



**NORTH YORKSHIRE  
FIRE & RESCUE SERVICE**

**Public Accountability Meeting**  
**October 2022**  
**Assurance of Response Principles**



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# Risk and Resource Model Proposal

CFO recommended that the Response Principles be adopted.

That the Service works towards the creation of a response times model, taking into account duty systems and geography, to provide the public of North Yorkshire with meaningful, accurate and localised response standards to help them understand what they should expect

Source-[DN 16/2022 – Risk and Resource Model - Police, Fire and Crime Commissioner North Yorkshire \(northyorkshire-pfcc.gov.uk\)](#)



# What are response principles



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**Strength** - We will mobilise the correct level of resources for the incident type which is initially reported to us. This is known as the weight of attack and is included in our predetermined attendance (PDA) which is programmed into the Control mobilising system to ensure the correct number of fire engines, equipment and personnel are sent to the incident as the initial attendance.

**Speed** - We will aim to arrive at the incident as quickly as we can from the point of being alerted to it. This includes the call handling, crew turn out, and drive time.

**Safely** - We aim to respond as safely as we can by following our 'drive to arrive' policy. This ensures we tailor our response speed to the type of incident to which we are responding (sometimes we do not use blue lights and sirens for non-urgent calls e.g. person locked out of a property).

# Strength



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The design components that are factored into ensuring that the correct level of resources, equipment and people that are initially mobilised to the incident include:

- Pre-determined (PDA) attendances at emergency incidents reviewed against national learning and guidance. National Operational Learning (NOL) and National Operational Guidance (NOG)
- Firefighter safety and operational techniques, specialist skills and numbers of staff required-Safe System of Work (SSOW)
- Fire Control-information gathering, call challenge-flexing the PDA
- Site Specific Risk Information (SSRI) and/or intel from partners (Vary 1)
- Knowledge of road closures or diversions requiring temporary solutions
- Advancements in technology and equipment resulting in a change of approach.

# How will we measure performance and assure strength



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- Training and exercising-continual professional development of Fire Control staff to develop and enhance call challenging techniques and skills
- Continual review and adopt national best practice and learning relating to fire control through regional working groups and NFCC portfolio's and Fire Standard Board
- National Operational Guidance and Learning outcomes that influence the PDAs are integrated
- New Firefighting techniques and technology is built into PDA reviews
- Site Specific Risk information is up to date and reviewed against the PDA
- Vary 1 continually reviewed and up to date
- Temporary changes have built in review and are monitored regularly and returned to BAU as soon as possible. E.g., multi-agency events
- Incident debrief outcomes are monitored and actioned relating to the PDAs.

# Speed



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How quickly we respond to emergency incidents is made up of several component parts

- **Call handling time** – The time it takes for the Fire control operator to get the appropriate level and detail to make an informed decision on the incident category, location and resource requirements and alerting the crews.

Control Room Operators aim to achieve a call handling time of below 90 seconds for incidents which are classed as ‘life and property’ incidents.

- **Crew turnout time** – The time it takes for the responding crew to set off to the incident. This varies depending on the duty system, some crews respond to the fire station from home via a pager which takes longer than stations with 24h full time staff.
- **Drive time** – The time it takes for the first responding vehicle to arrive at the incident.

# How will we measure performance and assure speed



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- Introduction of a performance dashboard, data taken directly from single point of truth (Vision mobilising system)
- Each component part of mobilising is measured against life risk incidents aligned to the CRP for Fire, Road and Water
- Each duty system is measured independently to identify trends
- The dashboard is published and managers identify any significant anomalies, they explore the reasons and challenge any data input errors
- Assurance will review data from the dashboard to identify any significant changes in response times and report to Service Delivery Performance monthly

# Safely



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We take safety very seriously especially when responding to emergency incidents, there are several elements that help ensure we respond safely.

- Staff are trained in line with industry standards and best practice
- Staff receive ongoing maintenance of driving skills and periodic assessment and revalidation
- Minimum safety standards are incorporated in the procurement of vehicles
- A safety inspection and maintenance program for all vehicles is in place
- Daily and weekly program of vehicle checks takes place for all response vehicles
- We have a 'Drive to arrive' incident response policy so tailor our response to incidents based on risk
- We have a robust vehicle accident reporting procedure which is monitored through the Health and Safety Group and Vehicle Accident Group.



# How will we measure performance and assure safety



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- Measure the performance of Transport and Logistics compliance with safety inspections and maintenance program
- Compliance report for annual driver license checks and driver's refresher training
- Workplace Audit Programme compliance report of vehicle checks
- Report relating to vehicle accidents/trends specifically relating to 'emergency response'
- Compliance with the 'Drive to Arrive' policy identified through Cause for Concern submissions, vehicle accidents and public complaints relating to driving

# Ongoing development



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**Benefits of this approach** – Due to the remote rural geographical nature of North Yorkshire it would be counter productive to set a single response standard as a measurement of time. We acknowledge that different areas can expect difference response times. A set of principles will enable us to monitor and measure all aspects of emergency response, directly linked to risk as defined in the CRP.

**Challenges** – We need to progress this approach to develop a greater understanding of what we may offer in the future in terms of a response time model. Our development of varying our response to low risk AFAs will in turn see a slower response to these incident types.

**Opportunities** – We will continue to develop our Prevention and Protection activity in areas furthest from an emergency response. We will develop the risk modelling linked to the CRP and flex our approach to any emerging risks. Service reviews and advancements in technology will help shape how we respond to emergency incidents.

**What will be the result?** – The Assurance Function will be able to provide a quarterly assurance report covering elements outlined in this presentation. We will be in a position in the future to define an evidence led response time model.

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