

Annual Community Survey

Your Emergency Services, Your Say!



YORK
& NORTH
YORKSHIRE
COMBINED AUTHORITY

DAVID
SKAITH
MAYOR



David Skaith, Mayor and Jo Coles, Deputy Mayor of York and North Yorkshire, want to hear from you.

We want to make sure our emergency services deliver the high standards you expect and deserve. This survey is your chance, on a yearly basis, to tell us what's working well and where improvements are needed.

👉 **Tell us about your views on North Yorkshire Police and North Yorkshire Fire & Rescue Service**

👉 **The survey will take about 5 minutes to complete.**

👉 **It's open for 8 weeks from February 23rd to April 19th, 2026.**

Information should be accessible for all. If you require this in a different language or format, please contact the Policing, Fire and Crime Team at info@northyorkshire-pfcc.gov.uk or call us on 01423 569 562 to request a copy.

- Jeśli potrzebujesz tej ankiety w języku polskim, prosimy o kontakt mailowy na adres info@northyorkshire-pfcc.gov.uk
- यदि तपाईंलाई यो सर्वेक्षण नेपाली भाषामा चाहिन्छ भने, कृपया info@northyorkshire-pfcc.gov.uk मा इमेल गर्नुहोस्।
- 如果您需要这份调查的中文版本，请发送电子邮件至 info@northyorkshire-pfcc.gov.uk

Our privacy notice about how we use and protect your data can be found here:

www.northyorkshire-pfcc.gov.uk/your-information-rights

1. Which statement best describes how you are answering this survey? Please select one of the following

- As someone who **lives** in York or North Yorkshire
- As someone who **works** in York or North Yorkshire
- As a **visitor** of York or North Yorkshire
- On **behalf of an organisation/business** that operates in York or North Yorkshire

Name of organisation/business

Fire and Rescue

2. Over the past 12 months, have you had any contact with North Yorkshire Fire & Rescue Service?

- No
- Yes *(please write in below the type of contact e.g. emergency incident/999call, home fire safety visit, general enquiry, fire station open day/public event)*

Type of Contact:



Whether or not you've had contact with North Yorkshire Fire & Rescue Service, we would like to hear your views.

3. Overall, how confident are you in North Yorkshire Fire & Rescue Service?

- Very confident
- Fairly confident
- Not very confident
- Not at all confident
- Don't know

4. In your opinion, what could North Yorkshire Fire & Rescue Service do to improve confidence? *(maximum 50 words)*

5. To what extent would you agree or disagree that North Yorkshire Fire & Rescue Service...?

	Strongly agree	Agree	Disagree	Strongly disagree	Don't Know
can be relied upon when needed	<input type="checkbox"/>				
is improving recruitment and retention of On-call firefighters	<input type="checkbox"/>				
is taking action to reduce unwanted false alarm callouts	<input type="checkbox"/>				
focuses fire safety activity on buildings that present the greatest risk	<input type="checkbox"/>				
provides advice to help prevent fires, road collisions, water and climate-related events	<input type="checkbox"/>				
targets home fire safety visits to the most vulnerable people	<input type="checkbox"/>				
has a good reputation	<input type="checkbox"/>				
demonstrates professionalism, fairness and respect	<input type="checkbox"/>				
seems like a good organisation to work for	<input type="checkbox"/>				
reflects the diversity of my community	<input type="checkbox"/>				

6. If you *Disagreed* or *Strongly Disagreed* with any of the statements above, please can you briefly tell us why? (maximum 100 words)

Policing and Crime

7. Over the past 12 months, have you had any contact with North Yorkshire Police?

- No
- Yes - as a victim of crime
- Yes – other (please write in below the type of contact e.g. emergency/999 call, non-emergency/101 call, public event, general enquiry)

Type of contact



Whether or not you have had contact with North Yorkshire Police, we'd like to hear your views.

8. Overall, how confident are you in North Yorkshire Police?

- Very confident
- Fairly confident
- Not very confident
- Not at all confident
- Don't know

**9. In your opinion, what could North Yorkshire Police do to improve confidence?
(maximum 50 words)**

10. To what extent would you agree or disagree that North Yorkshire Police...?

	Strongly agree	Agree	Disagree	Strongly disagree	Don't know
can be relied upon when required	<input type="checkbox"/>				
prevents crime and helps people feel safe	<input type="checkbox"/>				
deals with the problems in your local area	<input type="checkbox"/>				
protects and support the most vulnerable in your community	<input type="checkbox"/>				
supports victims and witnesses	<input type="checkbox"/>				
has a good reputation in my local area	<input type="checkbox"/>				
treats everyone fairly	<input type="checkbox"/>				
treats people with respect and dignity	<input type="checkbox"/>				
seems like a good organisation to work for	<input type="checkbox"/>				
reflects the diversity of my community	<input type="checkbox"/>				

11. If you *Disagreed* or *Strongly Disagreed* with any of the statements above, please can you briefly tell us why? (maximum 100 words)

This year's focused questions: Road Safety

12. Would you support a new **York and North Yorkshire Road Safety Partnership Strategy that includes clear safety targets in line with the National Road Safety Strategy? The proposed targets are:**

- **A 60% reduction in the number of people killed or seriously injured on our roads by 2035 (compared with 2022–24 levels).**
- **A 70% reduction in the number of children under 16 killed or seriously injured on our roads by 2035 (compared with 2022–24 levels).**

- Yes
- No
- Don't know

13. Please could you pick your top 3 priorities from the below list, for improving road safety in York and North Yorkshire?

- Better crossings and footpaths
- Better road maintenance
- Improve rural road safety
- Reduce speeding
- Reduce drink/drug driving
- Safer cycling
- Safer junctions
- Safer motorcycling
- Safety around schools and school routes
- Safety of older people
- Safety of younger people
- Tackle dangerous or anti-social driving
- Other (please specify):

About You

We have a duty to promote equality and ensure all parts of the community are included in this survey. However, the following questions are optional.

14. Based on how you have answered this survey, which area do you live/work in?

- Craven
- Hambleton
- Harrogate
- Richmondshire
- Ryedale
- Scarborough
- Selby
- York
- Outside of York and North Yorkshire

All: Postcode - Please specify:

15. Is this area Rural or Urban?

- Rural (Countryside)
- Urban (Town or City)

16. How would you describe your gender?

- Male
- Female
- Non-binary
- Prefer to self-describe
- Prefer not to say

17. What is your age?

- Under 18
- 18-34
- 35-49
- 50-64
- 65-79
- Over 79
- Prefer not to say

18. Do you consider yourself to have a disability or long-term health issue?

- Yes
- No
- Prefer not to say

19. What is your ethnic group?

- Asian, Asian British
- Black, Black British, Caribbean, or African
- Mixed or multiple ethnic groups
- Traveller community
- White, White British
- Other ethnic group
- Prefer not to say

Thank you for taking part in this survey

We will review all responses and publish the findings on our website www.northyorkshire-pfcc.gov.uk. The findings will also be published in the services' annual reports.

To register a compliment or complaint about North Yorkshire Police or North Yorkshire Fire & Rescue Service: www.northyorkshire-pfcc.gov.uk/how-can-we-help/%20complaints

Police

- If you need help with a crime, call 999 if an emergency and 101 for enquires.
- If you have been a victim of crime or you know someone who has, support is available by contacting Supporting Victims in North Yorkshire on 01609 643 100 between 9am and 5pm Monday to Friday, or by visiting www.supportingvictims.org for more information and support.

Fire & Rescue

- To book a Home Fire Safety Visit: www.safelincs.co.uk/hfsc
- To register concerns about fire safety standards in a building: www.northyorksfire.gov.uk/business-safety/concerns-about-fire-safety-form

Please return your completed survey via this FREEPOST address:

FREEPOST RTCL-AGAE-TRTS
Policing, Fire and Crime
York and North Yorkshire Combined Authority
Harrogate Police Station
Beckwith Head Rd
Harrogate
HG3 1FR

No stamp required