

# Online Public Meeting Service Delivery Performance

Reporting Period 1 April to 30 September 2024



Progress, People, Community

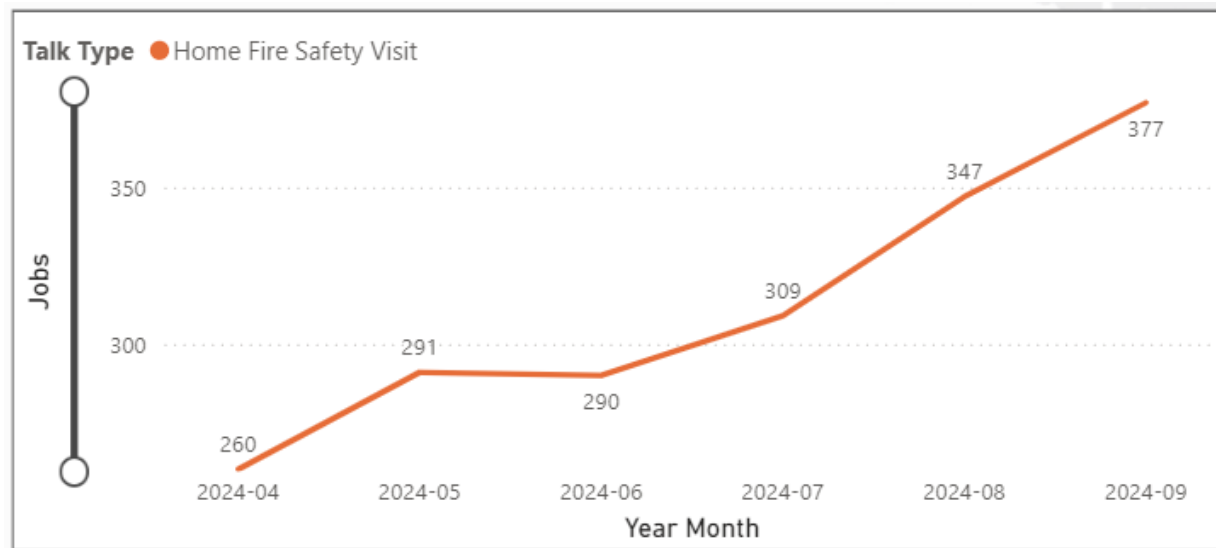


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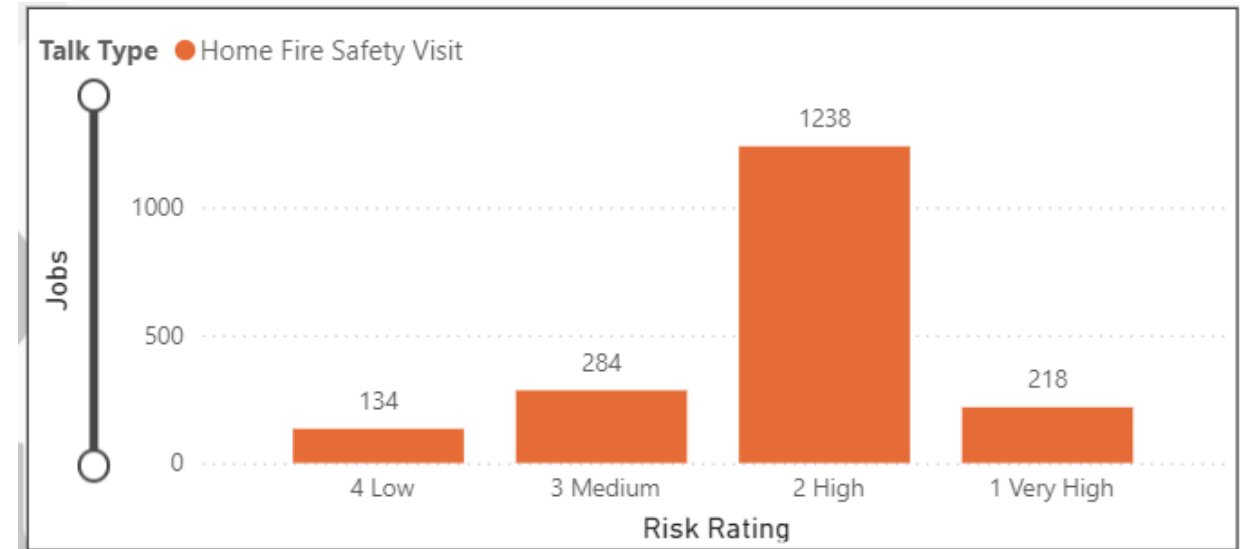
# Prevention

Home Fire Safety Visits (HFSV)  
01.04.2024 to 30.09.2024

## 1874 HFSVs Completed



## HFSVs by Risk Rating



The number of HFSVs completed is similar in quantity to the same reporting period in 2023. However, the identification of vulnerability has improved which has increased the number of very high and high risk HFSVs completed by 455% on the same reporting period in 2023.

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# Prevention

A snapshot of other Prevention, Early Intervention and Safeguarding activity

01.04.2024 to 30.09.2024

- Youth Intervention and engagement
  - 14 FireSafe cases completed and closed (Fire Setter interventions)
  - 103 school educational talks completed across the county (7735 young people)
- Water Safety
  - Water safety flume used 17 times across the county
  - 60 events undertaken which included water safety advice and education
- Dark Nights Campaign
  - 21 talks completed in schools across the county (1768 young people)
- Road Safety
  - 87 activities including, biker down, school education and targeted public events

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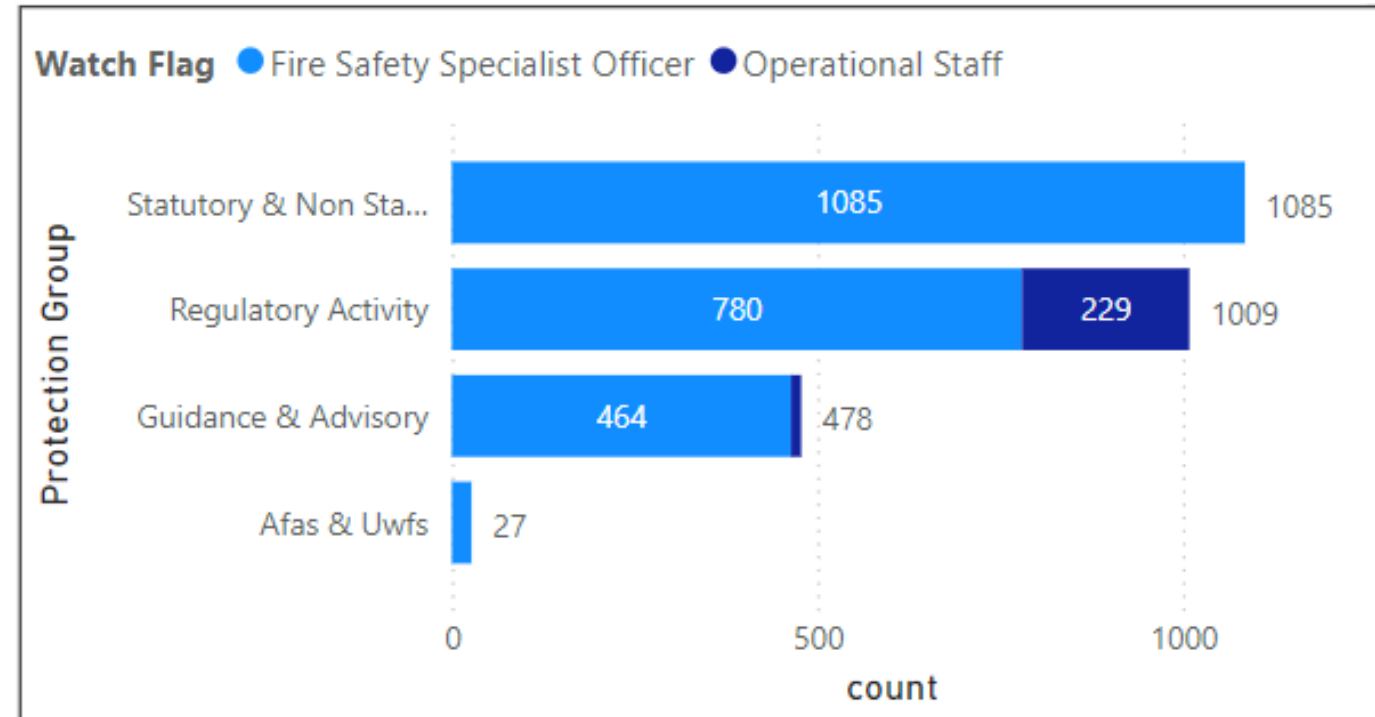
# Protection

Fire Safety activity (which includes all Regulatory Fire Safety Audits (FSA), Automatic Fire Alarm (AFAs), Data Maintenance, Guidance & Advisory and other Statutory & Non-Statutory work)

01.04.2024 to 30.09.2024

Overall Fire Safety activity has increased by 8% on the same reporting period last year.

- 2599 jobs completed which equates to 183 days of activity, which includes:
  - 1085 Statutory and Non-Statutory jobs including: Building Regs, licensing and other consultations have been completed within the timeframe
  - 1009 are recorded as Regulatory Fire Safety Activity, which includes Fire Safety Audit (FSA), complaints and after the fire FSA
  - 478 are recorded as Guidance and Advisory (business engagement and exchange of information)
  - 27 Automatic Fire Alarm (unwanted fire alarm signals) follow-up jobs

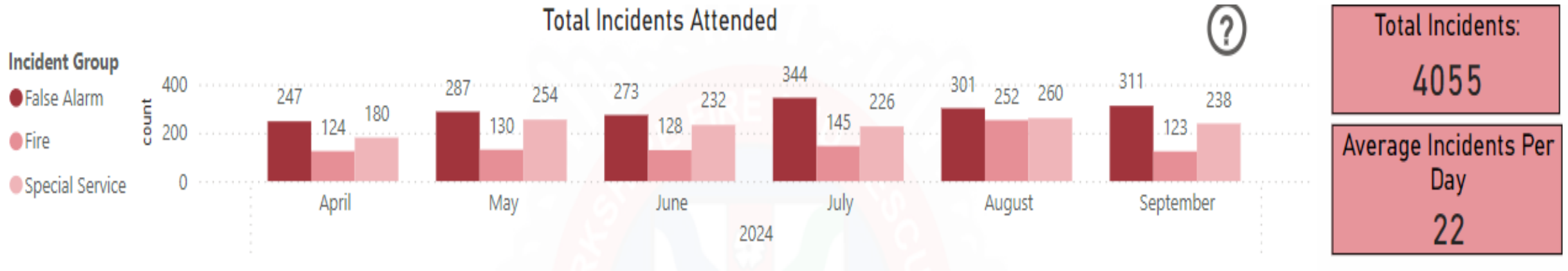


# Response-Incidents

01.04.2024 to 30.09.2024

The overall count of incidents attended has remained broadly unchanged (1.3% increase) on the same reporting period as last year.

- 2023. Incidents attended 4001
- 2024. Incidents attended 4055
  
- 1763 false alarm incidents. Increase of 111
- 902 fire incidents. Decrease of 28
- 1390 special service incidents. Decrease of 30



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# Response Times

01.04.2024 to 30.09.2024

**Overall Response** ⓘ

**00:12:01**

Overall Incidents 3948

**Primary Fire Response** ⓘ

**00:12:37**

Primary Fire Incidents: 418

**Dwelling Fire Response** ⓘ

**00:10:29**

Dwelling Fire Incidents: 139

**Overall Call Handling**

**00:02:21**

**Overall Call Handling Primary Fire**

**00:01:56**

**Overall Call Handling Dwelling Fire**

**00:01:52**

The definitions of primary fires and dwelling fires are provided at the last slide or by accessing the Home Office website:

<https://www.gov.uk/government/publications/fire-statistics-guidance/fire-statistics-definitions>

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# Fire Engine Availability

Overall fire engine availability, based on when a fire engine is unavailable for more than 60 minutes  
01.04.2024 to 30.09.2024

The overall average fire engine availability 2024/2025 - **69%**

72% Apr

68% May

69% Jun

69% Jul

68% Aug

69% Sep

2024/25  
Overall  
average  
availability  
69%

Managing our fire engine availability is a continuous focus for NYFRS

We have business continuity planning arrangements established to manage fire engine availability as required

A specific On-call recruitment officer is in role to improve recruitment and availability of On-call firefighters in the towns and villages

On-call firefighter courses are planned throughout the year with stations prioritised as required

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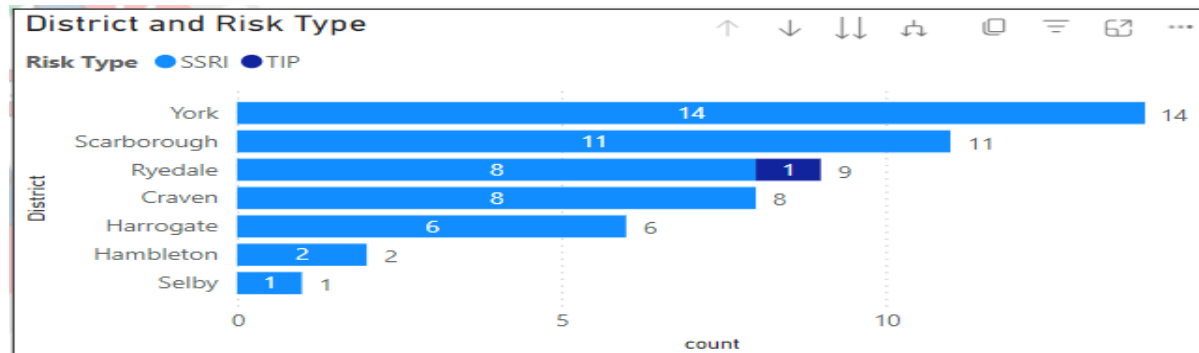
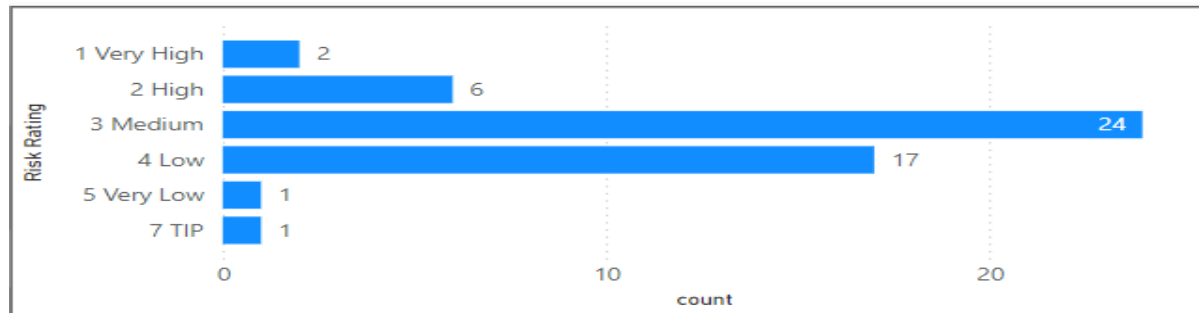
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# Risk Information and Operational Performance

01.04.2024 to 30.09.2024

## Risk Information

- 51 risks are overdue their review which operational crews are prioritising completion of based on the premises risk rating
- 8 of the 51 risks that are overdue a review include very high/high risk sites



Key Site-Specific Risk Information (SSRI). Tactical Information Plan (TIP)

## Performance Audits

- 82 of 122 performance audits that measure, monitor and report on operational crew's skills and knowledge have been conducted

## Incident and Training Exercise Monitoring

- 18 Incident Monitoring reports (including 4 non attended responses) have been received since May 2024 when the process was launched. This is two less than the KPI of one incident to be monitored per week
- Good practice that has been observed so far. Health and Safety and Incident Command are areas of strong performance





# Any Questions?

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# Primary and Dwelling Fire Definition

## Primary fires

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
- be attended by 5 or more pumping appliances

## Dwelling fires

Are 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

Home Office definitions: <https://www.gov.uk/government/publications/fire-statistics-guidance/fire-statistics-definitions>