Fire & Rescue – Views on a New Community Risk Management Plan 2025-2029

Have Your Say on how we deliver fire and rescue services in York and North Yorkshire

David Skaith, Mayor for York and North Yorkshire, and Jonathan Dyson, Chief Fire Officer of North Yorkshire Fire and Rescue Service, want to hear from you.

We're developing our new Community Risk Management Plan (2025–2029)—a key document that outlines the risks facing our communities and how we plan to use our people and resources to keep you safe. From preventing to responding to emergencies, this plan shapes how we deliver vital services across York and North Yorkshire.

Before we finalise it, we're asking for your views—especially on the areas we plan to focus on and two changes we're proposing to how we use our resources.

☞ Tell us what you think and help shape the future of your fire and rescue service.

· The survey will take about 15 minutes to complete.
· The survey will close at 11.59pm on Sunday 7th September 2025.

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Information should be accessible for all. If you require this information in a different language or format, please contact the Policing, Fire and Crime Team of the York and North Yorkshire Combined Authority 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: www.northyorkshire-pfcc.gov.uk/your-information-rights/your-information-data-protection/how-we-use-the-information/survey-privacy-notice/

Q1. Which statement below best suits how you are answering this survey?

- [ ] I live in York or North Yorkshire

- [ ] I work in York or North Yorkshire but live elsewhere

- [ ] I am an employee of North Yorkshire Fire and Rescue Service

- [ ] On behalf of an organisation/business that operates in York or North Yorkshire

- [ ] On behalf of an organisation/business that operates outside of York or North Yorkshire

Q1b. Please provide the name of the organisation or business you represent.

CONSULTATION DOCUMENT

We have written a consultation document to help you answer the questions. It includes details about who we are, our responsibilities and services, future proposals, and key areas of focus. You can read the consultation document here: www.northyorkshire-pfcc.gov.uk/wp-content/uploads/2025/07/CRMP-Consultation-Document-Have-your-say.pdf

Proposal 1: Extend our policy on attendance at automatic fire alarms

Automatic fire alarms (AFAs) help to alert building occupants to possible fires, enabling people inside to evacuate. However, around 97% of AFA activations turn out to be false alarms, known as unwanted fire signals.

Responding to these false alarms consumes valuable time and resources, diverting crews from more critical incidents and prevention work. Fire and Rescue Authorities are not legally required to respond to AFA calls unless a fire is confirmed.

Under the current policy, the Service does not attend AFAs between 7am and 7pm at commercial premises where people do not sleep, unless a fire is confirmed.

Proposal
To extend this policy further:

- No attendance at any time to AFAs at commercial premises where no one sleeps, unless a fire is confirmed.

This change aims to improve efficiency and ensure resources are focused where they are most needed.

Q2. To what extent do you agree with Proposal 1: to extend our policy for responding to automatic fire alarms: no attendance at any time to automatic fire alarms at commercial premises where no one sleeps, unless a fire has been confirmed
(see pages 11-12 of the consultation document for further details)

☐ Strongly agree

☐ Agree

☐ Neither agree nor disagree

☐ Disagree

☐ Strongly disagree

Proposal 2: Water bowser replacement

Current Provision: Two water bowsers are based at Boroughbridge and Tadcaster fire stations. Each holds up to 9,000 litres of water, plus an additional 8,000-litre dam, and supports firefighting in areas with limited water supply.

Usage Data (2018–2023):

- Attended 176 incidents (approx. 35 per year).
- 52.4% of responses arrive within 45 minutes.
- Average response time: 46 minutes 27 seconds.

Limitations:
- Long refill times after water is used.
- Difficult access to remote or off-road locations due to vehicle size.

Proposal:
- Replace only the Boroughbridge bowser, saving an estimated £500,000 to reinvest in the Service.
- Tadcaster bowser will remain until end of operational life.
- With one bowser, expected average response time: 51 minutes 29 seconds, with 43.9% of incidents reached within 45 minutes.

Enhancements to Support Response:
- Technology: Use of special couplings, partnerships with farmers for water access, and off-road vehicles with portable equipment.
- Training: More wildfire advisors and updated specialist training.
- Digital Tools: Exploring drones and mapping for real-time fire tracking and water source identification.
  We have a High-Volume Pump (HVP): National asset capable of delivering 8,000 litres/min from over a mile away, ideal for large-scale incidents. Once in place this can supply water from an open source continuously.

These improvements aim to enhance overall capability while maintaining effective response with a single water bowser.

Q3. To what extent do you agree with our Proposal 2: to replace one of the two water bowsers at Boroughbridge only.
(see pages 13-14 of the consultation document for further details)

☐ Strongly agree

☐ Agree

☐ Neither agree nor disagree

☐ Disagree

☐ Strongly disagree

Areas of Focus

Q4. To what extent to do you agree that our other areas of focus are the right things for us to focus on over the next four years?

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
Prevention We will focus on strengthening partnerships with housing, social care, and health organisations to deliver data-driven fire safety interventions for the most vulnerable. We will continue to increase the number of Home Fire Safety Visits we undertake using insights and referrals to identify those most at risk. We will deliver early intervention and engagement initiatives collaborating with trusted partners where possible.	☐	☐	☐	☐	☐
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Response We will make changes to make sure we respond to emergencies in the most efficient way reviewing staffing and crewing arrangements and improving how our teams are managed.	☐	☐	☐	☐	☐

We will also review technology in our Control room, improving how we learn from incidents and exploring better ways to allocate our resources. These steps will help us respond more effectively and keep communities safe.

On-call
☐ ☐ ☐ ☐ ☐

We will strengthen support for our On-call firefighters by making our Station Manager On-call role permanent, improving access to training and technology and investing in fitness equipment.

We will also explore new ways for smaller teams to support ongoing incidents and expand their role in community safety where needed.

These changes aim to ensure our On-call staff are well-equipped, well-trained and ready to respond effectively.

Resilience
☐ ☐ ☐ ☐ ☐

We will make sure our staff are prepared for rare but serious incidents like terrorist attacks and high-rise fires, while also getting ready for new risks linked to climate change and emerging technologies.

We will work closely with partner agencies to keep communities safe and plan ahead to ensure we have the right people in place to lead this work in the future.

Operational preparedness
☐ ☐ ☐ ☐ ☐

We will improve how we train and support our staff by closely monitoring performance and making sure everyone gets the training they need to stay skilled and effective.

We will upgrade our digital learning tools, developing a new system to track training progress and creating a clear training framework so all staff can easily access the right courses.

Collaboration

□ □ □ □ □

We will work more closely with North Yorkshire Police and other partners to improve how we respond to emergencies and keep communities safe. This includes joint training, public safety campaigns, implementation of the Emergency Services Network (ESN) critical communications system, and shared support for staff wellbeing and mental health.

People

□ □ □ □ □

We will improve staff wellbeing by reducing sickness absence, promoting healthy work-life balance and encouraging use of our wellbeing support services.

We'll also make sure staff get the support they need to grow in their careers, strengthening succession planning and improving performance reviews.

At the same time, we will reinforce clear health and safety standards to protect everyone in our organisation.

Culture and values

□ □ □ □ □

We are committed to creating a fair and inclusive workplace by training our leaders in equality, diversity, and inclusion (EDI), ensuring our policies are fair for everyone and acting on staff feedback.

We will improve how we gather and use workforce data to better understand and support our teams, especially those from underrepresented groups. Regular surveys and audits will help us track progress and make sure EDI is part of everything we do.

We will also review our workwear to ensure its suitability and best value.

Estates

☐   ☐   ☐   ☐   ☐

We will work to extend the lifespan of our buildings by making smart, affordable improvements, with a focus on Northallerton, Malton, and Scarborough stations.

We will prioritise sustainable energy solutions and ensure the smooth handover of PFI buildings in Huntington and Easingwold.

Fleet

☐   ☐   ☐   ☐   ☐

We will improve our fleet management by introducing telematics to better track and manage vehicles and replace older equipment to ensure efficiency. This includes reviewing the use of special appliances, replacing our oldest Aerial Ladder Platform and replacing our Incident Support Units with smaller, cost-effective vehicles.

Data, digital and technology

☐   ☐   ☐   ☐   ☐

We will improve our financial management by moving to a centralised system, which will enhance transparency and collaboration.

We will also review our HR system to improve our processes.

Additionally, we're exploring how Artificial Intelligence can improve our operations using modern technology and best practice.

Q5. To what extent do you agree we have accurately identified the current and future risks across York and North Yorkshire?
view our Community Risk Profile here: www.northyorksfire.gov.uk/wp-content/uploads/2025/07/25898_NYFRS_Community-Risk-Profile_25_5.pdf

☐ Strongly agree

☐ Agree

☐ Neither agree nor disagree

☐ Disagree

☐ Strongly disagree

Q6. Are there any additional risks that you feel we haven't identified?

Q7. To what extent do you agree that this consultation is accessible and easy to understand?

☐ Strongly agree

☐ Agree

☐ Neither agree nor disagree

☐ Disagree

☐ Strongly disagree

Q8. Do you have any further comments?

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.

Which area do you live in?

☐ Craven

☐ Hambleton

☐ Harrogate

☐ Richmondshire

☐ Ryedale

☐ Scarborough

☐ Selby

☐ York

Would you class your address as Rural or Urban?

☐ Rural (Countryside)

☐ Urban (Town or City)

How would you describe your gender?

☐ Male

☐ Female

☐ Prefer to self-describe

☐ Prefer not to say

What is your age?

☐ Under 16

☐ 16-24

☐ 25-35

☐ 36-45

☐ 46-55

☐ 56-65

☐ 66-75

☐ 76-85

☐ Over 85

☐ Prefer not to say

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

☐ Yes

☐ No

☐ Prefer not to say

What is your ethnic group?

☐ Asian, Asian British

☐ Black, Black British, Caribbean or African

☐ Mixed or multiple ethnic groups

☐ White

☐ Other ethnic group

☐ Prefer not to say

Thank you for taking the time to take part in this consultation.

We will carefully review all responses and prepare a consultation report, summarising the feedback received.

This will be published on our website www.northyorkshire-pfcc.gov.uk in October.

Please return your completed questionnaire to the FREEPOST address below:

FREEPOST RTCL-AGAE-TRTS
Policing, Fire and Crime (YNYCA)
Harrogate Police Station
Beckwith Head Road
Harrogate HG3 1FR