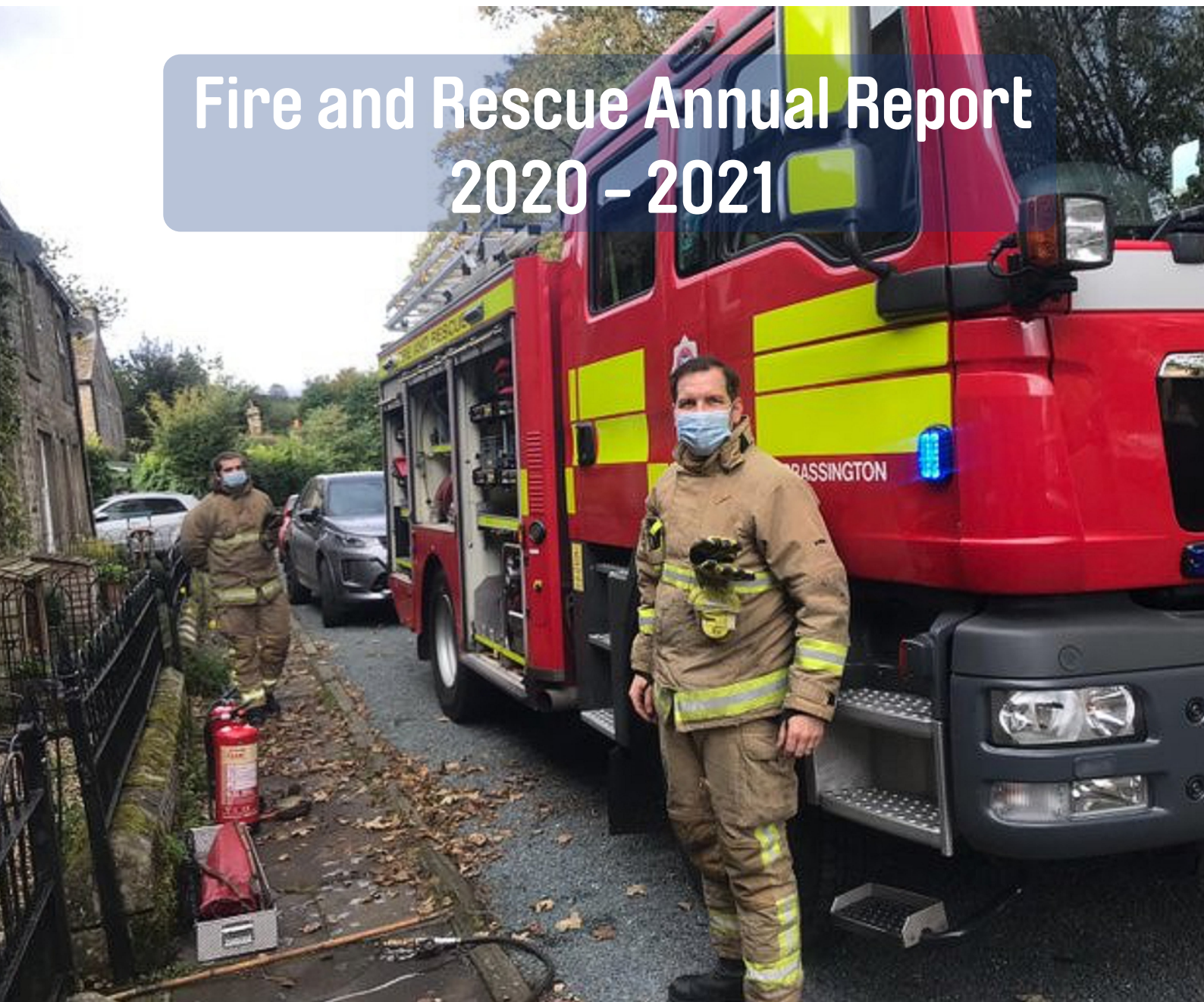




Fire and Rescue Annual Report 2020 - 2021



Helping you to be safe and feel safe in North Yorkshire and York

**BE SAFE
FEEL SAFE**



Objective 3

We will bolster prevention activities within rural and isolated areas where emergency response times are longer

Training on conducting Safe and Well visits and safeguarding has been provided to On-Call firefighters with further training sessions planned. This training provides the opportunity to extend the activities of On-Call firefighters from response into prevention, particularly in our more remote rural locations where response times can be longer. Whilst there are some examples of an uplift in prevention activity in On-Call areas, activity has been low during lockdown.

Detailed analysis of response times across the County and City has been used to inform the new Risk Profile and will enable the Service to better determine locations where prevention and protection activities need to be targeted, increasing the resilience of communities and businesses where response times can be longer.



Objective 4

We will extend our education and prevention programmes amongst young people, and to vulnerable, 'hard to reach' communities with whom we have not previously engaged, focussing on fire, road and water safety awareness

The Service's programme of youth engagement and intervention activities has been reviewed by the Service's Prevention and Protection Team. The Local Intervention Fire Education (LIFE) programme, primarily aimed at addressing anti-social behaviour and developing communication, team-building, and decision-making skills, has been revised both in terms of content and activities. It now addresses a wider range of safety issues to include water, road and fire safety as well as tackling issues such as mental health, keeping your mates safe, diet and healthy lifestyles. The fire setter intervention programme provided to those at higher risk of fire setting behaviours has been rebranded and extended from under 18s to young adults. Wider youth engagement work delivered in schools has been refreshed with the use of nationally developed materials and the Service now has a license to access a Social Value Engine to evaluate the effectiveness of its programmes by calculating a social return on investment.

CASE STUDY – Increasing the accessibility of Fire Cadet Schemes

The Service has focussed on making its Fire Cadet Schemes accessible; spreading them more evenly across the County and City. The historic approach to running Fire Cadet Schemes meant they took over two years to complete, limiting the number of young people who could take part. The course is now broken down into four modules creating opportunity to move the scheme around geographically, allowing people to join from different locations and removing the commitment to be involved for such a length of time. These changes will provide a better offer of youth engagement as well as providing greater value for money.

Priority 2

Ambitious Collaboration

By working together, we will improve the resilience, coordination and effectiveness of our community safety services.

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

Philip says, “The pandemic has not slowed the pace and scale of collaboration over the last 12 months which continued to be impressive.”

Objective 1

We will deepen our collaboration with North Yorkshire Police by:

- Developing an integrated estates and assets strategy, including sharing headquarters, stations, procurement and training programmes
- ENABLE North Yorkshire - bringing together our business support functions - Integrating data and intelligence for strategic planning and response
- Effective working between control rooms
- Further integration of joint transport and logistics

A joint estates strategy is well developed. A series of design principles are being used to drive key estates decisions, ensuring alignment with the two services' key plans and strategies to avoid decisions being taken in isolation. It provides a blueprint for the kind of estate the services wish to operate and manage now and in the long term. Ripon station is shared with North Yorkshire Police colleagues with suitable upgrades planned and Boroughbridge and Leyburn Stations are also home to a joint facility. In December 2020, the Commissioner approved a decision to relocate a small Neighbourhood Policing Team serving the four western wards in Craven (including Bentham), from Ingleton to Bentham Fire Station.

Enable North Yorkshire (enableNY) is now in the final stages of set up and will be fully functional from April 2021. EnableNY works on a client-service model to deliver services to North Yorkshire Police, North Yorkshire Fire and Rescue Service and the Office of the Police, Fire and Crime Commissioner. The support functions of both services have been pooled, including HR, ICT, estates, finance and business planning, all of which are being

standardised and simplified to help services plan better for future demands and challenges, increase resilience, effectiveness and value for money for the public. This is particularly important for the Fire Service where business support functions had been cut to unsustainable levels.

A shared ICT infrastructure will integrate ICT systems and allow enableNY teams to deliver their services more efficiently across both emergency services. This will be the first to be approved by the Home Office, developed in conjunction with the Information Commissioner's Office.

An **integrated approach to business planning across all service areas** (including operational) has been introduced. This has resulted in the development of Tactical Delivery Plans in North Yorkshire Fire and Rescue Service and Service Delivery Plans in North Yorkshire Police which provide a planning tool for both organisations to detail their future service delivery requirements. This is a more structured approach to planning to deliver outcome-focused commissioned services.

Control Room staff across North Yorkshire Police, Yorkshire Ambulance Service and North Yorkshire Fire and Rescue Service **met regularly during 2020/21 to share learning and mobilising procedures.** The Partnership Agreement between the Service's Control Room and Cornwall Fire and Rescue Service's Control Room will be extended after having proved to work effectively over the last few years and was invaluable during the pandemic in providing business continuity resilience in the eventuality of staff sickness in either Control Room.

Over the last 12 months, **joint training and shared learning with North Yorkshire Police have become regular occurrences.** Assistance on recruitment panels, joint leadership days and shared mental health training being just some of the examples. North Yorkshire Fire and Rescue Service is exploring potential driver training collaboration opportunities with North Yorkshire Police.

Objective 2

At every opportunity, we will develop more collaboration locally with North Yorkshire Police (NYP) and the Yorkshire Ambulance Service (YAS), as well as regionally and nationally with other fire and rescue services

Fire crews helped YAS gain access to 103 properties to help with medical emergencies.

A delay in entering properties can have a detrimental impact on the patient but using fire and rescue crews with the specialist equipment and training assists with swift access to properties and reduces the operational demand on police colleagues who may have previously undertaken this work.

The Service has a **proactive role in the Regional Fire and Rescue Group** (joined by West Yorkshire Fire and Rescue Service, South Yorkshire Fire and Rescue Service and Humberside Fire and Rescue Service) and is now the **regional lead on Prevention**.

All three emergency services proactively support the introduction of the Public Safety Officer role, piloted in Craven. They are now active members of both the Public Safety Service Steering Group and Tactical Group, reflecting their commitment to the role. The new Commissioner will be monitoring progress, keen to see future roll-out of this multi-agency, prevention focussed role across the county.

Objective 3

We will strive to enhance the Local Resilience Forum, ensuring we are completely interoperable when responding to major incidents

To keep the public safe, fire and rescue services work with other organisations to assess the risk of an emergency, and to maintain plans for responding to one. North Yorkshire Fire and Rescue Service is an **integrated and active member of the North Yorkshire Local Resilience Forum (LRF) and fully engaged in the multi-agency response to the pandemic**. As part of the LRF's response to COVID-19, the Service participated in the PPE panel, the strategic and recovery coordination groups, and the multi-agency coordinating group. The Service was able to allocate suitably qualified staff to participate in these groups without affecting its core duties. Two members of staff were seconded to the LRF to coordinate workstreams around PPE requests and arrangements for mobile testing sites.

Events over recent years have shown the need for the emergency services to operate together as effectively as possible during major, serious or catastrophic incidents or events. The public expects no less and the Joint Emergency Services Interoperability Programme (JESIP) was established to address the issue of interoperability across the blue light services. Over the last year, **JESIP input has been introduced into new wholetime firefighter recruit courses**, having previously only been delivered to commanders, recognising the need for early awareness of the importance of building relationships and creating opportunities with other services in both response and prevention.



CASE STUDY – Multi-agency working in Scarborough

It was recognised during the pandemic that children could be more vulnerable from domestic violence. Staff at Scarborough station formed a partnership with North Yorkshire Police to embed 'Operation Cracker' and reduce vulnerability. A programme of online events was scheduled using the Service's virtual classrooms; the first was in collaboration with George Pindar School and Independent Domestic Abuse Services (IDAS), with a focus on safeguarding children. The event was very well received and young people were reminded that professionals were available to support them despite the challenges of lockdown, given a referral pathway and reassured that any approach would be treated confidentially with non-judgemental advice and support.



Objective 4

We will improve and extend place-based Public Safety Services with Public Safety Officers to enable communities to be more resilient and enhance safety

In April 2020, **two Public Safety Officers (PSOs)** took to the streets in Bentham and Grassington, to improve community safety and prevent harm. The PSOs are multi-agency officers with policing, fire, paramedic and community safety capabilities. Their remit is to help reduce vulnerability by promoting fire safety and health and wellbeing, as well as solving local anti-social behaviour concerns. They are also bolstering blue-light capacity in some of our most remote locations, including firefighter availability and emergency medical response. An independent evaluation has evidenced significant support from the public for the role, which has been extremely positive. **On the basis of the evaluation, further PSOs will be recruited**, building on the pilot's clear success.



Objective 5

Enhance our contribution to safety forums, such as water safety and the 95 Alive Road Safety Partnership

The Service has established a **new Water Safety Steering Group** to provide oversight of water safety across the County and City. The York Water Safety Forum has worked together to **create and install signage at key locations** e.g. Scarborough Bridge, to provide support to vulnerable people. The group has developed a **prevention campaign** to



address the range of reasons people are at risk from water and provide an annual plan of delivery in readiness for 21st June when the country sees the removal of lockdown arrangements and subsequent increase in

visitors to the City of York, alongside good weather, presenting additional risk in terms of entry into water.

Chaired by the Deputy Chief Fire Officer, the Steering Group for the York & North Yorkshire Road Safety Partnership has focussed on drafting a **new Safer Roads Strategy** for the County and City. Now in its final stages of development, the Safer Roads Strategy 2021-26 will provide updated priorities and a renewed partnership commitment to improving road safety.

The Commissioner's AJ1 road safety fund has boosted road safety across the County and City, strengthening the work of local communities, organisations and groups such as parish councils. Successful bids centred on education and engagement with priority groups including; children and young people, cyclists, motor cyclists and older road users. The bid assessment process included checks with North Yorkshire County Council's Highways and Transportation Department to ensure viability, consultation with County Councillors and a panel making the final decisions which was made up of representatives of the Road Safety Partnership. The panel awarded the £190k from the AJ1 Fund, and due to the demand and standard of the bids, an additional £165k from other community funds, to support either fully or partially, the 81 successful projects.

The Commissioner's Community Safety Fund awarded £20k to the York and North Yorkshire Road Safety Partnership to support the Road Safety Speed Management Protocol (SMP). The replacement of speed monitoring devices was required urgently until a sustainable funding stream is sought to cater for future demands. This community initiative allows residents to raise local speeding concerns with the Road Safety Partnership, where an appropriate response can be provided through deployment of data loggers. The relaunch and reinvigoration of the project and partnership aims to better support communities of North Yorkshire and the City of York to reduce speeding offences and mitigate emerging risks or trends.





Priority 3

Realising our potential



Philip says,
“ I am pleased to see planned investment in our estate to ensure it is fit for the purpose and suitable for a diverse workforce.”

The people of North Yorkshire need to be reassured their money is being used efficiently and effectively, and that our workplace supports sound decision making and inclusivity.

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

Objective 1

We will promote inclusion and create a fair and equal place to work

In March 2019, the Chief Fire Officer was asked to conduct assessments of all buildings to make sure the estate is both inclusive and adequate. Some stations are not fit for public use or to share with other organisations, and facilities are not always appropriate for a diverse workforce. A series of **Equality Impact Assessments for all buildings** in the estate, alongside a programme of technical surveys, commenced at the beginning of July 2020 and is now complete. These assessments identified gaps in provision across all areas of equality and diversity and **costed solutions to allow the Service to understand the physical and financial impact of the changes needed**, ranging from minor works to major investment. More significant works include alterations, remodelling or extensions to accommodate needs, which will need to be identified as part of a future capital or revenue budget provision. Just under £1m has been set aside within the Capital Programme, to address essential, immediate improvements over the next two years, reflecting the new Commissioner's commitment to equality, diversity and inclusion.

Mental Health First Aiders were introduced by the Occupational Health Team and mental health first aid training has been provided to 24 Service volunteers. The role of the first aiders is to understand the important factors affecting mental ill health, identify signs and symptoms for a range of mental health conditions and provide early intervention, listen non-judgmentally and signpost people to professional help.

Equality, diversity and Inclusion has been included as one of the five ethical principles in a **new national Core Code of Ethics** for fire and rescue services in England, providing a basis for promoting good and challenging inappropriate behaviour. The Core Code of Ethics, developed with input from North Yorkshire OPFCC and Service, will be embedded locally, alongside the new Service values over the next 12 months.

CASE STUDY - National Code of Ethics ready for launch

The need for a national fire and rescue service code of ethics resulted from HMICFRS finding some 'toxic' cultures within the sector and a lack of commitment and understanding around diversity. The new national code of ethics shows the commitment of fire and rescue services to maintaining the highest level of professionalism and behaviour, creating a positive working culture and preserving the public trust.

The Core Code is designed to help fire and rescue service employees act in the best way towards each other and while serving the public. The five ethical principles are:

Putting our communities first – we put the interest of the public, the community and service users first

Integrity – we act with integrity including being open, honest and consistent in everything we do

Dignity and respect - making decisions objectively based on evidence, without discrimination or bias

Leadership – we are all positive role models, always demonstrating flexibility and resilient leadership. We are all accountable for everything we do and challenge all behaviour that falls short of the highest standards

Equality, diversity and inclusion (EDI) – we continually recognise and promote the value of EDI both within the FRSs and the wider communities in which we serve. We stand against all forms of discrimination, create equal opportunities, promote equality, foster good relations and celebrate difference



Objective 2

We will provide clear, inspirational and trusted leadership with robust plans for future investment in the Service's assets (estate, fleet, equipment, infrastructure), ensuring they are fit for purpose, reflecting the needs of the Service and the public

The Chief Fire Officer has run a series of Ambition 2025 online staff roadshows across the Service. Launched in January 2020, Ambition 2025 sets out the ambition for the Service over the next five years. All staff should now have received a presentation. The key principles of the Ambition are; accountability and responsibility, freedom and flexibility and measurement and monitoring. Application of these principles will help deliver the priorities set out in the Commissioner's Fire and Rescue Plan.

The Fire Service now has a firm grip on the finances of the organisation and in normal times could start to consider some of the areas of significant investment that are needed in the service, in line with the Fire and Rescue Plan and the Ambition 2025 vision. However, the likely impact of COVID-19 on the finances of the organisation will need to be clearly understood before this can realistically happen. Lack of precept flexibility and poor central funding means we cannot invest as much as we would like in areas such as the estate, kit and equipment.

Objective 3

We will improve our decision making and performance management by focussing on outcomes, with better insight using open and transparent measures, and by reviewing and evaluating to learn and improve

The Service has developed an outcomes based **strategy for each of its four directorates**: *Service Delivery: delivering the best service to the diverse people in our community, making them safer, *Capabilities: providing Service Delivery with all that it needs e.g. equipment, kit and vehicles, *Assurance: continuous improvement and refinement of approach

and *enableNY: building collaboration between North Yorkshire Police and North Yorkshire Fire and Rescue. The strategies help to deliver the Risk and Resource Model and ultimately the priorities in the Commissioner's Fire and Rescue Plan. Delivery against the strategies, through new Tactical Delivery Plans, will be monitored by the Strategic Leadership Team (SLT) led by the Chief Fire Officer.

There has been significant development of internal resources to assist staff in the delivery of prevention activities via a **central prevention toolkit and library**. It includes new videos, teaching materials, links to advice and guidance, questionnaires and forms. Themed around the pillars of prevention; domestic safety, road and water safety, safeguarding, early intervention and disruption, this central library supports a **huge improvement in the availability, quality, consistency, relevance and format of resources available** to the whole organisation.

Following the first inspection of the Service in 2019, feedback has been developed into a formal **HMICFRS action plan, published on the Commissioner's website**. This provides the Service, the Commissioner, our communities, partners and the Inspectorate with an open and transparent response to the inspection, driving and demonstrating progress against improvement areas. The public report can be found at <https://www.northyorkshire-pfcc.gov.uk/content/uploads/2020/10/NYFRS-Inspection-Action-Plan-2020.pdf>

Objective 4

We will recognise and maximise the value of all staff, particularly the commitment of on-call firefighters and their employers, improving recruitment and retention

On-Call staff, like last year, were encouraged to apply for wholetime firefighter positions but this year, taking into account learning outcomes and recommended improvements from the 2019 campaign, **On-Call candidates who successfully completed the initial psychometric testing stages progressed directly to interview stage** and were not required to undertake the ability or physical test stages of the process.

A major project in North Yorkshire is exploring ideas to fix the On-Call system. Availability of On-Call stations is lower than it could be. The public expect that every fire appliance is available at all times, but this isn't the case. Whilst availability during the pandemic increased to 86% over 2020/21, normal average availability each year is around 80% with some On-Call stations achieving 100% and others are as low as 40%. On-Call availability is struggling nationally. The current payment scheme, terms and conditions, and contracts are no longer suitable for modern society. On-Call firefighters work flexibly and commit to an extraordinary extent for the good of their community. They are paid little and asked to give a huge commitment in return.



Priority 4

Effective engagement

By being more connected with our communities, we can provide better services and help North Yorkshire stay safe.

Our aim: To increase trust and confidence in our Service, involving, engaging and consulting our communities on the services we provide and delivering the best possible service.



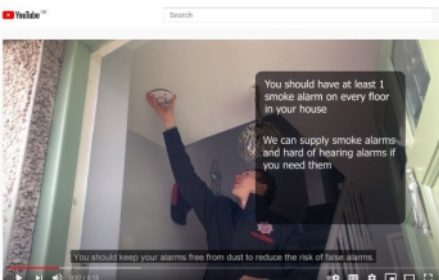
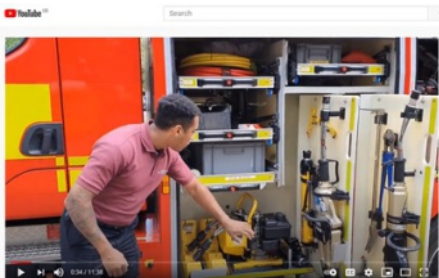
Philip says, "It's encouraging to see the use of creative and innovative engagement methods adopted by the Service to continue engagement with communities during the pandemic."

Objective 1

We will do more to involve communities in developing our services and policies so they meet the needs of the people we serve

Over the last year, the Service's Equality, Diversity and Inclusion (EDI) Governance Group has developed and there are now well established staff networks for gender, LGBT, religion and belief, BAME and neurodiversity. Commitment to the EDI agenda is more visible to both staff and the public through internal and external communications and media coverage of key events and the networks are generating links into relevant community groups which will help with consultation processes and understanding different community's needs.

We are committed to consulting our communities robustly and extensively on proposals that make changes to our future operating model (Risk and Resource Model).



Objective 2

We will increase awareness of what we do and the range of activities we deliver and make information more readily available to the public



During the pandemic, video conferencing equipment was fitted in most fire stations - big screens on the wall with a combined speaker bar/video camera and a microphone device to go on the table. This enabled remote delivery of training and meetings, delivery of public prevention and protection messages to the public and maintenance of the Fire Cadet Scheme. Inter Service communication has improved and is more regular while reducing the fuel costs and travel time.

During the pandemic, face-to-face visits to schools had to cease but crews adopted new ways of engaging via twitter and social media to provide alternative educational opportunities for school children. Using videos on social media allowed greater reach and will continue to be used, in conjunction with site visits.

A new Service website has been developed, designed to be more engaging with a more visual feel to it. The redesign has provided an opportunity to review the information on the website and streamline it to make sure it's easy for people to find what they are looking for. The navigation menus also assist with this. The key focus of the site is on community and business safety information and there is a 'book a visit' call to action on every page to promote Safe and Well visits. Take a look at <https://www.northyorksfire.gov.uk/>

Objective 3

We will take every opportunity to improve the diversity within the workforce to better reflect the communities we serve

All permanent vacancies across the Service are now advertised externally, providing greater opportunity to improve diversity and Positive Action Coordinators from North Yorkshire Police have brought expertise to stakeholder panels for recent middle manager recruitment.



The Service will engage further with the Positive Action Coordinators to explore ways of improving engagement with multicultural audiences and developing strong networks within our local communities.

The point of entry fitness test (Chester Step Test) for firefighters had an adverse impact on underrepresented groups during the 2019 recruitment campaign. Following a period of research, the Multistage Fitness Test (MSFT), also referred to as the 'bleep test' or 'shuttle run' has been identified as an **alternative fitness test providing an accurate and fair testing** procedure at point of entry. It is considered a robust and objective test that does not have an adverse impact on any group.

The second open wholetime recruitment in ten years was held in 2020. It is extremely pleasing that **6 out of 18 external candidates (33%) given a conditional offer for the initial recruits course were women**, a significant increase from 8.5% in 2019. It is testament to the work undertaken over the last 12 months by the gender network group and the equality and recruitment leads within the Service through specific positive action initiatives and improved engagement which included 'keeping in touch days' for previously unsuccessful female applicants.

The first joint women's conference for North Yorkshire Police and North Yorkshire Fire and Rescue Service took place on International Women's Day on 5 March 2021. This year's theme for International Women's Day was #ChooseToChallenge, encouraging men and women to make a commitment to challenging gender disparity and bring about meaningful change.

In July 2021, **the Service's gender network established and hosted the first virtual event for fellow members of the Women in the Fire Service network (WFS)** to discuss the unique and specific challenges the fire sector as a whole faces in broadening diversity. This was extremely well attended. Together, the network is establishing a central hub holding a library of work and toolkits associated with positive action available for all fire and rescue services to access. It is recognised that all services are different, e.g. geographically and by funding, and so each will be able to pick out and use what is specific to their own requirements.

Objective 4

We will ensure our values (the qualities we consider to be most important to us) define the way we engage with our communities, recognising and rewarding our staff for excellence

A **new set of Service values** provides clarity around expected staff behaviours. Aligning to the new national Code of Ethics for fire and rescue services, they recognise the highest levels of professionalism and behaviour, to create a positive working culture and preserve public trust, ensuring that staff put the good of their communities first. The workforce has helped design the behaviours they expect to see in the workplace, linked to each of the five values.

The values will feature in Personal Development Performance Reviews to ensure they become well understood, embedded and purposeful. They will become a means for people to manage, reward and challenge themselves and each other.

A **Joint Awards Ceremony** took place on 26 March 2021 attended virtually by colleagues from North Yorkshire Police, North Yorkshire Fire and Rescue Service and staff working within the collaborative shared services functions of enableNY. Winners were awarded for their efforts in going above and beyond in line with the first three new Service values; people, results and inclusion.

Objective 5

We will develop how we engage volunteers in communities to enhance our work and help us to reach more people

The Service supported volunteer groups via the Local Resilience Forum in their response to the pandemic.

CASE STUDY - Virtual station visits and educational packages

Our Northallerton crew adapted to the COVID-19 restrictions by carrying out virtual station visits for primary schools in the local area. The visit consisted of a station tour and a walk around the fire appliance, explaining about the equipment and its functionality. The virtual visit finished with some age-appropriate fire safety advice and a question and answer session with the crew.

Over twenty classes (450 pupils) took part in the virtual tour.

The crew has also designed an educational fire safety booklet to be used in conjunction with home schooling. This was aligned with the Key Stage one and two curriculums and was used by six schools with over 200 children completing the booklet. It was also requested and shared with other youth groups in the area such as the Cubs and Guides.

RICHMONDshire DISTRICT

For Children's Mental Health Week, Richmond crews created videos for local primary schools aligned with each of the key themes which this year covered; connecting, being active, taking notice, savouring the moment and giving. The videos were an overwhelming success and will become an annual event.

Total incidents: 328 ▼

Top 3 incident types:

- False fire alarms ▼
- Small fires in open ▲
- Residential fires in houses ▼



HAMBLETON DISTRICT

Staff designed and created a virtual Safe and Well video as an alternative way of offering home safety advice throughout the lockdown period. It is a fantastic resource delivering key safety messages to the public, allowing crews to focus on carrying out physical visits to the most vulnerable residents and those who may find accessing online resources difficult.

Total incidents: 599 ▼

Top 3 incident types:

- False fire alarms ▼
- Small fires in open ▼
- Residential fires in houses ▼

CRAVEN DISTRICT

2020/21 saw a focus on water safety around the river Wharfe to prevent water related incidents. Working alongside their Public Safety Officer, Police, Craven Council, the National Parks Authority, the Bolton Abbey Estate, Upper Wharfedale Fell Rescue Association (UWFRA) and local Linton Council, as well as the Service's prevention team, crews have helped provide additional water side signage, enhanced school education to include a water rescue element and developed water safety material for national park personnel to pass to visitors.

Total incidents: 387 ▼

Top 3 incident types:

- False fire alarms ▼
- Small fires in open ▲
- Chimney fires ▼



HARROGATE DISTRICT

Crews have been working with the Harrogate Easier Life Project (HELP), assisting with the vaccination rollout at the Ripon Racecourse site. The HELP charity helps modify homes to enable people with diverse needs to remain independent. During modification assessments of their clients' homes, the Charity's new understanding of what the Service can offer has led to referrals for crews to conduct Safe and Well visits.

Total incidents: 1,185 ▼

Top 3 incident types:

- False fire alarms ▼
- Small fires in the open ▲
- Residential fires in houses ▼



Key



Wholetime shift covered fire engine



Aerial Ladder Platform



Wholetime day crewed, pager at night fire engine



High Volume Pump/Water Bowser



On-call crewed, on pager fire engine



All terrain vehicle/moors/grass fires



Volunteer unit

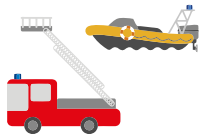


Water rescue unit



SCARBOROUGH DISTRICT

Contributing to the work of the Local Resilience Forum, Scarborough fire stations helped deliver COVID-19 swabs to care settings around the district. Crews coordinated the delivery of the swab kits and over time, the geographical area was expanded to include Ryedale and Hambleton. Approximately 100 individual deliveries were made and in excess of 500 swab kits distributed.



Total incidents: 1,067 ▼

Top 3 incident types:

- False fire alarms ▼
- Small fires in the open ▼
- Residential fires in houses ◀▶

Your Service



Governance, Assurance and Scrutiny

This year has seen adaptations to our governance, assurance and scrutiny practices, with the loss of face-to-face meetings during the pandemic. Quick adoption of new technology ensured continuation of transparent and accountable governance and decision making. Further progress has been made in delivering the priorities in the Commissioner's Fire and Rescue Plan, maximising collaboration opportunities.

The Commissioner, in their capacity as the Fire and Rescue Authority, is assured of adequate arrangements for the effective management of financial (see section on 'Spending and Funding'), governance and operational matters, confirmed by the Inspectorate's assessment of the Service's response to the pandemic, as well as overall adherence to the Fire and Rescue National Framework for England.



COVID-19 response

In March 2020, at the outbreak of the Coronavirus pandemic, the former Commissioner established and chaired fortnightly virtual public updates, broadcast live on YouTube, so the public could hear about the response of North Yorkshire Police, North Yorkshire Fire and Rescue Service, health and the Local Resilience Forum. With over 9,000 views, key messages were reinforced, to stay at home. They also provided an opportunity for the public to submit concerns and questions in advance which could be answered by senior professionals from each service during the broadcast. Concerns around domestic abuse and organised crime, PPE, fire cover for the Nightingale Hospital in Harrogate, the growing backlog within the courts, and latterly face coverings and ongoing public health messaging were covered, with special guests such as the Chief Executive of IDAS and the North Yorkshire Director for Public Health attending in support.

The former Commissioner continued to chair the live public updates until the end of July 2020. As the crisis moved to a Public Health led response, it was determined that Public Health would take on this responsibility. The Commissioner attended both the Outbreak Management Boards for North Yorkshire and the City of York, as well as regular calls with council leaders and local MPs in the City and County.

The former Commissioner was actively engaged in discussions and briefings with the Chief Fire Officer and the Service on

the Service's ability to discharge its statutory functions during the pandemic. The Service provided regular updates on its response to the pandemic and the extra activities of its staff, including work carried out as part of the Tripartite Agreement. During the pandemic, the former Commissioner continued to give the Service proportionate oversight and scrutiny, including that of its decision-making process.

Fire and Rescue Plan 2019-21

The current Commissioner is pleased with the progress made over the last year in achieving the intended outcomes in the current Fire and Rescue Plan which set out the strategic vision, priorities and objectives for North Yorkshire Fire and Rescue Service and for how it will better respond to the needs of the communities of North Yorkshire and the City of York. The four priorities are:

- **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

The public will be asked to participate in shaping the priorities for the incoming Commissioner's new Fire and Rescue Plan during the Summer of 2021, with a new Plan to be in place January 2022.



Assessing the quality of service to the public

Live streamed, Public Accountability Meetings are the forum in which the Commissioner holds the Chief Fire Officer to account for the service to the public. The Service is required to demonstrate the quality of the service in different areas and is assessed against the vision of the Fire and Rescue Plan. There have been several joint service topics, to assess how both the police and fire services are recognising their shared challenges and are collaborating to improve their services to our communities.

This year's fire and rescue topics included; progress updates against the Fire and Rescue Plan priorities, water safety, COVID-19 response, safeguarding, youth engagement and interventions, diversity, control and response, defining and managing risk and post incident support to victims. The meetings also consider fire and rescue performance data, allowing the Commissioner to assess performance against public priorities.

Transforming the organisation

At the Commissioner's Executive Board, those in leadership roles at the Police and Fire and Rescue Service discuss the development of their services to the public, and this is helping to join up change programmes.

Fully functional from April 2021, enableNY has brought together the support services of both organisations to improve the resilience and capacity of each organisation. This will improve how business is conducted, bringing together change processes so that both services benefit from

improvements and public money is spent once rather than projects being duplicated.

The Public Safety Service launched in Craven district in April 2020, with the introduction of two Public Safety Officers, has been independently evaluated and has evidenced significant public and stakeholder support for and benefit of the role. On the basis of the evaluation, further PSOs will be recruited, building on the pilot's clear success.

Operational assurance

The North Yorkshire Police, Fire and Crime Commissioner (Fire and Rescue Authority) has carried out its functions in accordance with the defined statutory and policy framework in which it is required to operate. As such the view, at the end of the 2020/21 financial year, is that requirements associated with operational matters were fully met.

The key documents setting this out are:

- the Fire and Rescue Services Act 2004
- the Civil Contingencies Act 2004
- the Regulatory Reform (Fire Safety) Order 2005
- the Fire and Rescue Services (Emergencies) (England) Order 2007
- the Localism Act 2011
- the Fire and Rescue National Framework for England
- the Health and Safety Act at Work etc Act 1974

The Fire and Rescue National Framework states that Fire and Rescue Authorities must make provision to respond to incidents such as fires, road traffic collisions and other emergencies within their area and in other areas in line with their mutual aid agreements, and reflect this in their IRMP. The Fire and Rescue Authority publishes an Integrated Risk Management Plan (IRMP) that sets out details of its operational service provision. The current IRMP (known as the Community Safety Plan) covers the period 2017–2021 and will be replaced by a new Risk and Resource Model in 2022, after robust consultation with the public and staff on any proposed changes.



Whilst the Fire and Rescue Authority is primarily a locally based service, mutual aid arrangements are in place with other services to provide resilience for large scale or complex incidents where additional resources need to be called on.

The Fire and Rescue Authority contributes to national resilience and can make a number of its assets available to support a national emergency. It has robust Business Continuity Management (BCM) plans in place, which are integral to managing corporate risk and to provide, in the event of a major disruption, a fire and rescue service to the community.

The Service undertakes regular reviews of all aspects of operational performance. A robust monitoring and debriefing process allows analysis of all the operational work the crews carry out, to continually improve the safety and effectiveness of the crews. Where appropriate, learning is shared nationally through the joint operational learning and national operational learning platforms.

The Service operates a quality assurance system. Such systems ensure:

- we deliver our services to a standard expected of the communities we serve;
- our operational staff have the necessary skills, knowledge and understanding in order to fulfil the vast array of operational demands placed upon them;
- continuous development of a safe, and competent operational workforce;
- that issues are managed and rectified in an appropriate and timely manner.

National assessments assessments including Her Majesty's Inspectorate of Constabulary and Fire and Rescue Services (HMICFRS) reports are used to assess performance of the Service compared to other services.

During November 2020, HMICFRS inspected all fire and rescue services' response to the pandemic. Published in January 2021, their inspection report confirmed that the Service had adapted and responded to the pandemic effectively, fulfilling all statutory functions and, in addition to its ongoing provision of core

services, had provided additional support to the communities of York and North Yorkshire. The COVID-19 inspection report can be found at:

<https://www.justiceinspectrates.gov.uk/hmicfrs/publications/covid-19-inspection-north-yorkshire-fire-and-rescue-service/>

Following HMICFRS's first full inspection of the Service in 2019, an action plan was developed and published on the Commissioner's website.

<https://www.northyorkshire-pfcc.gov.uk/content/uploads/2020/10/NYFRS-Inspection-Action-Plan-2020.pdf>

The Independent Audit Committee

The Committee proactively supports the Commissioner and Chief Fire Officer in ensuring the right governance and control mechanisms are in place to support a well-run fire and rescue service. The Committee reviews and scrutinises the adequacy and effectiveness of risk management, internal audit and control, and corporate governance arrangements of the Fire and Rescue Service, as well as reviewing financial management and reporting.

The Audit Committee will meet in July to make a conclusion about governance and decision making arrangements in 2020/21, in accordance with the governance framework.

In March 2021, the Corporate Governance Framework was reviewed and revised by OPFCC statutory officers and senior officers of the Service to ensure it remains fit for purpose. Revisions to the Framework will be reviewed by the Independent Audit Committee and a new version published on the Commissioner's website.

The Commissioner's draft Annual Governance Statement can be found at:

<https://www.northyorkshire-pfcc.gov.uk/content/uploads/2021/07/AGS-2020-21-Fire.pdf>

Performance

Over 2020/21, the total number of incidents North Yorkshire Fire and Rescue Service responded to decreased by 14% to 6,470 compared to the previous year. In-person prevention (domestic safety) and protection (business safety) activities decreased because of the pandemic but alternative ways of working allowed the Service to contribute to the COVID-19 response and retain contact with the most vulnerable.

Summary

The total number of fires attended fell by 8% compared to the year previous. The most significant decrease was in special service incidents (non-fire incidents), largely accounted for by the reduction in road traffic collisions from travel restrictions during lockdown.

Whilst there has been a reduction in the number of false alarms, the high number of unwanted fire signals remain of concern and work will continue over the next year to focus on driving these down.

Incident Category	2020/21	2019/20	% Change
Total number of incidents attended	6,470	7,535	-14%
False alarms	3,111	3,535	-12%
Fires	1,703	1,850	-8%
Special services (non-fire related e.g. road traffic collisions, flooding)	1,656	2,150	-23%

Top 5 incidents type (excludes false alarms)

Incident Type	2020/21	2019/20	% Change
Small fire in open	659	705	-7%
Residential fire – in houses	271	289	-6%
Small vehicle fire	160	174	-8%
Road Traffic Collision - scene safety	157	223	-30%
Rescue of trapped persons (non-emergency)	142	134	6%

There was one fire death over the last 12 months, a decrease from three in 2019/20. All fire fatalities are reviewed in detail at the Service's Fire Fatality Review meetings.

Following an increase last year, crews maintained a high level of assistance to Yorkshire Ambulance Service by gaining entry to 103 premises. This increase over the last two years is commensurate with an increase in awareness of fire service capabilities and a roll out of specialist 'breaking in' equipment.

Availability of fire appliances

There are 46 fire appliances across North Yorkshire and the City of York. The response model sets out the four parameters of fire cover for the Service based on appliances available.

	Critical	Minimum	Optimum	Maximum
Number of fire appliances available	<32	32 to 37	38 to 45	All 46



On a normal daily basis, the optimum level is acceptable and enables the Service to manage a number of simultaneous incidents and offer long term sustainability for protracted incidents. In 2020/21 optimum crewing levels (or above) were maintained 86% of the time.

On-Call appliances were available on average 86% of the time, an increase from 82% in 2019/20. During lockdown, On-Call firefighters were more likely to be available; either furloughed from their primary employment or working from home.

Prevention (Community Safety)

Due to the pandemic, routine home visits were restricted in line with Government guidance and local safety control measures. Consequently, working practices were adapted to retain contact with the most vulnerable and assist partners with the response to the pandemic with community safety staff and crews contributing to the delivery of COVID-19 swabs, food and prescriptions for example.

Supporting the County Council's shielding programme, the Service made over 6,000 telephone calls to vulnerable people, to find out their needs, check how they were and also offer fire safety advice.

Protection (Business Fire Safety)

Fire safety audits are used to assess whether a building complies with the relevant fire safety legislation. During 2020/21, 113 fire safety audits were carried out in person by the Service, significantly lower than last year, but there was a move to desk-based appraisals of which 603 were undertaken during lockdown. The Service continued to issue alteration notices, enforcement notices and prohibition notices and continued to respond to statutory building control consultations.

Monthly performance reports for 2020/21 can be accessed via the Commissioner's website. <https://www.northyorkshire-pfcc.gov.uk/police-oversight/governance/governance-process/corporate-scrutiny-board/>

Funding and Spending

Funding Breakdown 2020/21	Actual £000s	%*
Core Grant	9,138	24
Precept (including Collection Surplus)	22,182	59
Grants (Ringfenced)	5,637	15
Non Grant Income (including project income)	731	2
Total Funding	37,688	100

Expenditure Breakdown 2020/21	Actual £000s	%*
Salary Costs	24,176	66
Other non salary employee costs	591	2
Firefighter pension costs	879	2
Premises costs	3,118	9
Supplies and Services	3,508	10
Transport costs (including fuel)	693	2
Financial costs	1,670	5
Budgeted transfers from reserves	1,755	5
Total expenditure	36,390	100
Transfer to reserves	1,298	0


* Due to rounding, percentages may not add up to 100%

Financial Position

2020/21 has been a challenging year for many obvious reasons and this has impacted to a certain extent on the financial position during the year. New ways of working and service delivery, in response to the pandemic, have brought additional costs to the Service. These costs have however been met via additional Government funding. The Service has continued to identify and deliver savings, some of which have been possible from new ways of working during the pandemic, and some of them are recurring.

The impact of all of this is the Service has underspent during 2020/21 by £1,298k which has provided the opportunity to earmark some funds to help support and develop the Service in the next few years - which are likely to prove financially challenging.

Most expenditure (around 70%) is on core firefighting and operations which includes responding to emergency calls, the fleet of fire appliances and operational equipment. During 2020/21 significant work continued around the finances of the organisation which began on the transfer of the governance of the Fire and Rescue Service to the Police, Fire and Crime Commissioner. This work has continued to embed good financial management and control within the Service and continues to ensure that a stable financial position is maintained.



The annual 'Statement of Accounts shows the annual costs of providing the service and is determined by a Code of Practice which aims to give a 'true and fair' view of the financial position and transactions of the Fire and Rescue Authority. At the end of the 2020/21 financial year, requirements associated with the appropriate management of financial matters were fully met (subject to conclusion of the external audit of the Statement of Accounts 2020/21). The Annual Statement of Accounts and auditors reports can be found at

<https://www.northyorkshire-pfcc.gov.uk/content/uploads/2021/07/Draft-SOFA-2021-authorized-and-signed.pdf>

Fire and rescue precept

Most of the funding comes via the local precept, the amount people pay through their council tax for their fire and rescue service. Between December 2020 and January 2021, the Commissioner consulted on setting the fire and rescue precept and received over 3,000 responses from the public. The vast majority (72%) supported the maximum increase of £1.45 set by the Government, bringing the total fire and rescue precept for 2021/22 to £74.14 for an average Band D property. This precept rise is in line with inflation and will allow current service delivery to be maintained but will not allow for investment.

www.northyorkshire-pfcc.gov.uk/fire-oversight/budgets-and-expenditure/fire-statement-of-accounts/







Contacts

North Yorkshire Fire and Rescue Service

You can contact the North Yorkshire Fire and Rescue Service in the following ways:

Headquarters, Alverton Court, Crosby Road, Northallerton, North Yorkshire, DL6 1BF

-  Switchboard: 01609 780 150
-  cao.serviceinformation@northyorksfire.gov.uk
-  northyorksfire.gov.uk
-  [youtube.com/user/northyorksfire](https://www.youtube.com/user/northyorksfire)

You can contact the Police, Fire and Crime Commissioner in the following ways:

Office of the Police, Fire and Crime Commissioner, 12 Granby Road, Harrogate, HG1 4ST

-  01423 569 562
-  info@northyorkshire-pfcc.gov.uk
-  northyorkshire-pfcc.gov.uk
-    [northyorkspfcc](https://www.instagram.com/northyorkspfcc)
-  [youtube.com/user/nyfcc](https://www.youtube.com/user/nyfcc)



As the Police, Fire and Crime Commissioner for North Yorkshire I am committed to being active, visible and available to the public.

I welcome the opportunity to hear your views.

Philip Allott

Helping you to be safe and feel safe in York and North Yorkshire