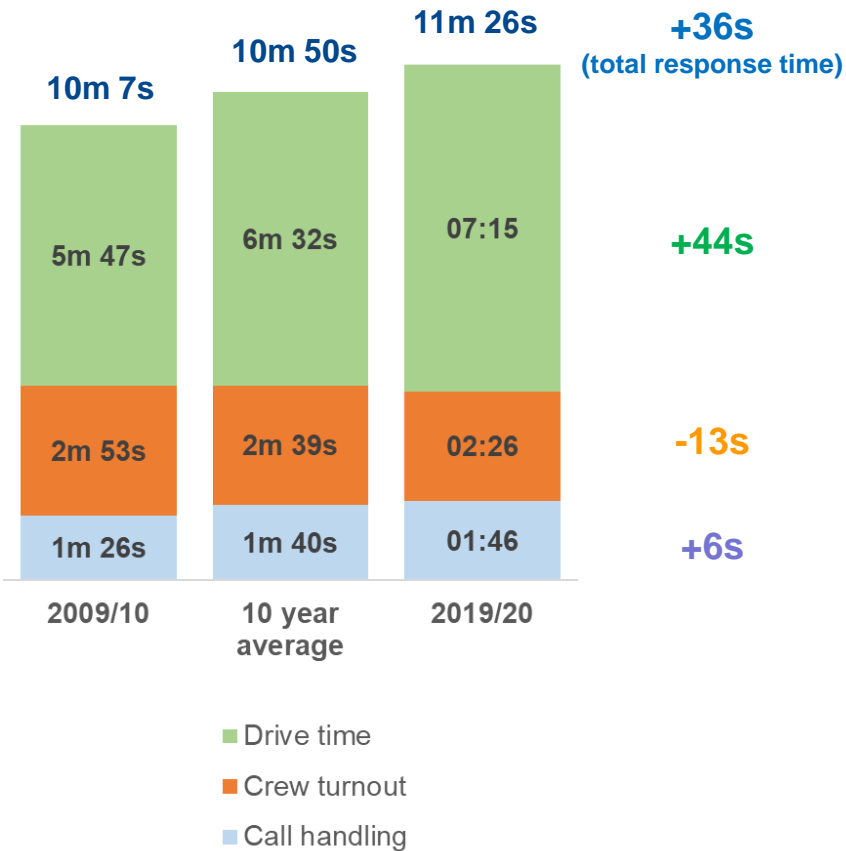
NB change in response times have been rounded to nearest second

# Response times to primary fires over 10 years



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2019/20 vs  
10 yr average



## Crew turnout:

- Improved over time.
- -13s vs 10 year average.

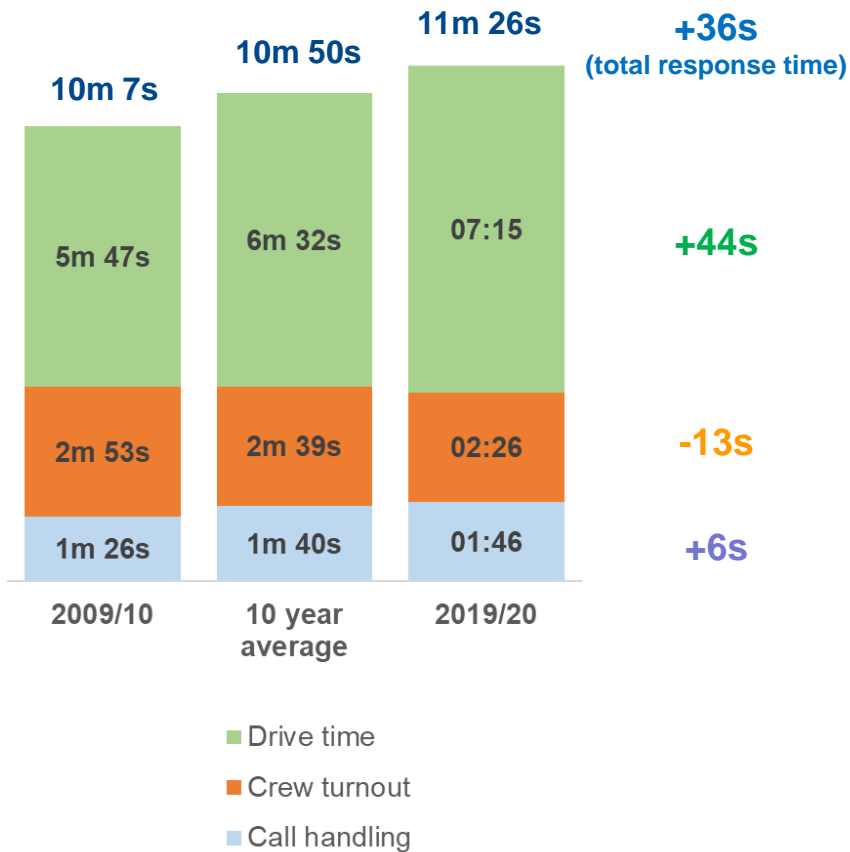
NB change in response times have been rounded to nearest second

# Response times to primary fires over 10 years



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2019/20 vs  
10 yr average



## Drive time:

- +44s vs 10 year average.
- Increase in drive time largely responsible for overall increase in response time.
- Increasing trend over time in line with national picture. Slight reduction during 2019/20.
- Increase in drive time over 10 years also evident for secondary fires. +1m 14s vs 10 year average to 7m 17s.

NB change in response times have been rounded to nearest second





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# Why have drive times increased?

- Increase in volume of traffic.
  - 12.5% in Yorkshire and Humber over 10 year period
  - 1million additional miles travelled on North Yorkshire roads

[Traffic \(www.gov.uk/government/organisations/department-for-transport/series/road-traffic-statistics\)](http://www.gov.uk/government/organisations/department-for-transport/series/road-traffic-statistics)
- On-call availability
  - If nearest station unavailable, next available station will have longer drive time
  - Different vehicle types mean changes in response time recording
- Increase in primary fires in often more remote locations -
  - However, no difference in response approach to different incident types. Service responds to all incidents as quickly as possible.

# Drive to arrive



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## Driving Management Procedure

- **Phase 1 – Stand by duties / None urgent calls:** No blue lights or sirens and drive within the speed limits
- **Phase 2 – Emergency response non life or property risk:** Blue lights and Sirens may be used to aid progress and driving speeds must reflect the nature of the call being attended, but progress will not be as urgent as phase 3
- **Phase 3 – Emergency response life and property risk:** Blue lights and Sirens will be used, driving speeds must reflect the nature of the call being attended and appropriate to deal with all situations safely. The driver must drive at lower speeds when condition dictate.

- PPE is donned before setting off
- Difference of driving a lorry compared to a car
- Behaviour of other road users
- Nature of roads in our county

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# Prevention

- Community Safety Officers
- Public Safety Service trial
- Multi-agency approach/referrals
- Safe and Well training for On-Call crews
- Safeguarding training for all
- Raise Awareness of Prevent (WRAP) training
- Themed safety campaigns
- Shared use of data and joint risk intelligence assessments



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# Protection

- Business safety audits – advice provided, fire marshals
- Risk Information held and refreshed
- High risk premises crew familiarisation visits – local exercising
- Rural communities – Farm Safety



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# RRM Opportunities



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Risk and vulnerability reduction

Data and digital transformation

Increased focus on prevention, protection and resilience

