

**NORTH YORKSHIRE POLICE, FIRE AND CRIME COMMISSIONER FIRE AND RESCUE AUTHORITY  
PUBLIC ACCOUNTABILITY MEETING**

**Report of the Chief Fire Officer**

**30<sup>th</sup> April 2019**

**PERFORMANCE REPORT FOR 1<sup>ST</sup> APRIL 2018 TO 31<sup>ST</sup> MARCH 2019**

**1.0 Purpose of Report**

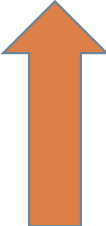

1.1 To inform the Public Accountability Meeting of the performance of North Yorkshire Fire and Rescue Service as measured by the current approved key performance indicators for the period 1<sup>st</sup> April 2018 to 31<sup>st</sup> March 2019.

**2.0 Key Performance Indicators (KPI) - How the public have performed**

2.1 The data at table 1 shows overall incident activity levels increased during the past 12 months by 11% when compared to the previous year. Incident demand nationally is generally on the increase. The tables below show where incident types attended have increased or decreased.

**Table 1**

	2018/19	2017/18
<b>Total number of incidents we have attended</b>	<b>7,124</b>	<b>6,413</b>
Fires	2,054	1,812
Special Services (e.g. People trapped in vehicles)	1,626	1,498
False Alarms	3,444	3,103

	<b>From 2017/18</b>
	Number of total fires attended Up by 16%
	Number of animals rescued Up by 43%
	Number of malicious calls attended Up by 35%
	Number of automatic false alarms attended Up by 12%
	<b>From 2017/18</b>
	Number of fires in domestic buildings Down by 16%
	Number of people injured in fires Down by 16%
	Number of flooding incidents Down by 24%

2.2 Table 2 below shows key performance indicators 1–11 for the 12 month period which are a measure of how the public have performed requiring a fire and rescue response.

2.3 It is encouraging to note that no accidental fire deaths were reported during the past 12 months, which is a reduction from 3 in the previous year. However there is an overall increase in the total number of fires, and an increase in fires started deliberately.

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- 2.4 There was a 13% increase in the number of road traffic collisions (RTC) attend and this has resulted in an increase in the number of rescues performed at RTC's. However, the number of people killed or seriously injured (KSI) is comparable to the previous year.
- 2.5 The number of agricultural animal rescues has shown a 43% increase when compared to the previous year, which is commensurate with the introduction of two additional large animal rescue units being introduced into the service.

**Table 2**

Performance Indicators						
		Actual 2018/19	Actual 2017/18	Per 100,000 population	5 Year Average (2013/18)	2018/19 vs 5 Year Average
1	Number of Fire Deaths					
	Total Number of fire deaths	1	3	0.1	3.4	Green
	Accidental	0	3	0	3	Green
	Deliberate	1	0	0.1	0.4	Red
2	Number of Fire Injuries					
	Total Number of fire injuries	37	40	4.6	39.4	Green
	Accidental	32	33	4	34	Green
	Deliberate	5	7	0.6	5.4	Green
3	Number of Road Traffic Collisions – Killed or Seriously Injured (KSI)					
	Attended by the FRS	104	106	12.9	103.2	Red
4	Number of Road Traffic Collisions					
	Attended by the FRS	440	387	54.6	478.4	Green
5	Number of Fires					
	Total Number	2035	1750	252.7	1802.2	Red
	Accidental	1334	1154	165.7	1238.6	Red
	Deliberate	701	596	87.1	563.6	Red
		Actual 2018/19	Actual 2017/18	Per 10,000 buildings	5 Year Average (2013/18)	2018/19 vs 5 Year Average
6	Number of Domestic Building Fires					
	Total Number	426	509	12.1	536.2	Green
	Accidental	409	481	11.7	512	Green
	Deliberate	17	28	0.5	24.2	Green
7	Number of Non Domestic Building Fires					
	Total Number	288	271	83.2	289.2	Green
	Accidental	227	218	65.6	241.2	Green
	Deliberate	61	53	17.6	48	Red
8	Number of Rescues					
	From fires (number of people)	39	28		27.8	Red
	From RTCs (number of people)	204	180		189	Red
	Animals - Agricultural	40	28		31	Red
	Animals – Other	55	73		62.6	Green
9	Flooding					
	Attended by the FRS	139	183		205	Green
10	Malicious Calls					
	Total Number	125	104		137.6	Green
	Attended by the FRS	100	74		101.8	Green
	Not Attended	25	30		35.8	Green
11	Number of False Alarms from Automatic Fire Alarms Apparatus					
	Attended by the FRS	2348	2095		2493.6	Green
	Not Attended	928	858		1176.3	Red <sup>(2)</sup>
12a	Number of working days lost due to sickness absence for all staff (excluding RDS)					
	Short Term	1594	1187		1484.8	Red
	Long Term	1310	1398		1444	Green
12b	Number of working days lost due to sickness absence for RDS staff					
	Short Term	1199	1103		1037.1	Red
	Long Term	1997	2649		2464.6	Green

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## 3.0 Response – How the Service has performed

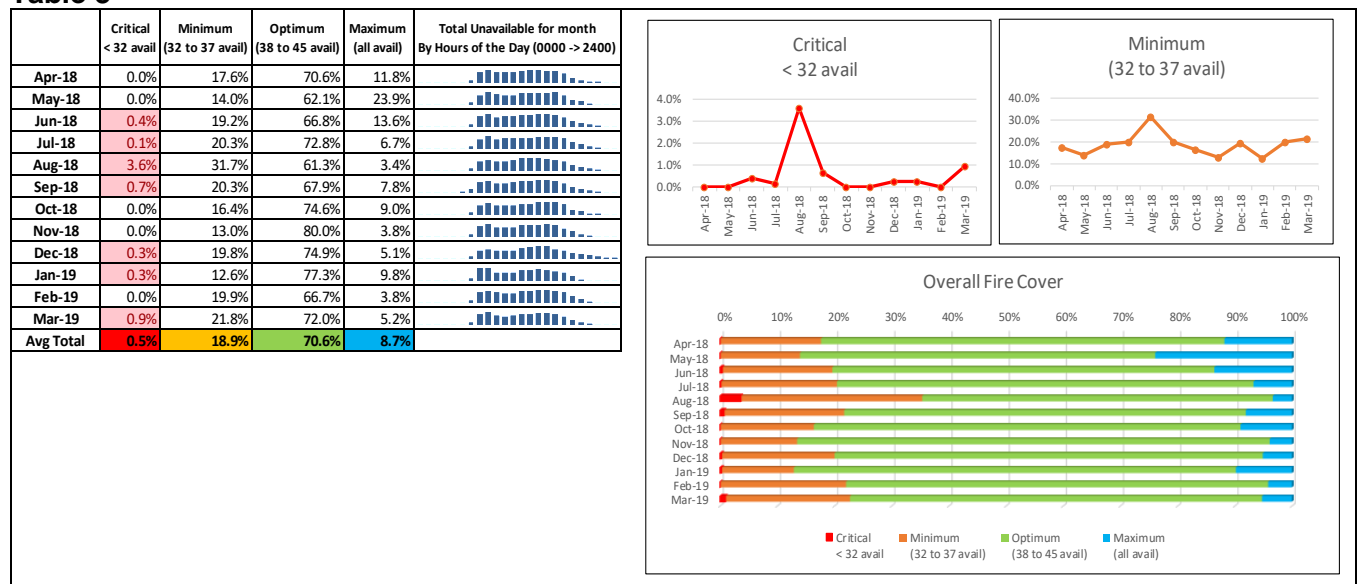
3.1 The response model sets out the four parameters of fire cover for the Service, which forms part of the overall resilience arrangements.

<b>Critical</b> < 32 avail	<b>Minimum</b> (32 to 37 available)	<b>Optimum</b> (38 to 45 available)	<b>Maximum</b> (all 46 available)
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3.2 Whilst the desire is to maintain full availability where possible, it is recognised that the requirement of 46 appliances provides the ability to manage a number of simultaneous incidents, long term sustainability for protracted incidents and to maintain competence levels through training. Therefore on a normal daily basis, the optimum level is acceptable to enable the service to cover these requirements.

3.3 A 12 month summary of performance measured against the response model is provided at table 3. This shows that the optimum crewing levels were maintained at 71% the time achieved by utilising the OSR and other available staffing resources to maximum benefit on a daily basis.

**Table 3**



3.4 On-call appliance availability performance figures for the 12 month period are shown in table 4. These figures demonstrate availability before staff movements are applied from the OSR or WT detachments. Average on-call appliance availability for the 12 month period was 80% which is a slight decrease from 83% the previous year.

3.5 Improved methods of monitoring station performance are now developed which, over time, should help local managers to identify and address areas of staff shortfalls.

3.6 Whilst overall on-call recruitment and retention remains a national issue, locally district managers are tasked to address as a priority, stations with high station strength but low availability. Letters of thanks and recognition are being issued where stations have performed well even with low staffing numbers.

3.7 A long term vision is to consult with staff to develop a more balanced remuneration package to reward staff for being available.

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**Table 4**

Station	April		May		June		July		August		September		October		November		December		January		February		March		Average		Currently in RDS Recruitment Process as at 31 March 2019
	Availability	Strength	Availability	Strength	Availability	Strength	Availability	Strength	Availability	Strength	Availability	Strength	Availability	Strength	Availability	Strength	Availability	Strength	Availability	Strength	Availability	Strength	Availability	Strength	Average Availability	Average Strength	
Acomb Retained	73.33%		68.95%		81.39%		78.36%	12.75	75.67%	13.25	84.58%	13.25	85.48%	12.50	76.67%	12.75	73.52%	12.50	84.27%	12.5	83.04%	12.5	80.38%	12.5	78.80%	12.72	3
Bedale	73.47%		80.91%		80.69%		63.31%	8.25	60.75%	8	55.42%	8	64.65%	7.00	65.69%	7.00	61.16%	6.50	62.23%	6.5	58.48%	7.5	65.46%	7.5	66.02%	7.36	2
Bertham	79.72%		79.03%		74.17%		84.27%	9.25	67.47%	9.25	73.89%	9.25	79.70%	10.25	80.14%	10.25	86.02%	9.25	80.38%	9.25	74.26%	9.25	84.81%	7.5	78.66%	9.28	2
Boroughbridge	98.75%		90.19%		83.75%		92.07%	10.75	86.16%	10.75	82.92%	10.75	76.75%	10.75	81.11%	10.75	89.78%	9.25	88.17%	9	78.57%	9	79.17%	9	85.62%	10.00	3
Colburn	53.75%		59.68%		41.67%		17.74%	6.25	33.06%	6.25	19.44%	5.5	15.46%	6.50	11.11%	7.25	49.73%	7.25	57.53%	6.25	54.61%	6.5	59.54%	8.75	39.44%	6.72	13
Danby	83.61%		88.71%		83.89%		91.13%	8.5	86.69%	9	90.28%	9	95.97%	8.25	95.28%	8.25	90.86%	7.00	78.36%	7	91.52%	7.25	90.46%	7.25	88.90%	7.94	1
Easingwold	76.67%		78.63%		70.14%		72.98%	6.25	73.66%	6.25	75.56%	5.5	72.58%	5.50	73.75%	5.50	64.92%	5.50	68.82%	5.5	56.55%	5.5	68.82%	7.25	71.09%	5.86	2
Filey	98.06%		90.05%		97.50%		98.12%	10.25	92.74%	11.25	95.00%	11.25	98.12%	11.25	97.36%	11.25	93.28%	11.25	98.66%	11.25	99.26%	11.25	99.06%	11.25	96.43%	11.14	2
Grassington	77.64%		78.76%		69.31%		71.64%	6.25	72.31%	7	80.00%	6.25	72.58%	6.25	73.75%	6.25	83.60%	5.25	73.39%	5.25	75.74%	5.25	85.08%	6	76.15%	5.97	2
Hawes	100.00%		98.39%		100.00%		99.46%	12.75	100.00%	12.75	100.00%	12.75	100.00%	12.75	99.86%	11.75	99.33%	11.75	97.85%	11.75	100.00%	11.75	100.00%	11.5	99.57%	12.17	1
Helmsley	77.92%		56.32%		49.31%		55.38%	7	52.98%	6.75	52.50%	7.75	55.91%	7.75	58.33%	8.50	57.80%	8.50	66.94%	8.5	45.39%	7.5	59.01%	8.5	57.31%	7.86	4
Huntington Retained	71.25%		71.24%		54.58%		55.51%	9	63.71%	9	72.78%	9	64.92%	8.75	62.78%	8.75	69.35%	8.75	68.55%	8.75	74.40%	8.75	67.47%	8.75	66.38%	8.83	7
Kirkbymoorside	67.36%		65.86%		79.86%		69.62%	10	70.43%	10	82.78%	10	89.52%	10.00	91.25%	9.75	80.78%	9.75	89.78%	9.75	95.68%	9.75	79.57%	10.5	80.21%	9.94	4
Knaresborough	100.00%		100.00%		99.31%		100.00%	11.75	100.00%	11.75	97.78%	10.75	100.00%	10.75	97.50%	10.75	100.00%	10.00	100.00%	10	99.70%	10	100.00%	11	99.52%	10.75	1
Leyburn	98.19%		98.92%		99.17%		99.73%	9.25	97.58%	9.25	96.53%	9.25	98.79%	9.25	95.69%	9.25	96.91%	9.25	96.64%	9.25	96.13%	9.25	97.98%	10	97.69%	9.33	2
Lythe	100.00%		99.87%		99.44%		99.46%	11	100.00%	11	98.33%	11	98.25%	11.00	96.53%	11.00	98.25%	11.00	99.06%	11	100.00%	11	97.18%	10	98.86%	10.89	1
Maltton Retained	78.47%		69.62%		75.69%		66.40%	12.5	59.81%	12.5	71.11%	12.5	75.40%	12.50	70.28%	12.50	59.41%	11.50	72.98%	11.75	67.86%	10.75	68.82%	10	69.65%	11.83	7
Masham	68.47%		70.56%		75.97%		72.85%	9.25	74.73%	9.25	73.61%	9.25	73.12%	9.25	78.75%	9.00	80.38%	9.00	72.45%	9	68.01%	7.75	61.02%	7.75	72.49%	8.83	0
Northalton Retained	85.56%		83.60%		88.33%		86.69%	11.75	80.91%	12.25	78.89%	12.25	93.55%	12.25	96.94%	12.25	79.70%	11.50	95.43%	11.5	96.73%	11.5	95.03%	11.25	88.45%	11.83	2
Pickering	92.22%		90.73%		84.86%		95.16%	9.5	83.60%	10	87.50%	10	95.56%	9.75	91.39%	9.75	89.38%	9.75	87.37%	9.75	90.33%	9.5	88.31%	9.5	89.70%	9.72	2
Reeth	100.00%		99.46%		100.00%		100.00%	8	100.00%	8	100.00%	8	100.00%	8.00	100.00%	8.75	100.00%	8.75	100.00%	8.75	100.00%	8.75	99.60%	8.75	99.92%	8.42	2
Ripon	90.28%		85.08%		79.17%		82.93%	11.5	85.08%	11.5	75.28%	10.75	82.39%	11.50	90.00%	11.50	95.56%	11.50	86.16%	11.5	85.42%	10.75	80.24%	10.75	84.80%	11.25	0
Robin Hood's Bay	67.22%		86.69%		84.17%		80.11%	8.25	75.94%	8.25	86.36%	8.25	88.71%	8.25	93.19%	8.25	92.20%	8.25	92.34%	8.25	88.84%	8.25	81.18%	7.5	84.75%	8.17	3
Selby Retained	80.69%		82.66%		78.47%		82.39%	11.25	59.14%	11.25	58.89%	11.25	76.88%	11.25	78.19%	10.50	78.23%	10.50	74.46%	10.5	76.93%	10.5	83.33%	11.5	75.86%	10.94	5
Settle	85.69%		85.35%		93.47%		86.83%	8.5	72.72%	8.5	80.97%	8.5	84.41%	8.50	85.83%	8.50	87.50%	8.50	94.22%	8.5	93.30%	8.5	86.02%	8.5	86.36%	8.50	1
Sherburn	68.89%		74.73%		51.81%		55.91%	6.5	50.54%	7.5	53.75%	8.25	45.43%	8.50	35.28%	8.50	35.62%	8.50	57.80%	8.25	38.69%	8.25	48.52%	8.25	51.41%	8.06	5
Skipton	100.00%		100.00%		100.00%		98.66%	14	100.00%	15.5	98.33%	14.75	100.00%	14.75	100.00%	13.00	100.00%	13.00	97.04%	12.25	100.00%	12.25	99.87%	13.25	99.49%	13.64	8
Skipton 2	99.58%		96.24%		88.89%		76.75%	14	78.09%	15.5	70.14%	14.75	83.47%	14.75	82.92%	13.00	79.70%	13.00	83.47%	12.25	80.21%	12.25	72.18%	13.25	82.64%	13.64	8
Stokesley	76.94%		72.98%		76.53%		59.41%	9.5	56.45%	9.75	67.08%	9.75	81.59%	11.50	85.00%	10.50	73.92%	9.75	89.11%	10	81.55%	10	77.02%	9.25	74.80%	10.00	5
Summerbridge	62.22%		68.55%		63.19%		52.15%	5	44.62%	5	67.36%	5	43.15%	5.25	57.08%	5.25	32.80%	4.50	24.46%	4.5	35.57%	4.5	34.41%	4.5	48.80%	4.83	3
Tadcaster Retained	88.61%		91.67%		72.64%		82.66%	13.25	84.41%	13.25	81.11%	13.25	75.54%	12.50	84.58%	12.50	72.72%	12.50	82.53%	12.5	76.79%	12.5	60.48%	12.25	79.48%	12.72	6
Thurs	79.72%		83.87%		78.19%		82.12%	9.75	78.76%	10.75	88.75%	10.75	93.01%	10.00	92.08%	10.00	92.20%	8.75	89.25%	9	85.57%	9	92.88%	9	86.37%	9.67	1

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- 3.8 The Service does not have a response standard to measure attendance times against and this will be developed in the near future.
- 3.9 Average attendance times are set out in table 5 and these are calculated from the time of call to the time that the first appliance arrives at the scene. The information shows the average times for a station appliance to arrive at an incident as the first attending appliance, in their own station areas. There are a number of factors that will influence the time, such as time for on call crews to respond and book mobile and the travel time to the incident.

**Table 5**

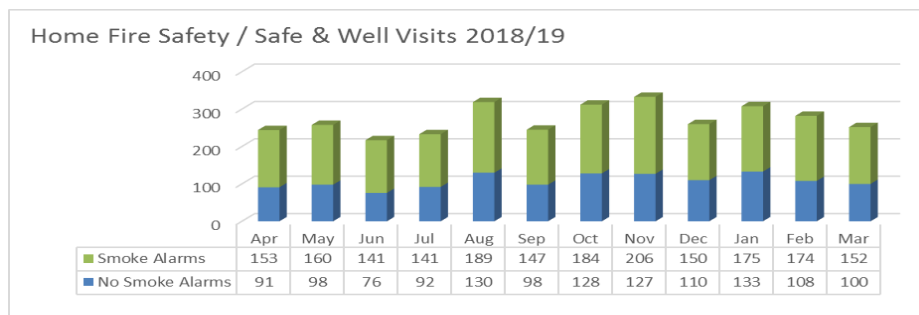
Average attendance times per duty system	
Shift	7m 32s
Day crew	9m 48s
RDS	13m 24s
Overall average	10m 14s

**4.0 Prevention (Community Safety)**

4.1 We have carried out 3,263 home fire safety / safe & well visits during 2018/19, compared with 2,945 in the previous year. The graphs below show some of the key points that we have found during these visits.

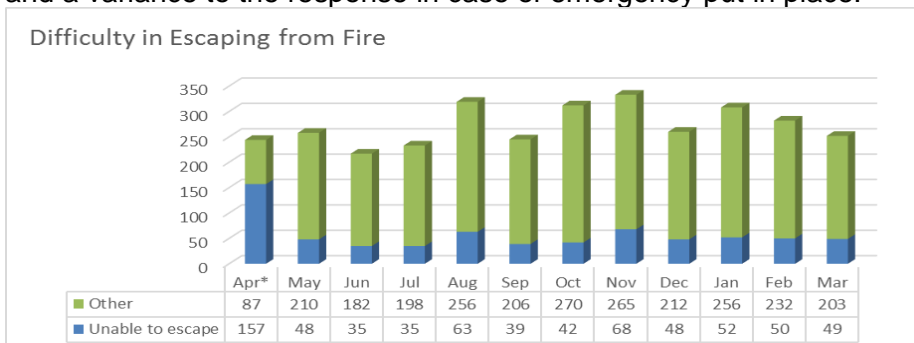
**4.2 Smoke Alarms**

Of the 3,263 visits that we carried out, 1,291 had no working smoke alarms. This is around 40% of the homes that we have visited. Where this is found, our staff fit the appropriate number of smoke alarms before leaving the property. Current minimum recommendations are one smoke alarm for each floor of a property.



**4.3 Difficulty in Escaping from a Fire**

When carrying out a visit, staff ask if the occupier may find it difficult to escape in the event of a fire in their home. 21% of the homes we visited had someone living there who may struggle to escape. A referral to other agencies for support can be agreed and a variance to the response in case of emergency put in place.

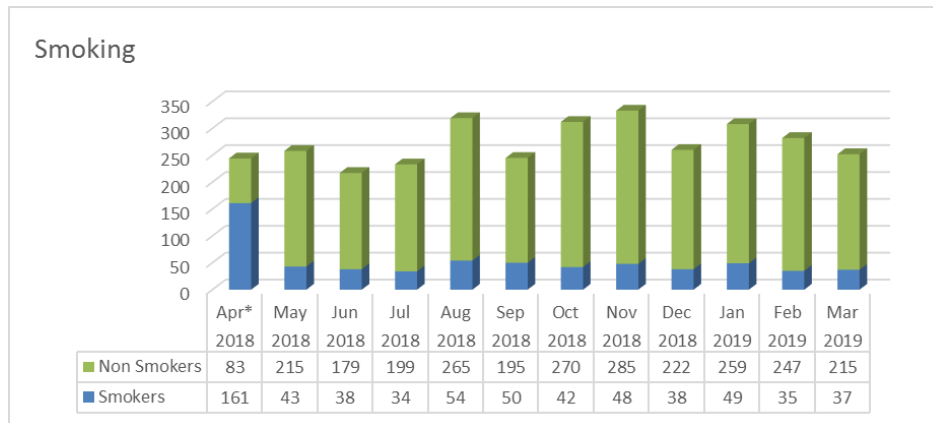


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Note – April 2018 figures are to be quality assured and finalised.

**4.4 Occupant Smokes**

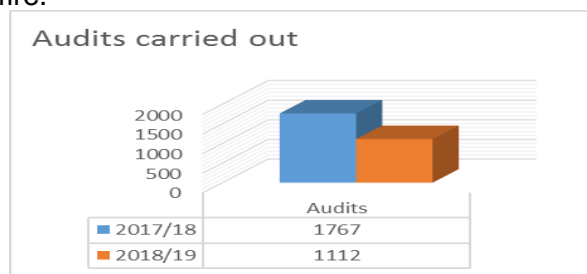
During the visit, our staff will record whether there is anyone living in the home that smokes. 629 (19%) of the homes visited had one or more occupants that smoked. Smoking is identified as potential fire risk factor and advice or referrals can be made.



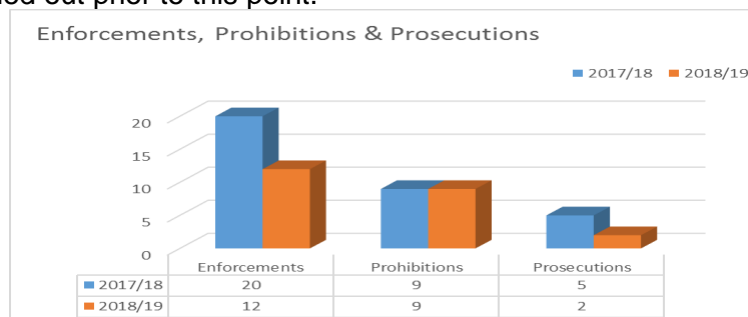
Note – April 2018 figures are to be quality assured and finalised.

**5.0 Protection (Business Fire Safety)**

5.1 Fire safety audits are used to assess whether a building complies with the relevant fire safety legislation. During 2018/19, there were 1,112 fire safety audits carried out by both specialist staff and operational crews on wholetime stations, which is a 37% decrease compared to the previous year. This was largely due to an exceptional increase the previous year due to additional audits undertaken following the tragic Grenfell Towers fire.



5.2 There are a number of outcomes following a fire safety audit including Satisfactory (no further action taken); Notification of deficiencies (no further action taken); Enforcement; Prohibition; Prosecution. The table below shows the audit outcomes during 2018/19 compared to 2017/18. It is worth noting that for enforcements and prohibitions, the date applies to the date of serving the notice. Where a prosecution is recorded, this represents the date of the first court appearance. There is a significant amount of work that is carried out prior to this point.



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**6.0 Recommendation**

6.1 That the Public Accountability Meeting Members note the content of this report.

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**Background Documents**

There are no background documents to this report.

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24<sup>th</sup> April 2019