

BI-ANNUAL PERFORMANCE REPORT

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HUMBERSIDE
Fire & Rescue Service



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1. PERFORMANCE AND RISK

1.1 Performance Indicators

PERFORMANCE INDICATOR	Upper and lower thresholds	April 2023	May 2023	June 2023	July 2023	August 2023	September 2023	Total
SPI - High Severity Dwelling Fires	4.4 0.4	2	2	2	1	0	0	7
SPI 2.2 - Total Deliberate Fires	48.8 29.9	33	42	37	31	42	48	233
SPI 2.3 - Accidental Dwelling Fires	34.3 25.7	33	23	24	36	25	25	166
SPI 2.4 - Deliberate Secondary Fires	304.6 149.0	143	181	221	169	195	148	1057
SPI 2.5b - False Alarm Non Domestic	89.4 57.6	19	32	43	56	40	47	237
Total		230	280	327	293	302	268	1700

SPI Threshold Methodology

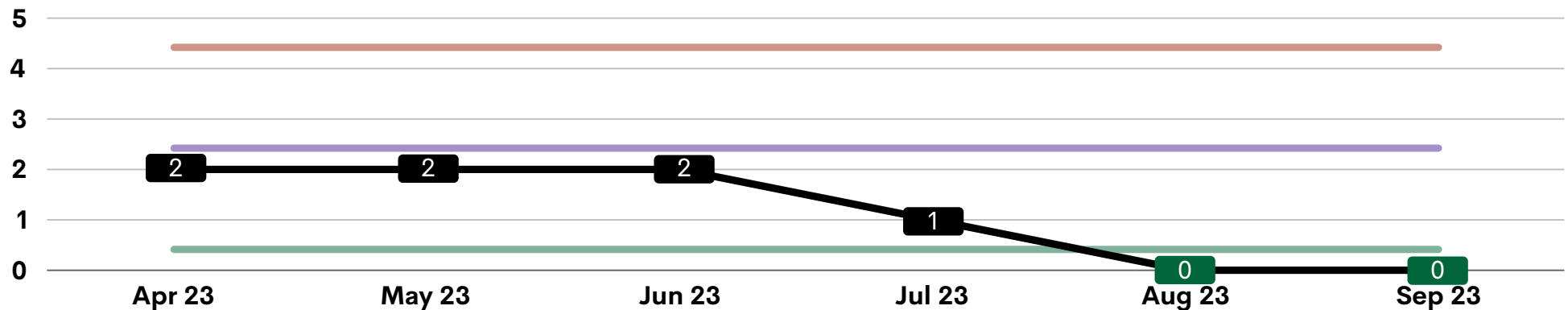
- **Red** shows performance is a concern that needs addressing (**we need to act**).
- **Green** shows performance is positive and should be replicated (**we need to learn**).
- **No colour** shows when our performance is within the upper and lower threshold.

i SPI Threshold Methodology

- Based on data trends, our performance should be between the **red** and **green** lines.
- **Red** shows performance is a concern that needs addressing (**we need to act**).
- **Green** shows performance is positive and should be replicated (**we need to learn**).
- **The Purple** line shows the data average.

SPI - High Severity Dwelling Fires

There were no high severity dwelling fires in August and September, and from April to July they were below the upper threshold. Three were in Hull, two in North East Lincolnshire, one in the East Riding and one in North Lincolnshire.



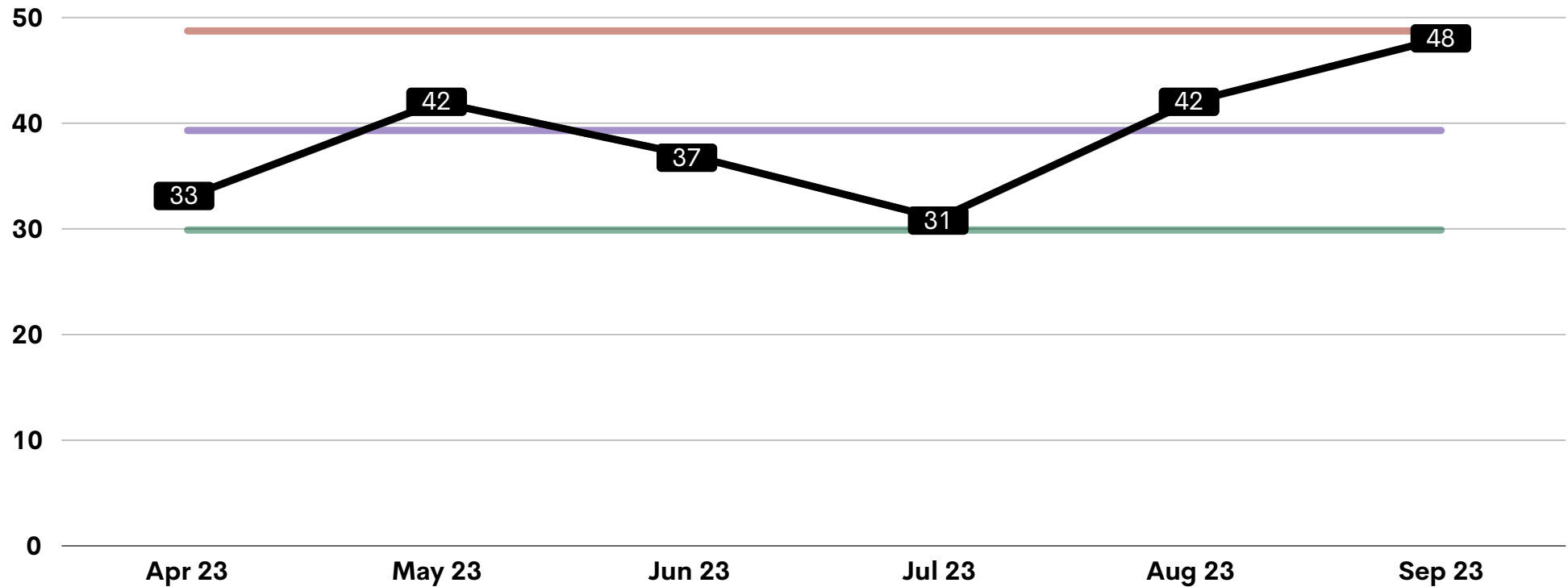
Details of the incidents

- Two incidents were categorised as cause not known following fire investigations.
- Other causes of fires were; negligent use/overload of an electricity supply (1), fault in an equipment or appliance (1), combustible articles too close to a heat source (1), natural occurrence/light refraction (1) and cooking with a chip pan/deep fat fryer (1).

SPI 2.2 - Total Deliberate Fires

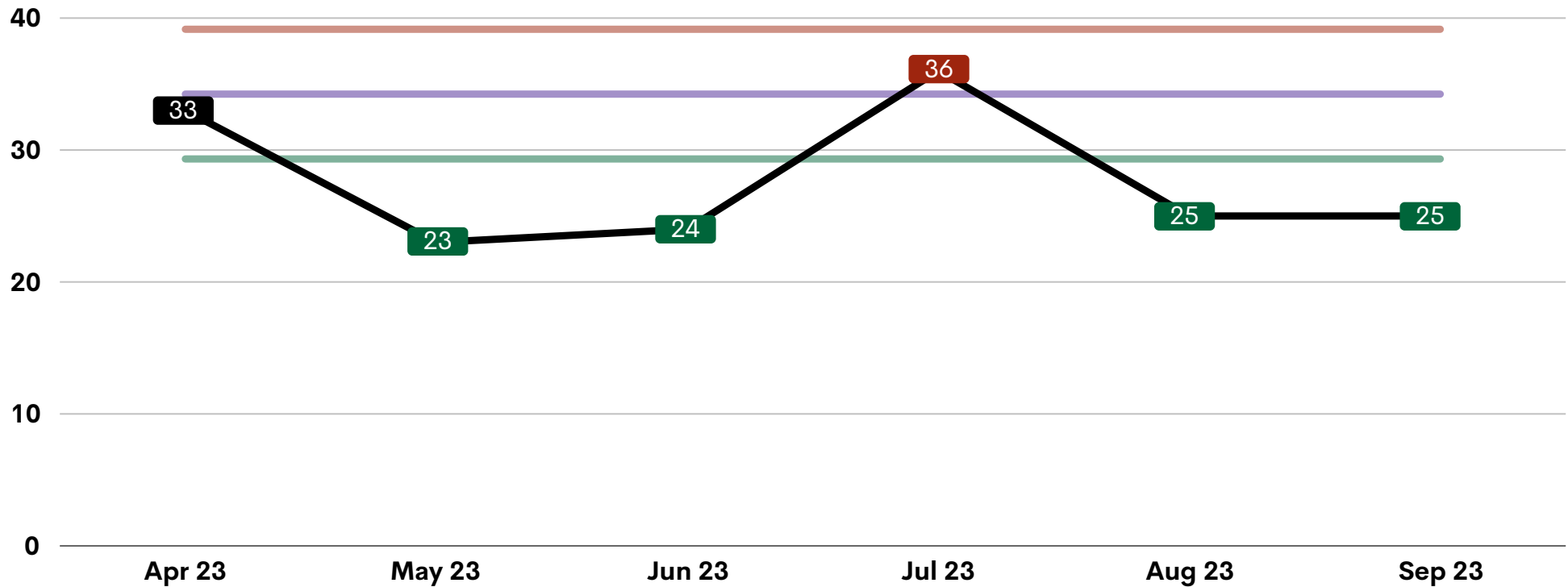
Deliberate fires have been consistently below the upper threshold throughout the reporting period.

Deliberate primary fires historically peak between August and September. This peak is mainly driven by fires involving vehicles and agricultural seasonal sources such as standing and baled crops. During April and May there was a significantly unusual number of deliberate fires in North Lincolnshire. 55% of these involved vehicles. This type of incident is a problem periodically in certain locations before multi-agency partnerships step in to reduce the frequency.



SPI 2.3 - Accidental Dwelling Fires

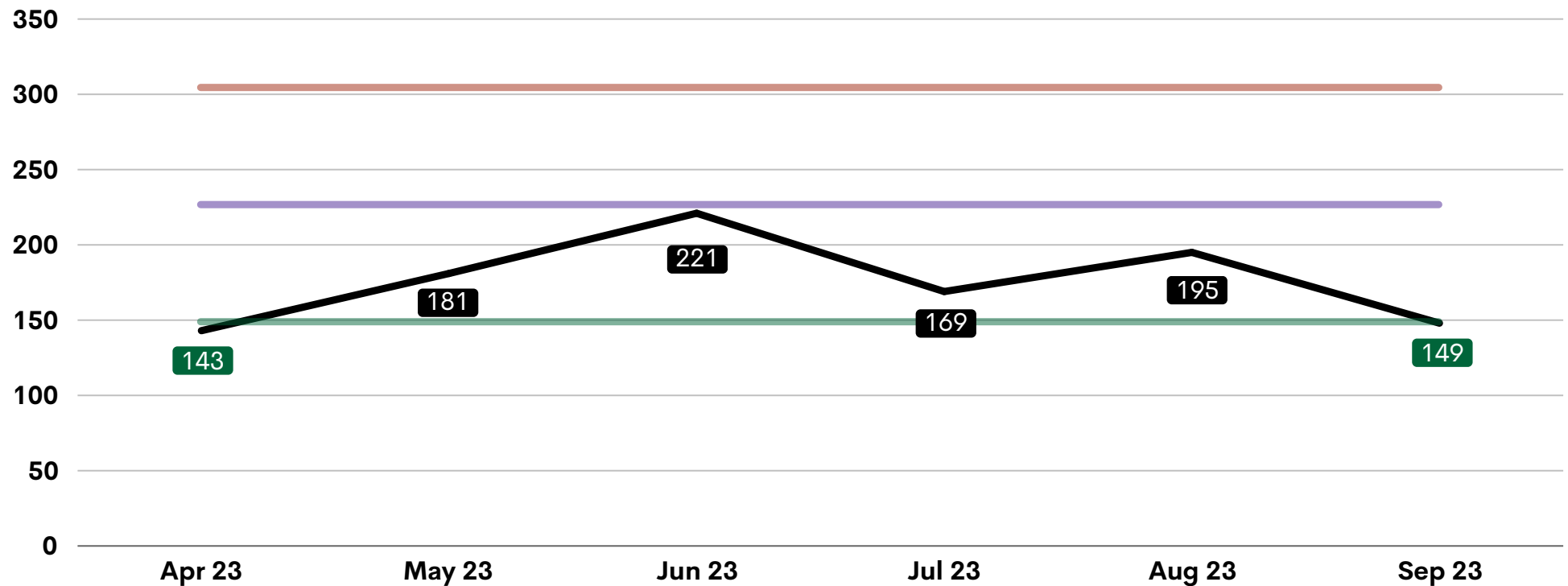
The number of accidental dwelling fires has been below the lower threshold limits for most of the reporting period, however in July the number went above the upper threshold. Incidents in July mainly involved combustible articles too close to a heat source (39%) and in most cases involved a cooking appliance as the source of ignition.



SPI 2.4 - Deliberate Secondary Fires

Deliberate secondary fires stayed within the upper and lower threshold limits from May to August, and was below the lower threshold in April and September.

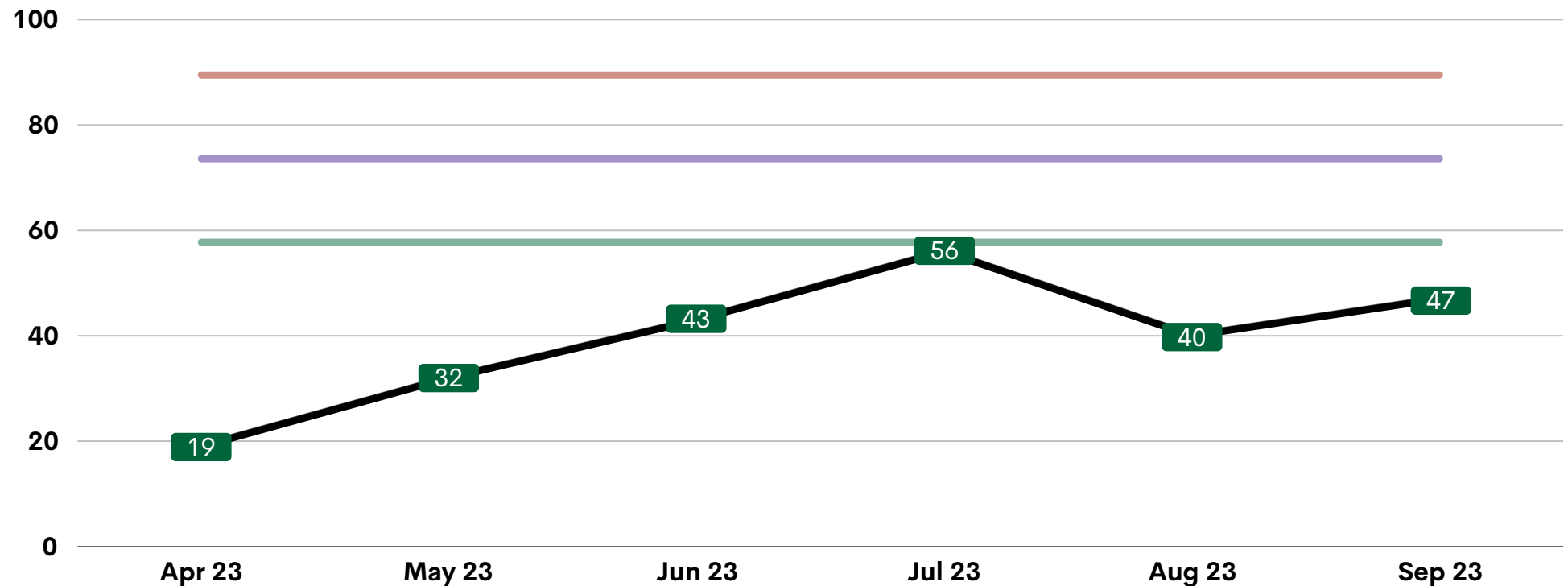
The lower rate of secondary fires during this period can be attributed to the usual pattern of colder, wetter summer weather.



SPI 2.5b - False Alarms Non-Domestic

False alarms in commercial premises have decreased following the implementation of the call challenging policy in 2019. In December 2022, the policy was extended to 24 hours, 7 days per week, as apposed to the previous 8am to 6pm Monday to Friday. The result has seen a further reduction in false alarms at commercial premises compared to previous years.

Faulty systems account for over 57% of the false alarms. Other causes of activations include alarms being accidentally/carelessly set off and cooking.



SPI 1 - Total Fire Fatalities

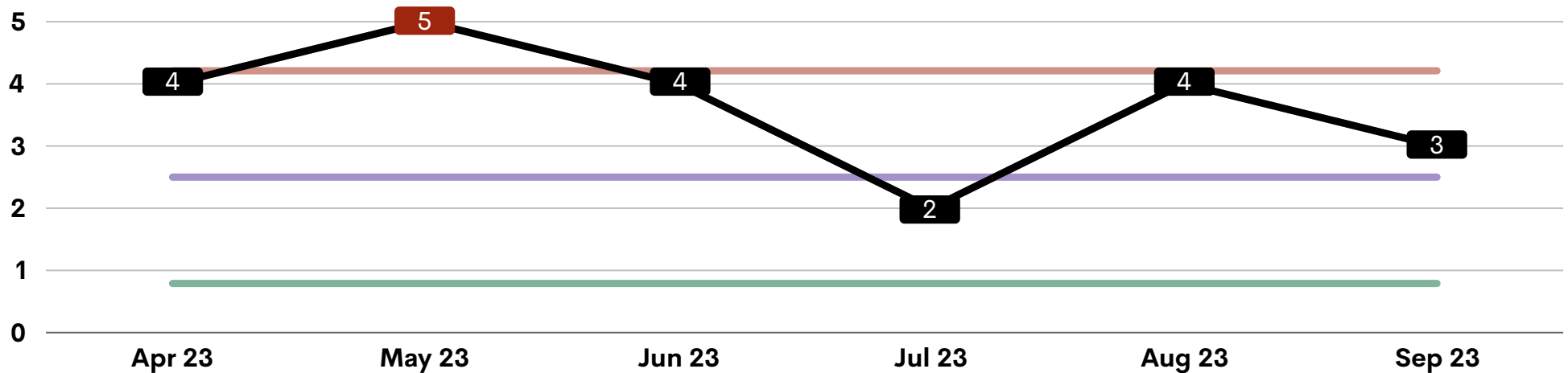
There were no fatalities in this reporting period.

PERFORMANCE INDICATOR	April 2023	May 2023	June 2023	July 2023	August 2023	September 2023	Total
SPI 1 - Total Fire Fatalities	0	0	0	0	0	0	0

SPI 1.1 - Total Fire Casualties

The number of casualties stayed on or below the upper threshold in the last 6 months, with the exception of the month of May.

A person is counted as a fire casualty if their injuries are fire related and they were recorded as attending hospital with slight to serious injuries.



1.2

Response Standards



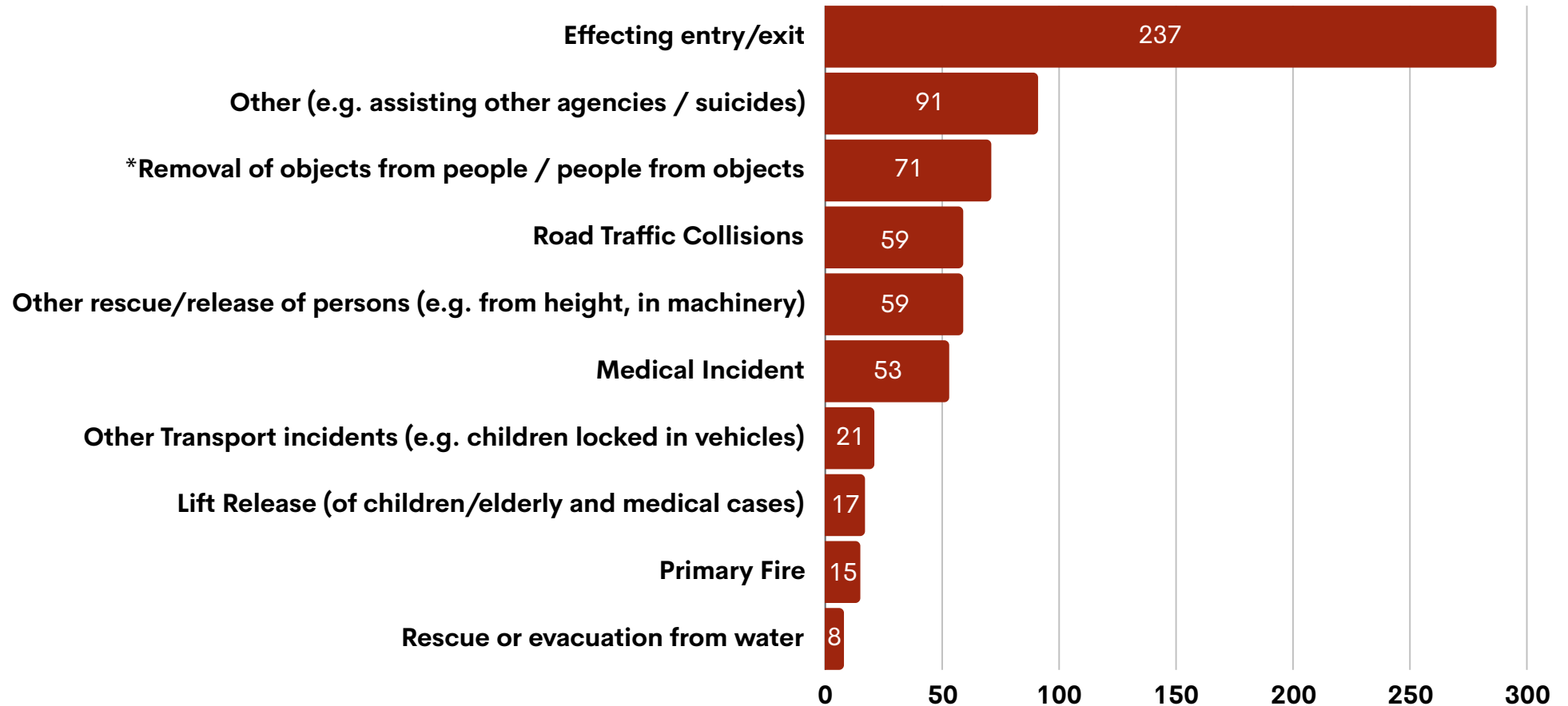
	Performance Targets 2023/24	What was achieved Apr. 2023 – Sep. 2023
<p>The first fire engine mobilised to Dwelling Fires or Road Traffic Collisions is in attendance within the specified times:</p> <p>Dwelling Fires High Risk Areas 8 minutes Medium Risk Areas 12 minutes Low Risk Area 20 minutes Road Traffic Collisions in any area 15 minutes</p>	90%	97.84%
<p>Second fire engine mobilised to a Dwelling Fire or a Road Traffic Collision is in attendance within 5 minutes of the first fire engine arriving at the incident.</p>	80%	92.17%

1.3

Rescues

Number of people rescued from incidents

From April to September 2023 we rescued 681 people, with effecting entry / exit incidents accounting for 42% of the overall total.



**Removal of objects from people / people from objects includes ring removals and trapped limbs*

1.4

Medical Interventions



This table details the first half activity for First Responder incidents and Falls Team incidents attended, across the Service area, compared to the previous half.

MEDICAL INTERVENTION	Period: 01/04/2023 - 30/09/2023	Period: 01/10/2022 - 31/03/2023
*Falls Incidents	564	608
Emergency First Responder calls attended	841	496

i *Please note that Falls Team attend Emergency First Responder Incidents also.

2.

COMPLIMENTS AND COMPLAINTS

Compliments and messages of thanks - April to September 2023

42 compliments and messages of thanks were received and posted on our website: [Compliments & Complaints](#).

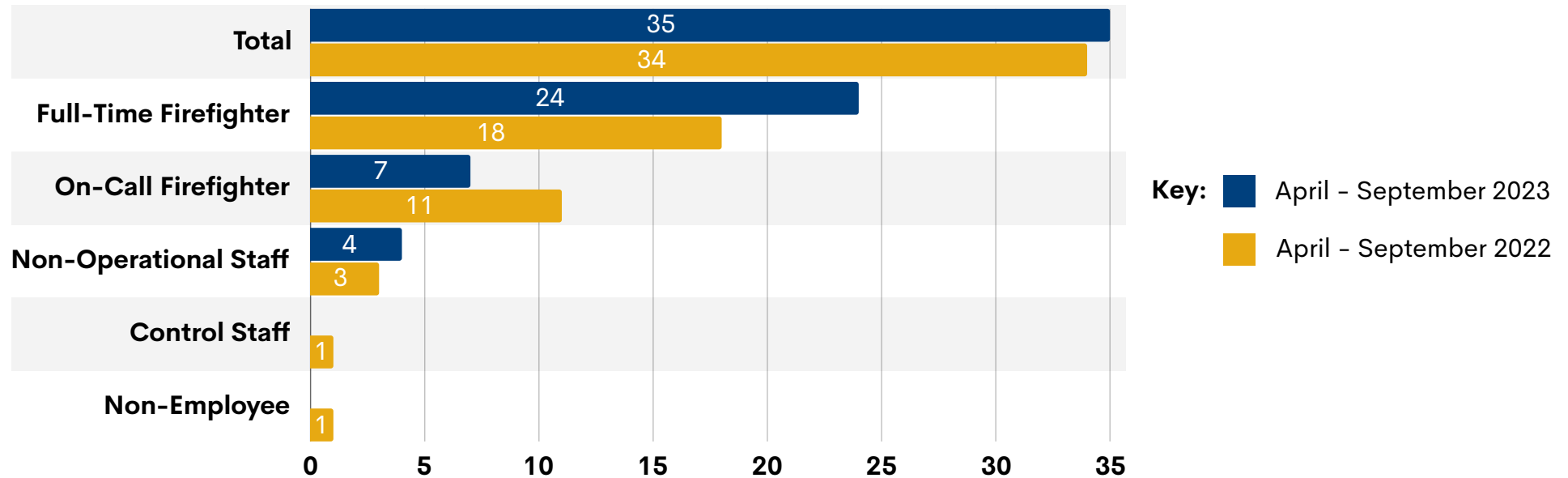
Complaint type	Total Number	Upheld	Not Upheld
Bullying	1	1	0
Damage to property	1	1	0
Incident related	3	2	1
Intimidation	1	0	1
Other	1	0	1
Rude/Offensive	1	1	0
Total	8	5	3
2022 Comparison	19	7	12

Please note: the 'Complaint type' categories have changed compared to previous years as HMIFRS have recently introduced standardised categories and definitions which we now align our Complaints Register to and report back to HMICFRS on.

3. HEALTH, SAFETY AND ENVIRONMENT

3.1 Accidents Categorised by Role

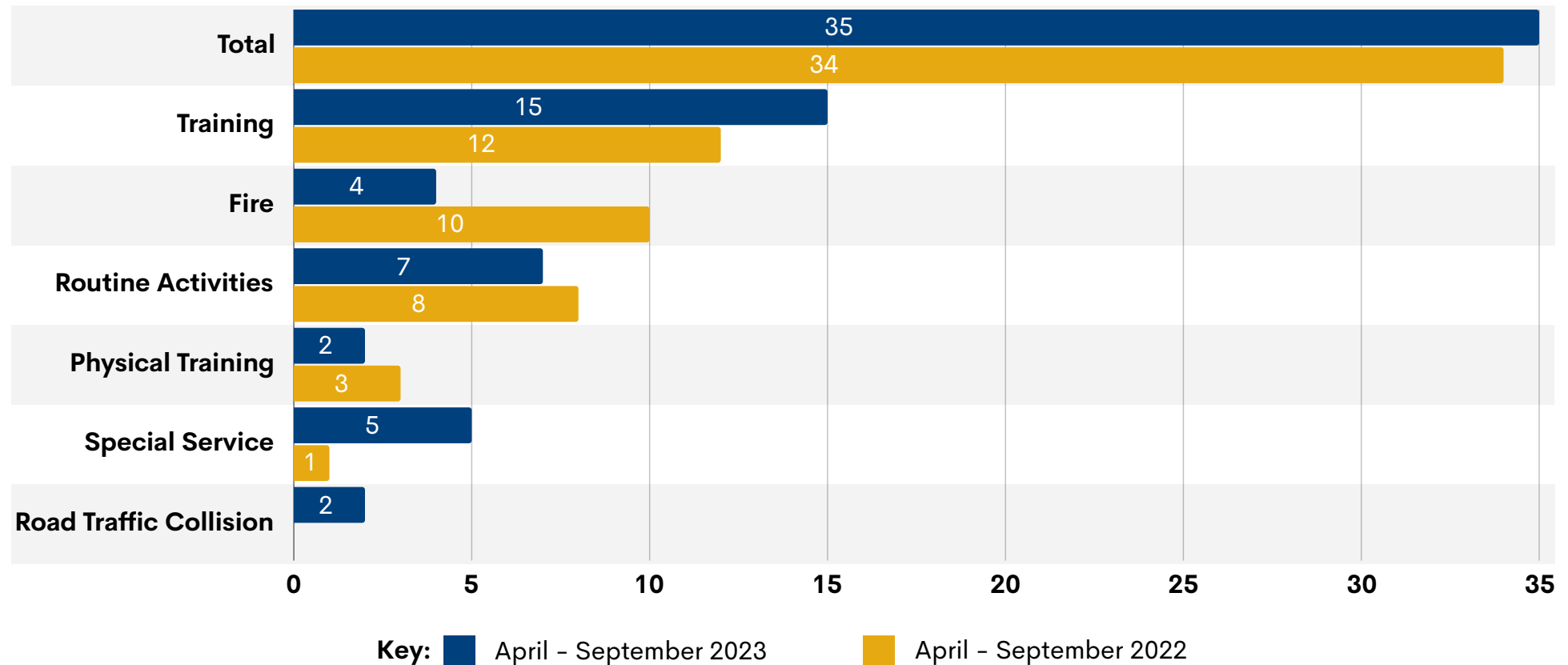
The chart above shows the role of those involved in accidents, for this period (April – Sept 23) alongside a comparison for the same period from the previous year. There is a marginal increase of one reported accident for the six month period compared to the same period in the previous year. Accidents affecting Full-time personnel have increased by 33%, though for On-call personnel there has been a decrease of 36%. Non-Operational staff accident reports have increased from three to four, whilst reports involving Control staff and Non-Employees have both decreased from one to zero.



3.2

Accidents Categorised by Activity

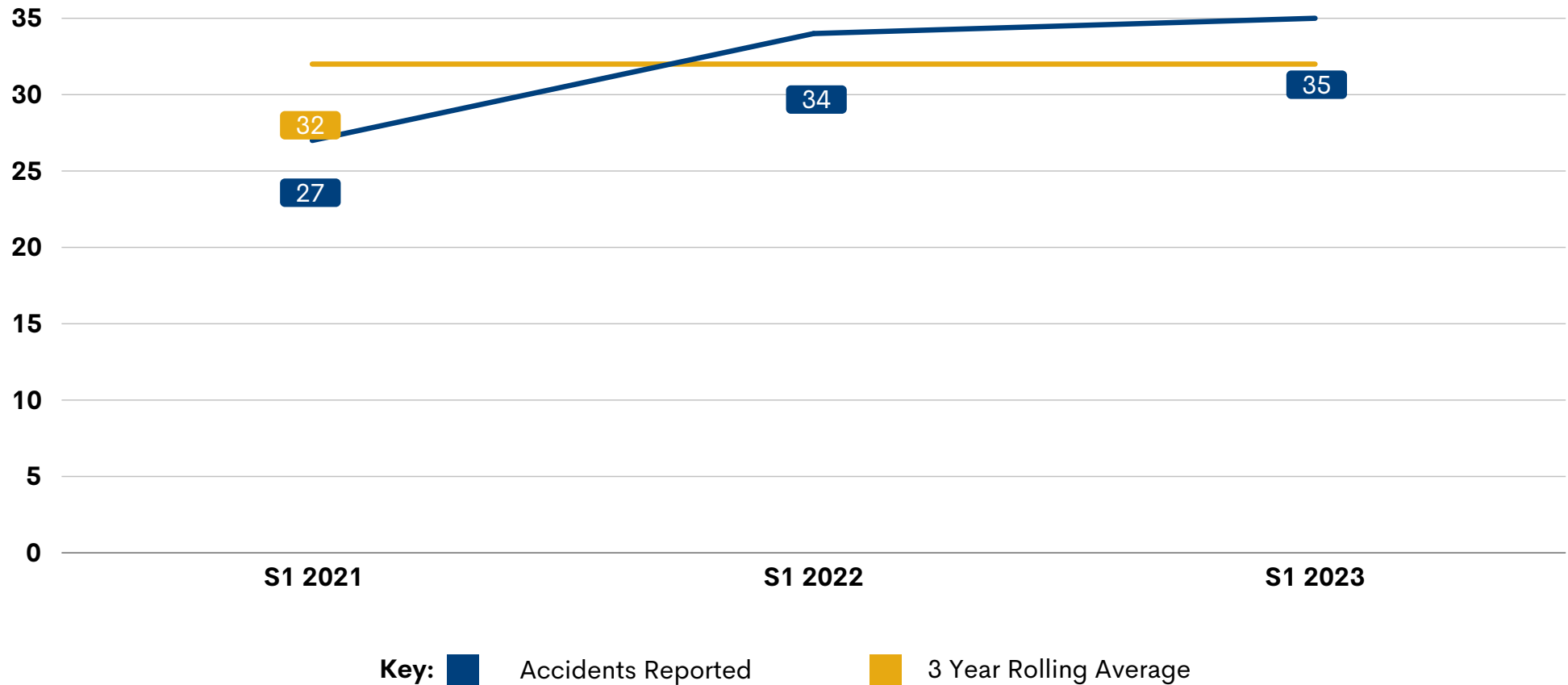
The chart below relates to the activities undertaken at the time of the reported accident. Training related injuries have increased on last year and remain the highest activity involved in injury, the increase can be attributed to an increase in new recruit courses where accidents are more likely to occur. Accidents during fire related activities have reduced by 60% which indicates good levels of adherence with safety procedures at high risk operational incidents. Special Service reports have seen a significant increase from one to five, four incidents relating to assisting the ambulance service. Routine activities and physical training have reduced both by one report, whilst there has been a rise of two injuries occurring at Road Traffic Collision incidents.



3.3

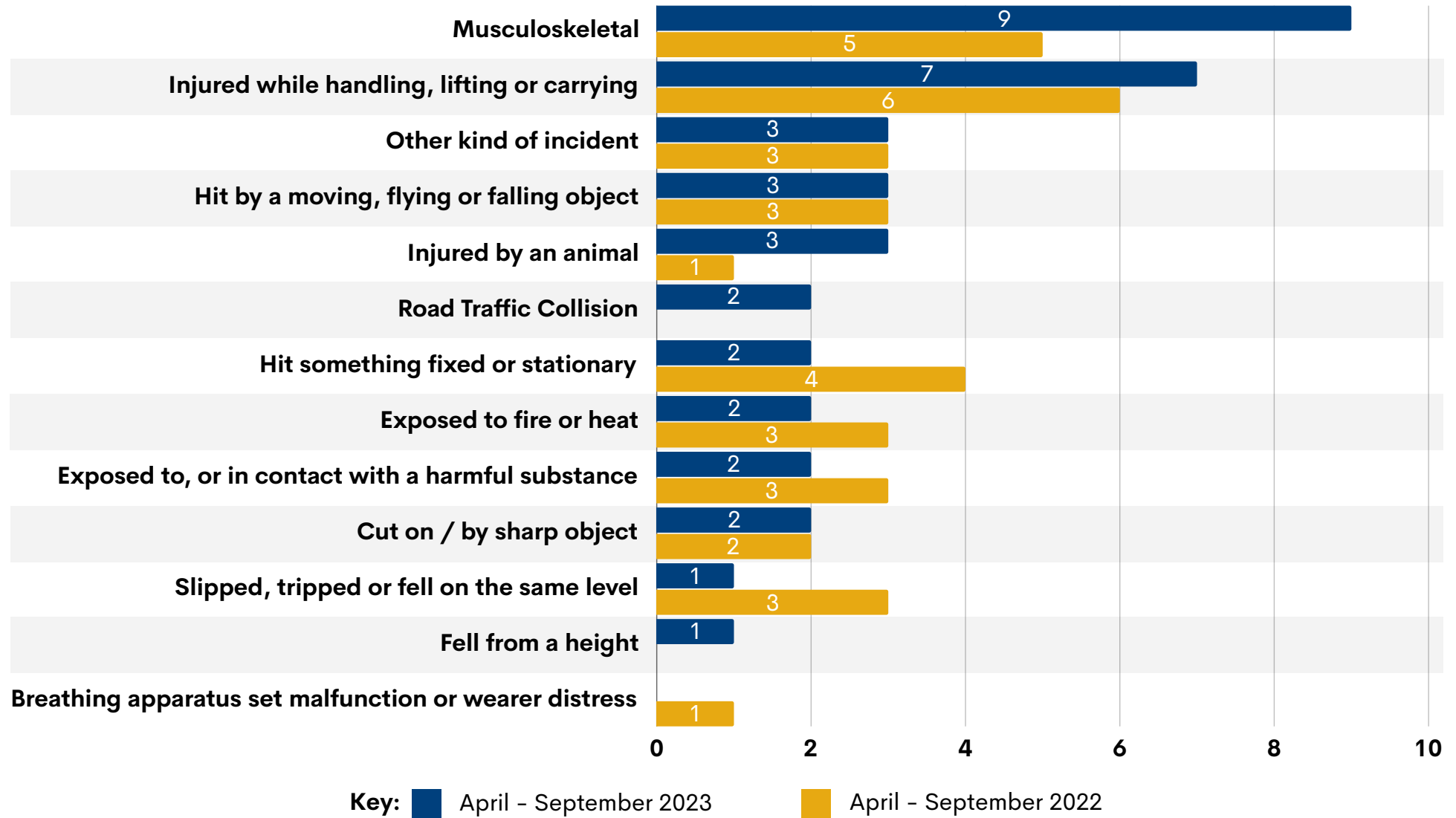
Average of First Six Months' Accidents for the Past Three Years

Reported accidents (35) is again above the three-year rolling average (32). Even though there has been an increase it is consistent with injuries reported in the same period last year, this figure is not reflective in 2021 due to the Covid-19 pandemic effecting training and response activities.



3.4

Cause of Injury due to Accident



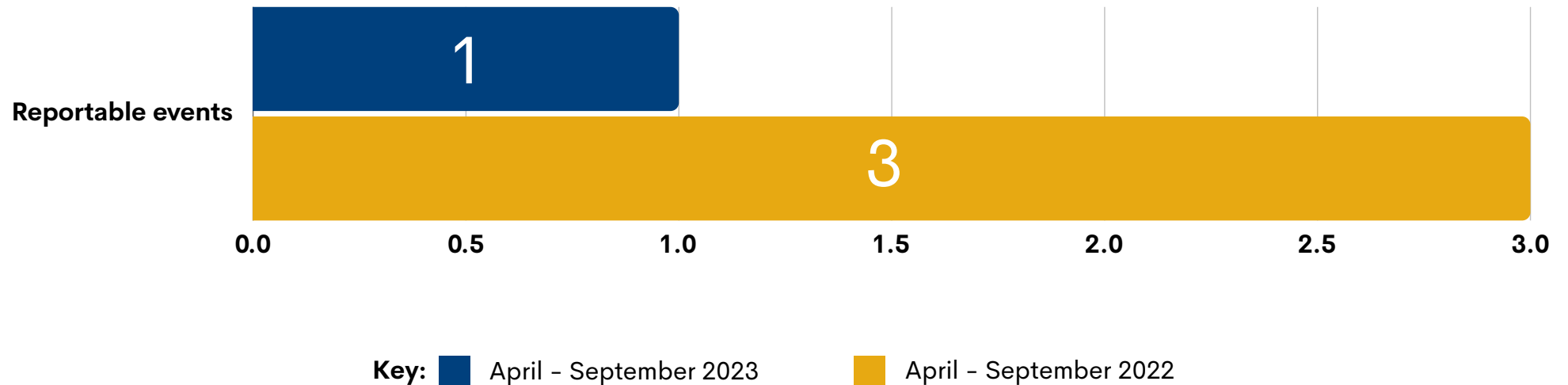


The previous page shows the cause of accidents for this six month period compared against the same period from the previous year, there can be multiple causes for one accident. The most common causes of injury were "Injured whilst handling, lifting or carrying" and "Musculoskeletal" accounting for 46% of all reports, these are consistently the two highest causes due to the nature of operational duties requiring a significant amount of manual handling activities. The Health, Safety and Environment Section has recently run a poster campaign to promote correct lifting techniques and to provide information on available lifting aids. There was an increase in "injured by an animal" and "Fell from a height" all but one of these occurred during operational or routine activities. All other incident types either reduced or stayed the same compared to last year.

3.5

Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR)

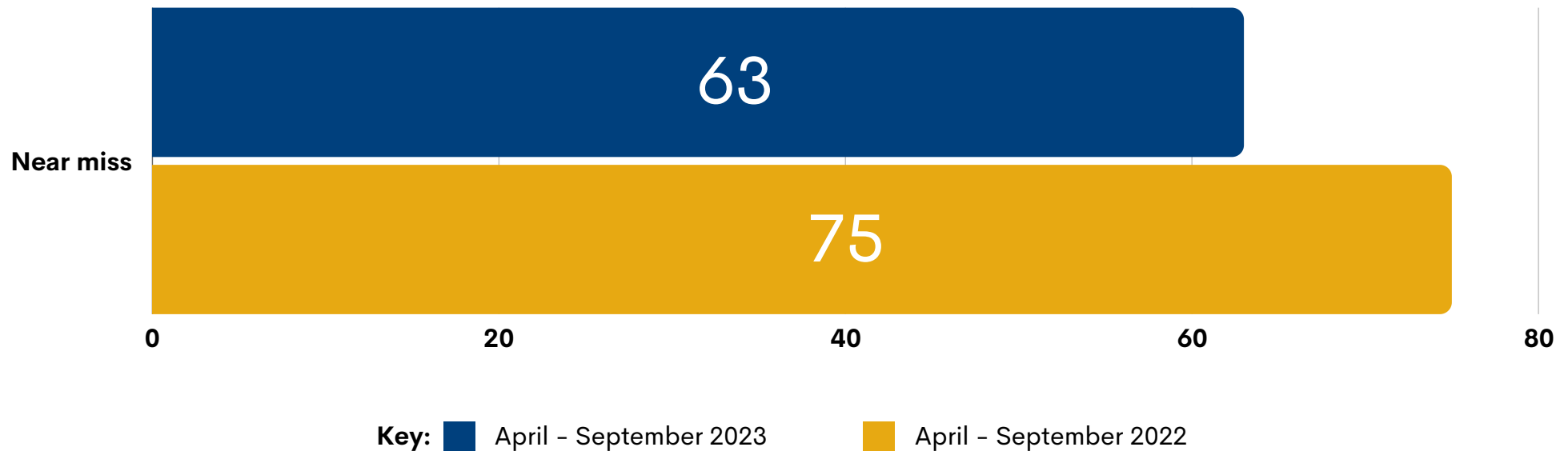
There has been one RIDDOR report this period which is a 66% reduction on the same period last year. This injury was reportable under RIDDOR 2013 due to the individual's injury resulting in them having a sickness absence of more than seven days. The injury was sustained by an operational member of staff whilst attending a planned training activity. The injury was reported to the Health and Safety Executive within the 15 day timescale and investigated accordingly.



3.6

Near Miss Reporting

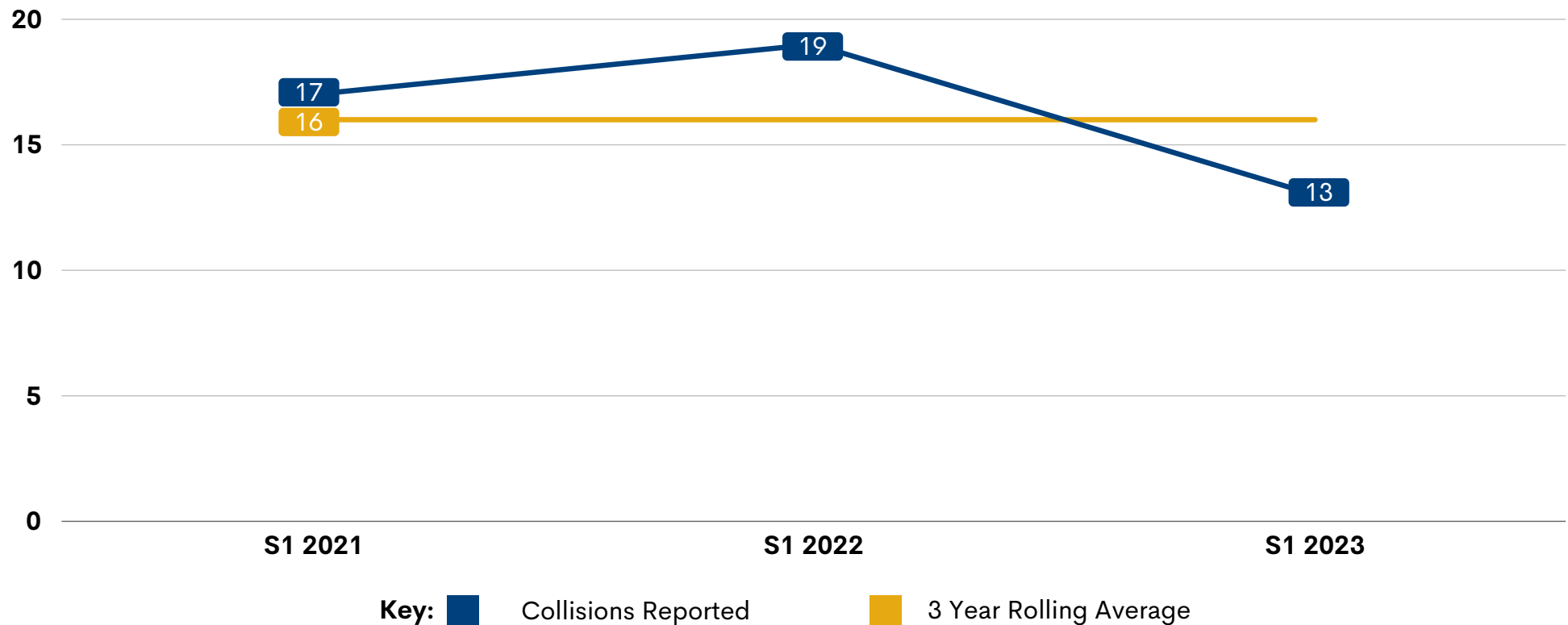
Near miss reports have decreased by 23% in comparison to the same period last year. There has been significantly more near miss reports than accidents for this period nearly achieving a ratio of over 2:1 reporting of near misses to reported accidents which is where the Health, Safety and Environment Section aim for report levels to be. With this identified reduction in reporting the Health, Safety and Environment Section will be running a reporting campaign in the coming six month period to improve reporting levels.



3.7

Collisions Involving Service Vehicles

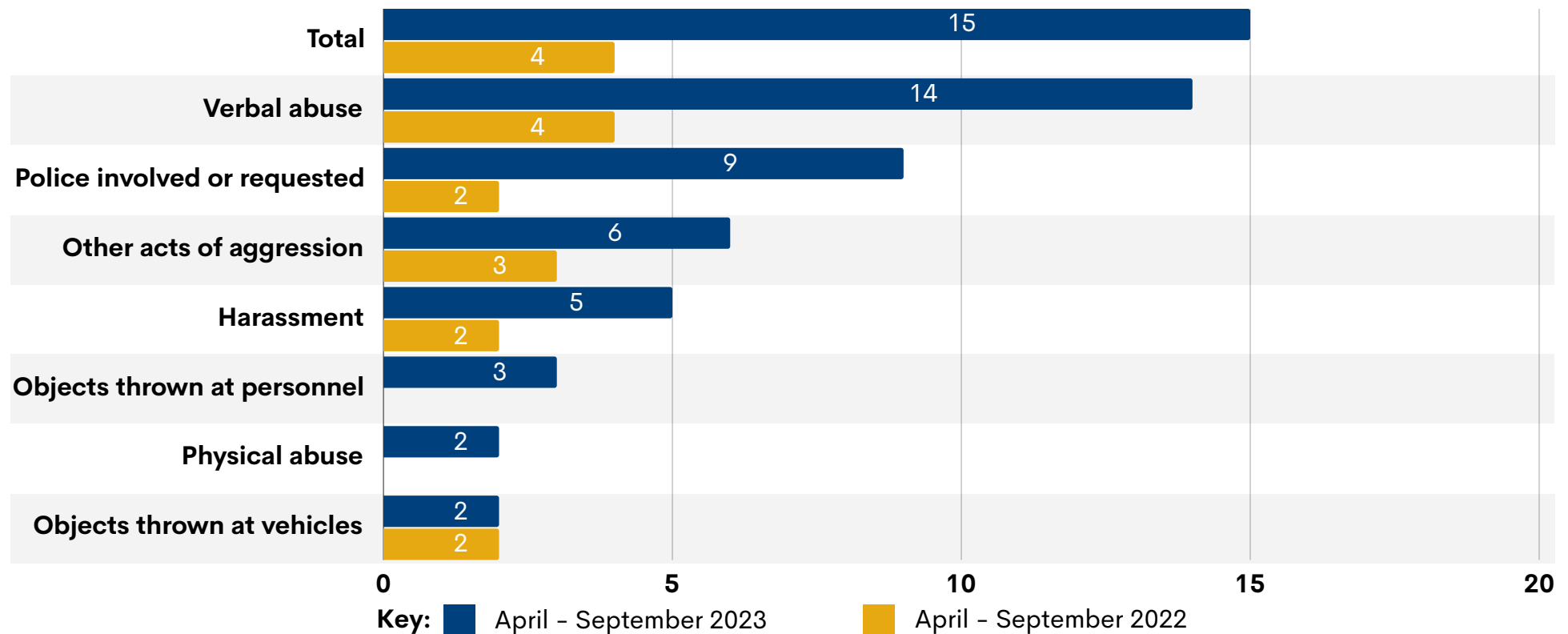
Collisions involving Service vehicles reported during this period have reduced by 31% compared to the same period last year. They are three reports below the 3 year rolling average this shows the positive impact measures taken by the Health, Safety and Environment Section in co-ordination with Driver Training and District management teams is having on highlighting this issue to staff and working towards reductions.



3.8

Attacks on Fire Service Personnel

We have seen a significant increase in reports of Attacks on Fire Service Personnel in this period compared to the same period last year, this is comparable to data from Humberside Police who are also seeing an increase in attacks. The attacks are not only occurring to operational crews three of the reports occurred to non-operational members of staff. Of the 15 reports recorded this year verbal abuse occurred in 14 of them and on nine occasions the Police were either in attendance or requested to attend.



4. OPERATIONAL LEARNING

All Operational Learning processes are designed to align with Fire Standards because it ensures safety, consistency, accountability, legal compliance, professionalism, interoperability, efficiency, and supports continuous improvements in our operations.

An embedded learning environment promotes a culture that improves safety for both our firefighters and our communities, and makes the Service more effective and efficient. Operational Learning also provide a platform to monitor trends, identify new or emerging risks, recommend remedial actions, promote good practice, and share learning within the Service and across the wider sector.

4.1 Hot Debrief Reviews

Hot Debrief forms provide a platform for incident commanders to feedback learning identified from operational incidents. The form has to be completed if more than two engines attended, a specialist team or appliance attended, or a person is reported/trapped. The form is broken down into three key areas:

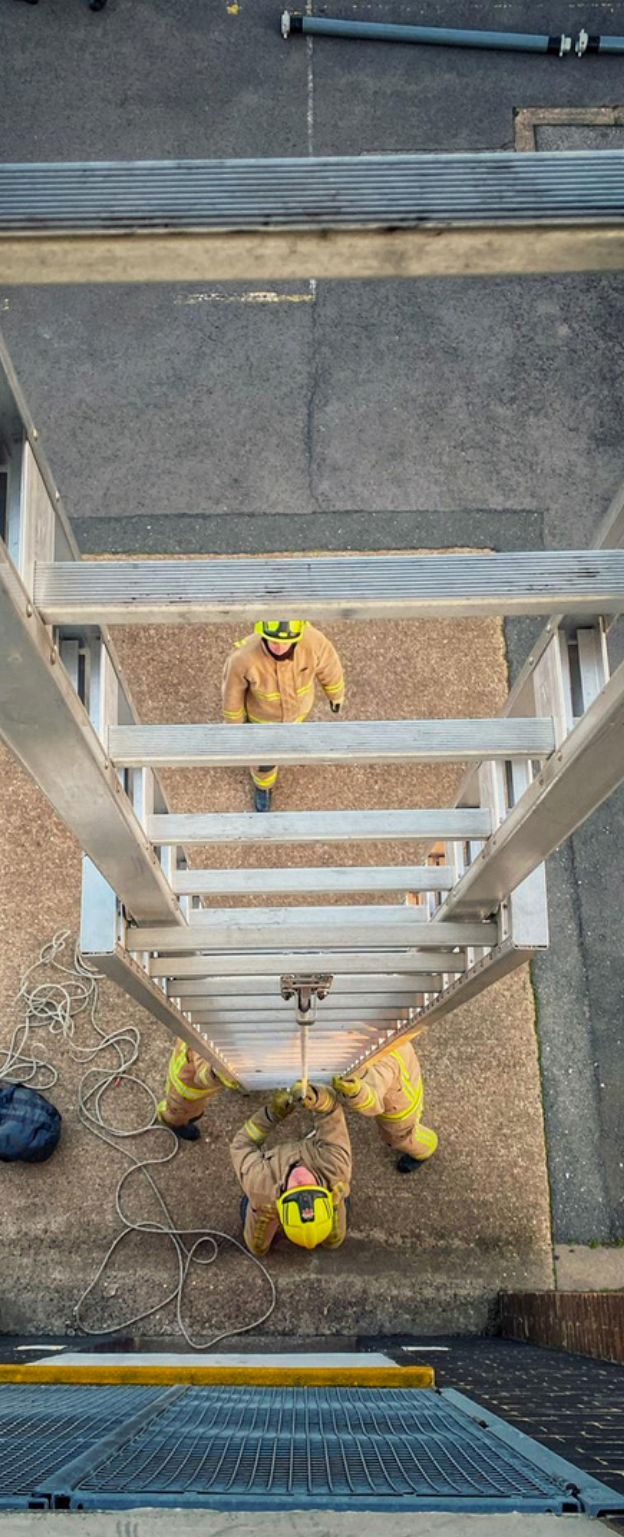
- Notable Practice
- Concern or Improvement
- Safety Critical Event

Incident Commanders provide comments on:

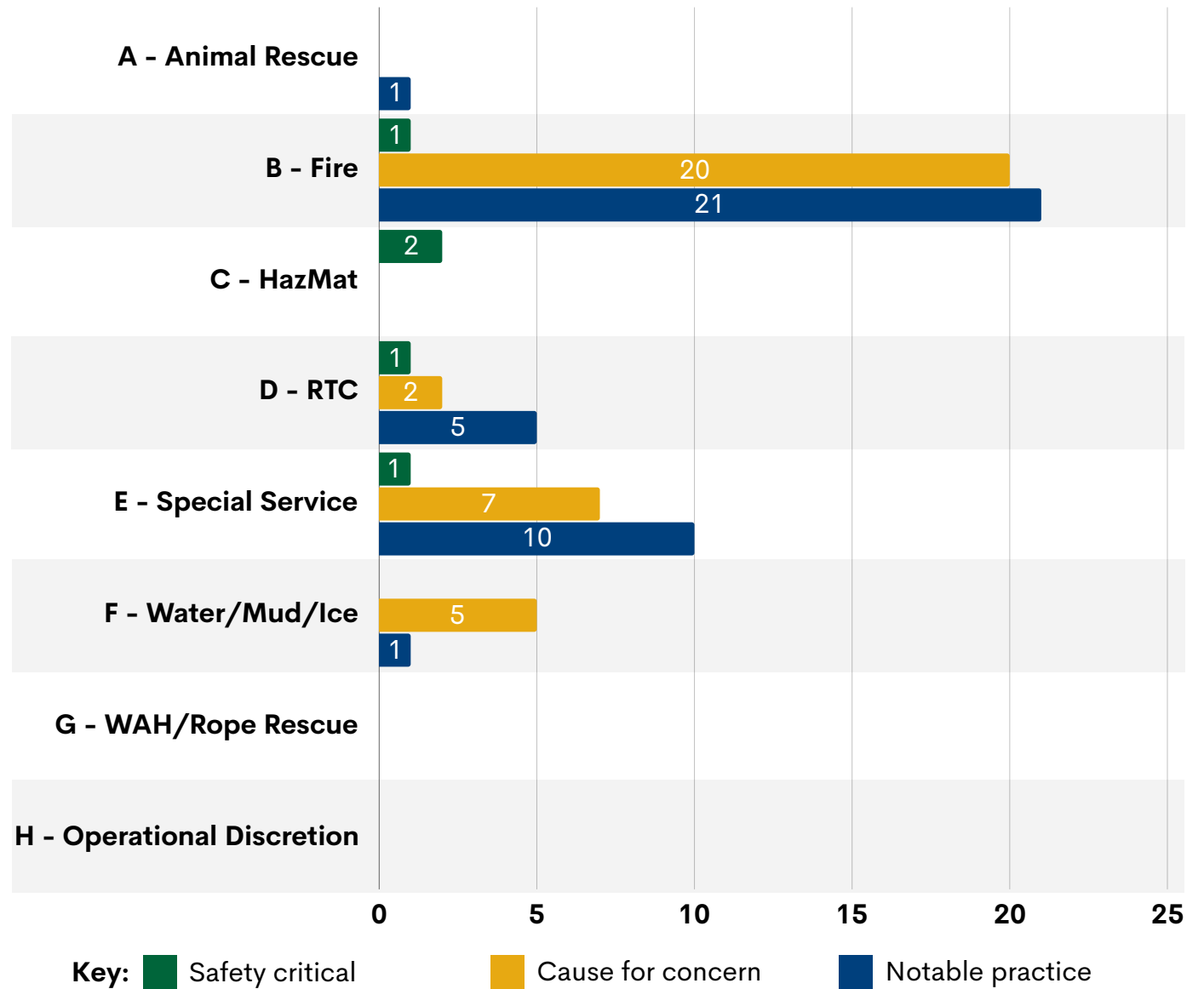
- Mobilising and Initial Resources
- Situational Awareness and communications
- Command and Control
- Resources and Equipment
- Safety and Welfare
- Incident Outcomes

Hot Debrief form submissions - April to September 2023

Activity Area / Incident Type	Total
A - Animal Rescue	2
B - Fire	32
C - HazMat	2
D - Road Traffic Collision	13
E - Special Service	13
F - Water/Mud/Ice	9
G - Working at Height/Rope Rescue	1
H - Operational Discretion	0
Total	72



The chart below shows a breakdown of key areas reported in the 72 Hot Debrief forms. Although 72 forms were submitted, more than one key area could be reported for each form.



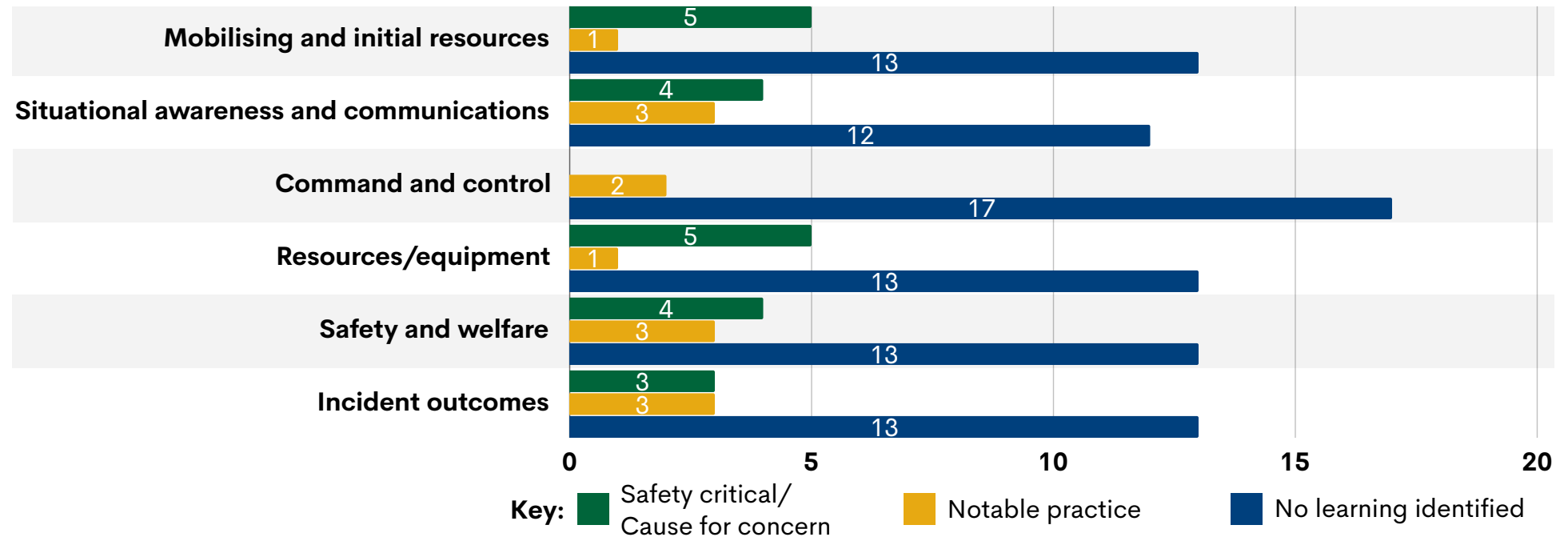
4.2

Operational Debrief Questionnaires

A structured operational debrief must be completed when one or more of the following criteria are met:

- At the discretion of the Incident Commander or Tactical Advisor
- Command unit in attendance
- Where operational discretion is used
- Learning that is of interest to the wider sector
- Following a consultation with the Operational Learning team to determine if any significant learning and/or organisational improvement has been identified and which type of debrief is appropriate.

Operational Learning conducted two structured debriefs during this period and received 19 Operational debrief questionnaires to support the process.



4.3

Tactical and Multi-agency Debriefs

8th June
Premier Bar,
Anlaby Road,
Hull

Crews attended a commercial building fire which was a protracted incident that required multiple crews, two aerial appliances, and the welfare unit to bring the fire under control. Firefighters overcame several challenges, including issues with water pressure from the hydrant supply and access to the roof space, whilst protecting nearby residential flats from fire spread. A debrief was held to identify learning opportunities and our findings have been published.

24th May
High Eske Nature
Reserve,
Tickton,
Beverley

Crews were mobilised following reports that two people were underwater at the nature reserve. This was a highly challenging incident for all who attended, during which they showed professionalism and dedication. Firefighters were able to rescue several teenagers from an island but tragically, the incident resulted in two fatalities. A debrief was held with the crews who attended the incident and a multi-agency debrief was held at Service Headquarters with representatives from Yorkshire Ambulance Service, Humberside Police, the Local Resilience Forum and the Coast Guard. The outcomes of both debriefs have been published.

4.4

Exercises

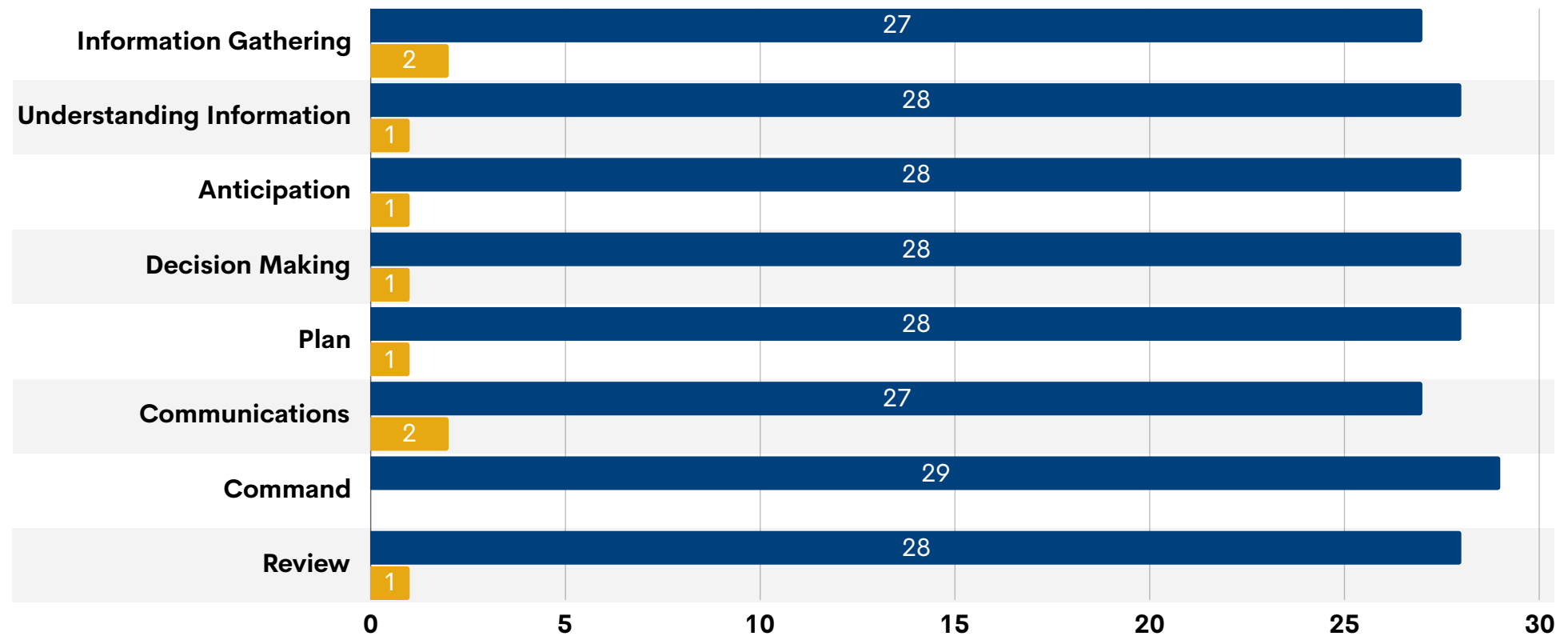
The exercise policy is under review and currently, operational personnel are required to participate in Level 1 scenarios, once every two months. The scenario should be in line the National Operational Guidance schedule. A member of the Operational Learning team will attend to assure the process and the coordinator must complete an exercise review form. An overview is provided below of the type of exercises that were recorded and if any learning was identified.

Activity Area	April 2023 to September 2023			
	Number completed	Safety critical	Cause for concern	Notable practice
Animal rescue	0	0	0	0
B.A	5	0	1	6
Fireground skills	3	0	0	0
Hazmat	2	0	5	2
Road Traffic Collision	0	0	0	0
Special service	1	0	0	0
Working at height	1	0	0	1
Water/Mud/Ice	2	0	1	1
Total	14	0	7	10

4.5

Incident Monitoring

The Incident Monitoring Officer role was created to support crews at operational incidents and provide feedback on performance and safety standards. Initially this was recorded using Effective Command software to align to our training and revalidation standards. This method gave an insight into the behavioural elements of incident command. Displayed below are the findings of the 29 incident monitoring reports that were completed.



i No Safety critical/cause for concerns identified in findings

Key: ■ Satisfactory performance ■ Exceptional/exemplary performance

This method gave important information, but more detailed information from incidents was required in order to identify trends and patterns. A Microsoft form was introduced in September 2023, and features 21 sections to gain a more comprehensive understanding, including the performance of the Incident Commander, resources, equipment, communications and the overall structure. The monitoring officer assesses if the element has been completed or considered and rates it accordingly as set out in the table below which shows the results collected from 7 reports so far.

Activity Area	Yes, satisfactory	Yes, unsatisfactory/partially	No	N/A
Command structure: Established/effective JESIP protocols	71	6	0	14
Command skills: Situational awareness, decision making, tactical planning	93	2	0	17
Command actions: DRA/ARA completed, assertive command, NOG guidance	115	0	1	3
Communications: Messages, briefings, firegrounds comms	71	3	1	16
PPE, equipment, resources: Initial PDA, use of personnel, effectiveness of resources	101	3	11	25
Wellbeing/welfare: Environmental considerations, CISM	7	0	3	46
Total	458	14	16	121

5. OCCUPATIONAL HEALTH AND WELLBEING

5.1 Summary

During the period of April to September 2023 the Occupational Health and Wellbeing team recruited a new Head of Function and a new Occupational Health Nurse to replace previous roles which have left the organisation. The team is now at full capacity, with all vacancies now appointed to. The recent Firefighter recruitment drive has seen our Occupational Health Technicians, Occupational Health Nurse and Fitness managers working alongside other members of the People directorate to facilitate the medical and fitness testing of the potential recruits applying for Full-time and On-call service.

The regular health surveillance of all operational personnel has been taken place and this has been conducted using the clinical staff within the Occupational Health and Wellbeing department. The self-referral system has been updated and staff can now self-refer to the Occupational Health and Wellbeing department online which has created a more streamlined system and has improved efficiency.

A review of the physio referral pathway has taken place to improve rehabilitation services within the department and enable patients to receive the appropriate treatment for their injuries. The complex case meeting has given us the opportunity to discuss any cases which may need more input from the people involved. The communication within these meetings enables us to develop a systematic approach to returning the individual back to work in the healthiest position possible.

5.2

Performance Activity

The table below gives figures for Occupational Health activity for the past two quarters.

Activity	April to June	July to September
Management Referrals	41	41
Self-Referrals	12	15
Discharges	23	8
Ill Health Early Retirement	0	2
Critical Incident Stress Management Defusing/Debriefing	3	1
Physio Referrals	17	13
Counselling Referrals	16	11
Employee Assistance Programme Contacts	18	18
Did Not Attend	11	12
Health Surveillance	89	191
Service Fitness Tests	55	540
Return to work fitness tests	6	9



Health surveillance has increased significantly over the last quarter due to the employment of a new Occupational Health Nurse. The surveillance team have been conducting the medicals at the Occupational Health facility in Beverley but also travelled to stations which has seen a positive impact on efficiency.

Did not attends (DNA) have dropped over the last reporting period which is extremely positive to see. The Occupational Health and Wellbeing administration team have established a new process to highlight DNAs to the management structure which will hopefully reduce future DNAs.

Employee Assistance Programme contacts have levelled out over the last 2 quarters. A review took place of the services on offer to HFRS employees and the contract was extended for a further year. Communication and media around the Employee Assistance Programme have been increased to gain further reach to HFRS employees especially our On-call employees.

Critical Incident Stress Management defusing and debriefs have reduced over the last two quarters. A review has taken place of the protocol to request a debrief and a new system has been brought in for individuals to have the ability to self-request a debrief via the Occupational Health and Wellbeing portal.

6. ABSENCE MANAGEMENT

6.1 Performance

The table below shows the performance during this period against the target, by staff group with two staff groups being below target and two areas above target.

Staff Group	Sum of Days Lost	Establishment	Average Duty Days Lost Per Person	2023/24 Annual Target Per Person	Bi-Annual / 6 Month Target
Control	160.00	28.58	5.60	8.70	4.35
Fire Staff	1214.29	175.67	6.91	10.00	5.00
On-Call	1096.26	332	3.30	7.00	3.50
Full-Time	1457.00	448.63	3.25	7.00	3.50
Total	3927.55	984.88			

The Service continues to return towards pre-pandemic levels of absence which was both predicted and anticipated as communities returned to normal activities. This is something the majority of employers are also experiencing in both the public and private sectors.

This table shows the percentage of our employees, per contract group who have had full attendance.

Staff Group	April 2023 to September 2023			
	2020/21	2021/22	2022/23	Target Attendance
Full-Time	97.37%	96.41%	96.45%	96.17%
Control	97.40%	91.17%	93.88%	95.25%
Fire Staff	95.86%	95.75%	94.70%	96.17%

6.2 Top Reasons for Absence

The table below shows the top four reasons for absence for all staff groups during the period and shows that, once again, mental health conditions are the top reason for absence. Mental health continues to be extremely high profile in the media and staff continue to be encouraged to raise and seek assistance for mental health issues.

Work continues by the Service in raising awareness of mental health and encouraging staff to be open about the impact of mental ill-health on individuals.

CLG Category	Total duty days lost
Mental Health Anxiety/Depression	953.68
Musculo Skeletal Lower Limb	870.55
Other	673.82
Musculo Skeletal Upper Limb	302.51

A number of staff are suffering from shoulder and back musculoskeletal conditions, which are often inherent in an aging workforce undertaking work of a physically demanding nature. Support Staff roles, which are predominantly desk based, also have a higher risk of posterior chain uppers injuries due to the nature of the work. All these issues are being managed and supported as appropriate to each individual case, including bespoke specialist physiotherapy services and support from the Fire Fighters Charity. Service Fitness managers also designed Prehab and Rehab programmes for staff to follow to minimise the chances of these injuries reoccurring.

The number of employees affected both directly and indirectly by Covid-19 between 1 April 2023 to 30 September 2023 was eight episodes in comparison to 134 episodes in the same period during 2022. Absence levels have been mitigated by supporting staff to work at home during these periods, where possible.

6.3 Duty Days Lost

In total there have been 590.52 more days absence compared to the same period in 2022/23. However absence fell significantly during the pandemic period and is now returning to more regular patterns.

	2023/24 Sum of Duty Days Lost	2022/23 Sum of Duty Days Lost	Difference between contract groups 22/23 – 21/22
Control	160.00	228.00	-68.00
Support Staff	1214.29	975.34	+238.95
On-Call	1096.26	717.69	+378.57
Full-Time	1457.00	1416.00	+41.00
Grand Total	3927.55	3337.03	+590.52

Occupational Health services, internal support for maintaining operational fitness and counselling services are all utilised according to individual needs. This integrated approach seeks to make the best use of all available health resources, supports staff during periods of ill health, and supports their return to work (where possible) in the most effective way.

12. GLOSSARY

ADF	Accidental Dwelling Fire.	Near Miss	An event not causing harm, but has the potential to cause injury or ill health.
ARA	Analytical Risk Assessment.	NOG	National Operational Guidance.
BA	Breathing Apparatus.	NOL	National Operational Learning.
CISM	Critical Incident Stress Management.	On-Call	Responds/crewed when required.
DNA	Did Not Attend.	Primary Fire	A fire involving property of high value or life risk i.e. dwelling, building or car, or a fire where a person has been injured.
DRA	Dynamic Risk Assessment.	PDA	Pre Determined Attendance.
First Responder	A firefighter trained in emergency medical care who responds to medical emergencies in a bespoke vehicle.	PPE	Person Protective Equipment.
Falls Team	An early response falls pick up team provided by competent firefighters in Hull.	RIDDOR	Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013
Full-Time	A fire station that is always crewed.	Secondary Fire	A fire involving property of lesser value i.e. wheelie bin, rubbish or tree.
HazMat	Hazardous Materials.	Special Service	Non-fire incident i.e. Lift Rescue, Road Traffic Collision or Water Rescue.
HFRS	Humberside Fire and Rescue Service.		
HMICFRS	Her Majesty's Inspectorate of Constabulary and Fire & Rescue Services.		
JESIP	Joint Emergency Service Interoperability Programme.		
JOL	Joint Organisational Learning.		