

Risk and Resource Model 2022-25 Consultation

Proposals Survey

Hello, I'm Commissioner Zoë, your Police, Fire and Crime Commissioner. It's my job to gather your views and set the direction of North Yorkshire Fire and Rescue Service, to make sure our communities get the services we need to help us be safe and feel safe in North Yorkshire and the City of York.

I'm currently considering proposals for the Fire Service's new Risk and Resource Model, which sets how the Service would seek to deploy its people, equipment and resources. I'd like your views on the proposals before I make my decision on whether to implement them.

It's important to know that your Fire and Rescue Service has undertaken a thorough assessment of risk in our area. This looks at what our geography, demography, infrastructure, society, and economy mean for how likely it is that an emergency incident will happen, and how severe that incident is likely to be if it does.

The assessment shows that in our area, the risk of having a fire in your home is generally low, with pockets of higher risk in some of our urban areas and also in the south-east of the Service area. In fact, other emergencies, such as collisions on our roads or rescues from water during storms and floods, make up a larger proportion of what our Service responds to.

Based on this evidence, your Fire and Rescue Service has put forward proposals that it feels will ensure it has the right people with the right equipment in the right place at the right time to reduce the risk of harm in our communities. Before I make my decision on whether to implement them, I want to know what you, the people of North Yorkshire and York, think of them.

Zoë Metcalfe

Police, Fire and Crime Commissioner for North Yorkshire

If you'd like to find out more before answering the questions, **please read the Proposals Information booklet**, which is available at www.tellcommissionerzoe.co.uk

This survey is also available online at www.tellcommissionerzoe.co.uk

The views of individual members of the public/staff will be reported anonymously; but where feedback is from a representative of an organisation or someone acting in their official capacity, it may be attributed.

Identifiable data may be shared with Opinion Research Services, an independent social research company who are quality assuring this consultation.

All questions are optional, and all information you provide will be processed by the Commissioner's Office, in accordance with the Data Protection Act and GDPR. Any personal information will be kept for no more than 12 months after any decisions have been finalised.

Responses should be returned by **14 August 2022**.

Proposals for consultation

These proposals would change the way we deliver our services across the area so we want to know whether you think we should implement them.



Improving our prevention and protection work

Permanently increase the specialist staff in our prevention and protection departments and increase prevention and protection activities across the Service.

Find out more about this proposal before answering (Proposals Information Booklet page 11) at www.tellcommissionerzoe.co.uk

You can find out more about prevention and protection work from our [FAQs on our website](#) at www.tellcommissionerzoe.co.uk

During the Fire and Rescue Plan consultation last year, people said prevention should be a priority for the Fire and Rescue Service, to reduce the risk of harm in our communities. If the Service has to respond to an emergency, then this harm may have already happened. The best approach would be to prevent emergencies from happening in the first place.

To achieve this, we want to **increase our prevention and protection staff and the amount of prevention and protection work all our firefighters do**, to make you, your home, your business and your community safer.

The proposal is to:

- ◆ Permanently expand our prevention and protection departments, including the introduction of additional specialist roles.
- ◆ Increase the use of On-call firefighters to deliver prevention activity in our rural areas.
- ◆ Develop the multi-agency Public Safety Service across the Service area in conjunction with partners, based on the positive value of the prevention work of the Public Safety Officers introduced in Craven.

1a. To what extent do you agree/disagree with this proposal to increase our prevention and protection staffing levels and activities? PLEASE TICK ✓ **ONE BOX ONLY**

Strongly agree

Tend to agree

Neither agree
nor disagree

Tend to
disagree

Strongly
disagree

Don't
know

1b. Please tell us why you have answered this way? PLEASE ANSWER IN THE BOX BELOW



Managing attendance to Automatic Fire Alarms

Reduce response to low-risk Automatic Fire Alarms (AFAs) which are often unwanted fire signals (an alarm activated by a something other than a fire).

Find out more about this proposal before answering (Proposals Information Booklet page 12) at www.tellcommissionerzoe.co.uk

You can find out more about automatic fire alarms from our [FAQs on our website](#) at www.tellcommissionerzoe.co.uk

We attend around 2,550 Automatic Fire Alarms every year, which accounts for 38% of all incidents. 9 in 10 prove to be false alarms.

We propose to **reduce our response to low-risk automatic fire alarms** during the day at premises where people do not sleep to give our crews more time to deliver prevention and protection work.

More specifically, the proposal is to:

- ◆ Continue to always respond to AFAs at buildings where people sleep.
- ◆ Increase the timespan when we would not respond to AFAs at buildings where people do not sleep by two hours (from 8am-6pm to 7am-7pm).
- ◆ Continue to respond to AFAs at buildings which present a high risk to firefighter safety but remove the requirement to respond to premises that present a low risk to firefighter safety.
- ◆ Introduce the ability to charge for attendance at repeat AFAs.
- ◆ Remove the need to always use blue lights and sirens when responding to AFAs at buildings where people do not sleep, and keep the fire engine available for redirection to more critical incidents if required.
- ◆ Review the type of response we provide to AFAs. For example, we might send a single officer in a car to determine whether we need a fire engine to attend, rather than automatically sending 4 firefighters on a fire engine.

2a. To what extent do you agree/disagree with this proposal to manage attendance to Automatic Fire Alarms? PLEASE TICK ✓ **ONE BOX ONLY**

Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2b. Please tell us why you have answered this way? PLEASE ANSWER IN THE BOX BELOW



Response resource in the York area

Change Huntington to an On-call fire station to rebalance the emergency response resource with the risk that exists in the York area.

Find out more about this proposal before answering (Proposals Information Booklet page 13) at www.tellcommissionerzoe.co.uk

You can find out more about full-time and On-call firefighters from our [FAQs on our website](#) at www.tellcommissionerzoe.co.uk

In the York area, the risk assessment has shown that we currently have more emergency response resource than is needed for the level of risk and demand. The Huntington area has the lowest risk in the York area, but more emergency response resource for that risk compared to the other stations in the area. The Huntington full-time fire engine responds to far fewer emergencies than other full-time fire engines, and even fewer than the On-call fire engine in Skipton.

We are proposing to **change Huntington fire station from a full-time to an On-call fire station**. We would keep the On-call fire engine and remove the full-time fire engine, redeploying the full-time firefighters to other stations or roles, including prevention and protection roles, while basing a small group of full-time firefighters at Huntington to increase the availability of the On-call fire engine during the day and undertake prevention and protection work in the area.

The On-call fire engine at Huntington and the two full-time shift fire engines at Acomb and York would continue to provide the emergency response that the area needs, with a maximum additional response time of 3 minutes and 47 seconds. Further emergency response support would continue to be available from Easingwold and Malton.

Without implementing this proposal, we would not be able to achieve proposal 1, to increase prevention and protection resource.

3a. To what extent do you agree/disagree with the proposal to change Huntington fire station to an On-call fire station? PLEASE TICK ✓ **ONE** BOX ONLY

Strongly agree <input type="checkbox"/>	Tend to agree <input type="checkbox"/>	Neither agree nor disagree <input type="checkbox"/>	Tend to disagree <input type="checkbox"/>	Strongly disagree <input type="checkbox"/>	Don't know <input type="checkbox"/>
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3b. Please tell us why you have answered this way? PLEASE ANSWER IN THE BOX BELOW



Response resource in Harrogate and Scarborough

Replace the Tactical Response fire engines with Emergency Rescue fire engines, crewed during the time when emergencies are most likely to happen.

Find out more about this proposal before answering (Proposals Information Booklet page 14) at www.tellcommissionerzoe.co.uk

You can find out more about our different types of fire engine from our [FAQs on our website](#) at www.tellcommissionerzoe.co.uk

In Harrogate and Scarborough, we propose to **increase our ability to respond to any emergency during the time when emergencies are most likely to happen.**

Currently, Harrogate and Scarborough both have one Emergency Rescue fire engine, crewed by four firefighters 24-hours per day which can respond to all emergencies, and one Tactical Response fire engine, crewed by three firefighters 24-hours per day, which can only respond to certain emergencies.

We propose to swap the Tactical Response fire engines at these stations for another Emergency Rescue fire engine at each, and only crew them during the day when emergencies are most likely to happen. During the night, the first Emergency Rescue fire engine and neighbouring On-call Emergency Rescue fire engines would continue to provide the area's emergency response.

This change would provide a faster response to all emergencies during peak demand in Harrogate and Scarborough and improve our resilience to respond to major incidents across our whole Service area.

By removing a night shift, we would need fewer firefighters in Harrogate and Scarborough, so we would redeploy the full-time firefighters that were required to crew the Tactical Response fire engine during the night-shift to other stations or roles, including prevention and protection roles.

Without implementing this proposal, we would not be able to achieve proposal 1, to increase prevention and protection resource.

4. To what extent do you agree/disagree with the proposal to replace the Tactical Response fire engine with an Emergency Rescue fire engine, crewed during daytime hours when emergencies are most likely to happen...

4a. at Harrogate Fire Station? PLEASE TICK ✓ **ONE** BOX ONLY

Strongly agree <input type="checkbox"/>	Tend to agree <input type="checkbox"/>	Neither agree nor disagree <input type="checkbox"/>	Tend to disagree <input type="checkbox"/>	Strongly disagree <input type="checkbox"/>	Don't know <input type="checkbox"/>
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4b. at Scarborough Fire Station? PLEASE TICK ✓ **ONE** BOX ONLY

Strongly agree <input type="checkbox"/>	Tend to agree <input type="checkbox"/>	Neither agree nor disagree <input type="checkbox"/>	Tend to disagree <input type="checkbox"/>	Strongly disagree <input type="checkbox"/>	Don't know <input type="checkbox"/>
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4c. Harrogate: Please tell us why you have answered this way? PLEASE ANSWER IN THE BOX BELOW

4d. Scarborough: Please tell us why you have answered this way? PLEASE ANSWER IN THE BOX BELOW

Other Service change

These proposals would not change the way we provide our services and do not require full consultation, but we want to share with you the complete picture of change and would welcome your feedback.



Specialist water rescue capability in Craven

We are upskilling and equipping firefighters to provide a new specialist water rescue capability in Craven.

Find out more about this proposal before answering (Proposals Information Booklet page 16) at www.tellcommissionerzoe.co.uk

When assessing our risk, we found that we do not have the right resources in Craven to respond to water rescues. Of the 218 life-risk water incidents attended over 5 years, almost 20% happened in the Craven District – mostly in the Skipton area. The nearest specialist water rescue team to Craven is Ripon which is around 45 minutes away from Skipton.

We propose to **introduce a new specialist water rescue capability** by training and equipping a team of 10 On-call firefighters at Skipton fire station to enter fast flowing water to rescue people and save lives.

5a. To what extent do you agree/disagree with the introduction of a specialist water rescue capability in Craven? PLEASE TICK ✓ **ONE BOX ONLY**

Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

5b. Please tell us why you have answered this way? PLEASE ANSWER IN THE BOX BELOW

2

Introduction of emergency response principles

We are formalising how we respond appropriately, quickly and safely to emergencies so that you know what you can expect from us.

Find out more about this proposal before answering (Proposals Information Booklet page 17) at www.tellcommissionerzoe.co.uk

The nature of our county, in terms of its size and road network, coupled with a wide range of duty systems we use to crew our fire engines, makes it difficult for us to determine a meaningful single response standard (a publicly stated target time to respond to an emergency) to share with the public as it would depend how close or far you were from one of our stations as to whether we could meet it.

We propose to **introduce emergency response principles** to make it clearer what you can expect when you call us in an emergency. The principles reinforce our commitment to mobilising our resources with the correct strength, at speed, and safely:

- ◆ **Strength:** mobilising/sending the correct level of resources (fire engines, equipment and personnel) for the incident type.
- ◆ **Speed:** arriving 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:** responding as safely as we can by following our 'drive to arrive' policy. We tailor our response speed to the type of incident to which we are responding.

We will monitor our response times across fire, road and water incidents against our stated response principles.

6a. To what extent do you agree/disagree with the introduction of the proposed response principles? PLEASE TICK ✓ **ONE BOX ONLY**

Strongly agree <input type="checkbox"/>	Tend to agree <input type="checkbox"/>	Neither agree nor disagree <input type="checkbox"/>	Tend to disagree <input type="checkbox"/>	Strongly disagree <input type="checkbox"/>	Don't know <input type="checkbox"/>
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6b. Please tell us why you have answered this way? PLEASE ANSWER IN THE BOX BELOW

6c. To what extent do you agree/disagree with our decision not to introduce a single response standard for our Service area? PLEASE TICK ✓ **ONE BOX ONLY**

Strongly agree <input type="checkbox"/>	Tend to agree <input type="checkbox"/>	Neither agree nor disagree <input type="checkbox"/>	Tend to disagree <input type="checkbox"/>	Strongly disagree <input type="checkbox"/>	Don't know <input type="checkbox"/>
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6d. Please tell us why you have answered this way? PLEASE ANSWER IN THE BOX BELOW

3

Introduction of alternative duty systems

We would like to introduce a self-rostering duty system across all our full-time fire stations and change the timings of our shifts.

Find out more about this proposal before answering (Proposals Information Booklet page 18) at www.tellcommissionerzoe.co.uk

You can find out more about our different duty systems from our [FAQs on our website](#) at www.tellcommissionerzoe.co.uk

Our current start/finish times are 08:00 to 18:00 (dayshift) and 18:00 to 08:00 (night shift). Our risk profile tells us that most incidents happen between 09:00 and 22:00. We would **review start/finish times and shift duration at our full-time fire stations**, dependent on staff consultation.

We would like to **introduce self-rostering duty systems across all our full-time fire stations** which we know can help create a more modern and flexible work environment.

We currently set the shifts firefighters work. Self-rostering means they still work a set number of shifts, but firefighters decide which shifts they will work between themselves to ensure that all shifts are covered.

7a. To what extent do you agree/disagree with a review of start/finish times, and shift duration, at all our full-time shift stations? PLEASE TICK ✓ ONE BOX ONLY

Strongly agree <input type="checkbox"/>	Tend to agree <input type="checkbox"/>	Neither agree nor disagree <input type="checkbox"/>	Tend to disagree <input type="checkbox"/>	Strongly disagree <input type="checkbox"/>	Don't know <input type="checkbox"/>
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7b. Please tell us why you have answered this way? PLEASE ANSWER IN THE BOX BELOW

7c. To what extent do you agree/disagree with the proposed introduction of a self-rostering duty system across all our full-time fire stations? PLEASE TICK ✓ ONE BOX ONLY

Strongly agree <input type="checkbox"/>	Tend to agree <input type="checkbox"/>	Neither agree nor disagree <input type="checkbox"/>	Tend to disagree <input type="checkbox"/>	Strongly disagree <input type="checkbox"/>	Don't know <input type="checkbox"/>
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7d. Please tell us why you have answered this way? PLEASE ANSWER IN THE BOX BELOW

8. Do you have any other comments you would like to make about the proposals or this consultation? PLEASE ANSWER IN THE BOX BELOW

As a public body, the Office of the Police, Fire and Crime Commissioner for North Yorkshire has a duty to take into account the impact of its decisions on human rights, under the Human Rights Act 1998, and also on people with protected characteristics under the Equality Act 2010 (age, disability, gender, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, and sexual orientation).

9. Are there any positive or negative impacts that you feel should be taken into account? If so, are you able to provide any supporting evidence and suggest ways to reduce or remove any potential negative impact, and increase any positive impact? PLEASE ANSWER IN THE BOX BELOW

10a. We would like to run a number of online focus groups with residents and businesses during the 12 week consultation to further explore views on these proposals

Would you be happy to be contacted to take part in a focus group?

- Yes – go to Q10b
- No – go to 'Information about you'

Q10b. Please could you provide your contact details (your details will be shared with Opinion Research Services, an independent social research company who are assisting our Office with this consultation).

Name **Email** **Telephone**

Information about you

If you are responding *on behalf of* an ORGANISATION, which organisation do you represent?
Please provide the name of the organisation and any specific group or department. Please also tell us who the organisation represents, what area the organisation covers and how you gathered the views of members. PLEASE ANSWER IN THE BOX BELOW AND CONTINUE ON A SEPARATE SHEET IF NECESSARY

If you are providing your own PERSONAL RESPONSE, please answer the questions below: *We have a duty to promote equality and want to make sure all parts of the community are included in this consultation, but these questions are optional. All consultation responses will be taken fully into account when making decisions, regardless of whether you provide your details.*

What is your full postcode?

This will help us understand views in different areas

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PLEASE TICK ✓ **ONE BOX ONLY FOR EACH QUESTION**

What was your age on your last birthday?

- Under 25
- 25 to 34
- 35 to 44
- 45 to 54
- 55 to 64
- 65 to 74
- 75 to 84
- 85 or over
- Prefer not to say

What is your ethnic group?

- White British
- Mixed or multiple ethnic groups
- Asian or Asian British
- Black, African, Caribbean or Black British
- Any other ethnic group
- Prefer not to say

What is your gender?

- Male
- Female
- Non-binary
- Transgender
- Prefer not to say
- Other (WRITE IN) _____

Which of these districts do you live/work in?

- | Live | Work |
|---|---|
| <input type="checkbox"/> Craven | <input type="checkbox"/> Craven |
| <input type="checkbox"/> Hambleton | <input type="checkbox"/> Hambleton |
| <input type="checkbox"/> Harrogate | <input type="checkbox"/> Harrogate |
| <input type="checkbox"/> Richmondshire | <input type="checkbox"/> Richmondshire |
| <input type="checkbox"/> Ryedale | <input type="checkbox"/> Ryedale |
| <input type="checkbox"/> Scarborough | <input type="checkbox"/> Scarborough |
| <input type="checkbox"/> Selby | <input type="checkbox"/> Selby |
| <input type="checkbox"/> York | <input type="checkbox"/> York |
| <input type="checkbox"/> Not applicable | <input type="checkbox"/> Not applicable |

Do you consider yourself to have a disability?

- Yes
- No
- Prefer not to say

Do you know which fire station is closest to where you live/work? PLEASE WRITE IN

Live		Work	
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THANK YOU FOR YOUR TIME

Please return the questionnaire by 14 August 2022 to:
FREEPOST RTCL-AGAE-TRTS, Office of the Police, Fire and Crime Commissioner
for North Yorkshire, 12 Granby Road, Harrogate, HG1 4ST