

Fire and Rescue Plan Survey

This is an opportunity to give your views on the future priorities for North Yorkshire Fire and Rescue Service. Your feedback will help David Skaith, the recently elected Mayor of York and North Yorkshire, to form his first Fire and Rescue Plan (2025-2029).

North Yorkshire Fire and Rescue Service would also like your views on a set of principles to guide how it uses its resources to manage risk and on proposed standards for measuring and reporting response times to incidents.

The survey may be completed by people living and/or working in York and North Yorkshire and by representatives responding on behalf of an organisation that operates in this area.

The survey should take no more than 10 minutes to complete.

The survey will close at 10am on Monday 18th November 2024.

Information should be accessible for all. If you require this information in a different language or format, please contact the Office of the Police, Fire, Crime and Commissioning at info@northyorkshire-pfcc.gov.uk or call us on 01423 569 562 to request a copy.

Our privacy notice about how we use and protect your data can be found here: [Survey Privacy Notice](#)

Q1a. Which statement below best suits how you are answering this survey?

Please tick one box only

I live in York or North Yorkshire	<input type="checkbox"/>	<i>Go to Q2</i>
I am responding on behalf of an organisation (eg: a school/GP surgery etc.) that operates in York or North Yorkshire	<input type="checkbox"/>	<i>Go to Q1b</i>
I am responding on behalf of a business that operates in York or North Yorkshire	<input type="checkbox"/>	<i>Go to Q1</i>
I am an employee of North Yorkshire Police	<input type="checkbox"/>	<i>Go to Q2</i>
I am an employee of North Yorkshire Fire and Rescue Service	<input type="checkbox"/>	<i>Go to Q3</i>
I am someone who works in York or North Yorkshire but lives elsewhere	<input type="checkbox"/>	<i>Go to Q2</i>
None of the above	<input type="checkbox"/>	<i>CLOSE: Unfortunately, we are only able to speak to people who live or work in York or North Yorkshire. Thank you for your time.</i>

IF RESPONDING ON BEHALF OF AN ORGANISATION/BUSINESS

Q1b. Please could you tell us which organisation, business or specific department you represent.

Please write in box below

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Q2. Have you had any contact with North Yorkshire Fire and Rescue Service over the last three years?

Please tick one box only

Yes	<input type="checkbox"/>
No	<input type="checkbox"/>

GENERAL VIEWS

We would like your views of North Yorkshire Fire and Rescue Service even if you have not had any contact with the Service.

Where the following questions refer to “your area” – we mean the area within 15 minutes’ walk from your home (or place of work if you live outside York and North Yorkshire).

Q3. We would like to know what you think about the Fire and Rescue Service in your area. Do you agree or disagree that North Yorkshire Fire and Rescue Service:

Please tick one box in each row

	Strongly agree	Tend to agree	Tend to disagree	Strongly disagree	Don't know
Responds well in an emergency	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Help protect commercial and public buildings from the likelihood and impact of fires	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Helps prevent emergencies from happening through education, advice and support	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Helps people to better protect themselves and their properties to prepare for and recover from emergencies e.g. flooding	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Treats everyone fairly and with respect	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q4a. Overall, how good a job do you think North Yorkshire Fire and Rescue Service is doing in your area?

Please tick one box only

Excellent	<input type="checkbox"/>
Good	<input type="checkbox"/>
Fair	<input type="checkbox"/>
Poor	<input type="checkbox"/>
Very poor	<input type="checkbox"/>
Don't know	<input type="checkbox"/>

Q4b. What is the main reason you think that?

Please write in box below (word count of 100)

PRIORITIES

Q5. What should the priorities be for North Yorkshire Fire and Rescue Service over the next four years?

Please tick one box in each row

	Strongly agree	Tend to agree	Tend to disagree	Strongly disagree	Don't know
Help reduce deaths and serious injuries on the roads through education and advice (focusing on vulnerable road users)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Create a positive and inclusive culture promoting the highest standards of staff conduct and behaviour	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Report openly and transparently on its performance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Build stronger, resilient communities who can better prepare for and recover from emergency events e.g. flooding	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Work together with partner agencies to ensure a joined-up approach to identifying and protecting the most vulnerable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Target prevention and protection activities at buildings and people who need it most	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Address the legacy of underinvestment by ensuring the Service has enough money to modernise and continue to deliver an improving service to the public	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Able to prevent and respond to increased and changing risks e.g. environmentally driven events	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q6. Is there anything else important that you feel North Yorkshire Fire and Rescue Service should focus on over the next four years?

Please tick one box only

Yes	<input type="checkbox"/>	<i>Please explain in the text box below</i>
No	<input type="checkbox"/>	<i>Go to Q7</i>
Don't know	<input type="checkbox"/>	<i>Go to Q7</i>

Please write in box below (word count of 100)

HOW RESOURCES ARE USED TO MANAGE RISK

The Chief Fire Officer is responsible for preparing a Community Risk Management Plan. This sets out how North Yorkshire Fire and Rescue Service will use its resources (people, fire engines/appliances and equipment) to manage and reduce fire-related risk and other emergencies, to protect the communities of York and North Yorkshire.

Q7. The Chief Fire Officer is developing a set of principles to guide how the Service uses its resources to manage and reduce risk in the future. Do you agree or disagree with them?

Please tick one box in each row

	Agree	Disagree
<p>Dynamic resourcing On a daily basis we will ensure our fire engines are in the best place to meet demand and risk, providing the best possible response times to emergencies across the whole of York and North Yorkshire.</p>	<input type="checkbox"/>	<input type="checkbox"/>
<p>Protect our Communities We will keep prevention and protection at the forefront of our activities, targeting people and buildings most at risk, as well as areas where response times are unavoidably longer.</p>	<input type="checkbox"/>	<input type="checkbox"/>
<p>Safety focused We will ensure we have the right people, in the right places, with the right skills, equipment and training to do their jobs effectively and safely.</p>	<input type="checkbox"/>	<input type="checkbox"/>
<p>Value for money We will use our money wisely to ensure we are sustainable now and in the future.</p>	<input type="checkbox"/>	<input type="checkbox"/>
<p>Support our on-call Firefighters Continue to work with our on-call Firefighters to maximise the availability of our fire engines, improving how we recruit, retain and recognise them.</p>	<input type="checkbox"/>	<input type="checkbox"/>
<p>Collaborative working We will maintain and seek collaboration opportunities with partner organisations to deliver effective, joined up interventions and a better service to our communities.</p>	<input type="checkbox"/>	<input type="checkbox"/>
<p>Service delivery We will ensure our operating model (how we deliver our services) is both productive and aligned to the risk presented across York and North Yorkshire.</p>	<input type="checkbox"/>	<input type="checkbox"/>

RESPONSE TIME STANDARDS

North Yorkshire Fire and Rescue Service (NYFRS) is introducing response time standards.

These standards will be used to show the public how NYFRS has performed against them. There will be two standards, one for fire engine attendance times to **all incidents** and one for **dwelling fires** (fires in the home).

We are not consulting on the timings set for the standards as these have been developed following analysis of data, taking into account geography, location of stations and the different shift systems for crewing fire engines. For more information on how NYFRS measures response times, please follow this link: <https://www.northyorkshire-pfcc.gov.uk/how-can-we-help/your-say/yourpoliceandfire/nyfrs-response-standards/>

This is only about how NYFRS report and monitor response times and does not involve any change to the way they respond to incidents. 999 calls will be handled in the same way and NYFRS will continue to respond to all incidents as quickly and safely as they can.

Q8. The response time standards need to be easy to understand and meaningful to the public. There are two options. What is your view on the wording of each option?

Please tick one box in each row

	Strongly agree	Tend to agree	Tend to disagree	Strongly disagree
<p>Option 1:</p> <ul style="list-style-type: none"> • All incidents: The average attendance time of the first fire engine will be within 13 minutes. • Dwelling Fires: The average attendance time of the first fire engine will be within 11 minutes. <p>(This includes all attendances, including incidents in most rural communities where travel times are longer. It is also how the Government report response times in the national fire statistics so allows for easier comparison and benchmarking)</p>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p>Option 2:</p> <ul style="list-style-type: none"> • All incidents: The first fire engine will attend within 13 minutes on 80% of occasions. • Dwelling Fires: The first fire engine will attend within 11 minutes on 80% of occasions. <p>(This will allow you to see how many times NYFRS have met the standard but will exclude incidents in the most rural communities where travel times are longer)</p>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

ABOUT YOU

We have a duty to promote equality and ensure all parts of the Community are included in this consultation, but the following questions are optional.

Q9. Which area do you live in? Which area do you work in?

Please tick one box only for each column (if appropriate)

	Live	Work
Craven	<input type="checkbox"/>	<input type="checkbox"/>
Hambleton	<input type="checkbox"/>	<input type="checkbox"/>
Harrogate	<input type="checkbox"/>	<input type="checkbox"/>
Richmondshire	<input type="checkbox"/>	<input type="checkbox"/>
Ryedale	<input type="checkbox"/>	<input type="checkbox"/>
Scarborough	<input type="checkbox"/>	<input type="checkbox"/>
Selby	<input type="checkbox"/>	<input type="checkbox"/>
York	<input type="checkbox"/>	<input type="checkbox"/>
None of the above – outside of York or North Yorkshire	<input type="checkbox"/>	<input type="checkbox"/>

Q10. What is your full postcode of where you live/work (based on how you are answering this survey)? This will help us understand views in different areas.

Please write your postcode in box below

Q.11 Would you class your address as Rural or Urban?

Please tick one box only

Rural (Countryside)	<input type="checkbox"/>
Urban (Town or City)	<input type="checkbox"/>

Q12. How would you describe your gender?

Please tick one box only

Male	<input type="checkbox"/>
Female	<input type="checkbox"/>
Prefer to self-describe	<input type="checkbox"/>
Prefer not to say	<input type="checkbox"/>

Q13. What is your age?

Please tick one box only

Under16	<input type="checkbox"/>
16-24	<input type="checkbox"/>
25-35	<input type="checkbox"/>
36-45	<input type="checkbox"/>
46-55	<input type="checkbox"/>
56-65	<input type="checkbox"/>
66-75	<input type="checkbox"/>
76-85	<input type="checkbox"/>
Over 85	<input type="checkbox"/>
Prefer not to say	<input type="checkbox"/>

Q14. Do you consider yourself to have a disability or long-term health issue?

Please tick one box only

Yes	<input type="checkbox"/>
No	<input type="checkbox"/>
Prefer not to say	<input type="checkbox"/>

Q15. What is your ethnic group?

Please tick one box only

Asian, Asian British	<input type="checkbox"/>
Black, Black British, Caribbean or African	<input type="checkbox"/>
Mixed or multiple ethnic groups	<input type="checkbox"/>
White	<input type="checkbox"/>
Other ethnic group	<input type="checkbox"/>
Prefer not to say	<input type="checkbox"/>

The Mayor also wants to hear your views on Policing and Crime, to inform the priorities for his new Police and Crime Plan. Please take part by following this link:

<https://www.smartsurvey.co.uk/s/PoliceCrimePriorities/>

THANK YOU FOR TAKING PART

Please return your completed survey via this FREEPOST address:

FREEPOST RTCL-AGAE-TRTS
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