



NORTH YORKSHIRE
FIRE & RESCUE SERVICE

Independent Audit Commission Presentation: September 2023

Reporting Period: 1 June to 31 July 2023

Report of Assurance

Summary of Performance



NORTH YORKSHIRE
FIRE & RESCUE SERVICE

- A count of 661 Safe & Well (S&W) visits have been completed. A count of 129 have been declined or we have been unable to contact.
- The No. of S&W jobs 'passed visit date', have a count of 44. 29 of the jobs have had no visit booked but attempts have been made. Safe & Well jobs that cannot be completed, due to circumstances outside of FRS's control, within the time frame allocated, are meticulously monitored and reported monthly to ensure they are completed as soon as practicable. Three contact attempts are made to complete the visit, if the visit cannot be made, a formal response is sent to the referring agency or to the premises owner to ensure they still require our service
- A count of 1837 community safety activities have been undertaken by Community Safety Officer (CSO) and Operational Staff (OS) within the reporting period. This equates to 136 days of output. Some of the outcomes will can be read on slide 4
- 320 RROFSA, based on the current Risk Based Inspection Programme (RBIP), have been completed. Fire Safety Specialist Officers (FSO) make up 60% of the completed FSA. The current RBIP policy is under review and will be aligned to the developing NFCC guidance. Statutory work completed by FSO e.g., building regs, licencing and other consultations have a count of 268. These have all been completed within the timeframes
- 32 Site Specific Risk Information (SSRI) visits have been completed, which leaves only 26 out of 1400 plus risks overdue a visit
- Operational learning is extremely important, as it allows us to continuously improve our organisational capability and emergency response, debrief return rates are monitored and report monthly. Return rates are this reporting period are slightly lower than the previous reporting period, but the return rate is still high.
- It has been reported by the media that NYFRS has the slowest average response times to comparable FRS. This is true based on the data, but the service has provided context to the reports which needs to be considered. The national average response time has increase, 'the longest average response time seen since comparable statistics became available'. A huge amount of work is underway to improve the response times and our response principles continue to be monitored and the response standard predicted on time is developing. Inaccuracies are being identified whilst cleansing primary fire data
- Response Principle (Speed, Strength and Safely) are monitored and reported by exception monthly. Vehicular accidents on blue lights remain at one per month since July 2022. Low speed accidents form the majority of incidents 30 out of 39. Slow speed incidents are a national issue for insurers
- Overall average appliance availability this reporting period is 78% which is 3% lower than the same reporting period in 2022. Our On Call average appliance availability this reporting period is 71%, which is 2% lower than the same reporting period in 2022. People on WT temporary contracts has had a minor impact on On Call station availability, but the summer season isa an especially difficult period but proactive measures are undertaken to try to improve the situation
- Total incidents attended from 1/1/2023 to 31/07/2023 is 4155. This is a 13% (600 incidents) reduction compared to the same period in 2022
- Although there has been a reduction of 185 UwfS incidents against the same reporting period in 2022, UwFS have increased by 61% since the revised AFA policy went live on, 1 April 2023. 39% of the calls for both reporting periods in 2022 and 2023. Since 2021 data shows the number of AFA increases over the summer months and then lowers again



Prevention

All Community Safety activity incl. Safe & Well visits

Of the 1837 community safety jobs recorded within the reporting period 1502 jobs have been completed by operational station personnel and 335 have been completed by community safety officers

Themes of this reporting period:

- Boat Fire Safety
- Drowning Prevention
- Home Fire Safety
- Crucial Crew in Scarborough (multi agency event aimed at young people. 43 schools and over 1,100 pupils attended) and
- Great Yorkshire Show

11 days were spent undertaking water safety related activity

47 days are allocated to home fire safety

Example activity within the reporting period:

- Biker Down interventions carried out in various places delivered by the Prevention Team and Fire Bike Team - Courses completed at Skipton Fire station, Northallerton Fire station, Pickering NY500, Robin Hoods Bay Fire Station, Summerbridge Fire station and Hawes Fire station resulting in over 60 people attending and completing the intervention.
- A Home Fire Safety Check conducted using Language Line for a non-English speaking individual who had been identified as being at risk. This work has informed our learning to adapt our use of Language Line to now include a 'video call' function rather than just voice telephone.
- Good practice in partnership working with a domiciliary care provider, providing them with training, awareness and information on how to make a referral which then resulted in a joint visit for an individual with complex needs and vulnerabilities living at home.



Prevention

Completed Safe & Well visits

Safe & Well Visits by Operational & Community Safety Officers

Talk Type	Jobs	D:H:M
Detector Fitting Only	55	02:17:10
Safe & Well Declined / Unable to contact	129	03:18:27
Safe and Well Visit	611	40:17:24
Total	795	47:05:01

Safe & Well risk level by Operational & Community Safety Officers

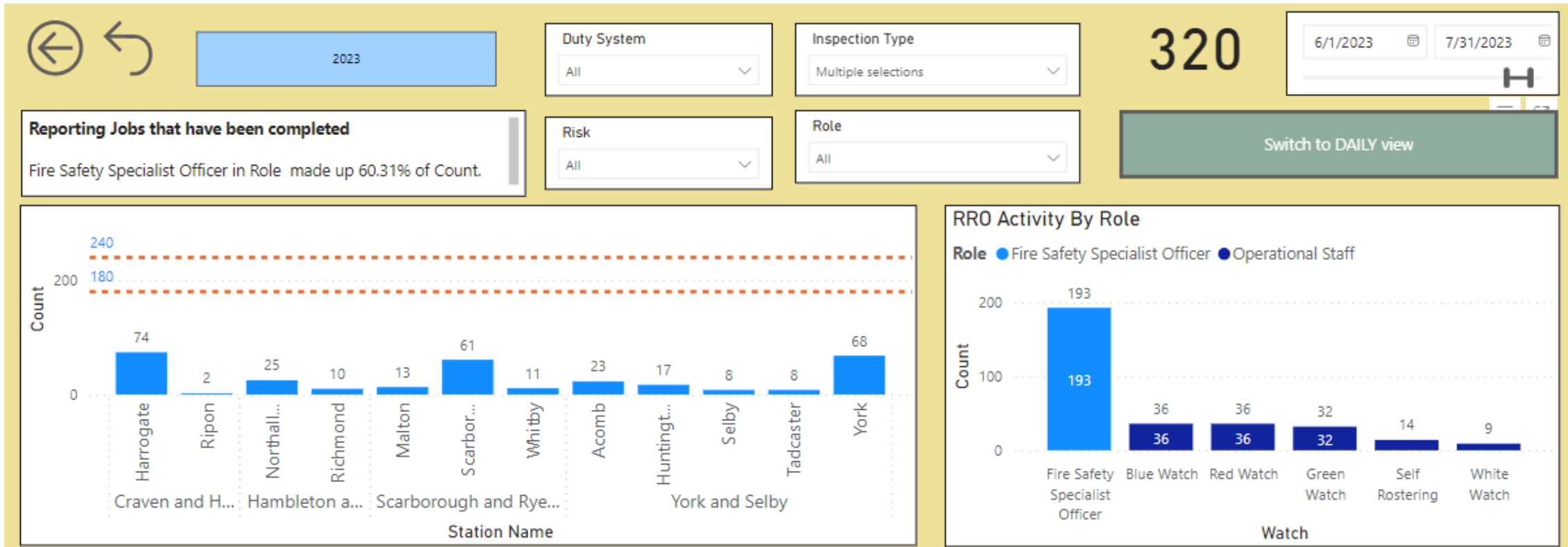


- Safe & Well jobs are allocated a risk score, predicated on risk factors, of (VH, H, M & L) and a timeframe of completion (7,14 and 21 days) based on the risk score outcome
- A count of 153 S&W, VH and H visits completed. These visits are to the most vulnerable people in the community
- As of 31 July 2023, 29 jobs have no visit booked and are overdue based on the timeframes set but as previously communicated there are external factors which do not allow completion with the time-frames but these are monitored meticulously



Protection

Fire Safety Audits (FSA) by Operational Staff and Business Fire Safety Officers

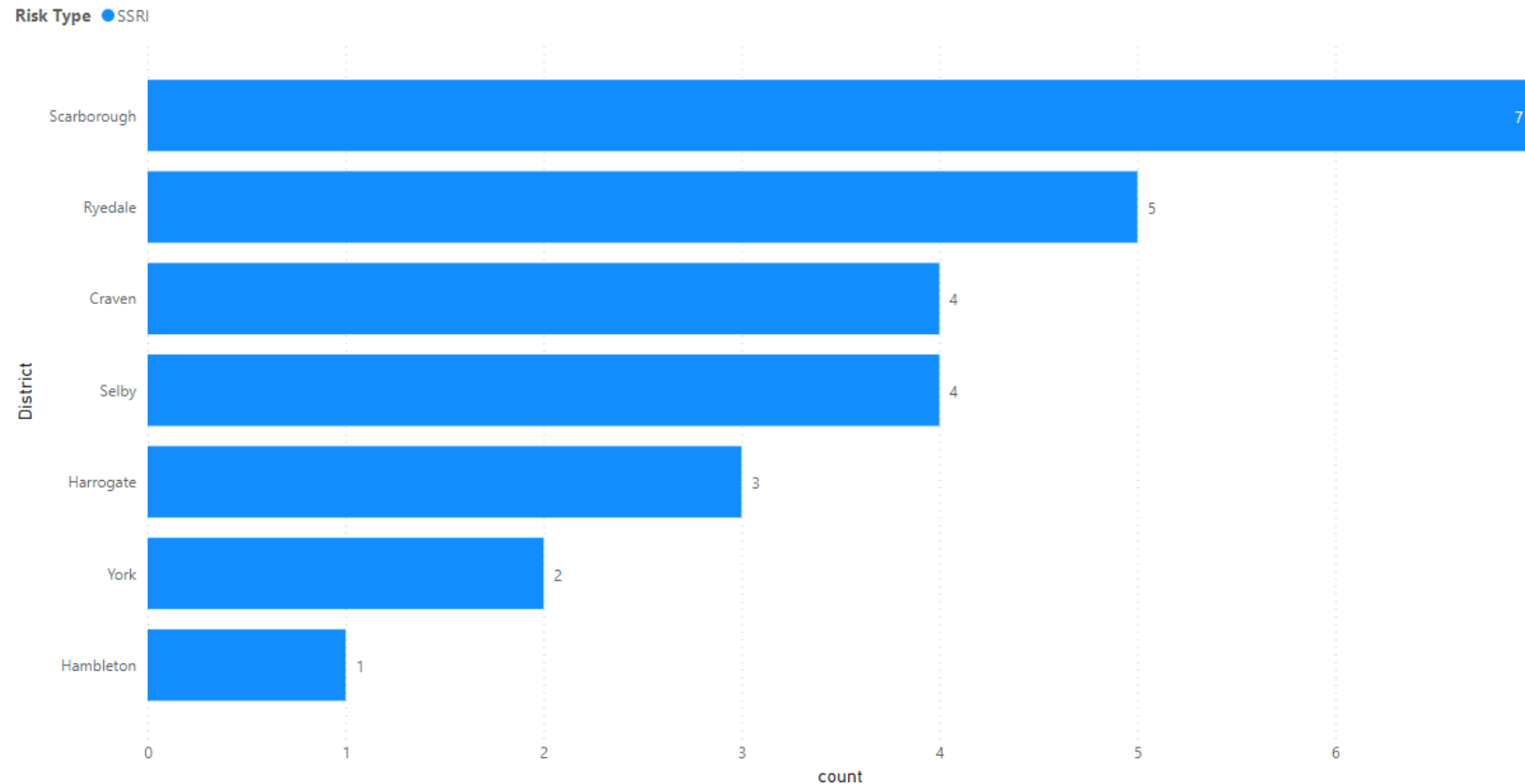


- FSA completed, a count of 127 by operational staff and a count of 193 by Fire Safety Specialist Officers
- The lower-than-average number of FSA completed is associated with several stations having a deficiency of qualified officers able to undertake FSA, hence the low count. Supervisory Managers are currently undertaking the qualification. Also, additional FSA are not currently being issued to stations until the RBIP project concludes
- A count of 23 were risk rated as High-risk premises



Response

Site Specific Risk Information (SSRI) overdue



- 3 are classified as VH and 5 are classified as H risk
- The compliance of SSRI is almost 100%

- The gathering of risk information is referenced with the Fire and Rescue Act 2004, section 7.2d. The information gathering process ultimately raises firefighters' awareness of the hazard and risk with the area. Each risk (premises, moorland, waterway etc.) is allocated a risk rating and inspection frequency (1-10yrs) based on six descriptors; community, economic, environment, fire fighter safety, heritage and societal



Operational Learning

Incident & exercise debriefs

Exercise Plan

10 separate exercises have been completed across the service together with neighbouring FRS and partner agencies. A regional strategic level seminar has also been held with a focus on a critical national infrastructure (CNI) site within the county.

Scarborough organised a multi-agency exercise with the Coast Guard, Yorkshire Ambulance Service, Filey On-call and Malton. The exercise scenario involved people that had fallen into the harbour and required rescuing using Malton's water rescue, the Aerial Ladder Platform (ALP) and the Gotcha (rope rescue) equipment based at Scarborough.

CBRNE Exercise - Astral Climb on, 20 June

NYFRS took part in a large multi agency exercise, led by the military, to test response arrangements for responding to an incident on the A1, involving the transportation of nuclear material. The exercise involved a number of partner agencies including the Atomic Weapons Establishment (AWE).

Significant internal learning relating to the capacity of Fire Control staff was gathered from the exercise. Good practice captured included effective multi-agency briefing on scene and between Tri service (Police Ambulance, Fire) control rooms.

Exercise/Incident Debrief (operational learning) – June-July 2023

The number of exercise and incident debriefs returns remains high but July is slightly lower than June. Reminders are sent when required and compliance is monitored and, reporting monthly.

Month	Jun-23	Jul-23
Number of Debrief Forms Requested	97	93
Number of Debrief Forms Returned	77	66
Unreturned Debrief Forms	20	27
% Unreturned	21	29

Patterns are emerging of difficulties being encountered when gaining access to properties using the Mean of Entry kit (MOE). This is due to a greater number of 3-Star high security lock barrels being fitted to doors. The possibility of uplifting training and equipment for door entry is currently being explored by Response and Resilience (specifically the purchase of a new sharp tipped reciprocating saw blade to cut open doors, with associated training).

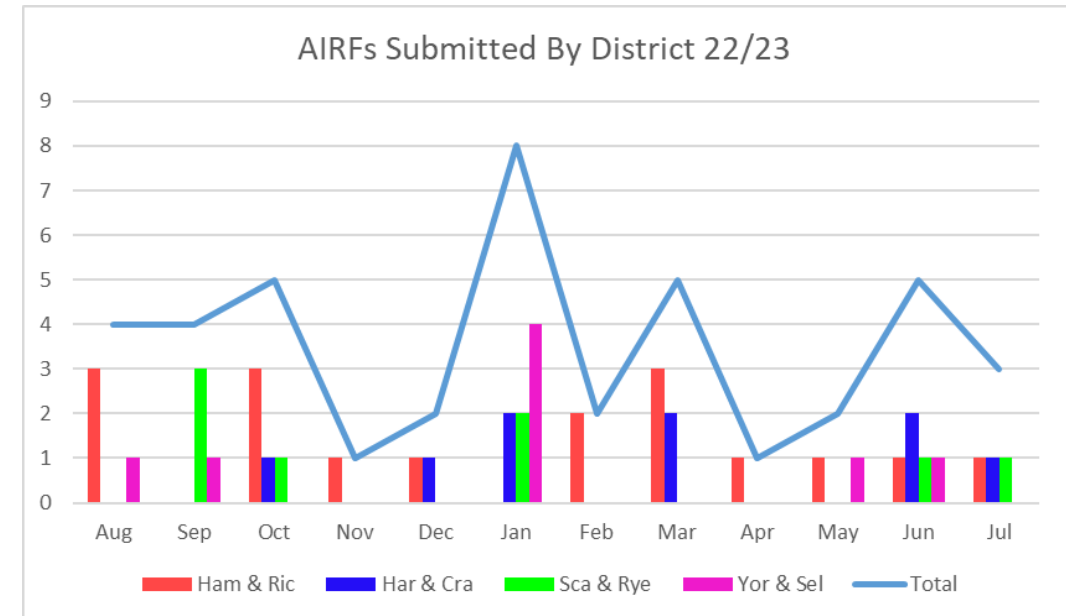
Difficulties when moving people with complex needs has been highlighted as area of focus. Response and Resilience are currently procuring specialised lifting equipment that will be held on three incident Support Units to support crews across the service area. This will reduce the likelihood of staff and casualties being injured at this type of SS incident.



Health & Safety

Adverse Incident Report Forms (AIRF)-submitted from 1st August 2022

AIRF by Type	Ham & Ric	TC	Har & Cra	Sca & Rye	Yor & Sel	Total
Injured while Handling, lifting or carrying	2	2	1	3	0	8
Slip, trip or fall	1	1	2	0	3	7
Struck by moving object	0	0	1	1	2	4
Struck against a fixed or stationary object	1	0	1	0	0	2
Struck by moving vehicle	0	0	1	0	0	1
Red skin	1	3	0	0	1	5
Other	2	4	3	4	2	15
Total	7	10	9	8	8	42
RIDDOR	0	1	2	2	1	6



• Three AIRF submitted during July:

1. One slip/trip/fall
 2. Two in the 'other' category, one short term sickness following a MOD 3 refresher at Tees Barrage and the fire bike accident
- Two accidents had no lost time, so there should be no cost, the Fire Bike accident will be progressed at the Trans26 WG.
 - Number of accidents from January – July 2023 compared to the same period in 2022 is down by eight to twenty-four

15 reported incidents in the 'other' category are:

- Possible allergic reaction
- Medical episode
- Shoulder injury
- 3x possible water rescue illness
- Slight shock from a light switch
- 4x involved in a vehicle accident
- Chest pains and numbness of left arm
- FF tired and confused during BA drill
- Dog bite
- Airbag deployed at incident



Appliance Accidents

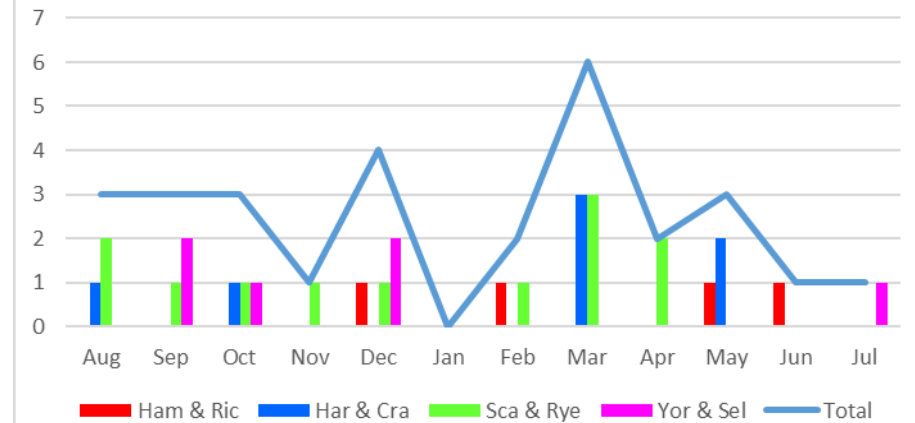
Reported from 1st August 2022

Vehicle Accident By Type	Ham & Ric	Har & Cra	Sca & Rye	Yor & Sel	Total					
Impact with structure	3	3	1	1 & 3	1	1 & 10	1			
Impact with stationary vehicle	2	1	3	1	1	4	4			
Impact with a Tree	1	1	1	1	1	2 & 1	2			
Hit by another vehicle				1	1	1	1			
Other	1	1		1		1 & 2	0			
Impact with road furniture		1	1		1	2	1			
Impact with a Non-fixed Object		2	1	1		4	0			
Impact with moving vehicle			1			1	0			
Impact with animal			1			1	0			
Total	2 & 3	1 & 2	7	1 & 2	3 & 9	0	1 & 5	1 & 2	6 & 24	3 & 6

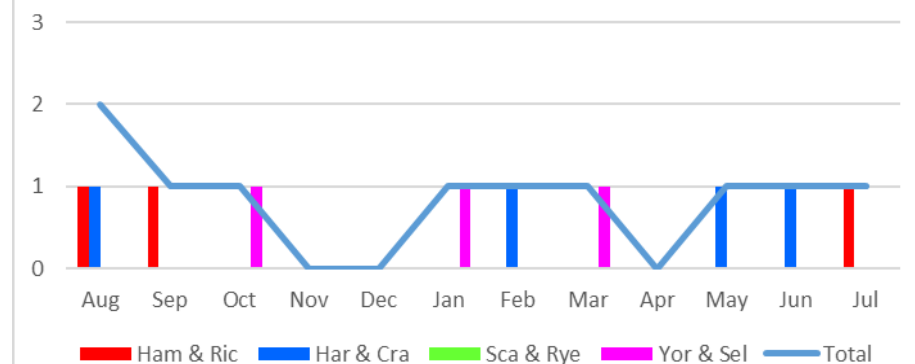
* Number in red are attributed to slow vehicle manoeuvring

- One appliance accident on blue lights in July (links to response principle 'safely') and one not on blue lights. Impact with a wing mirror on a stationary vehicle and one impact with an appliance bay door
- 30 out of 39 accidents are low speed maneuvering, 77%
- "Nationally, the highest proportion of LGV insurance claims involve slow manoeuvring at less than 20mph" International Road Safety Training website. All incidents are reviewed individually and reported.

Appliance Accidents Not On Blues 22/23



Appliance Accidents On Blues 22/23

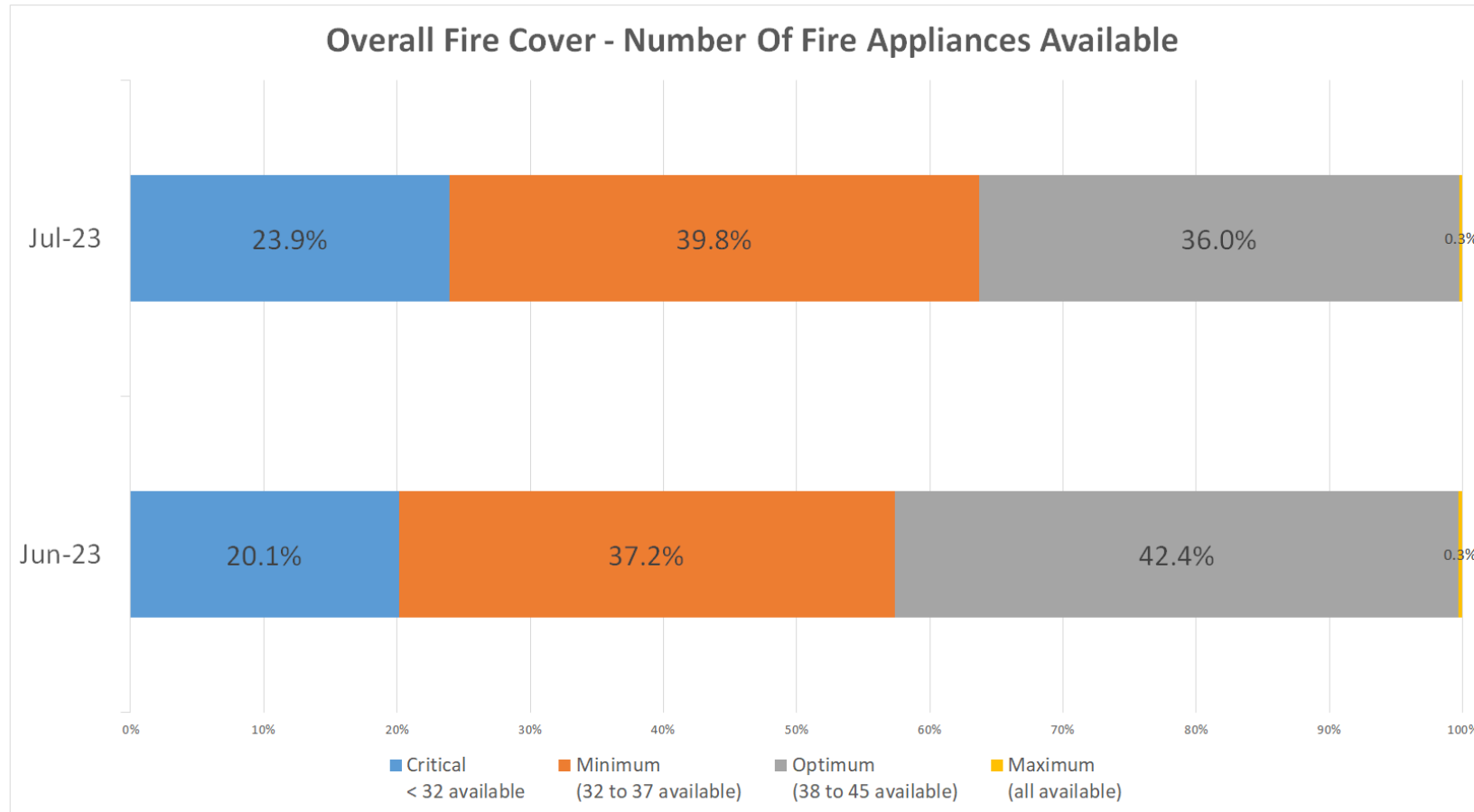




Response

Overall station availability

Overall Fire Cover



Overall Fire engines Average Availability

June 2023

79%

July 2023

78%

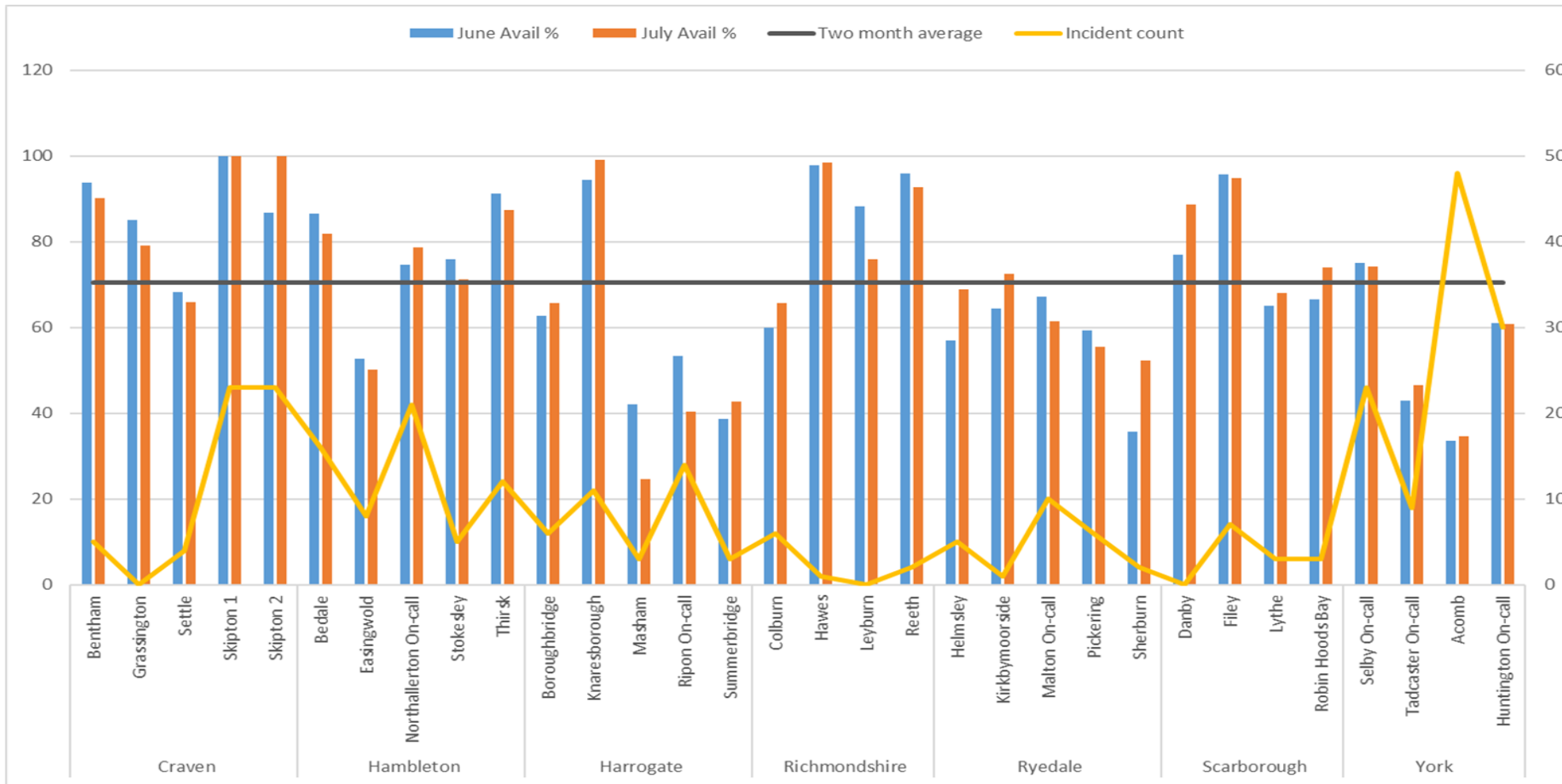
Managing our emergency response (station availability) is a continuous focus for the Service. A specific planning group is established to mitigate foreseeable low points in fire cover over the summer months, as availability is historically at its lowest, due to school holidays and people taking leave from their primary employment



Response-On Call

Average station availability vs operational demand

Availability Overview Of On-call Stations (Post Cover moves) – July 2023



On Call Fire Engines Average Availability
June 2023 70%
July 2023 71%



Response Principles-Primary Fires

Speed-(call handling to arrival on scene)

- The average total response time to primary fires in England was 9 minutes and 13 seconds, the longest average response time seen since comparable statistics became available. All types of primary fires showed an increase in average response times compared with the previous year, the largest increase was in primary outdoor fires (an increase of 1 minute 12 seconds)
- Primary Fire, national average response time for 2022/2023 was 11m 05sec for predominately rural non-metropolitan
- Average time to primary fires within NYFRS during the same reporting period was 13m 09sec
- Travel times within the county are significant due to the rural nature of North Yorkshire and this reporting period last year we attended 445 fires, often located in the more rural areas of the county, meaning, we are travelling along slower country roads. We have attended 250 incidents, of the same incident type, this reporting period. An average reduction from 9 incident per day in July 2022 to 3 incidents per day in July. These factors will have impacted our average response times for last year
- Also, nationally, the summer season is a challenging time to manage fire cover due to people going on family holidays and annual leave being taken, so the management and coordination of fire cover becomes more complex and can impact on our travel time as appliances travel outside of their station grounds. Daily meetings are held to forecast fire cover to ensure we maximise our engines effectively
- As we have reported previously, we are undertaking a significant piece of analytical work, which includes reviewing and correcting, where necessary, incident type categorisation and questioning the incidents that are above the national average response time, so our data confidence is higher for improved reporting.

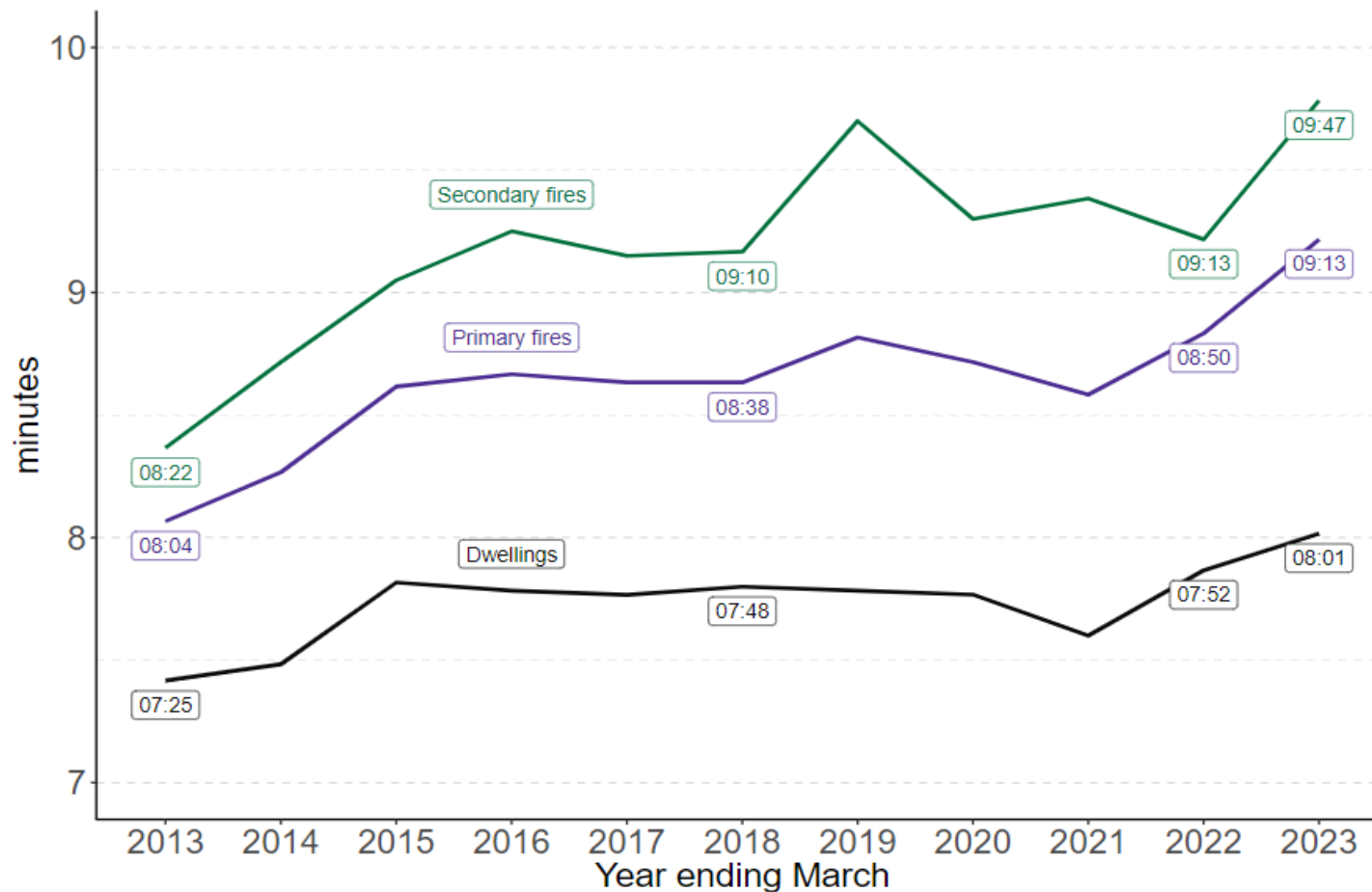
NB. Primary fires are potentially more serious fires that cause harm to people or damage to property hence why these incidents are monitored rigorously



National Response Time

Fire and rescue incident statistics: [GOV.UK](https://gov.uk)

Figure 6.1: Average total response times (minutes) by type of fire, England; year ending March 2013 to year ending March 2023



Long-term trend, response times to fires have increased gradually between the year ending March 1995 (when these data were first collected) and the year ending March 2015.

Response times levelled off between year ending March 2015 and year ending March 2020, with the exception of year ending March 2019 (which had more incidents in general due to the hot, dry summer).

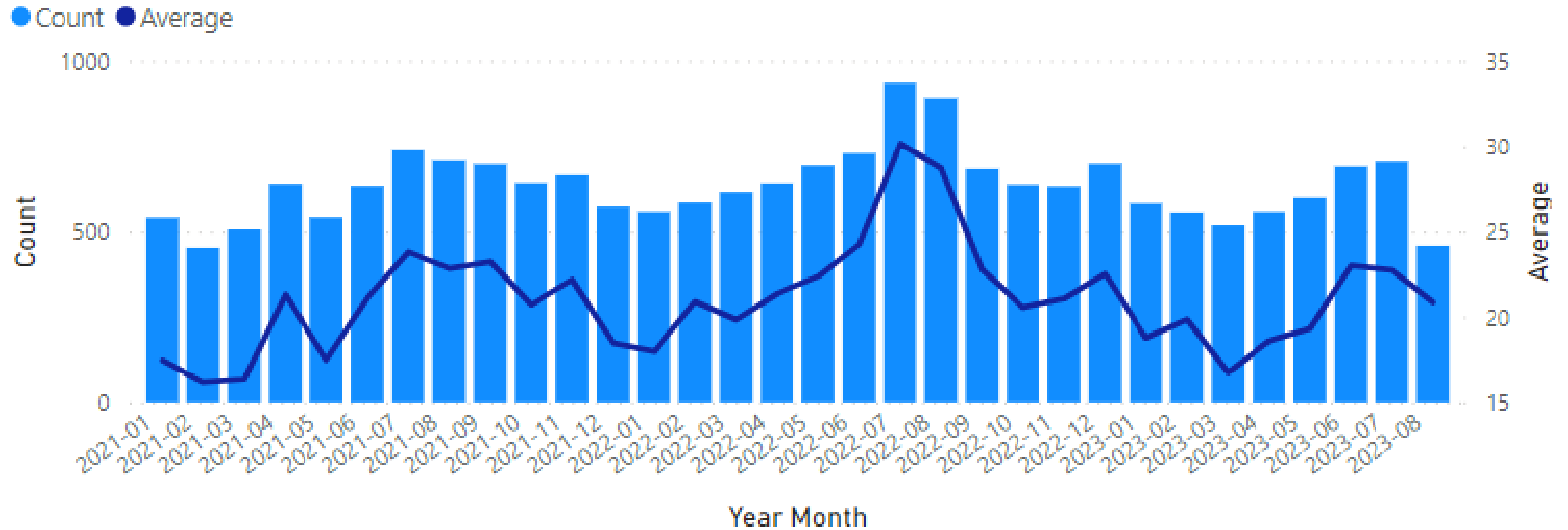
For the past 2 years, response times to primary and dwelling fires have increased year-on-year. In comparison, response times to secondary fires fell slightly in the year ending March 2022, before increasing in the year ending March 2023.

The increase in the year ending March 2023 on the year ending March 2022 is likely due to the increased number of incidents attended during the hot, dry summer of 2022.



Incident Count Jan 2021-July 2023

Data Source: IRS (Home Office Dashboard)



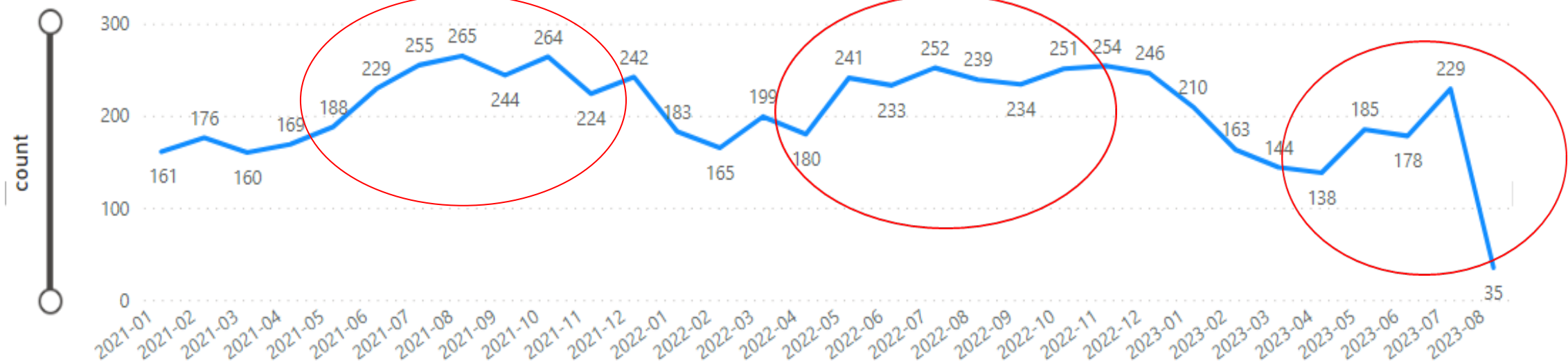
This graph shows the increase in incidents over the summer month, particularly over June and July 2022



UwFS 2021-2023

Data Source: IRS (Home Office Dashboard)

Incident Timeline



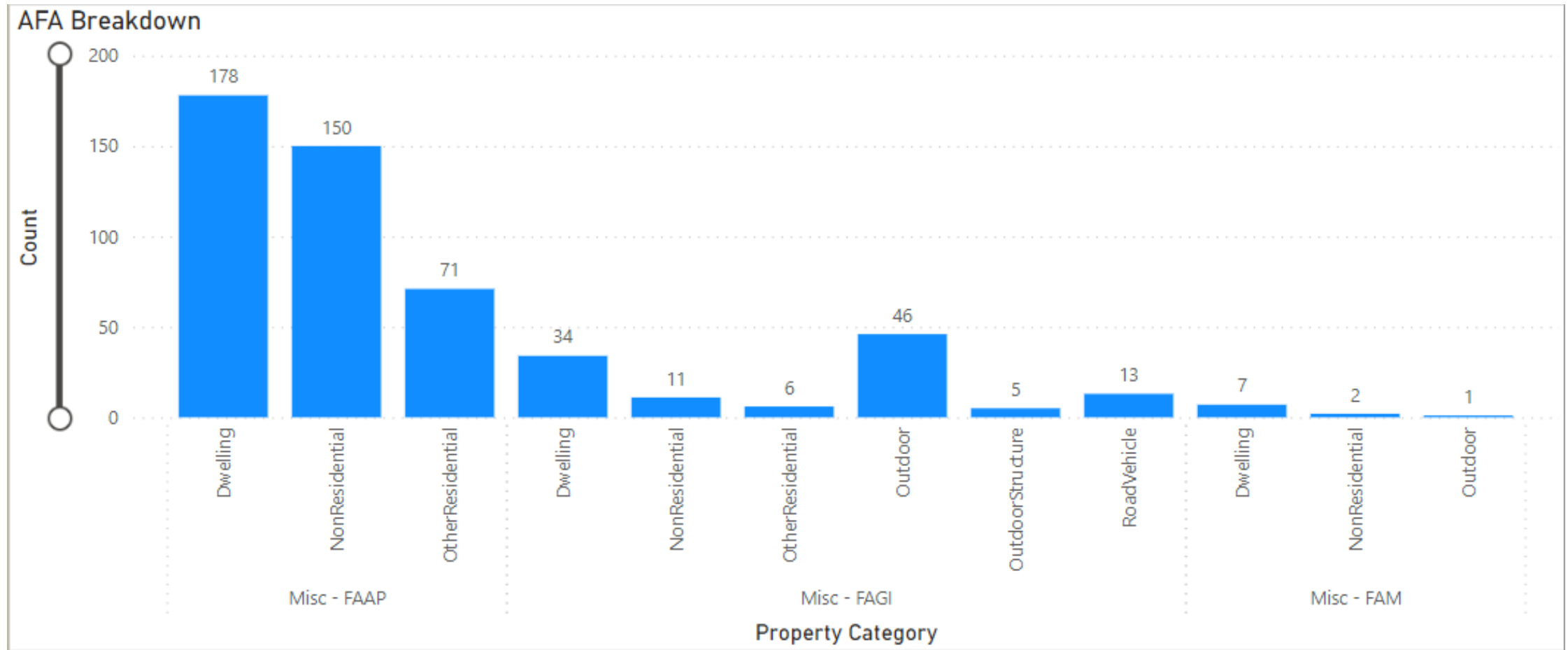
UwFS are the lowest since 2021. For the last three years UwFS have increased in count from Spring to Autumn and then decreased. It is too early to report if the AFA policy changes have had a positive impact but as discussed on the previous slide the count has decreased 185 on 2022 data compared to 2023.



Response

False Alarm (False Alarm Good Intent (FAGI), False Alarm Malicious (FAM), False Alarm Apparatus (FAAP)).

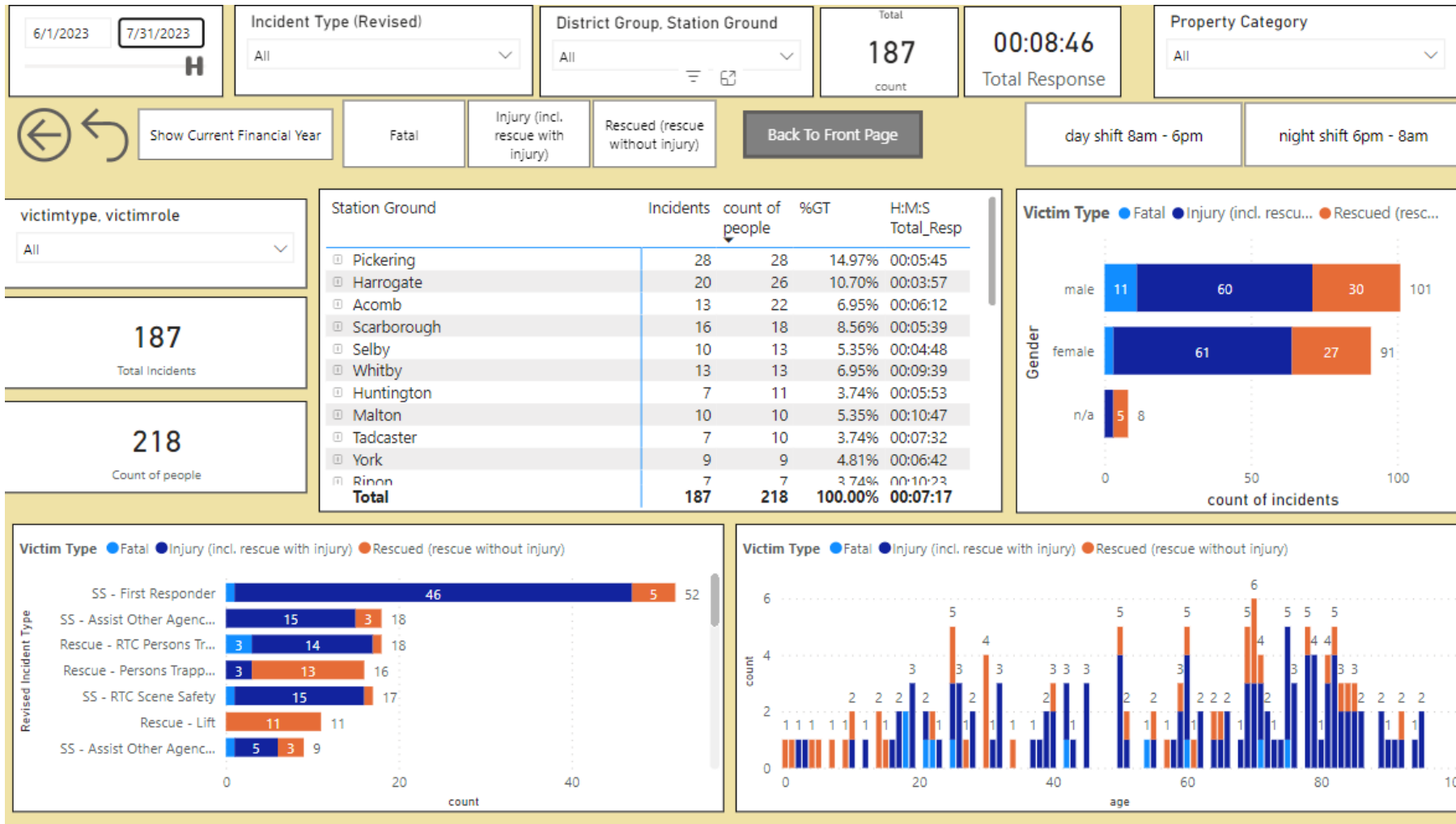
Data Source: IRS (Home Office Dashboard)





Fatal Injured and Rescue (FIR) Incident Data

Data Source: IRS (Home Office Dashboard)



The number of FIR people has increased from 192 1 April 31 May to 218 this reporting period

The biggest change is to Emergency First Responder incidents that we attend on behalf of YAS

RTC, Suicide and assisting another agency (medical emergency) has the most significant count of male fatalities

Support services are in place to help our people who are exposed to these types of traumatic incidents



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Any Questions