



**NORTH YORKSHIRE
FIRE & RESCUE SERVICE**

Have your say!

Community Risk Management Plan
2025-2029 consultation

Progress. People. Community.



 **YORK
& NORTH
YORKSHIRE**
COMBINED AUTHORITY

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Statutory duties

What is a Community Risk Management Plan?

Every fire and rescue service must produce and consult on a Community Risk Management Plan as stated in the Fire and Rescue National Framework (2018). This plan explains the risks in our local area and how we use our people and resources (vehicles and equipment) to deal with and reduce those risks. We also create a Community Risk Profile, which gives a summary of the risks in our area.

Statutory Duties

The Fire and Rescue National Framework (2018) also requires fire and rescue authorities to:

- make appropriate provision for fire prevention and protection activities and response to fire and rescue related incidents;
- identify and assess the full range of foreseeable fire and rescue related risks their areas face;
- collaborate with emergency services and other local and national partners to increase the efficiency and effectiveness of the service they provide;
- be accountable to communities for the service they provide; and
- develop and maintain a workforce that is professional, resilient, skilled, flexible and diverse.

This plan explains the risks in our local area and how we use our people and resources



The consultation

We last consulted people about how we use our resources in 2022 to help develop our current CRMP (Risk and Resource Model 2022-2025).

Before we publish our Community Risk Management Plan for 2025-2029, we are asking for your thoughts on the areas we plan to focus on and specifically two changes we are proposing to make. We have already consulted on our response standards and the CRMP planning principles as they formed part of the York and North Yorkshire Mayor's Fire and Rescue Plan consultation which took place in 2024.

You can have your say by completing the online survey via the link below or by scanning the QR code.



www.smartsurvey.co.uk/s/NYFRS_CRMP/

You can also request a paper copy which you can return by freepost by phoning **01423 569 562** or emailing **info@northyorkshire-pfcc.gov.uk**

Our FREEPOST address is:
FREEPOST RTCL-AGAE-TRTS
Policing, Fire and Crime (YNYCA)
Harrogate Police Station
Beckwith Head Road
Harrogate HG3 1FR

The survey is open until 11:59pm on 7th September 2025.

After the consultation closes, we will carefully review all responses and prepare a report with our recommendations for the Mayor and Deputy Mayor. A Consultation Report, summarising the feedback received, will be published on the Fire page of the York and North Yorkshire Combined Authority's website at www.northyorkshire-pfcc.gov.uk, along with the Mayor's Decision Notice. Following the Mayor or Deputy Mayor's decision, we will publish the Community Risk Management Plan 2025-2029 on our website.

About us

We cover one of the largest service areas in England; over 3,200 square miles and more than 6,000 miles of road. Our area includes everything from remote farms and small rural villages to busy market towns and larger urban areas like York, Harrogate, and Scarborough.

We work to keep our communities and workplaces safe by focusing on four key areas: Prevention, Protection, Response, and Resilience.

Prevention

We reduce risk through the advice, interventions and education we provide our communities to help them adopt safer behaviours to improve their safety, health and wellbeing.

Protection

We promote, engage and enforce fire safety measures required by law to ensure buildings and occupants are protected in the event of a fire.

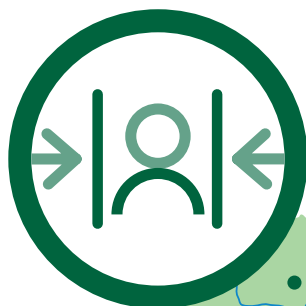
Response

We respond to emergencies and limit their impact.

Resilience

We support communities in preparing for, coping with, and recovering from emergencies.

We have 38 fire stations and use a range of duty systems to crew our 45 fire engines. Along with our fire engines we have a range of specialist fire vehicles (and skills) such as aerial ladder platforms, high volume pumps and water rescue teams.



Our Community Risk Profile

The resources that we put in place are based on an assessment of risk across the Service area. We call this assessment the Community Risk Profile. The Community Risk Profile helps us understand the risk factors and hazards which increase the likelihood of our services being needed. It also allows us to understand how and where we can intervene, reducing the need for an emergency response. Our Community Risk Profile focuses on the areas that present the greatest threat/harm to life from a fire and rescue perspective:

- Accidental dwelling fire risk and fatality/injury risk
- Road risk and fatality/serious injury risk
- Climate related risks, such as flooding or wildfires
- Fires which impact businesses.

You can read our Community Risk Profile in full on our [website](#).



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Incidents

On average we attend around 7,500-8,000 incidents a year. From April 2024 to March 2025 we attended 7,827 incidents. The majority (43%) of the incidents we attended were automatic fire alarms, including false alarms (unwanted fire signals).

Fires accounted for around 21% of incidents. These ranged from very small fires such as bin fires to building fires.

Special service incidents accounted for around 35% of incidents we attended in 2024/2025. Special service

incidents include assisting other agencies, road traffic collisions, water rescue and flooding related incidents and animal rescues.

2024/25	% of incident type	99.8% total	Fire 21.3%
			Special service 35.1%
			Automatic fire alarms (including unwanted fire signals) 43.4%
2024/25	Incident count	7,827 total	Fire 1,671
			Special service 2,755
			Automatic fire alarms (including unwanted fire signals) 3,401





The average attendance time of the first fire engine to dwelling fires will be within 11 minutes

Our response standards

We’re committed to reaching emergency incidents as quickly as possible, and we have set response standards to improve the transparency and performance of our emergency response.

In 2024, we asked for your views on these standards as part of the Mayor’s consultation on the Fire and Rescue Plan. We prioritise our resources based on risk meaning response times may be quicker in higher-risk areas

and slightly longer in lower risk ones. We also use different working patterns (duty systems) in different areas, which can affect how quickly we can respond locally. As we cover such a large and varied area, it’s not possible to set a response time for every type of incident. Instead, we focus on two key areas: dwelling fires and all incidents. Our response standards are:

- The average attendance time of the first fire engine to dwelling fires will be within 11 minutes

- The average attendance time of the first fire engine to all incidents will be within 13 minutes

These response standards help us improve our service and make sure we’re open and accountable. The standards are quicker than some other rural fire services have set, as we wanted to ensure that we continue to challenge ourselves to offer the best service possible to you, the public.

Our CRMP planning principles

As part of the Mayor’s consultation on the Fire and Rescue Plan we asked for your thoughts on our CRMP planning principles which guide how we use our resources to manage and reduce risk in the future. The approved planning principles are set out below. You can see how our areas of focus relate to the planning principles in Appendix B.



Dynamic resourcing

On a daily basis we will ensure our fire engines are in the best place to meet demand and risk, providing the best possible response times to emergencies across the whole of York and North Yorkshire.

Protect our communities

We will keep prevention and protection at the forefront of our activities, targeting people and buildings most at risk, as well as areas where response times are unavoidably longer.

Safety focused

We will ensure we have the right people, in the right places, with the right skills, equipment and training to do their jobs effectively and safely.

Value for money

We will use our money wisely to ensure we are sustainable now and in the future.

Support our on-call firefighters

Continue to work with our on-call Firefighters to maximise the availability of our fire engines, improving how we recruit, retain and recognise them.

Collaborative working

We will maintain and seek collaboration opportunities with partner organisations to deliver effective, joined up interventions and a better service to our communities.

Service delivery

We will ensure our operating model (how we deliver our services) is both productive and aligned to the risk presented across York and North Yorkshire.

Fire and Rescue Plan priorities

The Mayor publicly consulted on his priorities for the Service during 2024. Our CRMP 2025-2029 will support the delivery of these, ensuring that risks are identified, managed and mitigated to protect those most at risk and vulnerable. You can see how our areas of focus relate to the Fire and Rescue Plan priorities in Appendix B.

The six priorities are:

- 

1 Targeted prevention
Deliver targeted prevention activities to keep people in York and North Yorkshire safe from fires, road traffic collisions, water hazards and other emergencies.
- 

2 Protected built environment
Provide targeted support and advice to protect people and properties from fires through safer buildings in York and North Yorkshire.
- 

3 Effective emergency response
Provide an effective response to incidents across York and North Yorkshire, as quickly as possible.
- 

4 Stronger communities
Prepare for major disruptions, working in collaboration with our partners to support communities across York and North Yorkshire to effectively prepare for and recover from emergencies.
- 

5 Supported, safe and skilled staff
Foster a culture of excellence and belonging in North Yorkshire Fire and Rescue Service. Invest in training, safety and welfare to maintain a skilled and resilient Workforce.
- 

6 Financial stability
Ensure the long-term financial sustainability of North Yorkshire Fire and Rescue Service and be transparent in our spending.

Our areas of focus 2025-2029

Throughout the life of our CRMP there are some key areas we want to focus on. Some build on work we are already doing and some are new areas we want to develop. A summary of the areas of focus are set out here. We've included additional information about two of these areas, extending our policy on attending automatic fire alarms and water bowser replacement, which we are particularly interested in hearing your views on.

In some areas we'll be carrying out reviews during the life of our CRMP. If these reviews suggest any changes to how we should use our resources, we will ask the public for feedback, before making any decisions.

Prevention

We will focus on strengthening partnerships with housing, social care, and health organisations to deliver data-driven fire safety interventions for the most vulnerable.

We will continue to increase the number of Home Fire Safety Visits we undertake using insights and referrals to identify those most at risk.

We will deliver early intervention and engagement initiatives collaborating with trusted partners where possible.

Protection

We will focus on keeping people safe by inspecting the buildings identified within our risk-based inspection programme as most high-risk.

We will continue to engage with local businesses to help them understand and reduce fire risks and fulfil their responsibilities under fire safety related legislation.

Where required we will take enforcement action to protect the public.

We will continue to deliver training for our operational

staff to ensure they can effectively engage with our business communities.

Resource Change Proposal 1: Extend our policy on attendance at automatic fire alarms

Automatic fire alarms help to keep premises and their occupants safe by providing an early warning of a possible fire and enabling people inside the building to evacuate.

Every year a large percentage (around 97%) of the automatic fire alarms we attend, prove to be false alarms, which we call unwanted fire signals.

Our attendance at these incidents uses valuable time and resource, diverting our operational crews from prevention and risk reduction activities and other more critical incident types. There is no legal duty on Fire and Rescue Authorities to respond to calls originating from AFA systems to establish if there is a fire.

In our last CRMP (Risk and Resource Model) we extended our AFA Policy, so we no longer attend automatic fire alarms between 7am and 7pm at commercial



premises where people do not sleep unless a fire has been confirmed. We are proposing to extend this further so we would no longer attend any automatic fire alarms at commercial premises where people do not sleep unless a fire has been confirmed.

We will continue to:

- attend AFAs at specific high-risk premises
- attend all AFAs at premises where people sleep
- attend all AFAs at domestic properties
- attend any AFA actuations where a fire has been confirmed
- charge, in some circumstances, for repeat false alarms calls.

Reducing the burden of responding to unwanted fire signals will allow us to focus on the delivery of our range of services and increase efficiency. We predict that extending our current policy would provide a further 8% reduction in false alarm calls. The change will have several benefits:

- There will be fewer interruptions to our prevention and protection work so we can spend more time working with those most at risk.

- Crews will be more available to respond to other incidents where our services are required
- It will bring our policy in line with neighbouring fire and rescue services' attendance at automatic fire alarms
- It will reduce fuel and call out costs and have a positive environmental impact through a reduction in CO₂
- There will be a reduction in road risk for both firefighters and the public due to less emergency response driving.

Response

We will make changes to make sure we respond to emergencies in the most efficient way reviewing staffing and crewing arrangements and improving how our teams are managed. We will also review technology in our Control room, improving how we learn from incidents and exploring better ways to allocate our resources. These steps will help us respond more effectively and keep communities safe.

On-call

We will strengthen support for our On-call firefighters by making our Station Manager On-call role permanent, improving access to training and technology and investing in fitness equipment. We will also explore new ways for smaller teams to support ongoing incidents and expand their role in community safety where needed. These changes aim to ensure our On-call staff are well-equipped, well-trained and ready to respond effectively.

Resilience

We will make sure our staff are prepared for rare but serious incidents like terrorist attacks and high-rise fires, while also getting ready for new risks linked to climate change and emerging technologies. We will work closely with partner agencies to keep communities safe and plan ahead to ensure we have the right people in place to lead this work in the future.

Operational preparedness

We will improve how we train and support our staff by closely monitoring performance and making sure

everyone gets the training they need to stay skilled and effective. We will upgrade our digital learning tools, developing a new system to track training progress and creating a clear training framework so all staff can easily access the right courses.

Collaboration

We will work more closely with North Yorkshire Police and other partners to improve how we respond to emergencies and keep communities safe. This includes joint training, public safety campaigns, implementation of the Emergency Services Network (ESN) critical communications system, and shared support for staff wellbeing and mental health.

People

We will improve staff wellbeing by reducing sickness absence, promoting healthy work-life balance and encouraging use of our wellbeing support services. We'll also make sure staff get the support they need to grow in their careers, strengthening succession planning and improving performance reviews. At the same time, we will reinforce clear health and

safety standards to protect everyone in our organisation.

Culture and values

We are committed to creating a fair and inclusive workplace by training our leaders in equality, diversity, and inclusion (EDI), ensuring our policies are fair for everyone and acting on staff feedback.

We will improve how we gather and use workforce data to better understand and support our teams, especially those from underrepresented groups. Regular surveys and audits will help us track progress and make sure EDI is part of everything we do. We will also review our workwear to ensure its suitability and best value.

Estates

We will work to extend the lifespan of our buildings by making smart, affordable improvements, with a focus on Northallerton, Malton, and Scarborough stations. We will prioritise sustainable energy solutions and ensure the smooth handover of PFI buildings in Huntington and Easingwold.

Fleet

We will improve our fleet management by introducing telematics to better track and manage vehicles and replace older equipment to ensure efficiency. This includes reviewing the use of special appliances, replacing our oldest Aerial Ladder Platform and replacing our Incident Support Units with smaller, cost-effective vehicles.

Resource Change Proposal 2: Water bowser replacement

We currently have two water bowzers based at Boroughbridge and Tadcaster fire stations. They are service wide resources that can be moved depending on changes to risk, response times and the availability of crews. The water bowzers are specialist vehicles which are designed to support firefighting where large volumes of water are needed and where water supply may be limited, such as rural areas, remote properties, or wildfires. Each bowser holds up to 9,000 litres of water and includes a dam for an additional 8,000 litres.

Over a five-year period (2018–2023), these vehicles attended 176 incidents, an

average of 35 calls a year. We have worked with a company called ORH which helps emergency services around the world to optimise resource use and respond in the most effective and efficient way. They undertook independent analysis which shows that the two bowzers currently arrive at 52.4% of incidents (which they attend) within 45 minutes, with an overall average attendance time of 46 minutes and 27 seconds.

Water bowzers have limitations, once the water has been supplied it can take a considerable time to replenish the water before it can return to the incident. Also, due to the size of the vehicle, access to remote off-road locations can be a challenge.

We are proposing to replace only one of the water bowzers – the one currently based at Boroughbridge. This will result in an estimated saving of £500,000, which will be reinvested directly back into the Service.

The second vehicle at Tadcaster will continue to be available until it reaches the end of its operational life.

This decision is supported by ORH's evidence that even with just one replacement vehicle, the Service can maintain a mean attendance time of 51 minutes and

29 seconds, reaching 43.9% of relevant incidents within 45 minutes. This is compared to a mean attendance time of 57 minutes and 12 seconds at Tadcaster, reaching 33% of relevant incidents within 45 minutes.

We recognise that wildfires and climate-related emergencies are expected to become more common. Instead of just replacing our old vehicles, we're using this chance to improve how we respond by:

Investing in new technology: We're learning from other fire services that use special connectors (couplings) *and are working in partnership with farmers unions* to be able to access large water supplies on farms and other buildings we also have off-road vehicles that can carry portable firefighting equipment to harder to reach incidents.

Enhancing firefighter training: We will increase the number of wildfire advisors who can help manage these incidents. We will also review our specialist wildfire training to make sure firefighters can respond safely and effectively.

Exploring the use of digital mapping and drones: We will look at opportunities to use tools to help us understand the landscape, track how fires

are spreading and find water sources in real time. This will improve our decision-making and reduce harm to the environment.

We also have access to a High-Volume Pump (HVP), a national resilience asset which allows us to deliver large volumes of water (up to 8,000 litres per minute) from over a mile away. This capability is particularly effective in incidents involving flood relief or widespread rural fire. Once in place this can supply water from an open source continuously.

These enhancements will complement and supplement the capability of the remaining water bowser and high-volume pump, not replace it.

Digital data and technology

We will improve our financial management by moving to a centralised system, which will enhance transparency and collaboration. We will also review our HR system to improve our processes. Additionally, we're exploring how Artificial Intelligence can improve our operations using modern technology and best practice.

Appendix A: Supporting information/links

Community Risk Profile
www.northyorksfire.gov.uk/about-us/who-and-what/community-risk-profile-2025/

Risk and Resource Model
www.northyorksfire.gov.uk/about-us/who-and-what/plans-and-reports/risk-and-resource-model-2022-2025/

The Mayor's Fire and Rescue Plan 2025-2029
www.northyorkshire-pfcc.gov.uk/fire-rescue-plan/

Fire and Rescue National Framework for England 2018
www.gov.uk/government/publications/fire-and-rescue-national-framework-for-england--2



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North Yorkshire Fire and Rescue Service.



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