

# Online Public Meeting Service Delivery Performance

Reporting Period 1 April 2025 to 31 March 2026

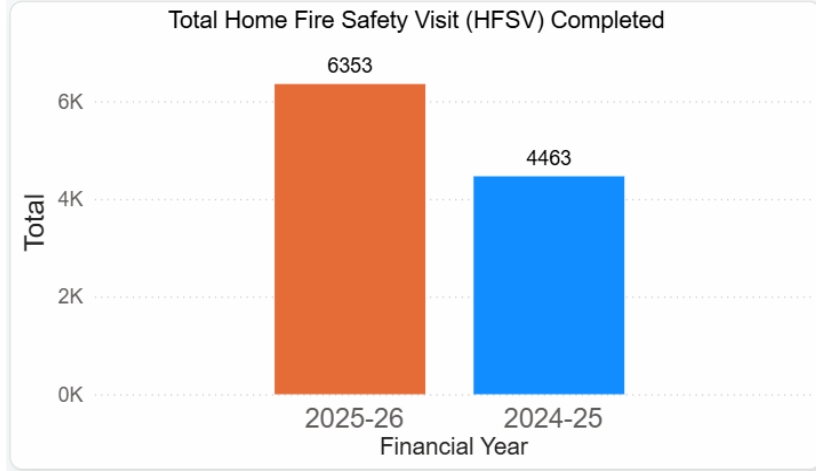


# Prevention

1 April 2025 to 31 March 2026

## Home Fire Safety Visits (HFSVs)

For 2025/26 NYFRS set an ambitious target of completing **5,500** HFSV's

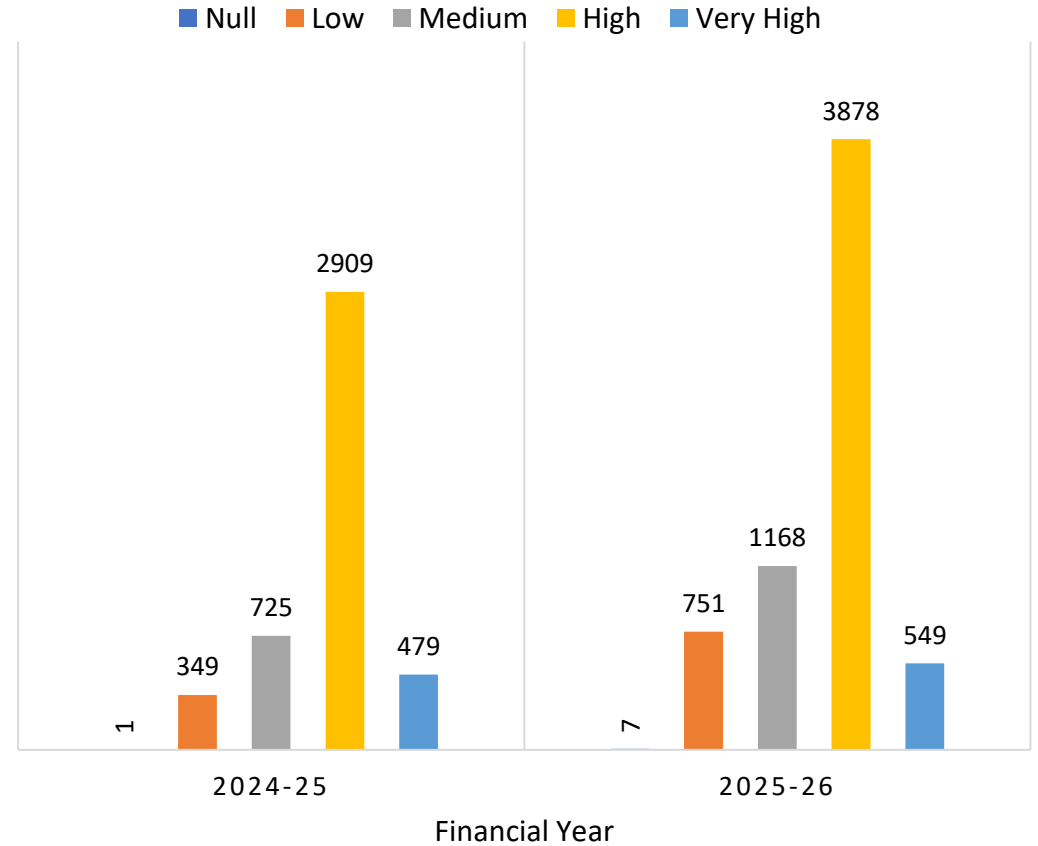


## Notable Practice:

### Significant improvement in performance:

- **42% increase** overall in completion of HFSVs. **65% increase** versus 2023/24
- **31% increase** in High and Very-High risk HFSV completed on the previous year
- Operational crews completed 4959 (78%) HFSVs in 2025/26, up from 3167 (71%) in 2024/25. **57% increase**
- Prevention staff completed 1,394 HFSV, up from 1,296 in 2024/25. **8% increase**

## Total Home Fire Safety Visits completed by Risk Rating



# Prevention

Partnership Referrals – 1 April 2025 to 31 March 2026

### Referrals received for HFSVs

2025/26 2024/25

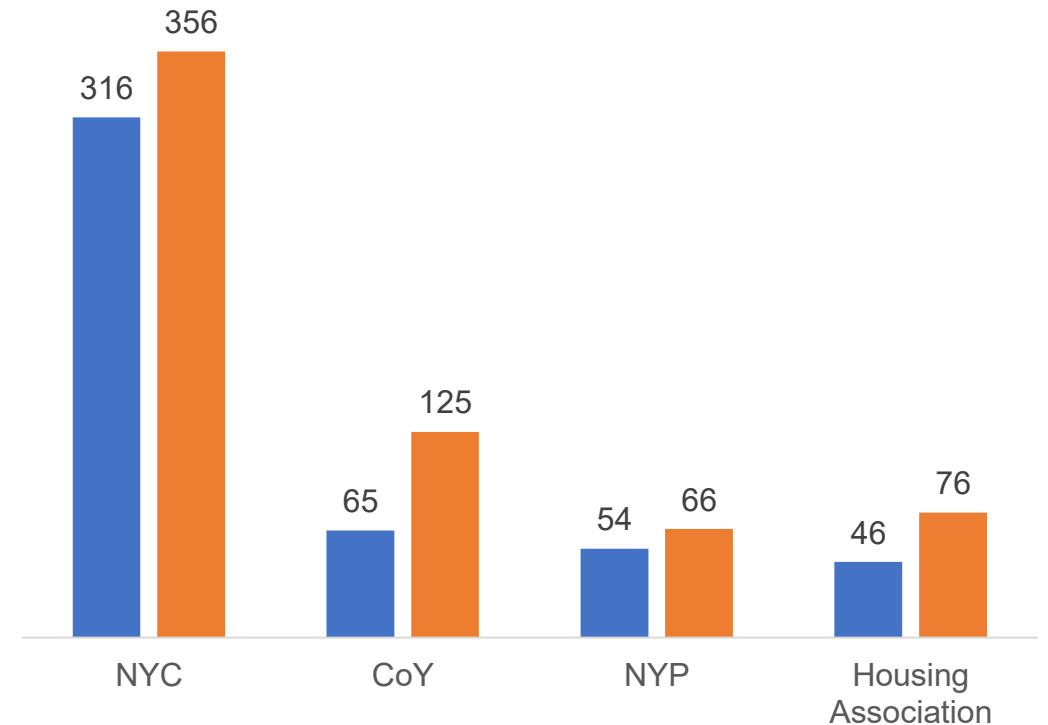


## Notable Practice:

- Referrals **increased by 30%**, demonstrating strong partner engagement and improved identification of vulnerable residents
- 2,112 of the 2025/26 referrals received were High or Very High risk.
- All key partners increased referral activity, supporting earlier intervention and prevention
- City of York (CoY) **more than doubled** its referrals, representing the biggest growth area
- Work continues to embed and enhance the referral process with these partners as part of the CRMP commitment

### Referrals from key partners

2024/25 2025/26



# Prevention

A snapshot of our Prevention, Early Intervention and Safeguarding activity. 1 April 2025 to 31 March 2026

Prevention Area	2024/25	2025/26	Difference %
Safeguarding Adults Referrals	33	90	↑ +172%
Safeguarding Children's Referrals	7	8	↑ +14%
Fire Safe Referrals	46	49	↑ +6.5%
Referrals from NYFRS to Partners	373	542	↑ +45%

Across all categories, NYFRS is reporting an increase in referrals compared to last year.

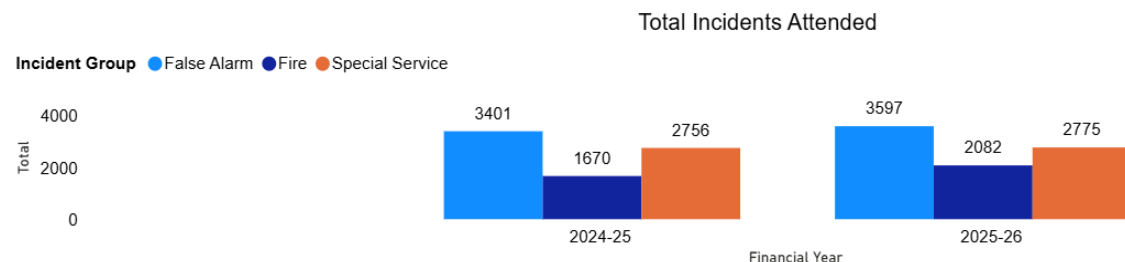
This reflects improved recognition of vulnerability by frontline staff and strengthened relationships with partner organisations including Adult Social Care, Children's Services, Dementia Forward, Warm & Well, and the Falls Prevention Teams



# Incidents Summary

1 April 2025 to 31 March 2026

The overall count of incidents attended has **increased by 8%** on the same reporting period as last year.



- Despite overall incidents continuing to rise, positively, dwelling fires (231) have remained consistent from last year (230), and down from 2023/24's total of 251. This is **8% lower** than 2023/24's number.
- The busiest quarter was during Q2 July-September, peaking at 848 in July. 369 small fire in the open was the highest recorded incident type in Q2

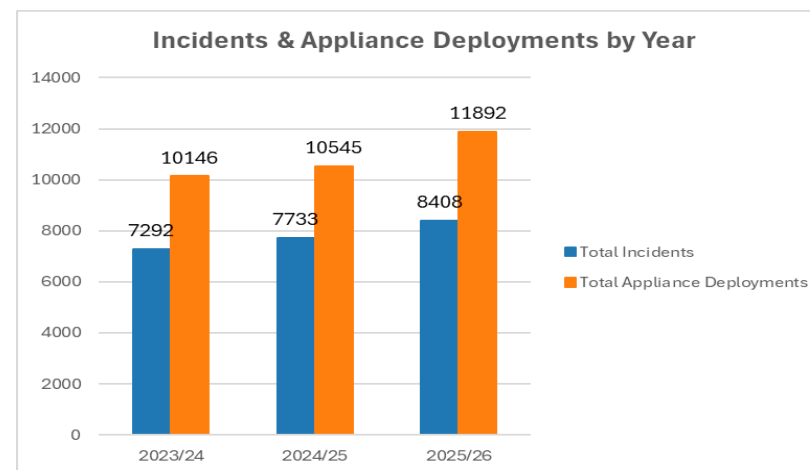
## Top Incident Types in 2025/26:

- False Alarm Good Intent 1076
- Fire Small in the Open 1063
- Road Traffic Collision Scene Safety 328
- Assist Other Agency-Emergency 317
- Assist Ambulance Gain Entry 255

Percentage change against previous year 2024/25-2025/2026

Incident Group	Current Year	Previous Year	Difference	Difference %
Fire	2082	1670	412 ↑	25%
False Alarm	3597	3401	196 ↑	6%
Special Service	2775	2756	19 ↑	1%

NYFRS has experienced year-by-year increases in total incidents and appliance deployments.



# Overall Fire Engine Availability

1 April 2025 to 31 March 2026

The overall combined average fire engine availability within the reporting period is 68%. A 2% decrease on the previous year's availability.

2024-25

- Whole-time duty system 98%
- On-call duty system 58%

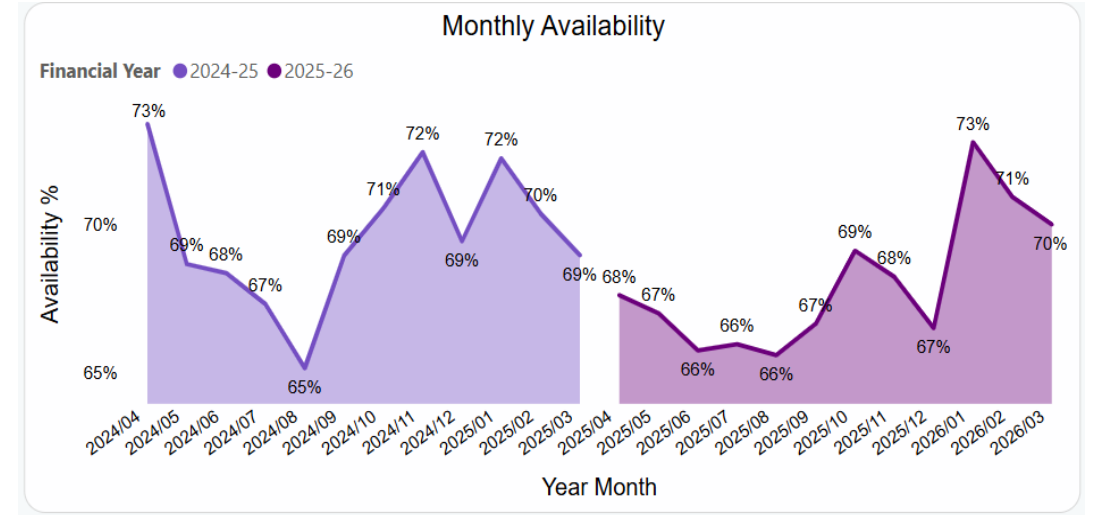
2025-26

- Whole-time duty system 96%
- On-call duty system 56%

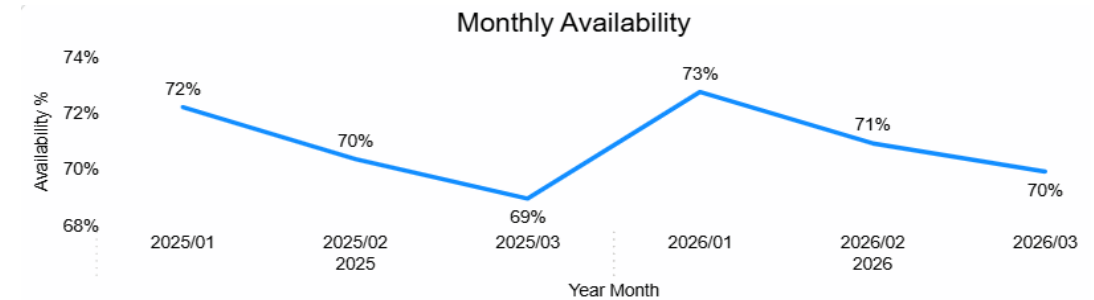
Overall %	
Financial Year	Availability %
2024-25	70%
2025-26	68%

- Managing fire engine availability is a continuous focus for NYFRS. There is significant effort put into improving availability across the Service, including a dedicated On-call Station Manager, who works with businesses and local fire stations to improve availability in towns and villages
- We have 24/7 oversight of fire engine availability and business continuity planning arrangements are in place. The dynamic cover tool (DCT) provided supports the management of fire cover. It was used successfully during the Fylingdales Wildfire incident
- 30 Whole-time firefighters started in late December 2025 early January 2026. 18 from the Whole-time course intake, additionally two transfers and 10 On-call to Whole-time firefighter contracts
- On-call recruitment remains positive, with high numbers of applications still being received. Three On-call duty Safe to Ride courses were completed in the reporting period, totally 35 new starters. Targeted recruitment is carried at priority stations. Seven On-call stations increased their individual availability by more than 10% on the previous year

## Overall combined average fire engine availability



The first three calendar months of 2026 have seen slight increases versus the same period of 2025



# Response Standards

1 April 2025 to 31 March 2026

- We cover one of the largest (3200 square miles) geographical areas of the 'predominately rural fire and rescue services' as defined by the Department for Environment, Food and Rural Affairs (DEFRA) and have a similar number of fire stations as the other predominately rural services who cover much smaller areas. This means incidents in the more rural areas significantly impact our average response times due to the time taken to reach them by their nearest fire station. Prevention work is prioritised in areas where travel distances are above the average response time
- We are however, committed and work tirelessly, ensuring that we use our resources efficiently and effectively as well as aspiring to maintain and improve our response times wherever possible without compromising safety.

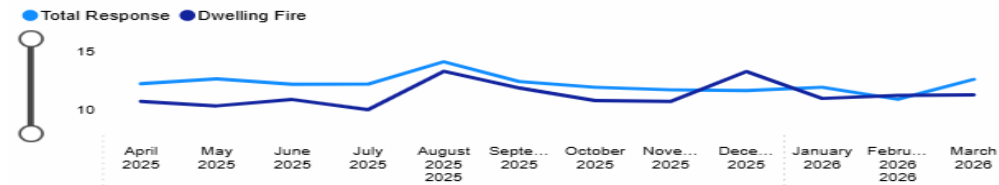
## 2024/25 and 2025/2026 Response Standards

<b>Overall Incident Response Standard 13:00 minutes</b>	<b>2024/25 11m 48s</b> <b>2025/26 12m 15s*</b>
<b>Dwelling Fire Response Standard 11:00 minutes</b>	<b>2024/25 10m 21s</b> <b>2025/26 10m 52s*</b>

## Q4 1 Jan 2026-31 Mar 2026 Response Times and Incident total

Report Period: 2025-26

Year Month	H:M:S Total Response Time	Total	H:M:S Total Response Dwelling Fire	Total Dwelling
March 2026	00:12:35 <span style="color: green;">●</span>	640	00:10:57 <span style="color: green;">●</span>	20
February 2026	00:10:53 <span style="color: green;">●</span>	552	00:11:13 <span style="color: red;">●</span>	21
January 2026	00:11:55 <span style="color: green;">●</span>	678	00:10:57 <span style="color: green;">●</span>	15



**NB:** Response times are subject to slight fluctuation based on Fire and Rescue Data and Performance (FaRDaP) report completion and submission.



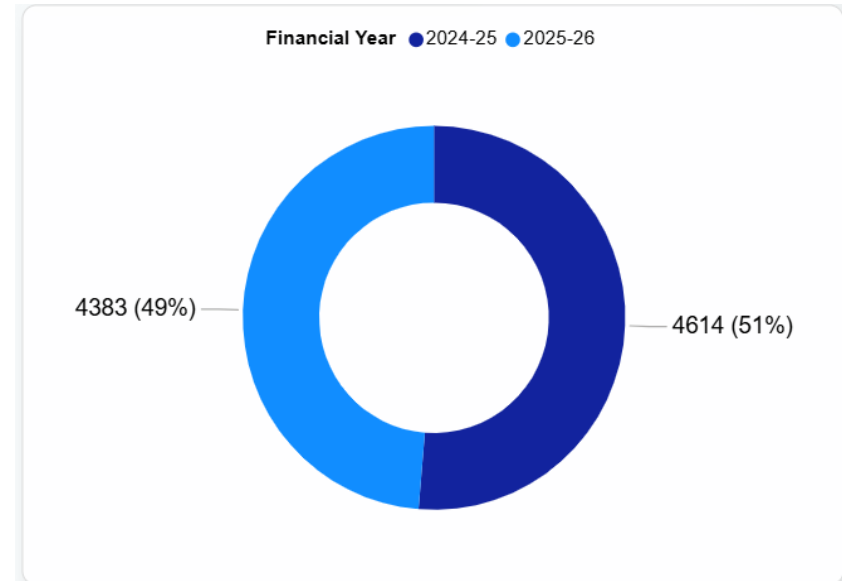
# Protection

1 April 2025 to 31 March 2026

## Protection Jobs Total vs Previous year

Protection Group	Current Financial Year	Previous Financial Year	Difference %
Statutory & Non Statutory Consultations	1798	2021	↓ -11%
Regulatory Activity	1256	1812	↓ -31%
Guidance & Advisory	758	642	↑ 18%
Fire Safety Check	387	27	↑ 1333%
Afas & Uwfs	184	112	↑ 64%

## Protection Jobs Total vs Previous year



- The revised risk-based intervention programme (RBIP), (classed as regulatory activity which consists of fire safety audits) is down (23%) on of the same reporting period last year. This was anticipated due to a more targeted RBIP at the highest risk premises across North Yorkshire and the City of York and the commencement of the Fire Safety Check. Overall, Protection performance has in increase slightly in the number of total jobs, but the targeted approach has increased
- Although statutory and non statutory consultations are showing a reduction in the number completed, they are all submitted within the timeframes
- High risk premises are more complex to inspect and consequently take longer to complete
- Fire Safety Checks have significantly increased due to the changes in the RBIP. Fire Safety Checks are undertaken by Operational Managers as opposed to undertaking Regulatory Reform Fire Safety Audits
- 89% of all fire safety jobs were completed by specific Business Fire Safety Officers within 2025/26
- Through targeted business engagement with our partners agencies, we have increased the number of businesses we offer advice and guidance to

# Any Questions?

