

# Emergency Response

## Online Public Meeting 21<sup>st</sup> November 2024

**Area Manager Ben Illsley**  
Head of Emergency Response and Training



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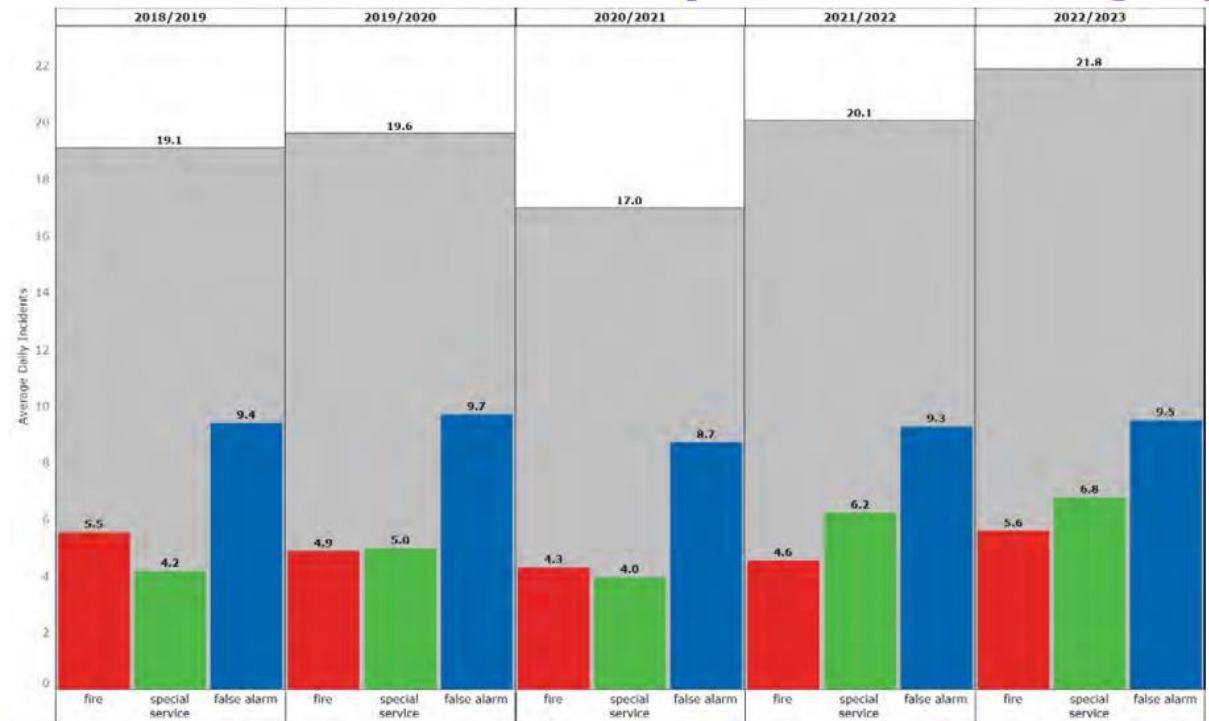
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# What do we respond to in North Yorkshire?

## Demand Profile

- Approximately 20-21 incidents per day
- On average 9 incidents are false alarms
- Special service calls are increasing from approximately 4 per day (pre covid) to 6 per day now.
- On average between 4 and 5 fire incidents per day

## Five Year Demand Profile by Incident Category



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# What do we respond with in North Yorkshire?

## Mobilisation Profile

- The percentage of incidents which require only one fire engine to attend is increasing. It's now over 82%.
- Approximately 13% of incidents require two fire engines to attend.
- Less than 4 per cent of incidents require the attendance of 3 or more fire engines.

## Pumps per Incident by Year

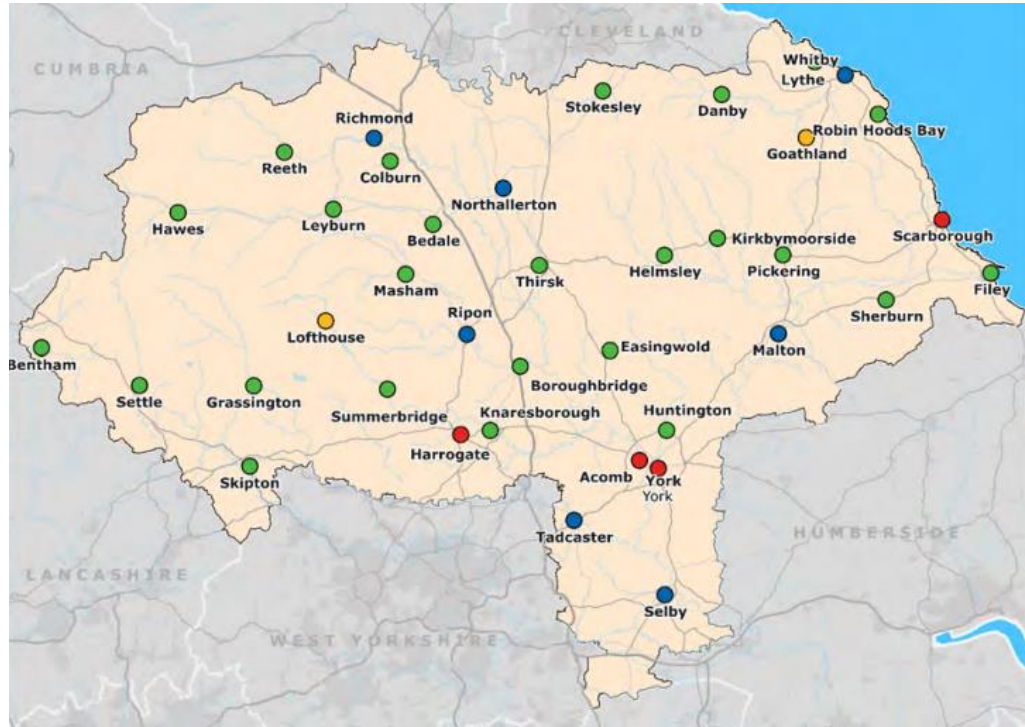


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# Response provision



Station Type	Station Type	#
● WT	Wholetime	4
● DC	Day Crewed	7
● OC	On Call	25
● Volunteer	Volunteer	2
	Total	38

## Challenges

- Second largest service area in the country
- Comparatively low budget for the area we cover
- Predominantly On--call fire cover
- Limited pools of people living and working in catchment areas
- Comparatively long drive times to incidents
- 33 of our stations have on call arrangements so require turn in times

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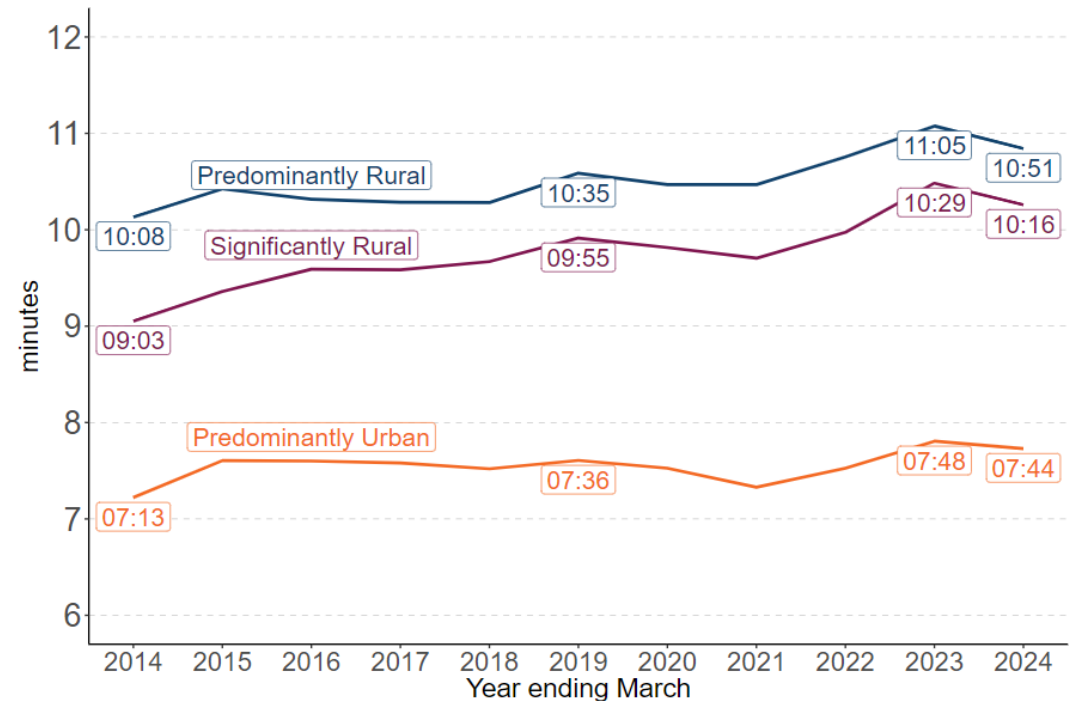
# Availability of appliances and response times nationally

- The sustainability of the on-call model is a national challenge in the UK. Since 2011 there has been a 25% reduction in on-call firefighters nationally (ONS figures)
- Approximately 70% of NYFRS fire cover is dependent on on-call stations.

The 2023 HMICFRS State of Fire Report included the following comments relating to on-call,

‘Challenges faced by the sector, such as the unsustainability of the on-call duty system, require a system-wide and constructive response from all relevant bodies.’

‘long-standing problems with availability of on-call staff, particularly during traditional office hours. The on-call duty system is facing decline and is becoming unsustainable.’



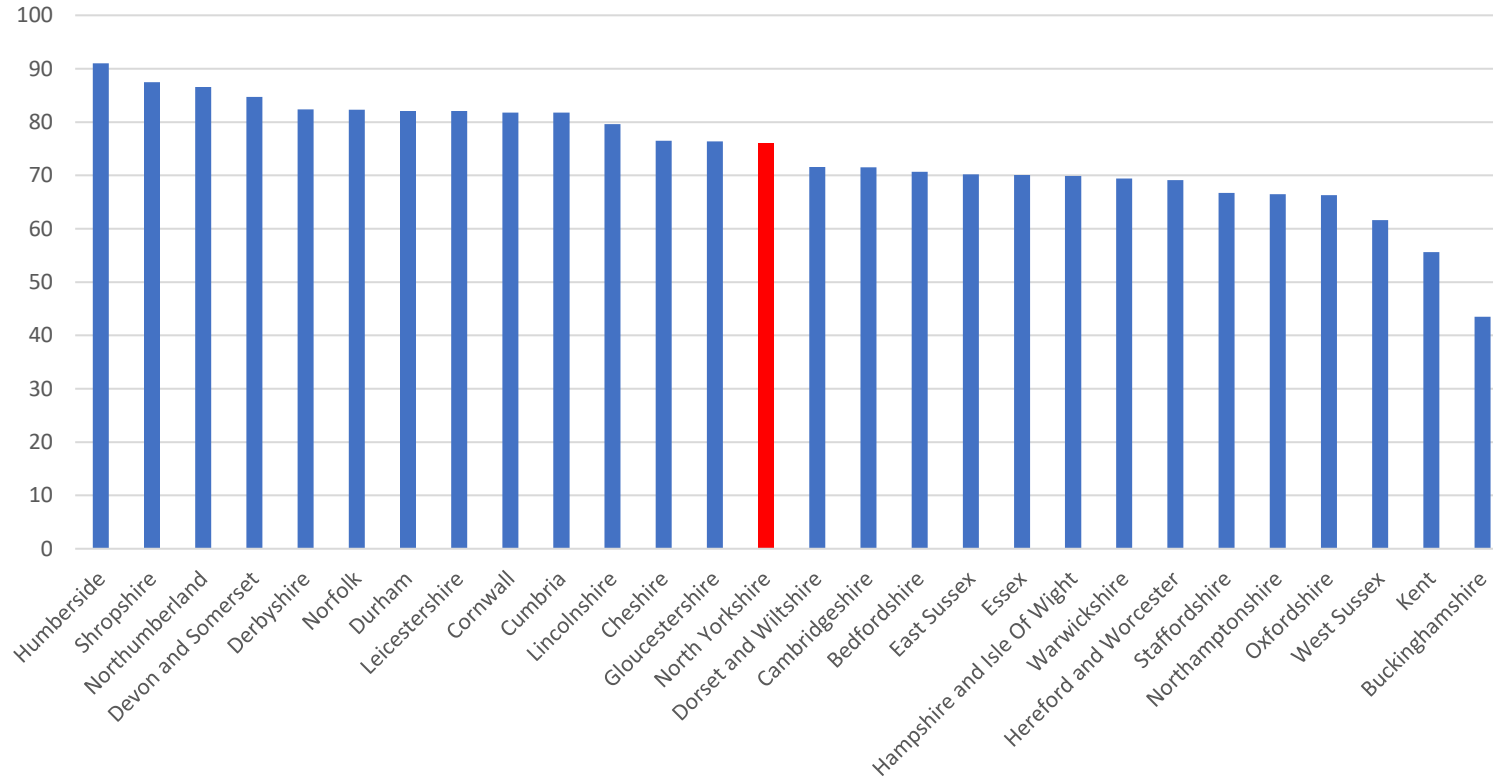
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# Benchmarking availability

2023/24 Appliance Availability of Significantly Rural and Predominantly Rural Fire and Rescue Services



The Home Office categorises England's Fire and Rescue Services into three groups,

- Predominantly urban
- Predominantly rural
- Significantly rural

Out of 28 predominantly rural or significantly rural FRSs, NYFRS had the 14<sup>th</sup> highest availability in 2023/24

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# Response times improvement plan

- Progress regular promotion and recruitment activity to reduce the temporary numbers of staff in the establishment
- Improve degradation and Operational Staffing Reserve (OSR\*) processes to better focus on risk and response times
- Establish an On-Call Futures Station Manager role and an on-call support team
- Create a new detached duties policy to ensure that detached staff remain located for the full shift
- Change call handling processes and introduce new KPIs for call handling times
- Create turn in and turn out time performance measures
- Improve the quality assurance processes for response data
- Procure a dynamic cover tool for live time analysis of optimum cover

\*OSR is a pool of firefighters who move around the county on a daily basis to help keep fire engines available



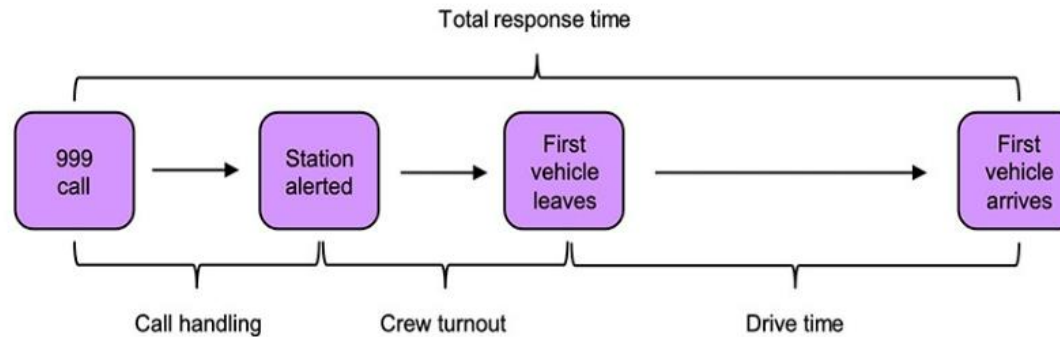
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# Response times definition

The **total response time** (from time of call to time of first arrival) can be divided into call handling time, crew turnout time and drive time.



## Call handling time

duration between the time of call (when Fire Control Room received the call) and the point at which the station is alerted.

## Crew turnout time

duration between the time at which the station is alerted and the time the first vehicle departs.

## Drive time

duration between the time the first vehicle leaves to the time at which the first vehicle arrives at the scene of the incident.

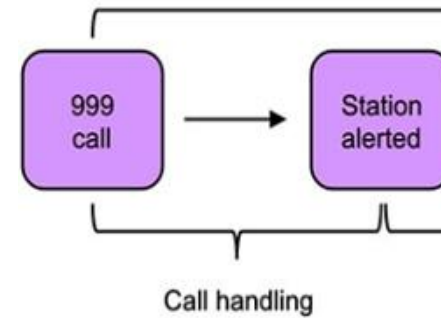
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# Call handling



- Time taken from 999 call received in the control room to the responding station being alerted
- Control room have changed their processes and introduced KPIs for call handling times

	2022/23	2023/24
All primary fires	1m 46s	1m 38s
Dwelling fires	1m 42s	1m 32s

\*Primary fires are defined by the Home Office as potentially more serious fires that cause harm to people or damage to property. To be categorised as primary these fires must either, occur in a (non-derelict) building, vehicle or (some) outdoor structures, involve fatalities, casualties or rescues, or be attended by 5 or more pumping appliances

\*The Home Office defines dwelling fires as 'fires in properties that are a place of residence that is, places occupied by households such as houses and flats, excluding hotels/hostels and residential institutions; dwellings also includes non-permanent structures used solely as a dwelling, such as houseboats and caravans'

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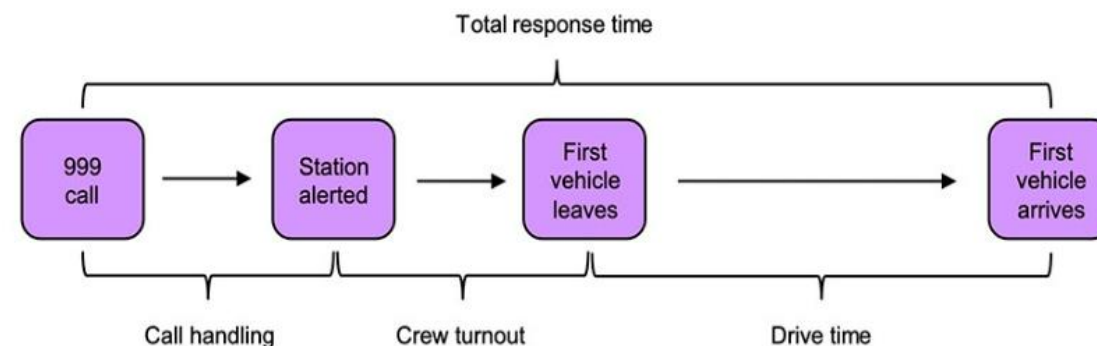


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# Overall response times

To ensure we focus on response times effectively, response standards have been proposed for NYFRS. A six-week public consultation achieved a good response rate and supported the following response standards for North Yorkshire Fire and Rescue Service.

- **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.



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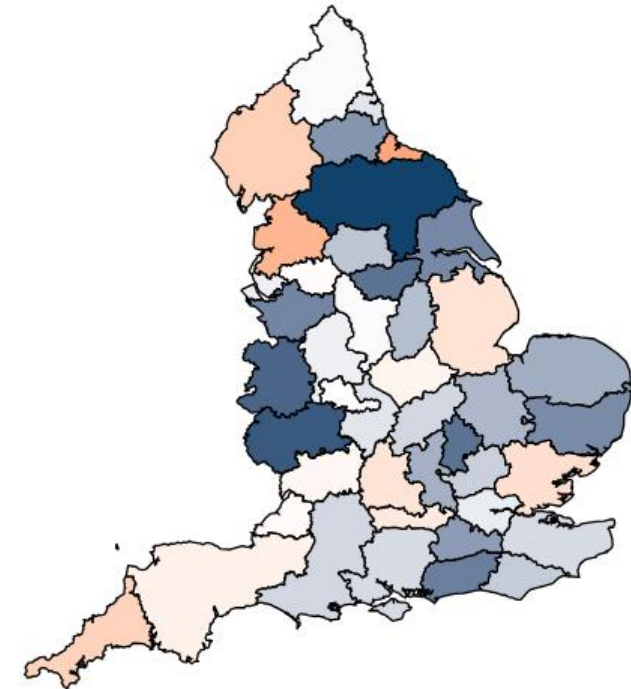
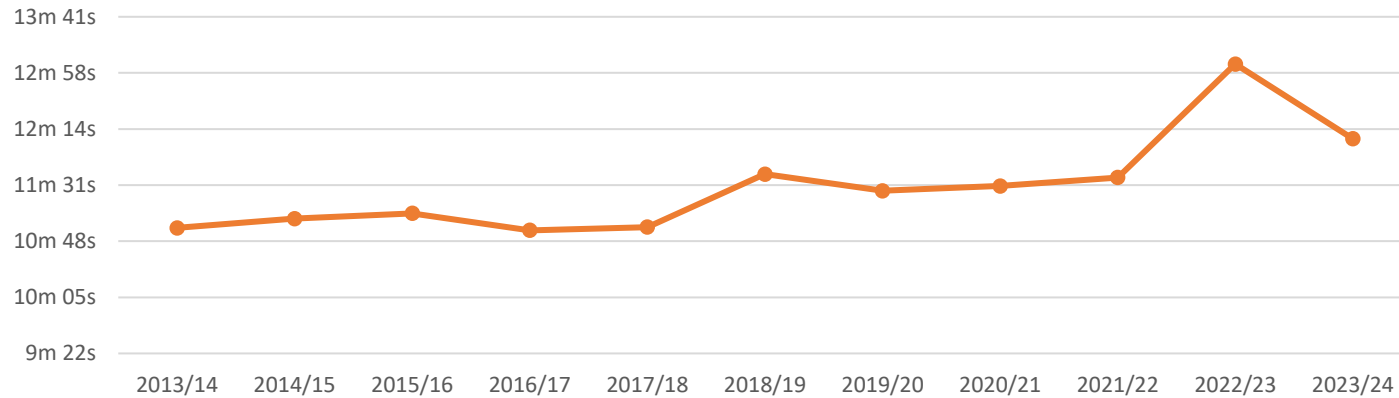
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# Response times improvement in NYFRS

Change in Average Response time in seconds comparing year ending March 2023 to 2024



North Yorkshire FRS Primary Fire Response Times



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# Join Our Team

We have vacancies at several of our on-call fire stations.

Come and join our team.

To find out more please visit

[northyorkshirefrs.engageats.co.uk/VacanciesV2.aspx](http://northyorkshirefrs.engageats.co.uk/VacanciesV2.aspx) and follow us on social media for updates.

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