



HUMBERSIDE FIRE AUTHORITY



# ANNUAL PERFORMANCE REPORT 2023/24

# ACCESS STATEMENT

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# 1. FOREWORD



**Chair of Humberside  
Fire Authority  
Nigel Sherwood**



**Chief Fire Officer  
and Chief Executive  
of Humberside Fire  
and Rescue Service  
Phil Shillito**

Welcome to the Humberside Fire Authority's Annual Performance Report for the period 1 April 2023 to 31 March 2024.

The Service has a legal duty to provide a fire and rescue service that meets the needs of the local communities, in accordance with our Community Risk Management Plan (CRMP). The Service is prepared to deal with a wide range of emergencies, from house fires and road traffic collisions, to floods and chemical spills. We are responsible for the enforcement of fire prevention, petroleum, and explosives legislation, working with our communities to help keep people and property safe, providing a fire and rescue service for the people that live, work, and visit the Humberside area.

We are proud to report that during the 2023/24 period, the Service exceeded its targets for responding to Dwelling Fires and Road Traffic Collisions (RTC). Our first engine arrived within the specified time frame in over 97% of incidents (depending on the level of risk), which is well above our minimum standard of 90%. We did experience a 5% decrease in the total number of emergency incidents attended, responding to 13,694 incidents during 2023/24 compared to 14,467 during 2022/2023, mostly due to secondary fire demand after the hot summer of 2022. We continued to work closely with our partner agencies to tackle any underlying issues.

In March 2023 His Majesty's Inspectorate of Constabulary and Fire and Rescue Services (HMICFRS) published its report 'Values and culture in fire and rescue services'. The Service has responded to all the recommendations pertinent to the Service and continues to commit to ensure the values and culture of our organisation remain as something we, and our communities are all proud of, and that we provide a safe and supportive working environment for all colleagues and visitors.

All Fire and Rescue Authorities are required to produce an Efficiency and Productivity Plan based on achieving 2% non-pay efficiencies and increase in productivity by 3% during the 2021/22 – 2024/25 Spending Review Period. The Authority has achieved non-pay efficiency savings of 3.19% during 2023/24 which is more than our target of 2.42% that was published in our Productivity and Efficiency Plan for 2023/24.

Under our Public Sector Equality Duties (PSED) we continue to work tirelessly to eliminate unlawful discrimination, harassment, and victimisation. We welcome equality of opportunity between different groups and endeavour to foster good relations between different groups.

## 2. EQUALITY AND INCLUSION

### 2.1 OUR COMMUNITIES AND WORKFORCE

Humberside Fire Authority covers the four Unitary Authority areas of Kingston upon Hull, the East Riding of Yorkshire, North Lincolnshire and North East Lincolnshire. The area has a total population of approximately 936,000 and covers a geographical area of 1360 square miles.

Across the area, 4.99% of our community are from a black or minority ethnic background. The following table shows the population, area, gender and ethnicity of each of the Unitary Authorities according to their respective published data.

UNITARY AUTHORITY	Population	Area square miles	Gender	Ethnicity
Hull	267,013	28	Female 50.1% Male 49.9%	8.25% ethnic minority 91.75% white
East Riding of Yorkshire	342,215	930	Female 50.95% Male 49.05%	2.65% ethnic minority 97.35% white
North East Lincolnshire	156,967	74	Female 51.06% Male 48.94%	3.78% ethnic minority 96.22% white
North Lincolnshire	169,684	328	Female 50.67% Male 49.33%	5.67% ethnic minority 94.33% white

We have 31 Fire Stations, 12 are crewed by Full-Time firefighters and 19 by On-Call firefighters. Three of the Full-Time stations have mixed crewing of both Full-Time and On-Call firefighters. Our First Responder (Medical Response) teams respond to immediate life-threatening calls received from the ambulance service to provide early intervention. In the Hull and East Riding areas we have a Falls Intervention Response and Safety Team (Hull First), established to deal with non-life threatening fall incidents, and as emergency first responders, this has developed further into limited postcodes in the East Riding.

Our Control Room is located at Service Headquarters in Hull. It operates 365 days a year, 24 hours a day. Support services are also based at Service Headquarters in Hull.

Emergency Services Fleet Management (Humberside) Ltd is a Jointly Controlled Company, staffed from both Humberside Police and Humberside Fire and Rescue Service (HFRS). The Company maintains all the vehicles and operational equipment of both organisations.

Our workforce profile shows a gender split of 75% male, 23% female and 2% prefer not to say across the whole workforce, with a split of 89% male, 9% female and 2% prefer not to say for operational staff. The workforce is predominantly white male. We have an ageing workforce as demonstrated by the table below.

AGE GROUP	17-24	25-35	36-45	46-55	56-65	66+
Headcount	33	215	254	294	90	17

As well as responding to emergencies, we provide preventative services to the public to help them prepare for emergencies, reduce the likelihood of emergencies happening and reduce their impact if they do happen. This work includes Home Fire Safety visits to vulnerable people and the fitting of safety equipment where needed. Work is undertaken with partners to reduce the number of Road Traffic Collisions (RTCs) in our area. We have a legal responsibility to enforce fire safety legislation and we provide advice to businesses to help them comply with the law.

As with many other public services, we are facing challenging financial times which will impact upon the way services are delivered. Despite this, fire engines routinely get to incidents quicker than our target times and we continue to strive to make communities safer from the risk of fire. We will continue to deliver effective and efficient prevention services targeted at the most vulnerable in the community and a highly effective response service to deal with emergencies when they do occur.

## 2.2 OUR EQUALITY AND INCLUSION COMMITMENT STATEMENT

We aim to continuously improve the standards of service we provide to the communities we serve. We work with our diverse communities to provide equality of access to our services for those who have a protected characteristic identified under the Equality Act 2010, in order to provide fully inclusive, accessible, effective and efficient services. We recognise the importance of, and are committed to, promoting equality and inclusion in the provision of our services and to our employees. We are committed to encouraging equality and diversity amongst our workforce and to eliminating unlawful discrimination. We continue to aim for our workforce to be representative of the communities we serve and for each of our employees to feel respected and to be able to give their best.

We recognise our legal responsibilities under the Equality Act 2010. Specifically, the Public Sector Equality Duty (PSED) to eliminate unlawful discrimination, harassment and victimisation, advance equality of opportunity, foster good community relations and have an engaged, fairly treated and motivated workforce. In particular, we oppose and are committed to eliminating all forms of unfair treatment at work based on age, disability, sex, race or national origin, religion and belief, sexual orientation, gender reassignment, marital or civil partnership status, pregnancy or maternity, political opinions, trade union activity or membership, lack of trade union activity or membership or spent criminal convictions not relevant to the post.

We aim to promote equality, fairness and respect for all of our employees. In working to protect and keep communities and individuals safe from fire and other emergencies, we recognise that people's needs may be different and that some people will be more at risk of fire and emergencies than others. We aim to target our services and resources to protect the whole community and to reduce the additional risks faced by some. In developing appropriate services, we will work to engage and involve our communities.

## 3. GOVERNANCE

The Fire and Rescue National Framework for England details the governance requirements of the Fire and Rescue Authority. Principle to this is that the Fire and Rescue Authority has a statutory duty to ensure provision of their core functions as required by the Fire and Rescue Services Act 2004.

To effectively manage statutory governance requirements the Service implements a 'Business Planning Framework' to review and schedule the required compliance activities to be completed annually. This includes the creation and / or review of documentation such as the Community Risk Management Plan (CRMP), Annual Statement of Assurance, Annual Governance Statement and Financial Plans.

The Service uses the CRMP to detail the assessed risk in the authority area, activities used to mitigate those risks and the effective allocation of associated resources. To fulfil the intended delivery outcomes in the CRMP the Service publishes a 'Strategic Plan', which states the mission and associated objectives for the Service.

# Our Mission...

**Safer communities, safer firefighters.**

Keeping communities in the Humber area safe, keeping our firefighters safe.

Contributing to the emergency response capabilities of the UK.



**HUMBERSIDE**  
Fire & Rescue Service



## What we must do well

- 1.1 Continue to complete planning arrangements and interventions to reduce fire related fatalities or casualties.
- 1.2 Effectively deliver activities to prevent fires and other emergency incidents.
- 1.3 Protect the public from fires and other risks by delivering fire regulation, legislation and protection activities.
- 1.4 Efficiently manage our resources to meet current risk.



## How we support our communities

- 2.1 We understand our community and the risks they face.
- 2.2 We help the public and businesses to stay safe.
- 2.3 We respond quickly and effectively to emergency incidents.
- 2.4 We treat everyone in an open and fair manner.



## We value and support the people we employ

- 3.1 We encourage, attract and retain a diverse range of people to help us provide the best service.
- 3.2 We develop and cultivate a highly trained, competent workforce.
- 3.3 We promote our principles and expected behaviours, and are ethical, transparent and accountable.
- 3.4 We ensure the health, safety and wellbeing of our staff.



## We efficiently manage the Service

- 4.1 We deliver sound financial control and resilience.
- 4.2 We make appropriate use of public money and deliver value for money.
- 4.3 We promote good governance and ensure openness, transparency and accessibility.



**Strategic Plan**  
2021 - 2025



## 4. KEY PERFORMANCE DATA

Where appropriate Service Performance Indicators (SPI) are performance managed against calculated thresholds to define the range between high and low performance values for each of the different incidents. Thresholds enable the Service to analyse trends more accurately and less reactionary, enabling the deployment of resources and / or intervention activities more effectively.

4.1 KEY INCIDENT ACTIVITY	Range 2023/24	Actual 2023/24	Actual 2022/23	Within threshold
Automatic fire alarm activations in non-domestic premises.	Between 692 and 1072	<b>477</b>	882	Yes*
Number of Accidental Dwelling Fires.	Between 308 and 412	<b>337</b>	359	Yes
Number of high severity Accidental Dwelling Fires. ***	Between 5 and 53	<b>16</b>	38	Yes
Number of other accidental fires.	Between 181 and 399	<b>220</b>	290	Yes
Number of deliberate small fires.	Between 1787 and 3654	<b>1532</b>	2721	Yes**
Number of deliberate property fires. (excludes prisons).	Between 359 and 585	<b>415</b>	468	Yes
Number of fatalities from Accidental Dwelling Fires.	Aspirational 0	<b>5</b>	7	Decreased by 2
Total injuries from fire related incidents.	Aspirational 0	<b>36</b>	29	Increased by 7

\* Automatic fire alarm activations are positively below threshold due to an embedded call challenge policy.

\*\* Secondary fires were low through 2023/24, but also significantly under the range set by the extreme high demands of summer 2022.

\*\*\* Severity combines these factors into a score; injury/fatality, fire spread/damage, incident length/appliances required.

4.2 PROTECTION ACTIVITY	Actual 2023/24	Actual 2022/23
Fire safety enforcement notices issued.	<b>32</b>	36
Prohibition notices issued.	<b>11</b>	15
Alteration notices issued.	<b>7</b>	4
4.3 PREVENTION ACTIVITY	Actual 2023/24	Actual 2022/23
Home Fire Safety Visits.	<b>9836</b> (Target 8559)	7291
Arson prevention and reduction activity.	<b>659</b>	861
Fire Setter Intervention.	<b>102</b>	117
School visit.	<b>716</b>	230
Number of children engaged (2023/24 includes Water/Roads)	<b>57523</b>	14266
Alarm replacement/equipment delivery.	<b>271</b>	281
Hotshot/Arson Leaflet drop.	<b>2754</b>	1674
Other prevention activity	<b>3509</b>	3300

4.4 RESPONSE	Actual 2023/24	Actual 2022/23
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The first fire engine mobilised to Dwelling Fires or Road Traffic Collisions (RTC) is in attendance within the specified times:

<b>Dwelling Fires</b>		
High Risk Areas      8 minutes	<b>97.33%</b>	96.15%
Medium Risk Areas    12 minutes		
Low Risk Area        20 minutes		
RTC any area            15 minutes		
<hr/>		
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.	<b>90.91%</b>	86.67%
<hr/>		
Mobilising our resources to Dwelling Fires within 90 seconds of receiving an emergency call.	<b>80.62%</b>	83.48%
<hr/>		
Rescues from all incident types.	<b>1419</b>	1234

4.5 ENVIRONMENT	Actual 2023/24	Actual 2022/23
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Electricity usage.	<b>1,797,579 Kw/h</b>	1,859,392 Kw/h
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Gas usage.	<b>3,584,646 M<sup>3</sup></b>	3,335,364 M <sup>3</sup>
<hr/>		
Water usage.	<b>7,453 M<sup>3</sup></b>	13,210 M <sup>3</sup>
<hr/>		
Vehicle diesel fuel usage.	<b>300,577 ltrs</b>	311,981 ltrs

4.6 PEOPLE	Targets 2023/24	Actual 2023/24	Actual 2022/23
Average day's sickness absence per employee.	8.2	<b>8.62</b>	8.35
Number of work-related accidents.	Aspirational reduction to 0	<b>83</b>	68
Number of reported near misses.	Aspirational increase	<b>137</b>	139

# 5. PREVENTION & PROTECTION

Prevention and Protection teams are centrally managed and are deployed to areas of risk. Risk is identified by an annual analysis process which sets the workstream priorities for the year ahead.

We evaluate and monitor our performance to look for smarter and more efficient ways to ensure our communities are safer places to live and work. Data plays a big part in our risk profiling. We use our data in conjunction with social segmentation, NHS, Local Authority data and open data sets such as energy performance certificates to build up matrices of risk. This allows us to access the people and businesses who are most vulnerable to the risk of fire.

Referrals from partners are an important part of being able to access the most vulnerable homes and businesses and we cultivate those relationships, training other agencies to recognise fire risk.

We are developing additional mobile capability for the efficient delivery of Prevention and Protection activities. We work within the National Fire Chiefs Council (NFCC) framework on projects such as national data collection, the Person-Centred Framework and Fire Standards. We are involved nationally and regionally with health partners, including Public Health England and NHS England, instigating several activities in partnership to improve data sharing, health and quality of life outcomes for those most at risk in our communities.

## 5.1 PREVENTION

We provide Home Fire Safety Visits to our communities, an important element of the preventative work carried out across our area. This service provides people with guidance and support to keep them safe from fire and other emergencies and broadly follows the principles below:

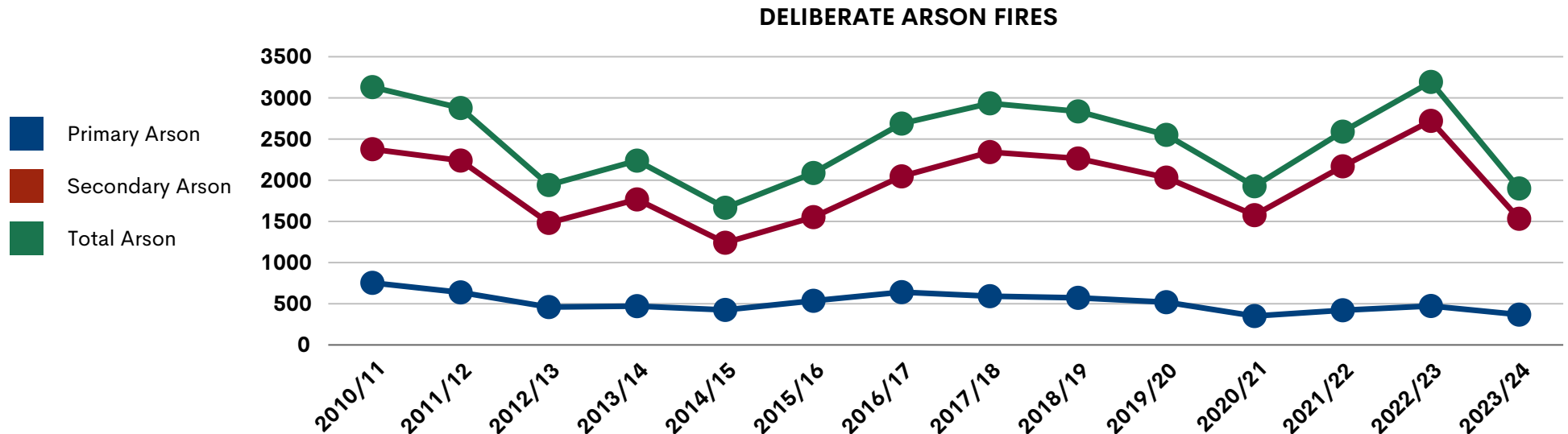
- Identification of fire risk while in the home
- Provision of safety advice
- Provision of appropriate risk reduction equipment
- Referral to specialist advice and support where appropriate
- A light touch health check for vulnerable individuals in the home

## 5.2 CHILDREN AND YOUNG PEOPLE ACTIVITIES

Our targeted School Education and Youth Engagement programmes form an integral part of our delivery to young people on issues around fire, road, and water safety. We target schools on a risk basis and consider themes that may be current on social media platforms to be included in our educational talks. We ensure that educational material with a strong fire safety theme is freely available to teachers and that we respond to requests for guidance or support.

## 5.3 DELIBERATE FIRES

Primary arson has remained very stable for a long period of time, whilst secondary arson has shown more variation with increases in the previous two years, before falling in 2023/24 back toward the 2017–2021 trend. The two most frequently ignited property types in deliberate fires during 2023/24 were loose refuse and vegetation, accounting for 70% of all deliberate secondary fires. Compared to 2022/23, there have been 1294 fewer arson incidents, which equates to a decrease of 41%. During 2022/23 we reacted to an increase in incidents and anti-social behaviour in pockets of Humberside, particularly in Hull where we worked closely with partners, such as Humberside Police to reduce these incidents. 2022/23 also saw the significant increase in incidents when the country faced intense and prolonged heatwaves during July and August. No repeats of these events contributed to the lower levels and reductions seen in 2023/24, which is in line with the decreasing trend seen between 2017 and 2021.



## 5.4 FIRE DEATHS

Sadly, during 2023/24, five people died in Accidental Dwelling Fires in our Service area and this is two fewer than the previous year. We know that there are large numbers of vulnerable people within our communities, and this continues to present the Service with some significant challenges. The number of people injured in Accidental Dwelling Fires (ADFs) was 36, 24% higher than the previous year. We strive to reach the people who are most likely to be injured or die in a fire using data science models, with relevant data in conjunction with the NFCC home fire safety check online system, which has been specifically tailored for self and partner referral. Across two years 10 of 11 fatalities were males no younger than 50. Because of this, we have adjusted our prevention activity to include an additional group focused on this demographic.

## 5.5 ACCIDENTAL DWELLING FIRES (ADF)

ADFs are the main cause of preventable fire deaths and injuries. In 2023/24, we attended 337 ADFs; this is a decrease of 6% from the previous year's total of 359 incidents.



## 5.6 SMOKE ALARMS

You are four times more likely to die in a fire at home if you haven't got a working smoke alarm and escape plan ([www.gov.uk/firekills](http://www.gov.uk/firekills)). For this reason, we invest a large amount of our time in ensuring residents have a working smoke alarm and an escape plan. During 2023/24 we found that 84% (284) of the homes where an accidental fire occurred had a smoke alarm fitted and 78% of these smoke alarms activated during the fire. Typical reasons for not activating included missing or defective batteries and the smoke alarms being in a different room from where the fire started.

During 2023/24, 3546 alarms were fitted in the Service area by our employees. This figure is a combination of smoke and sensory alarms. 3284 of these alarms were fitted at Home Fire Safety Visits\*, based upon occupant risk and vulnerability.

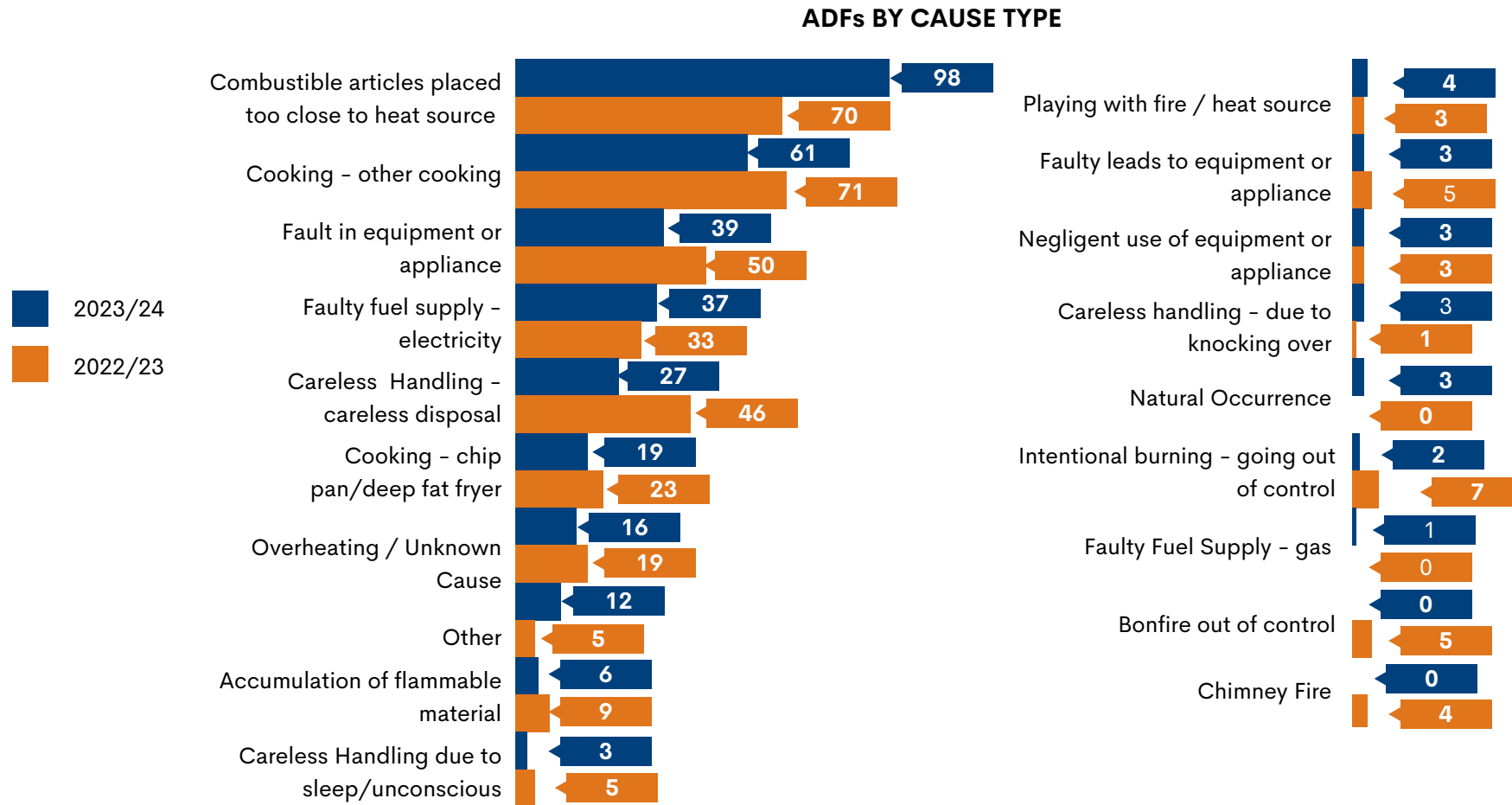
\*The remaining alarms were fitted during re-visits to properties that have already had alarms fitted and from post incident attendances.





## 5.7 CAUSES OF ACCIDENTAL DWELLING FIRES (ADF)

The chart below shows that 29% of the ADFs that we attended in 2023/24 involved articles too close to a heat source and 18% were cooking. The kitchen is the place most fires start with 56% of the ADFs involving a cooking appliance as the source of ignition.

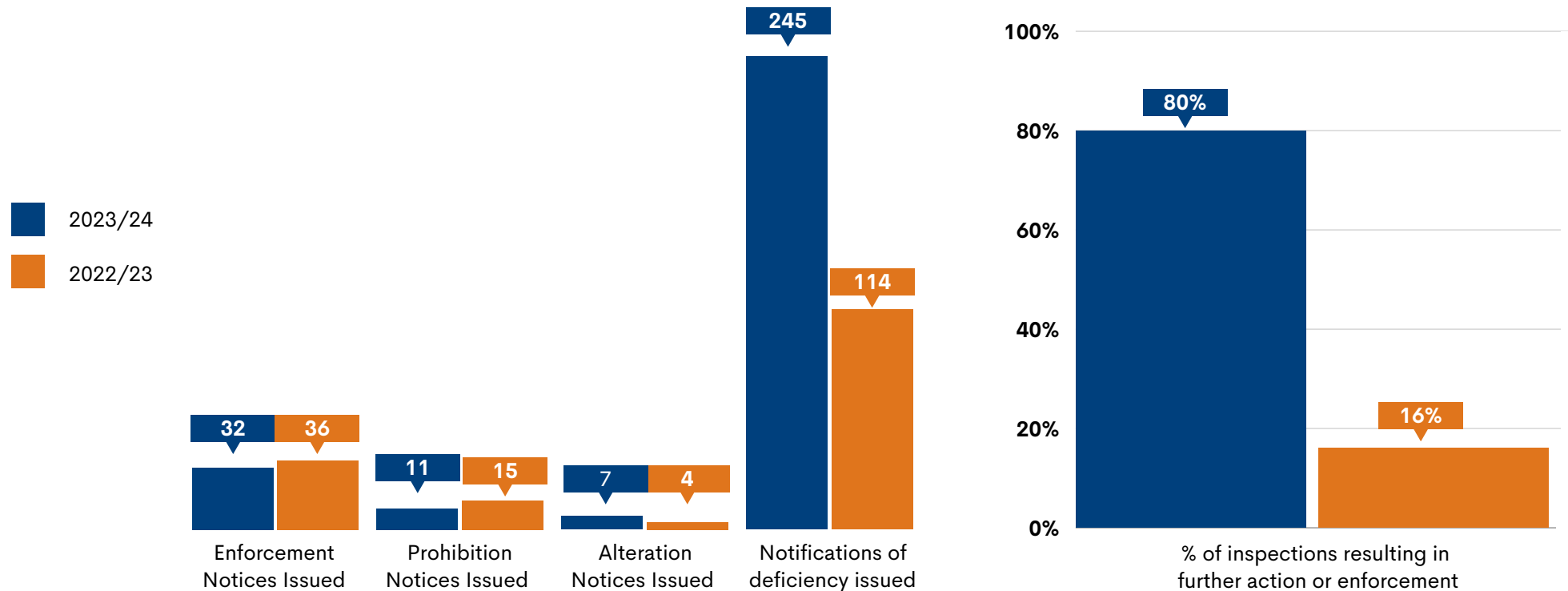


## 5.8 PROTECTION

HFRS has implemented a data science model to ensure we carry out inspections at those premises which pose the greatest risk from fire; our inspections will continue to target premises to reduce that risk. Our crews also carry out engagement visits with lower risk premises to advise on fire safety, referring any problems to our inspectors who will then carry out an audit where necessary. For any fire safety deficiencies found, we will take informal or formal action to ensure that such premises are made safer for our communities.

To align ourselves with best practice within national and regional practice audit outcomes are now deemed to be unsatisfactory if even minor contraventions of the Fire Safety Order are found. As a result 80% of premises audited were found to be unsatisfactory, a significant change to 2022/23. This indicates that our Risk Based Inspection Programme is directing our resources at the right premises.

### FIRE SAFETY ENFORCEMENT



# 6.

# RESPONSE



The Service operates under a Service Delivery Structure with four districts that are divided by the physical boundary of the Humber estuary and river into North (Hull and East Riding) and South (North Lincolnshire and North East Lincolnshire). The respective Service Delivery Teams have the responsibility for all operational and safety matters in their area.

## 6.1 RESPONSE STANDARDS

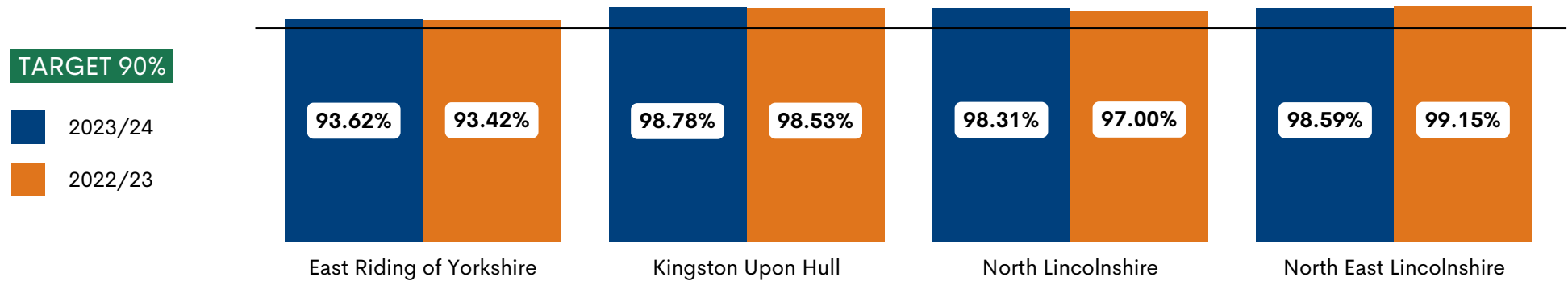
Our Response Standards tell how quickly we aim to have a fire engine in attendance at an incident. They are based on (Domestic) Risk Areas, assessed as High, Medium or Low. To enable us to assess the dwelling risk within our communities, our area is divided into 41 groupings of around 20,000 residents, we call these 'Risk Regions' that vary in geographical size. The Dwelling Risk rating is based upon the casualty and fatality rate per head of population within each Risk Region.

Two fire engines will be mobilised to Dwelling Fires and Road Traffic Collisions. The first aims to be in attendance within the following times, on a minimum of 90% of occasions.

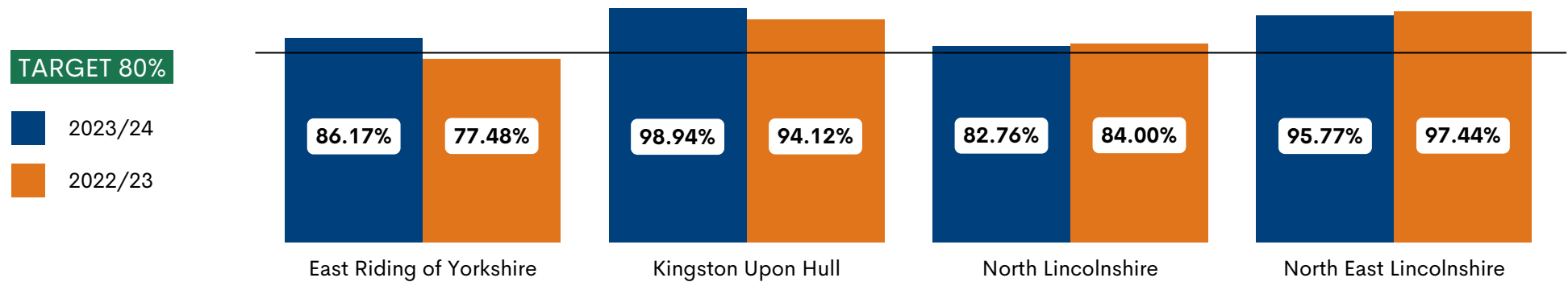
High Risk Area	8 Minutes
Medium Risk Area	12 Minutes
Low Risk Area	20 Minutes
Road Traffic Collision in any Risk Area	15 Minutes

The second fire engine mobilised to a Dwelling Fire or a Road Traffic Collision, aims to be in attendance within five minutes of the first fire engine arriving at the incident, on a minimum of 80% of occasions. Despite the standards we set for attending incidents across the Service area being some of the most challenging, given the geographical size encompassing a diversity of rural and urban landscapes, we continue to exceed our target for average first engine response.

### AVERAGE FIRST FIRE ENGINE RESPONSE

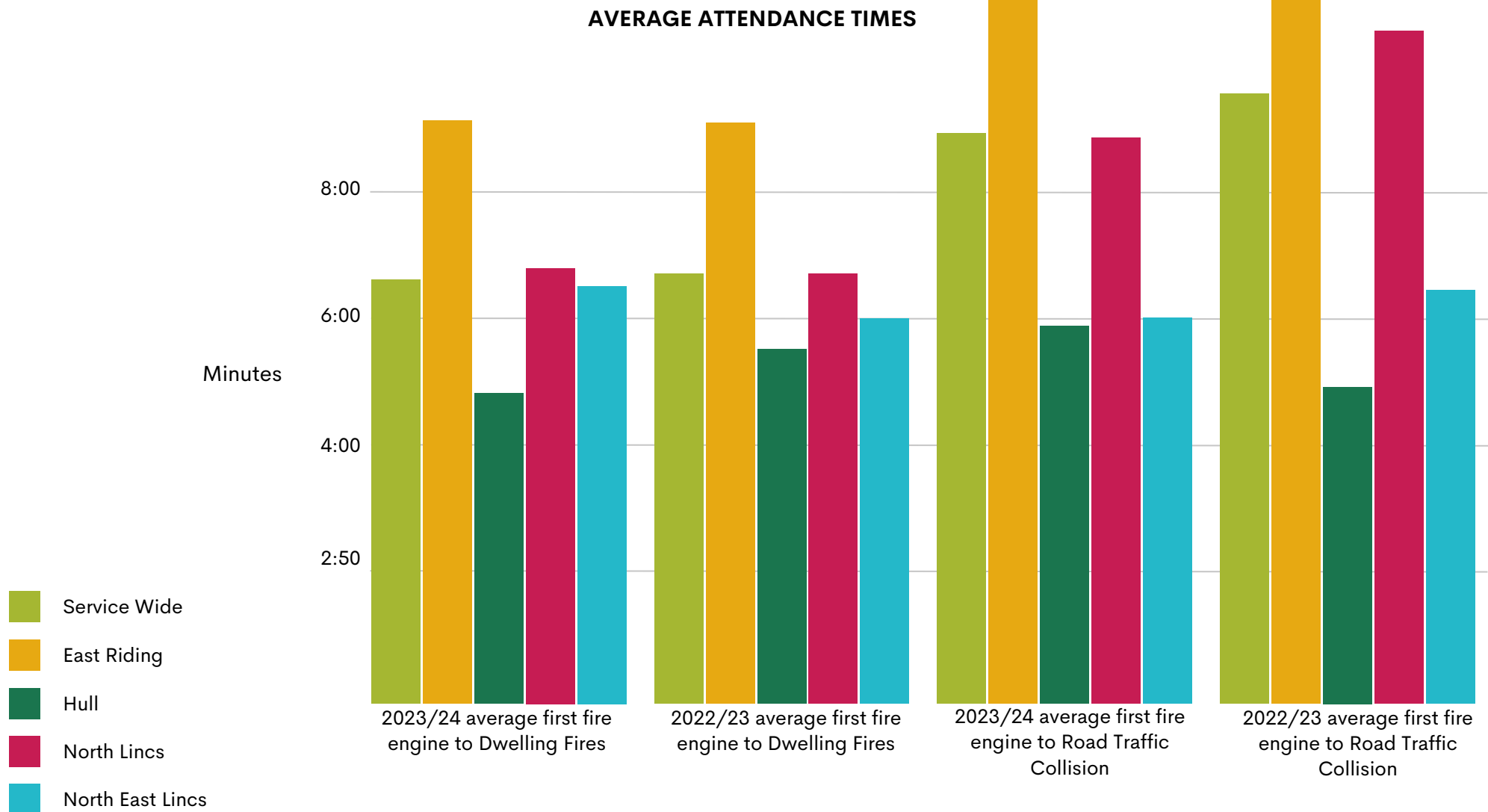


### AVERAGE SECOND FIRE ENGINE RESPONSE



## 6.2 ATTENDANCE TIMES

Across the Service our average attendance time to Dwelling Fires is 6 minutes and 13 seconds for the year 2023/24. The time taken to attend a Road Traffic Collision was 8 minutes 25 Seconds. Attendance times in the East Riding of Yorkshire and North Lincolnshire are slower than other areas that we cover. The reason for this, is the rural landscape, and these areas have a higher percentage of On-Call duty system Fire Stations, compared to our more urban areas.

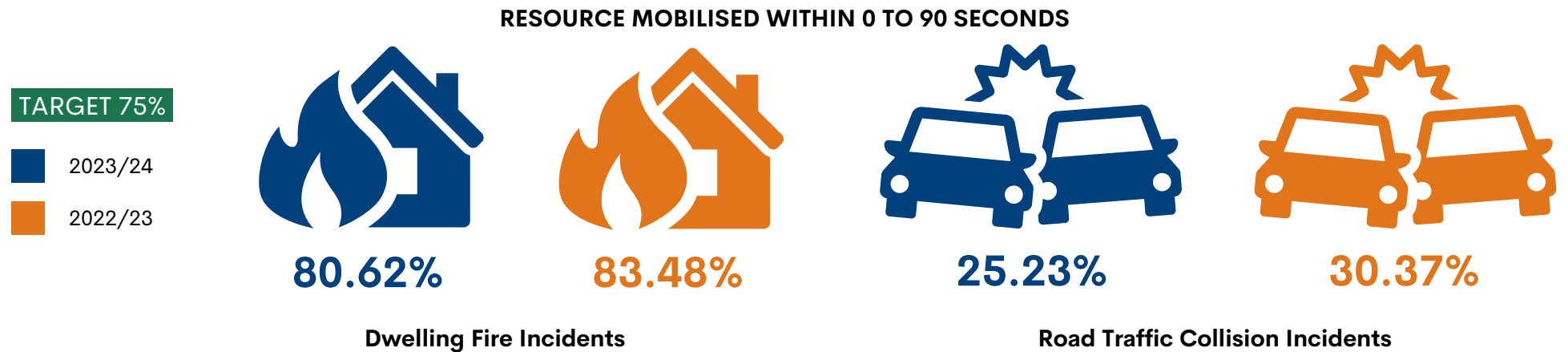


## 6.3 EMERGENCY CALL HANDLING

Our response to an emergency starts with our Control Room; this is where our emergency calls are received and assessed before an appropriate initial response is mobilised. Our performance standard requires that emergency calls to all incidents have a response mobilised within 90 seconds on 75% of occasions. Mobilisations to Road Traffic Collision incidents are generally slower due to the need to establish accurate location details. This is particularly relevant in our rural communities, where street names and house numbers are not always as easily available or identifiable to the caller.

Ensuring that the fastest and most appropriate response is mobilised to an incident is our key priority during emergency call handling. We have accepted that it may take our Control Room staff a little longer to extract quality information from 999 callers, however, this further assists our dynamic approach to mobilising and provides our responding crews with further insight to the incident they are attending. The Control Room have the capability to use 'what3words' downloadable application to support people in communicating their location when not fully known.

During events such as extreme flooding and large incidents, emergency Control Rooms can become inundated with a high volume of emergency calls. The consortium arrangements between Humberside, Lincolnshire, Hertfordshire and Norfolk Fire and Rescue Services deliver an integrated call handling and mobilising solution, with significantly improved resilience and partnership working.

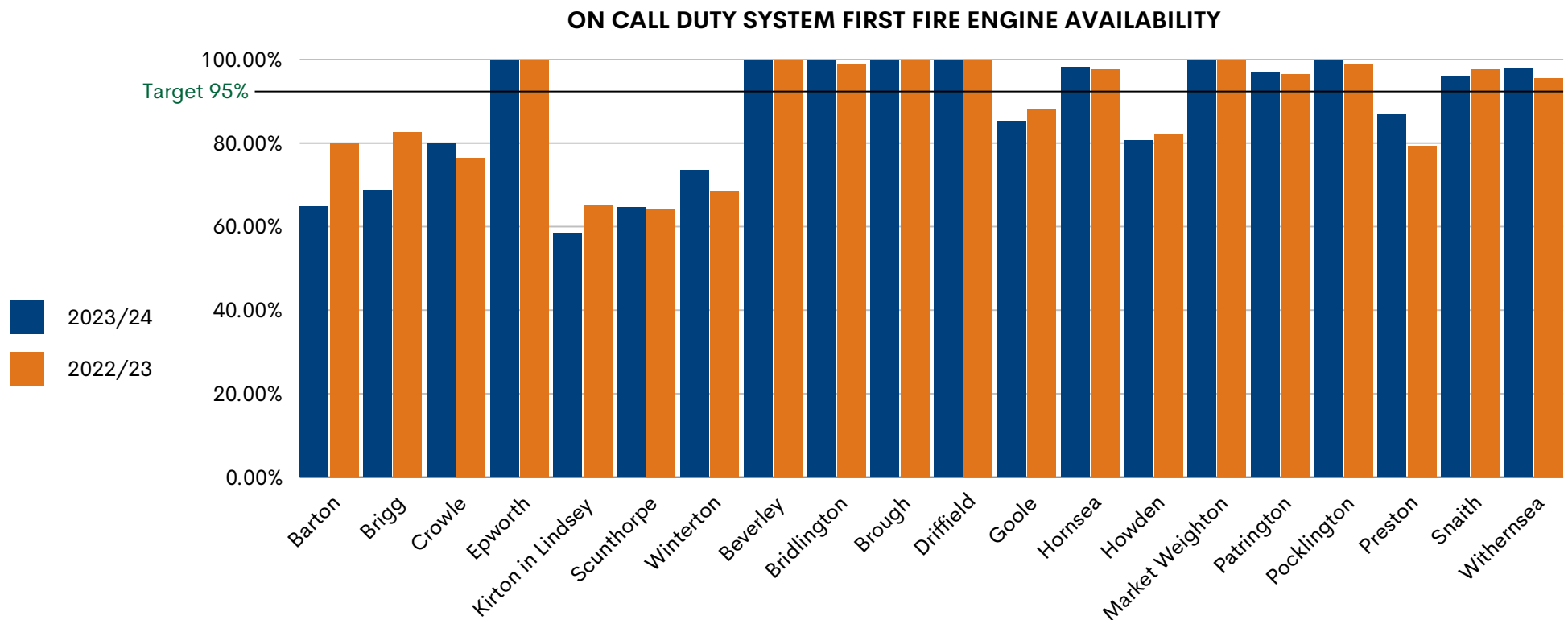


## 6.4 AVAILABILITY OF FIRE STATIONS

**Optimum Crewing Model** - Our optimum crewing availability model is informed and managed against Service response standards which are: 100% Full-Time, 95% On-Call (First Fire Engine) and 80% On-Call (Second Fire Engine).

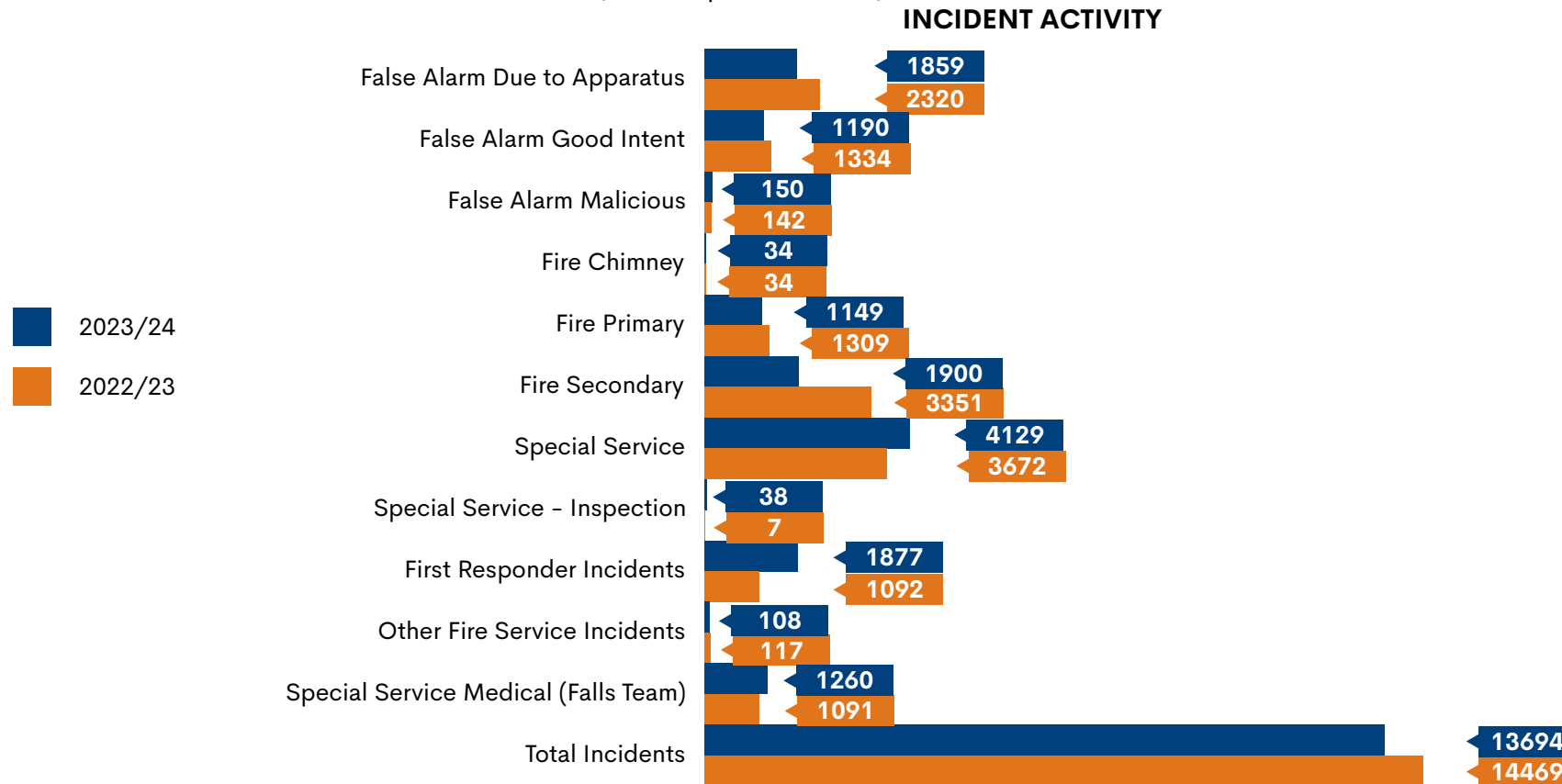
**On-Call Duty System Fire Stations** - Our 22 On-Call Duty System Fire Stations are crewed by individuals living and often working within the local communities around the Fire Station. The performance standard for the first fire engine (some Fire Stations have two fire engines) is 95% availability, this has been achieved by 11 of the 20 Fire Stations in 2023/2024. (Cleethorpes and Waltham not included as Tactical Response Vehicle (TRV) only).

**Full-Time Duty System** - Stations are crewed 24/7 by Full-Time firefighters. Availability for first and second fire engines is consistently achieved by all Fire Stations.



## 6.5 INCIDENT ACTIVITY

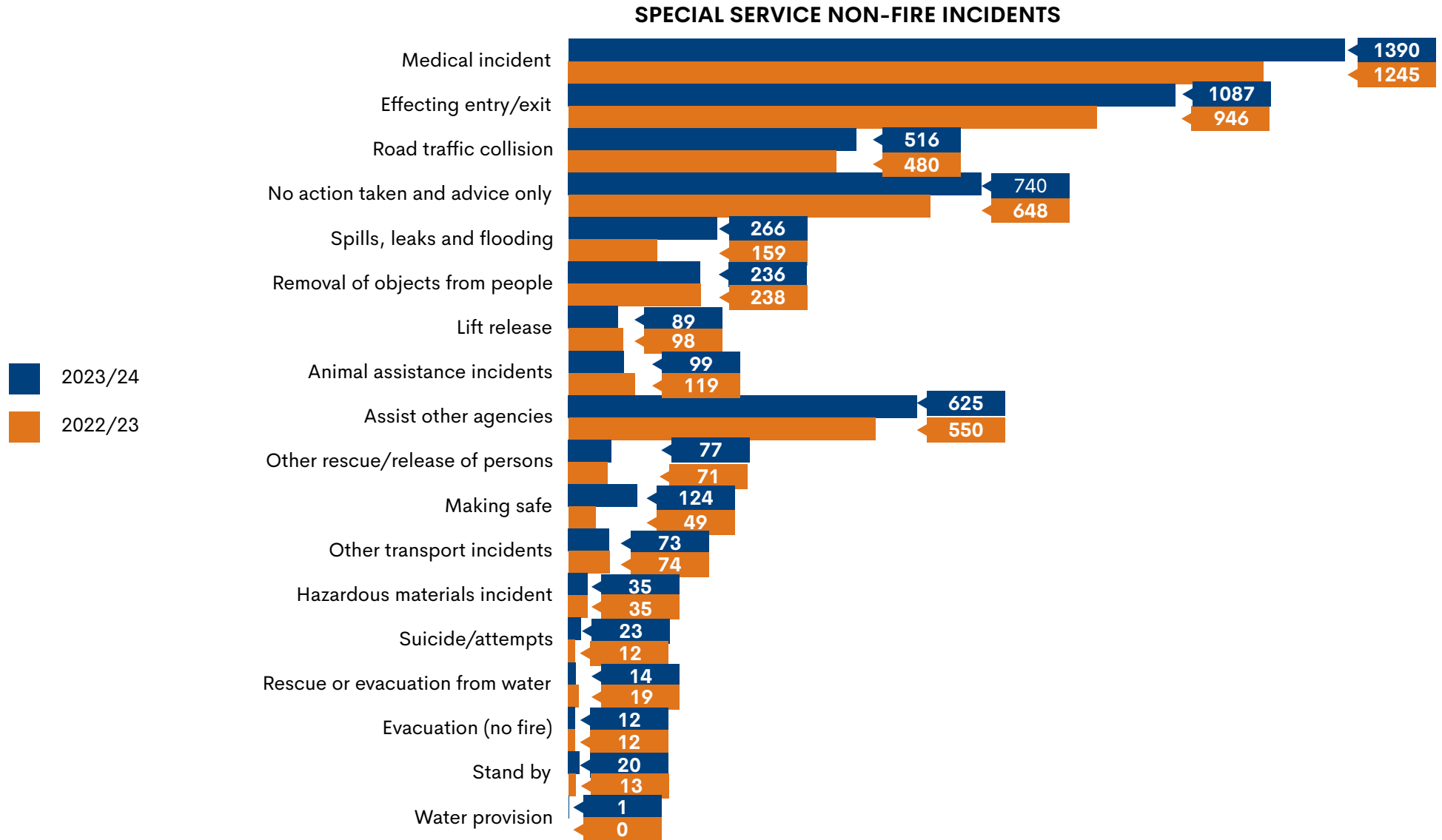
Data identifies we have attended 775 less incidents, with the significant decrease of 1451 secondary fires compared to 2022/23, which was significantly high after the the prolonged hot summer. There has been a total increase of 456 Special Service incidents in 2023/24, 785 extra First Responder incidents and 461 less False Alarms due to Apparatus, due to robust call challenge of commercial premises. Overall, there has been a 5% decrease in total number of incidents in 2023/24 compared to 2022/23.



All the incident types stated above are expressed in terminology used by the Home Office to collate national statistics through our Incident Recording System (IRS). For a definition of these incident types please refer to the glossary section of this report.

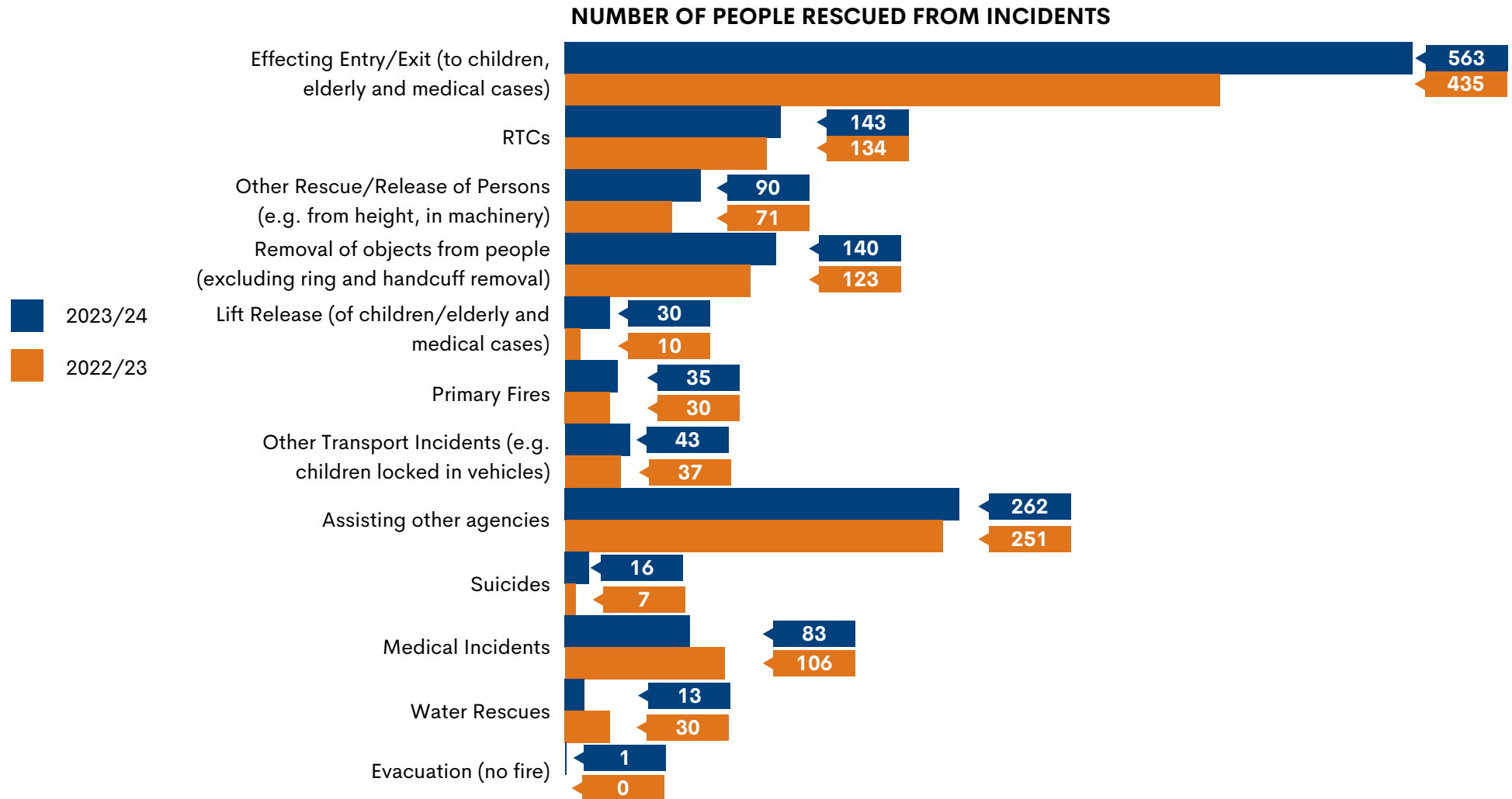


Of the incidents we attended in 2023/24, 5427 were Special Service non-fire incidents. The highest percentage of these were medical incidents and effect entry; the following graph shows the variety of non-fire incidents that we attend in our communities.



## 6.6 RESCUES

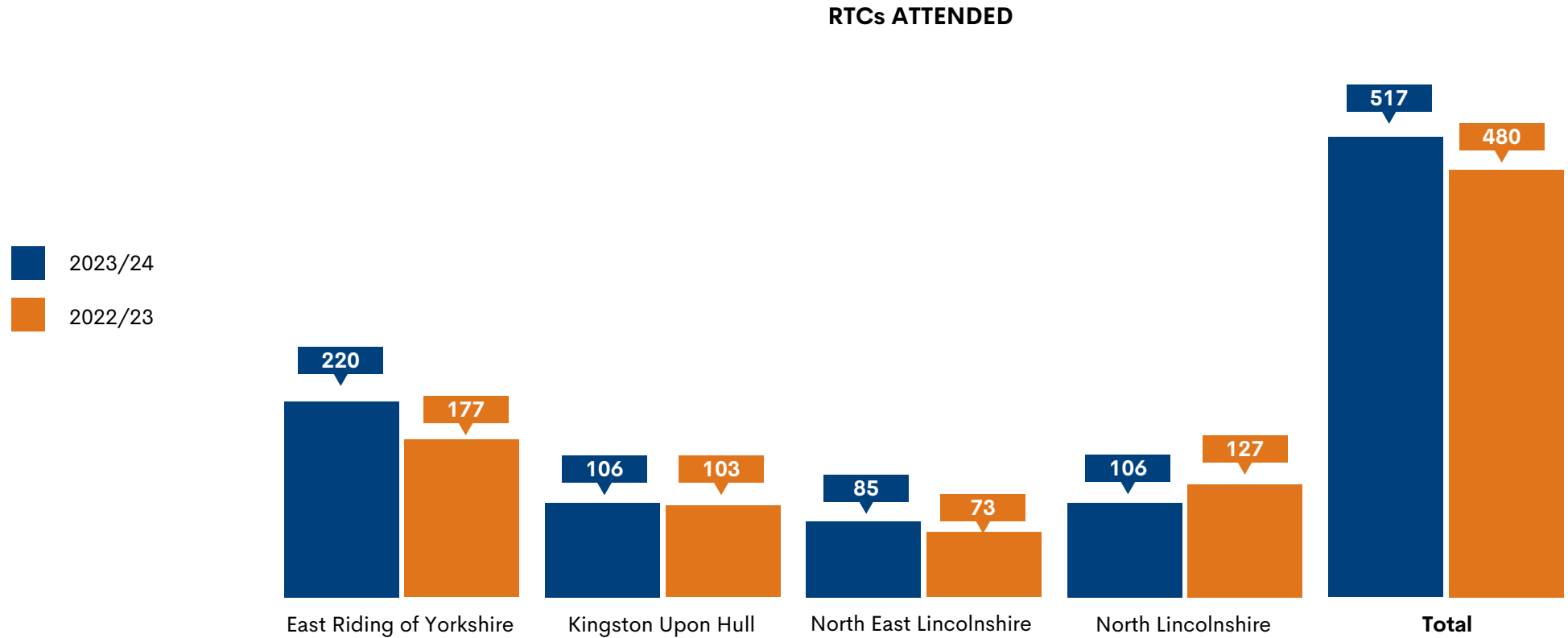
During 2023/24 we rescued 1419 people, with effecting entry / exit incidents accounting for 40% of the overall total.



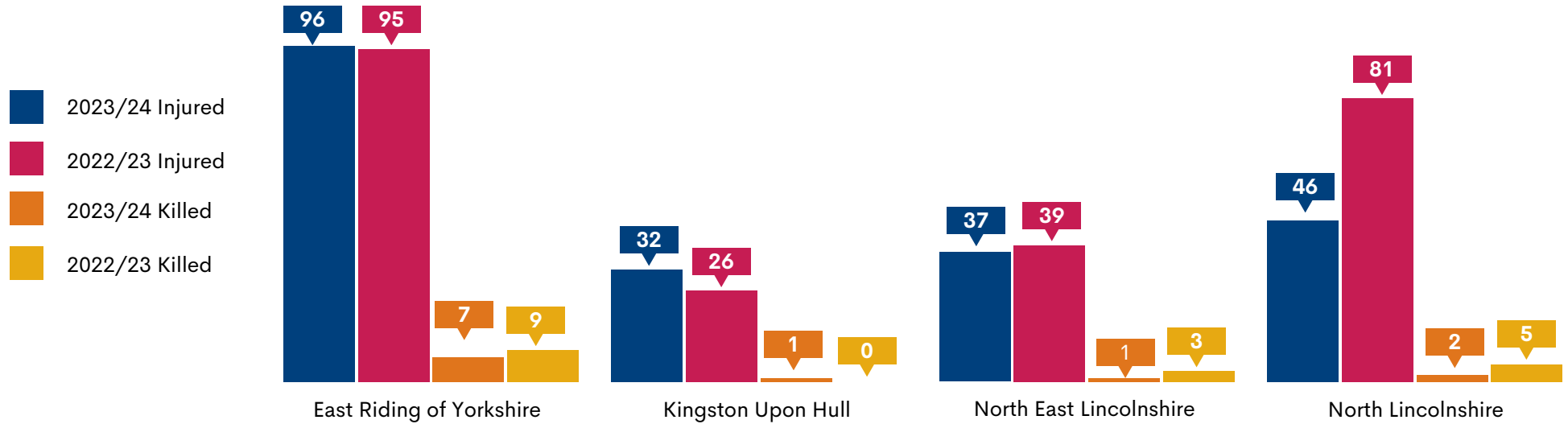
## 6.7 ROAD TRAFFIC COLLISIONS (RTC)

We work in partnership with Safer Roads Humber to try and reduce the number of RTCs, and the number of people killed or seriously injured. In 2023/24 the number of RTCs we attended was 517, which is an increase of 8% compared to the 480 we attended in 2022/23.

Sadly, the number of people killed in RTCs we attended in 2022/23 was 11, a decrease of 6 compared to 2022/23. The total number of people injured decreased from 241 in 2022/23 to 211 in 2023/24 (-12%). We are not called upon to attend all RTCs, only those requiring our specialist intervention.

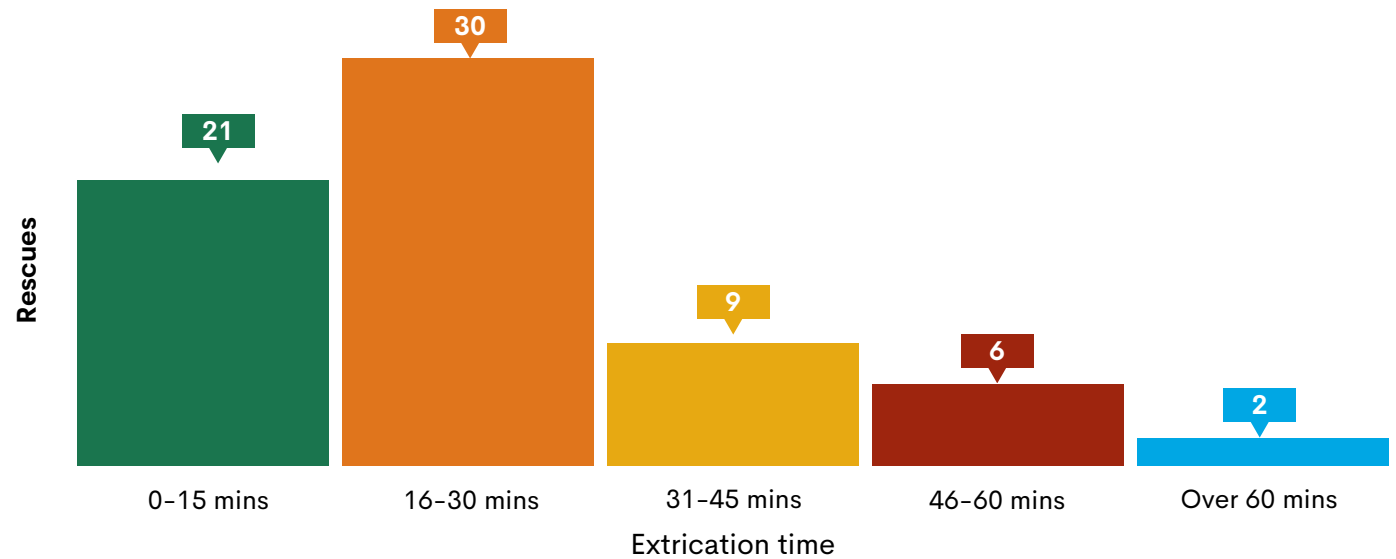


### KILLED OR SERIOUSLY INJURED IN RTCs ATTENDED



### RTCs PERSONS TRAPPED

We employ a range of techniques using the specialist equipment for RTCs to rescue trapped persons, with a total of 51 people freed from their vehicles within 30 minutes or less from our arrival at the incident during 2023/24.



# 7.

## INCIDENT ACTIVITY BY UNITARY AUTHORITY

The following tables show the number of times a station has been recorded as in attendance at an incident and do not directly relate to the number of incidents that occur in and around our Service area; i.e. a single incident could be attended by multiple stations. Attendances at False Alarm due to Apparatus includes both domestic and non domestic properties.

### 7.1 HULL

	False Alarm due to Apparatus	False Alarm Good Intent	False Alarm Malicious	Chimney Fire	Primary Fire	Secondary Fire	Special Service (including medical incidents)	Incidents in other Service Area	Total Incidents Attended
CENTRAL	385	134	29	2	192	99	369	0	<b>1210</b>
CLOUGH ROAD	315	206	22	4	170	316	433	1	<b>1467</b>
CALVERT LANE	355	168	25	3	199	284	468	0	<b>1504</b>
HULL EAST	223	105	22	1	118	208	265	0	<b>942</b>
BRANSHOLME	164	81	7	0	98	188	1468	0	<b>2006</b>
<b>TOTALS</b>	<b>1442</b>	<b>694</b>	<b>105</b>	<b>10</b>	<b>777</b>	<b>1095</b>	<b>3005</b>	<b>1</b>	<b>7129</b>

## 7.2 NORTH EAST LINCOLNSHIRE

	False Alarm due to Apparatus	False Alarm Good Intent	False Alarm Malicious	Chimney Fire	Primary Fire	Secondary Fire	Special Service (including medical incidents)	Incidents in other Service Area	Total Incidents Attended
PEAKS LANE	195	192	32	1	207	297	600	3	<b>1527</b>
CLEETHORPES	1	16	2	0	16	40	40	0	<b>115</b>
IMMINGHAM EAST	38	27	1	1	60	28	106	2	<b>263</b>
WALTHAM	2	10	2	0	16	14	25	0	<b>69</b>
<b>TOTALS</b>	<b>236</b>	<b>245</b>	<b>37</b>	<b>2</b>	<b>299</b>	<b>379</b>	<b>771</b>	<b>5</b>	<b>1974</b>

## 7.3 NORTH LINCOLNSHIRE

	False Alarm due to Apparatus	False Alarm Good Intent	False Alarm Malicious	Chimney Fire	Primary Fire	Secondary Fire	Special Service (including medical incidents)	Incidents in other Service Area	Total Incidents Attended
BARTON	6	25	0	1	22	17	41	0	<b>112</b>
SCUNTHORPE	171	117	18	5	159	184	437	4	<b>1095</b>
CROWLE	1	11	0	2	15	4	26	1	<b>60</b>
EPWORTH	6	19	1	0	27	18	256	2	<b>329</b>
KIRTON IN LINDSEY	2	3	0	1	5	1	38	1	<b>51</b>
WINTERTON	5	1	1	0	14	3	45	0	<b>69</b>
BRIGG	9	8	1	0	21	8	36	1	<b>84</b>
<b>TOTALS</b>	<b>200</b>	<b>184</b>	<b>21</b>	<b>9</b>	<b>263</b>	<b>235</b>	<b>879</b>	<b>9</b>	<b>1800</b>

## 7.4 EAST RIDING

	False Alarm due to Apparatus	False Alarm Good Intent	False Alarm Malicious	Chimney Fire	Primary Fire	Secondary Fire	Special Service (including medical incidents)	Incidents in other Service Area	Total Incidents Attended
BEVERLEY	100	41	1	1	43	48	147	0	<b>381</b>
BROUGH	38	17	3	0	67	16	74	0	<b>215</b>
MARKET WEIGHTON	49	9	1	0	50	9	85	0	<b>203</b>
POCKLINGTON	46	14	2	4	17	14	71	0	<b>168</b>
BRIDLINGTON	119	59	7	1	54	54	271	0	<b>565</b>
DRIFFIELD	41	25	0	1	33	10	138	0	<b>248</b>
HORNSEA	30	17	0	3	18	5	60	0	<b>133</b>
WITHERNSEA	24	8	4	0	18	16	57	0	<b>127</b>
PATRINGTON	24	4	0	0	16	7	20	0	<b>71</b>
PRESTON	18	15	1	0	25	24	41	0	<b>124</b>
GOOLE	76	24	2	6	46	39	143	2	<b>338</b>
SNAITH	6	7	0	0	7	7	928	4	<b>959</b>
HOWDEN	12	10	0	1	15	7	651	1	<b>697</b>
<b>TOTALS</b>	<b>583</b>	<b>250</b>	<b>21</b>	<b>17</b>	<b>409</b>	<b>256</b>	<b>2686</b>	<b>7</b>	<b>4229</b>



## 7.5 FURTHER BREAKDOWN OF SPECIFIC SAMPLE OF SPECIAL SERVICE CATEGORIES

HULL	Effecting Entry/Exit	No action taken (not false alarm)	Road Traffic Collision
CENTRAL	86	55	47
CLOUGH ROAD	109	46	178
CALVERT LANE	134	76	81
HULL EAST	71	34	30
BRANSHOLME	45	26	27
<b>TOTALS</b>	<b>445</b>	<b>237</b>	<b>363</b>

NORTH EAST LINCOLNSHIRE	Effecting Entry/Exit	No action taken (not false alarm)	Road Traffic Collision
PEAKS LANE	194	106	107
CLEETHORPES	24	6	6
IMMINGHAM EAST	17	17	28
WALTHAM	14	6	1
<b>TOTALS</b>	<b>249</b>	<b>135</b>	<b>142</b>

NORTH LINCOLNSHIRE	Effecting Entry/Exit	No action taken (not false alarm)	Road Traffic Collision
BARTON	9	1	11
SCUNTHORPE	116	61	152
CROWLE	3	1	11
EPWORTH	8	2	22
KIRTON IN LINDSEY	0	0	7
WINTERTON	6	1	5
BRIGG	7	5	14
<b>TOTALS</b>	<b>149</b>	<b>71</b>	<b>222</b>

EAST RIDING	Effecting Entry/Exit	No action taken (not false alarm)	Road Traffic Collision
BEVERLEY	44	16	22
BROUGH	16	4	22
MARKET WEIGHTON	14	1	15
POCKLINGTON	11	7	31
BRIDLINGTON	75	38	37
DRIFFIELD	23	8	26
HORNSEA	15	6	16
WITHERNSEA	23	3	4
PATRINGTON	6	2	4
PRESTON	8	5	11
GOOLE	29	12	42
SNAITH	1	0	8
HOWDEN	9	4	9
<b>TOTALS</b>	<b>274</b>	<b>106</b>	<b>247</b>

# 8.

# PEOPLE

## 8.1 ESTABLISHMENT

During 2023/24 our workforce by contract group is broken down in the table below. The figures total 1030 accounting for payments made to individuals of differing contract types, which exceeds the headcount figure of 903: 116 Full-Time duty staff, 7 Fire Staff, and 1 Control staff member also fulfil On-Call duties. 3 other Fire Staff also have dual contracts.

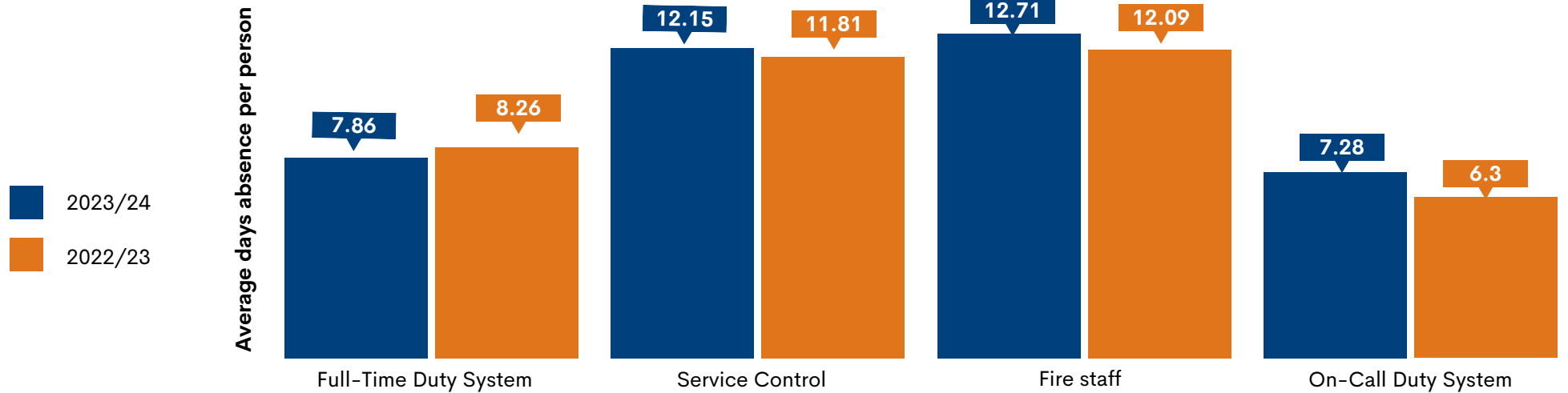
Full-Time Duty System	Control Room	Fire Staff	On-Call Duty System
457	30	215	328

## 8.2 SICKNESS ABSENCE

There has been a small increase in the average number of days absent across 3 contract groups in 2023/24 compared to 2022/23. Only those on a Full Time Duty System reduced from 8.26 to 7.86 days. Our HR partners work closely with line managers to support and promote employee wellbeing at work and effectively manage unreasonable absence.



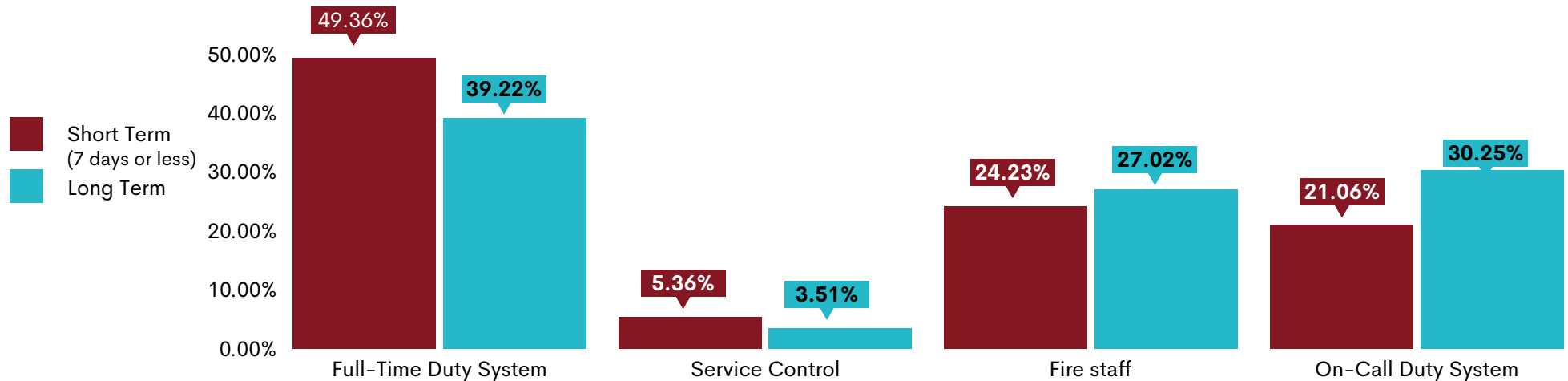
### SICKNESS ABSENCE



figures exclude secondments, career breaks and casual contracts

Represented below is the percentage split of the total number of duty days for short and long-term absence by contract group.

### 2023/24 % SICKNESS – BY CONTRACT GROUP



figures exclude secondments, career breaks and casual contracts

The top five reasons for absence across the Service during 2023/24 in order were, Mental Health Anxiety/Depression, Musculo Skeletal Lower Limb, Other, Musculo Skeletal Lower Limb, and Musculo Skeletal Back.

The Absence Management Policy was reviewed in 2021 and continues to provide the framework and guidance to address absence issues across the organisation in a consistent and supportive manner. The case review process has been embedded for long term and modified absence, taking place on a more local level with line managers, supported by Human Resources Service Partners (HRSPs) and the Head of Human Resources (HR), again to discuss absence concerns and address them at an earlier stage.

Short term absence (7 days or fewer) continues to be addressed locally via managers, supported by HRSPs, and has recently been subject to increased focus to provide more robust and timely intervention and support.

Combined absence has seen an overall increase of 351 additional days (4.3%) compared to 2022/23. This figure is broken down into an increase in long term absence increasing by 597 more days lost (10.39%), but a reduction of 246 days lost in short term absence (10%).

The largest increases in absences were attributed to the groups of Mental Health Anxiety/Depression, Musculo Skeletal Lower Limb, Other, Respiratory Other, Muscular Skeletal Upper Limb. Whilst Mental Health absence levels are concerning, this does indicate that we have been successful as a Service in breaking down the stigma attached to this important health issue, with more staff being prepared to declare and seek help for their issues.



The profile and importance of mental health has also been raised within the Service prompting more staff to seek help through the Blue Light Mental Health Champions scheme, and with the launch of the Zero Tolerance to Bullying campaign which aims to address the source of some stressful workplace issues.

Given the level of absence attributed to mental health issues, this important concern will remain a high-profile matter and will be subject to further review via the Health and Wellbeing Steering Group and via targeted services provided by Occupational Health. The Occupational Health and Wellbeing Team recognise the importance of promoting wellbeing and supporting staff during periods of sickness absence and on their return to work. The team is currently developing the wellbeing input into the sickness absence policy which covers ill-health prevention, health promotion, infection control and supporting staff welfare.

In order to ensure continued, appropriate, and timely management of both long term and short term absences, the Service continues to utilise a multi-party approach via local/line managers, Human Resources, Occupational Health and Senior Management, all of whom have a significant part to play in the support of staff and resolution of absence issues. This approach ensures focus and consistency are maintained and provides clarity for all parties on the way forward for their individual cases or trends that may occur.



The Wellbeing Garden at Beverley Fire Station

# 9.

## HEALTH, SAFETY AND ENVIRONMENT



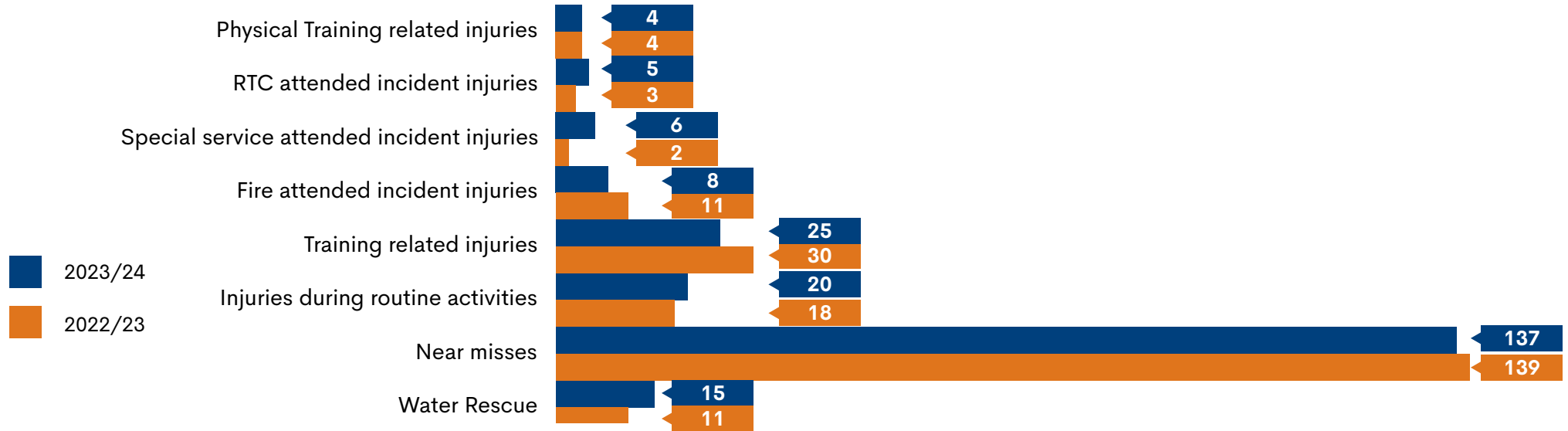
### 9.1 HEALTH AND SAFETY OVERVIEW

As a Fire and Rescue Service we sometimes must operate in hazardous environments, however, our incidents and injuries typically reflect most other industries. As may be expected, we also have other less common injury/incident types due to the nature of some of the emergency work undertaken, such as exposure to fire or heat. Every reported accident is appropriately investigated to allow lessons to be learnt for future improvement towards a safer working environment for all staff.

### 9.2 ACCIDENTS AND NEAR MISSES

The number of overall accidents reported has increased in 2023/2024 by 20% when compared to last year's data. This increase has been driven by a combination of better reporting of smaller injuries which were been under reported previously. There have also been several events where multiple people had accidents at one event and a rise in injuries occurring whilst attending incidents at the request of partner agencies. It is positive to see a 27% reduction in accidents associated with activities relating to Fire.

### ACCIDENTS AND NEAR MISSES



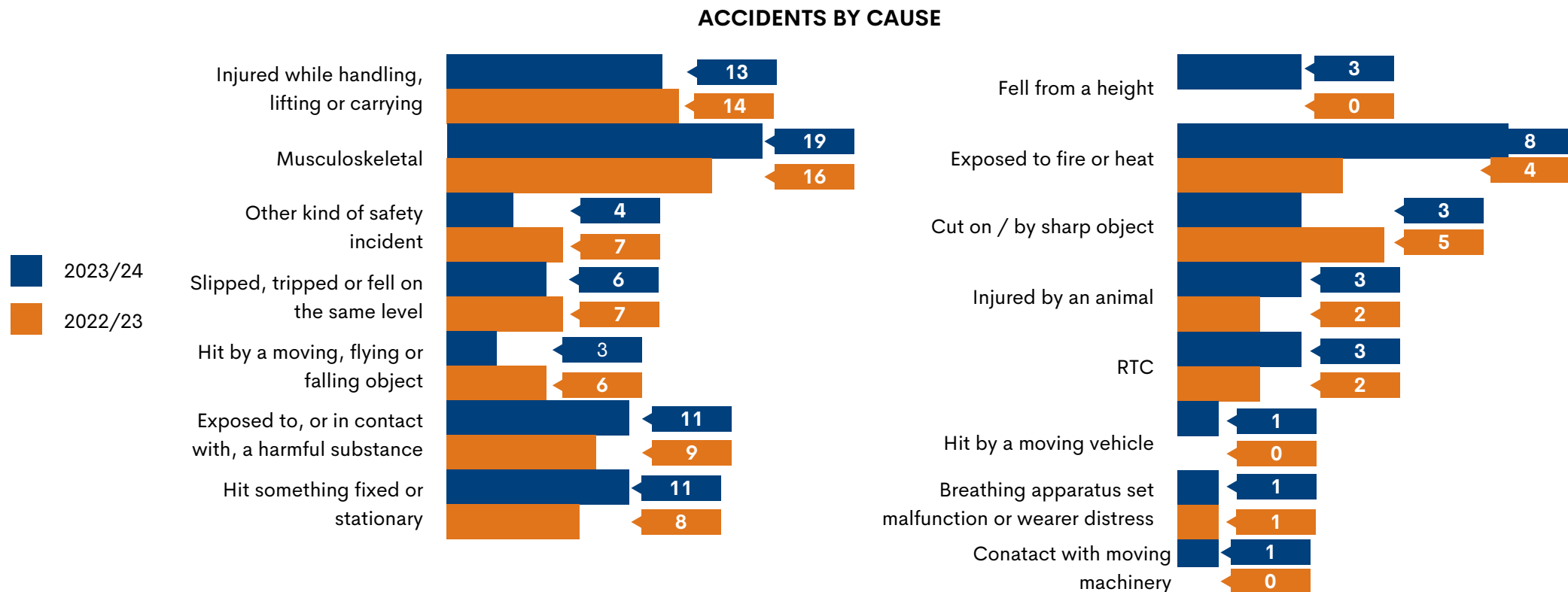
Near miss reports have reduced by 2 in comparison to last year. This is a reduction in reporting compared to last year; this will be due to better filtering and challenge from the Health, Safety and Environment team to ensure that reports are accurately reported in the correct category and that they are relevant near misses. The Service still has a positive reporting culture for safety related incidents as the amount of near miss reports out numbers the number of accidents for the year, this supports the Heinrich safety triangle of identifying near misses prevents accidents occurring.



## 9.3 ACCIDENTS BY CAUSE

The top two reported accident causes in 2023/2024 of "Musculoskeletal" and "Injured whilst handling, lifting or carrying" remain the most common occurrences as it has in previous years. There is a variety of activities which can allow for these two causes to occur, the most common is from manual handling as this can occur in both the training and operational environments when rescuing casualties or moving equipment around. The latest published HSE statistics show manual handling being responsible for 473,000 reported incidents which accounts for 27% of all reported incidents to them.

The increase in "exposed to fire or heat" relate back to one event where multiple minor burns occurred during a Confined Fire Behaviour Training course which is been investigated and actions will be implemented to prevent a reoccurrence. There has also been an increase in reports from "exposed to, or in contact with, a harmful substance" and "hit something fixed or stationary" this is mainly due to water rescue training events from illness from the water or striking objects hidden below the surface. Other kind of incident covered two injuries involving crawling through ladders as part of recruit training, splash back from hot water whilst making a cup of tea and injured whilst starting a outboard motor.



## 9.4 VEHICLE FLEET

The Service fleet of vehicles continues to be used for a wide variety of purposes including responding to emergency incidents, training, prevention, and protection activities.

The fleet now has three electric vehicles in use, these are being utilised by our prevention and protection teams. Further to this we are also introducing two further electric vehicles for use as Officer duty cars and we continue to utilise three hybrid vehicles in the Service too.

The Service vehicle telematics system has been further utilised this year to review fleet numbers and to ensure all vehicles are used efficiently and effectively. This has supported the further reduction of fleet numbers and consequently this has seen both mileage and diesel figures fall.

Service stock levels of diesel fuel continue to be held and managed at strategic locations, primarily to ensure a high level of response and resilience, however with many of the vehicles fuelled locally, this also supports a reduction in the Services carbon footprint. This year a programme to encourage use of local refuelling has greatly assisted with a large reduction in fuel drawn externally.

Where it is still necessary to procure vehicles for the Service fleet with combustion engines, they will now come with blue technology (AdBlue), helping the Service reduce damage to the environment from Nitrogen Oxide (NOx) including Nitrogen Dioxide (NO2).

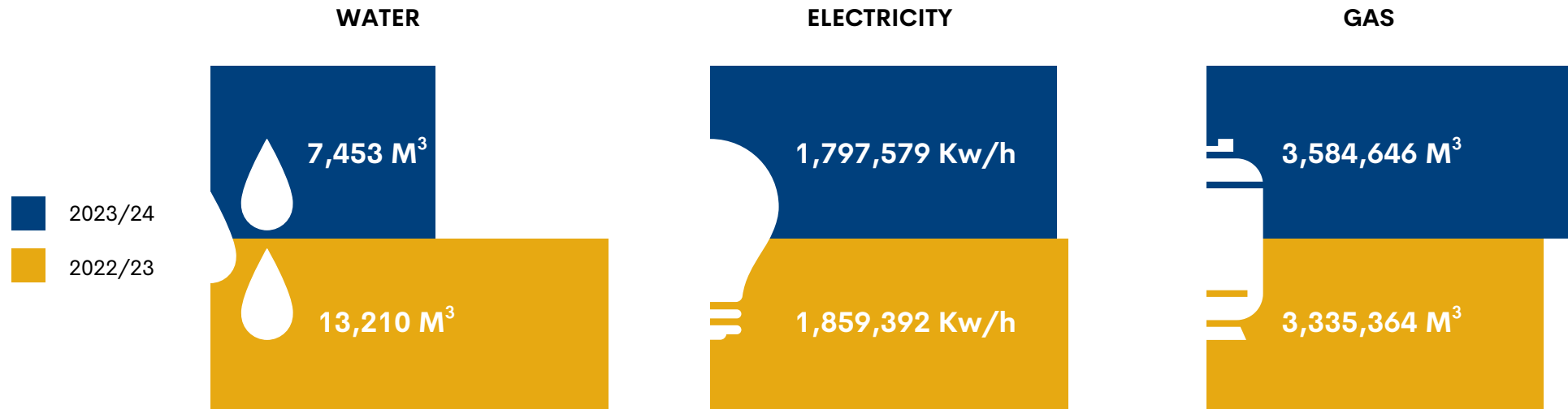
	2023/24	2022/23	Change
Litres of fuel drawn externally	92,303	106,859	-14%
Total litres of fuel used	300,577	311,981	-3.7%
Total fleet mileage	1,087,556	1,129,240	-3.7%



## 9.5 WATER AND ENERGY USE

The Service continues to operate through a Joint Estates Team, in partnership with the Police, and it remains a Service objective to drive down energy consumption through education and planned replacement programmes, an example being the spend to save lighting projects. Such approaches have resulted in a further decrease in our electricity usage during 2023/24.

The large decrease in water usage is mostly attributed to the water companies use of estimated billing, with some premises receiving negative usage figures when finally receiving actual readings, although it is thought that once again education and work programmes carried out by Joint Estates have driven down usage too.



# 10.

# ORGANISATIONAL LEARNING



The Service is unwavering in its commitment to investing in the learning and development of the organisation and its people. An embedded learning environment fosters a culture that significantly enhances safety for our firefighting operations and functional activities. Integrating organisational learning with a focus on prevention, protection, response, and people bolsters our ability to monitor trends and identify new or emerging risks and drives improvements in efficiency and effectiveness across the organisation. By embracing a comprehensive approach to learning, we aim to continually improve our services and working practices, ensuring readiness and resilience in all facets of our work, ensuring we achieve our mission and enhance the safety and well-being of the communities we serve.

## 10.1 HOT DEBRIEF

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

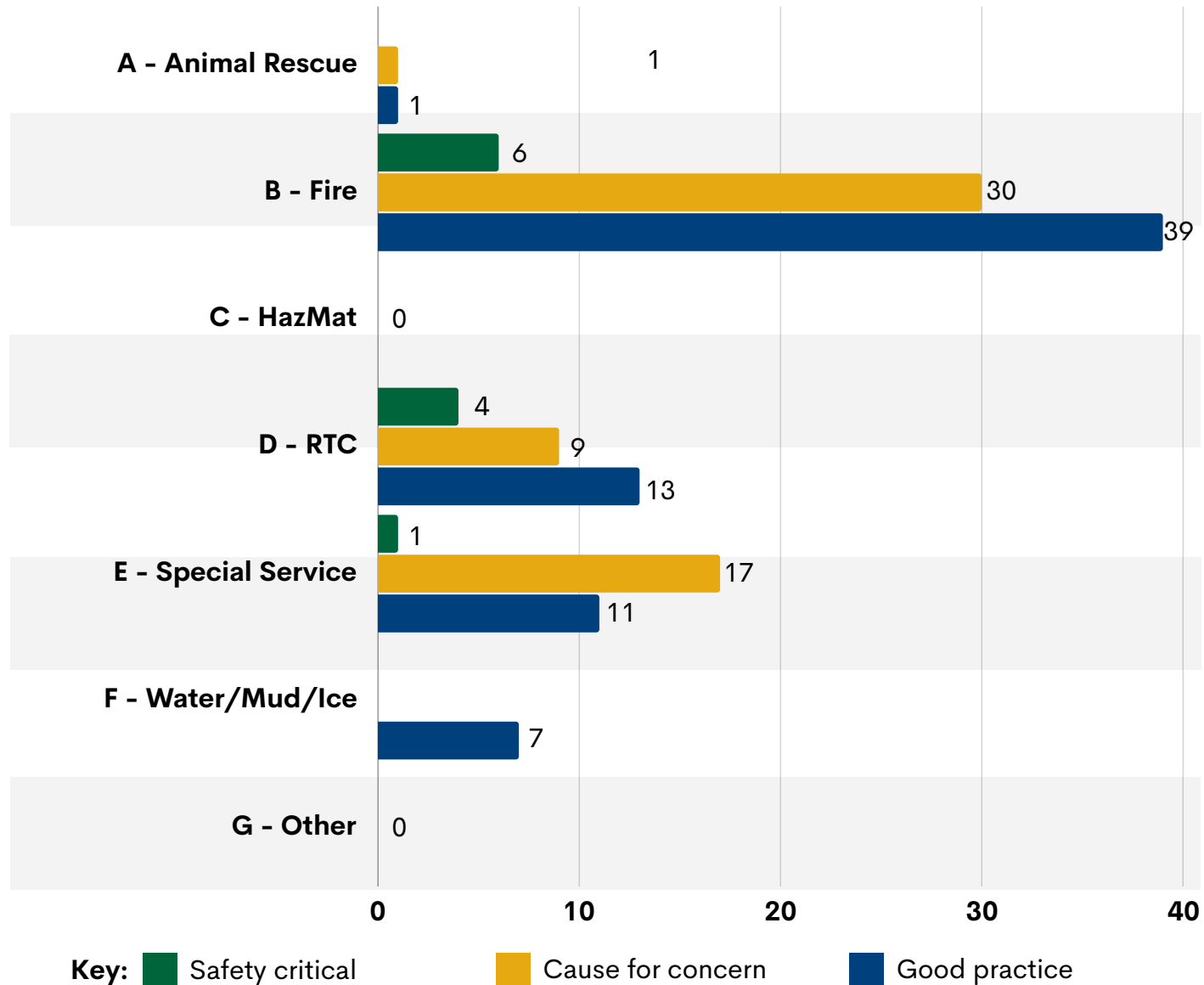
Incident Commanders provide comments on:

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

Hot Debrief form submissions - April 2023 to March 2024

Activity Area / Incident Type	Total
A - Animal Rescue	4
B - Fire	68
C - HazMat	3
D - Road Traffic Collision (RTC)	35
E - Special Service	22
F - Water/Mud/Ice	10
G - Other	2
<b>Total</b>	<b>144</b>

The charts below show a breakdown of key areas reported in the 144 Hot Debrief forms. Although 144 forms were submitted, more than one key area could be reported for each form.



## 10.2 OPERATIONAL, TACTICAL AND MULTI-AGENCY DEBRIEFS

**24 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.

**8 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.

**22 August**  
Andrew Johnson  
Knudzton,  
Walcott Street,  
Hull

Crews were mobilised to a HazMat major incident following an ammonia leak at Andrew Johnson Knudzton in Hull. This was a complex incident that required crews from West Hull, North Hull, Central, East Hull, Bransholme, Brough and Driffield to attend. Specialist appliances and advisors were also mobilised including the DIM vehicle, Command Unit and Welfare Unit. All learning was captured and published in a report.

## **5 December** **A15 Northbound**

Crews attended an RTC on the Northbound A15 shortly after the Elsham Wold Ind Estate junction. The incident involved a collision between an HGV and a car, which resulted in the HGV toppling onto its nearside and coming to rest of the carriageway. The very nature of the incident presented numerous challenges to crews from the onset, as this was a persons reported and an HGV tanker carrying a hazardous substance and a fuel leak from the HGV. The Organisational Learning team held a debrief with those who attended the incident and produced a report on the findings.

## **26 December** **Bespoke** **Recycling,** **Estate Road,** **Grimsby**

Upon arrival crews faced a well-developed fire within the building, with more resources promptly requested. Crews had to gain access to the premises via locked gates and an initial jet was quickly deployed to stop any potential fire spreading to an adjacent building while another jet was deployed to the rear, making an initial attack on the fire. A tactical plan was established, sectorising the incident with sectors 1 and 3 to the front and rear of the building. The Drone was requested to assist, and two aerials, the Water Support Unit, Command Unit and the Welfare Vehicle. Water supply was an issue which was overcome using the water support unit and good progress was made in tackling the fire. The environmental impact was considered, and necessary actions taken to mitigate this, along with informing the Environment Agency and other agencies, such as Police, Ambulance (HART team), Northern Power, and Anglian water.

## **6 January** **Tetney Lock Road,** **Lincolnshire**

Crews attended an incident involving a car submerged in the Louth canal on Tetney Lock Road. This was a cross-border incident in Lincolnshire, however HFRS were first on the scene and assumed command throughout. The findings from the debrief were published internally and to Lincolnshire fire and Rescue and National Operational Learning.

## **8 January** Portland Mews, Bridlington

Crews attended a 'persons reported' incident at Portland Mews in Bridlington, with other residents in their flats. Fire service control was limited with the information they were receiving with the call coming from the Ambulance, managing to obtain information to pass onto the appliances en route to the incident. Upon arrival crews were faced with residents being evacuated from the premise while committing firefighters in BA to affect a rescue and tackle the fire. A casualty was recovered from the flat, the smoke curtain was deployed to limit the spread of smoke around the premise and the fire was extinguished. The OL team produced a report for this debrief.

## **9 February** The Crosby, Berkeley Street, Scunthorpe

This was a derelict building fire that proved challenging to access for crews. The compromised integrity and structure of the derelict building added difficulty to making an initial attack to extinguish the fire. Crews used a 10.5 metre ladder to attack the fire from a window and then discovered it had spread to the roof void. As the incident unfolded it was unclear if persons could have been inside and as such this was then a 'persons reported' incident. Learning was identified at the debrief and recommendations for improvements made in the report.

## **3 March** Risby Warren, Scunthorpe

A dog had fallen down an old mining hole at Risby Warren, Scunthorpe. Crews from Winterton and Immingham responded and upon arrival faced a 15-minute walk across fields that are known for subsidence dangers, due to old mines running underneath, to the location of the hole, which was approximately 10-15 metres deep and water was covering the bottom, with an unknown depth, apart from a few areas that protruded the surface of the water. A debrief was held and a report was produced.

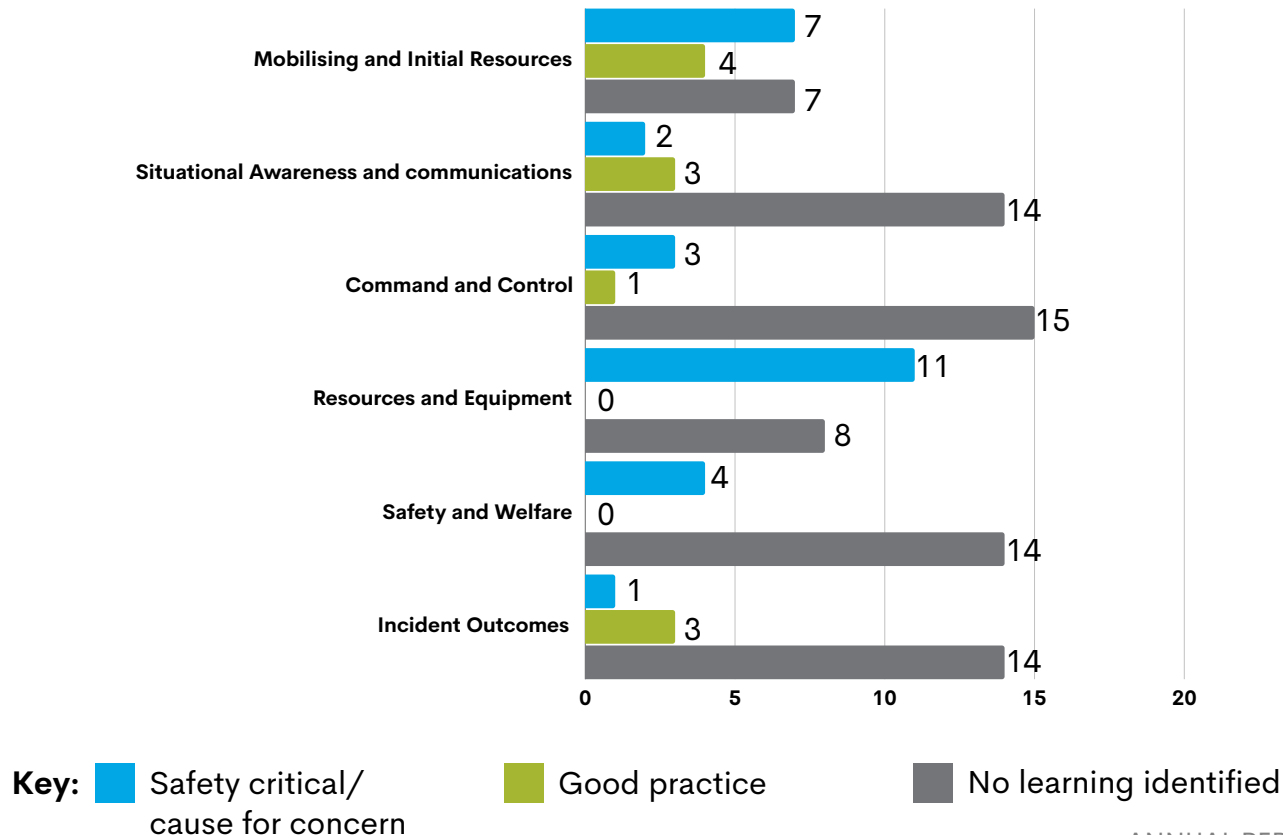


## 10.3 OPERATIONAL DEBRIEF QUESTIONNAIRES

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 four structured debriefs during this period and received 17 Operational debrief questionnaires to support the process. The table below shows a breakdown of the reports.



## 10.4 EXERCISES

The frequency for Level 1 exercises in line with the National Operational Guidance Training schedule is one per scenario subject every two months. Below is a breakdown of the number of exercises recorded using a PP31b and whether learning was captured or not.

Total exercises recorded	188
Good practice	125
Learning identified	93

## 10.5 INCIDENT MONITORING

Monitoring firefighters during incidents helps ensure their safety, assess their performance, identify areas for improvement, and enhance future response. It can identify gaps in training, equipment, PPE, and procedures to develop, innovate and improve the safety of all personnel and, therefore, provide the best service to the public.

Incident Monitoring is also an opportunity to acknowledge good practice and effectiveness at operational incidents. The Service will continue to improve if learning from incidents is consistently captured, and the lessons are shared effectively. This is particularly important with declining exposure to operational incidents.

Learning and good practice has been taken from 51 operational incidents during 2023/24.



## 10.6 ORGANISATIONAL LEARNING DEBRIEFS

These are structured debriefs that were facilitated by the Organisational Learning team and held after the completion of projects or significant activities to review outcomes, processes, and performance. These debriefs are crucial as they provide a platform for team members to reflect on successes and identify areas for improvement. By openly discussing what worked well and what didn't, HFRS can capture valuable insights and lessons learned, fostering a culture of continuous improvement. This process not only enhances future project execution by avoiding past mistakes but also promotes knowledge sharing and collaborative problem-solving, ultimately driving greater efficiency, innovation, and competitive advantage.

We held three debriefs during this period for:

- Debrief Report 2023 Fulltime Recruitment Process 2023
- Full - Time Awareness Days - Debrief Report March 2024
- Full - Time shift system changeover

We also held two operational debriefs that captured organisational learning. The learning that was identified from the five in total related to:

- Recruitment
- Critical Incident Stress Management (CISM)
- Road safety
- HMICFRS
- Crewing levels

The learning identified during these debriefs led to 40 actions for improvement. The table below shows how these recommendations have been divided amongst departments to drive positive change.

# 11. CORPORATE

## 11.1 HIS MAJESTY'S INSPECTORATE OF CONSTABULARY AND FIRE AND RESCUE SERVICES (HMICFRS)

The Service achieved 'Good' ratings for each of the three pillars of effectiveness, efficiency, and people, and also individually across each of 11 judgement criteria during its HMICFRS Round 2 inspection in 2021/22.

In March 2023 HMICFRS published its report 'Values and culture in fire and rescue services'. The report was an outcome of a spotlight review of inspection findings across all 44 English Fire and Rescue Services. The report made 35 recommendations across 9 themes. Chief Fire Officers have accountability for 19 of the recommendations, with the Home Office and the National Fire Chief's Council (NFCC) having accountability for the other recommendations. An action plan with an integrated GAP analysis was devised to manage and record our progression against each of the recommendations, with information and evidence coordinated through a cross-departmental culture group. The Service is compliant with all relevant recommendations made in the report.

In November 2023 the Service was one of 10 Fire and Rescue Services subject to HMICFRS thematic inspection into the handling of misconduct. The scope of the inspection included a review of people related policies, desktop reviews, reality testing, staff forums and staff survey. Many of the areas inspected aligned with the recommendation themes detailed in the HMICFRS 'Values and culture in fire and rescue services' report, providing independent analysis of our position and progress. The Service will not receive a graded judgment or individual report but instead will help inform a holistic sector report by HMICFRS due to be published later in 2024.

The Service will undergo its HMICFRS Round 3 inspection during the summer of 2024.



## 11.2 INTERNAL AUDIT

The role of internal audit is to provide independent assurance that an organisations risk management, governance, and internal control processes are operating effectively. The Service commissioned TIAA to conduct the internal audit programme, agreed and approved by the Fire Authority, against the following nine subject areas:

1. Bullying, Harassment and Discrimination
2. Enforcement Powers and Priorities
3. Effectiveness of Systems (used to learn from operational Incidents)
4. National Operational Guidance (NOG)
5. Service Absolutes Process
6. Staff Development
7. Mobile Data Terminals (MDT) performance
8. ICT Management Controls
9. Key Financial Controls

The Head of Internal Audit annual opinion for the period 1 April 2023 to 31 March 2024 was satisfied that, for the areas reviewed during the year, the Service has reasonable and effective risk management, control and governance processes in place.

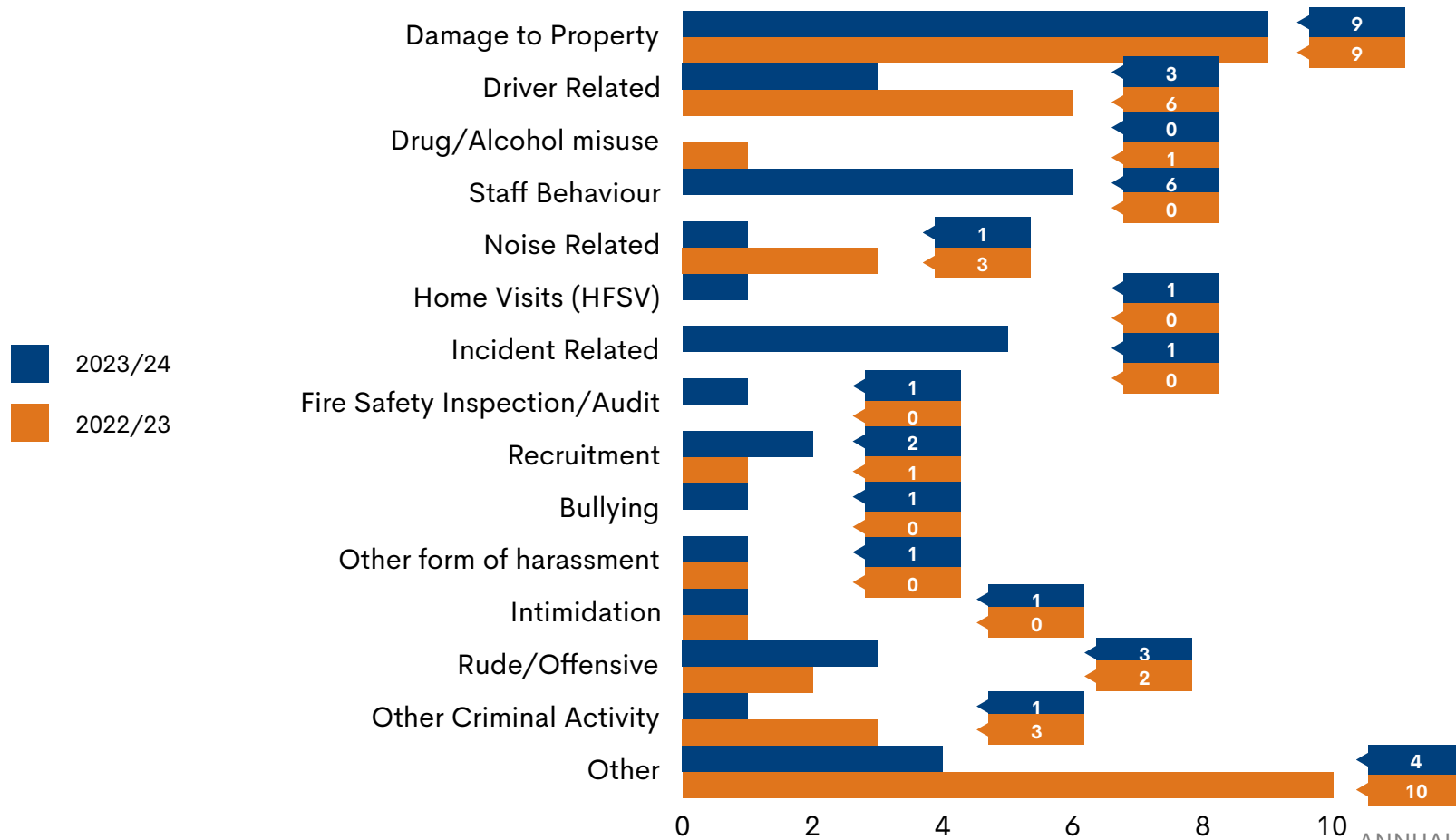
For each review an assessment of the combined effectiveness of the controls in mitigating the key control risks was provided. Each review received an assurance rating, a summary of which is set out below.

Assurance Assessments	2023/24	2022/23
Substantial Assurance	4	0
Reasonable Assurance	4	5
Limited Assurance	1	3
No Assurance	0	0

# 11.3 PUBLIC FEEDBACK

PUBLIC FEEDBACK	Targets 2023/24	Actual 2023/24	Actual 2022/23
Number of Complaints.		39	37
Number of Complaints upheld.	Aspirational decrease	21	17
Number of Complaints not upheld.		18	20
Number of Compliments.	Aspirational increase	97	70

The types of complaints received are broken down into the following categories:



## 11.4 INFORMATION GOVERNANCE

Information governance is the management of information within an organisation. It balances the use and security of information and helps with legal compliance and operational transparency. It encompasses a number of aspects such as data protection, governance and compliance, records management and privacy.

### DATA PROTECTION

The Data Protection Act 2018 and UK General Data Protection Regulations (UK GDPR) place responsibilities on all organisations who control and process information about people to do so in a way that protects the rights and freedoms of those individuals. The Service takes these data protection responsibilities seriously and makes every effort to ensure technical and organisational measures are taken to protect the information about individuals.

The Service has access to and processes a large amount of personal data, not only that of our employees, but also information about members of the public with whom we come into contact.

### DATA PROTECTION IMPACT ASSESSMENTS (DPIA)

The regulations require that where a controller is processing personal data, they must assess the impact of the processing activity to identify and highlight risks to the rights and freedoms of the data subjects. This is called a data protection impact assessment (DPIA).

Number of DPIA's Completed	Number in Progress	Total
35	25	50

### PRIVACY NOTICES

The rights of individuals outlined in the UK GDPR includes the Right to be Informed. To comply with this regulation, the Service publishes a number of Privacy Notices which describe, for a particular activity, what personal information we have and how we use that information. These can be accessed on our website:

[www.humbersidefire.gov.uk/about-us/access-to-information/data-protection](http://www.humbersidefire.gov.uk/about-us/access-to-information/data-protection)

## SUBJECT ACCESS REQUESTS (SARS)

The regulations also provide individuals with the right to ask the Service if it is processing their data and to provide a copy of all the personal data about them which the Service holds. This is known as a Subject Access Request (SAR). In the last year, the Service has received a number of such requests, and responded to them within the one month timeframe, as follows:

SARS	Requests Received 2023/24	Responded to within Timescale 2023/24	Requests Received 2022/23	Responded to within Timescale 2022/23
Total Number of SARs received	27	22	10	10
Total Number of exemptions (eg Police)	76	68	60	60

## PERSONAL DATA BREACH

From time to time events take place which mean information may not have been managed in full compliance with the legislation. When this occurs, it is called a Personal Data Breach. Each reported incident is investigated, evaluated and actions implemented to prevent a recurrence. Any confirmed breach which presents a risk to the rights and freedoms of data subjects must be reported to the Information Commissioner's Office (ICO).

Summary of Personal Data Breaches					
Year	Reported breaches	Confirmed breach	No breach	Actions identified	Number of breaches reported to ICO
2023/24	18	13	5	33	0
2022/23	14	9	5	46	1



## FREEDOM OF INFORMATION

The Freedom of Information Act 2000 provides general access to information held by public authorities. It does this in two ways:

- public authorities are obliged to publish certain information about their activities; and
- members of the public are entitled to request information from public authorities.

During 2023/24 the Service processed the following number of requests compared with 2022/23:

Summary of freedom of information applications	2023/24	2022/23
Number of Requests	<b>134</b>	108
Number Processed Within Statutory Deadline	<b>134</b>	105
Number Requiring Extended Deadline	<b>32</b>	3
Information Granted in Full	<b>111</b>	81
Exemption Applied in Full	<b>9</b>	4
Information Accessible Elsewhere (Full or Part)	<b>25</b>	10
Information Partly Refused	<b>17</b>	6
Information Not Held	<b>25</b>	7
Number of Requests Referred for Internal Review	<b>1</b>	1

All FOI requests are available to view on the 'Access to Information' area of the Service website here:

[www.humbersidefire.gov.uk/about-us/access-to-information/freedom-of-information](http://www.humbersidefire.gov.uk/about-us/access-to-information/freedom-of-information)

## 11.5 STRATEGIC RISK AND OPPORTUNITY REGISTERS

The Service recognises the importance of managing risk at all levels of the organisation. Corporate Risk Management focuses on ensuring that we take all reasonable measures to identify, record, analyse and manage risks and opportunities, associated with the achievement of our aims and objectives, in a controlled and consistent manner. We also consider whether they have the potential to cause material or reputational harm, or are opportunities that need to be managed to maximise the benefits.

We do this by recording our strategic risks and opportunities on a Corporate Risk Register.

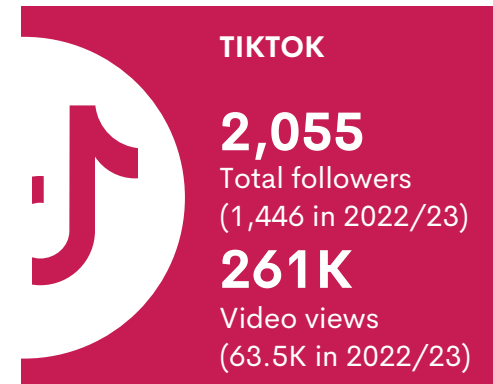
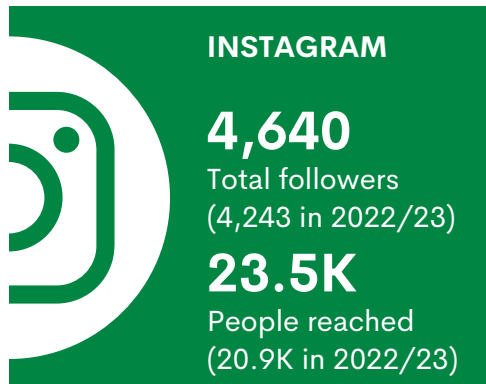
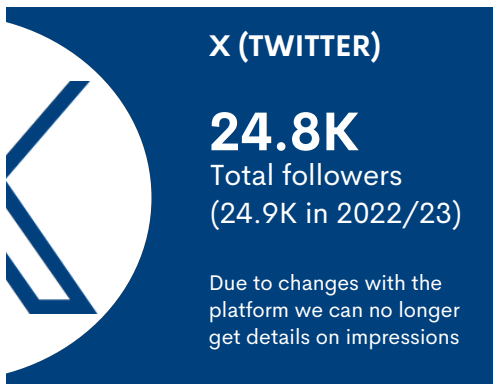
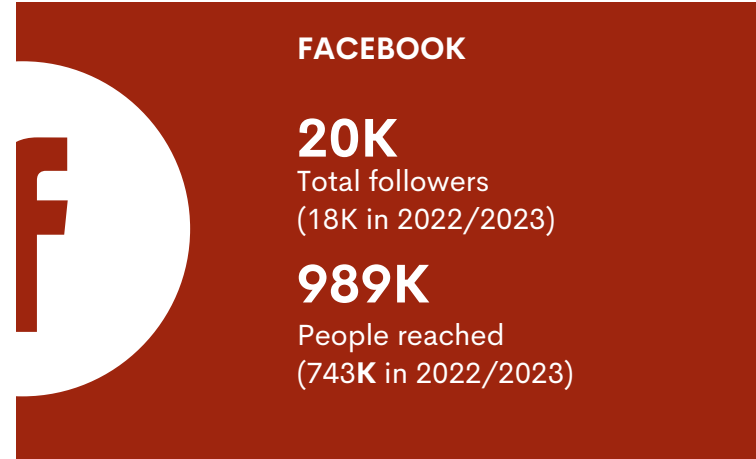
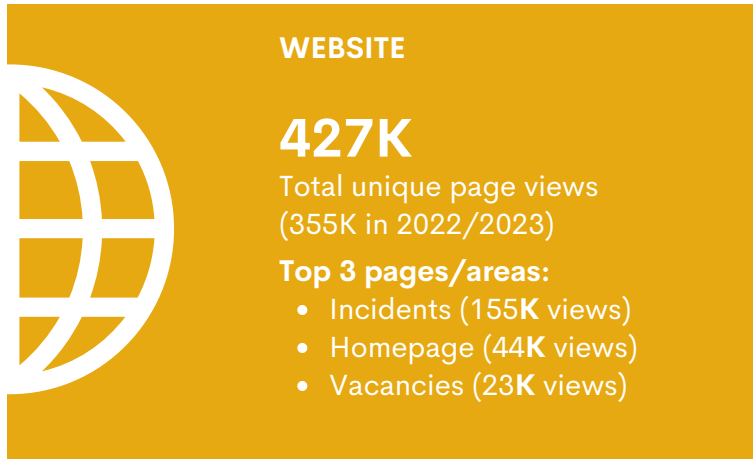
- Risk -The combination of the probability of an event and its impact that should it occur, would have a negative effect on the achievement of Service objectives.
- Opportunity - The combination of the probability of an event and its impact that should it occur, would have a positive effect on the achievement of our objectives.

The following areas were deemed as a critical strategic or opportunity risk during 2023/24.

Critical Risk or Opportunity	Subject	Outcomes and Mitigating Actions
Opportunity	Control Room Systems	Exploring options for the future provision of resilient Control arrangements, including opportunities with other regional services.
Risk	Public Confidence in Working Culture	Identification of unacceptable cultural behaviours within the emergency services sector, reported through independent inquiries, whistleblowing and media platforms, affecting public perception. Independent external review of Service practices has been carried out. Feedback from various sources, including HMICFRS, together with the action required, is now being considered through a Service-wide Culture Working Group. A variety of internal and external support routes are in place to facilitate the reporting of concerns.
Risk	Financial Constraints Around National Grant Funding	Constraint in National Grant Funding and Precept increase capping over the forthcoming Comprehensive Spending Review period, which reduces the level of funding available to the Authority. Scenario planning undertaken to provide mitigation for any reduction in funding. Medium Term Resource Strategy regularly updated.

## 11.6 COMMUNICATIONS

The Service uses a range of communication methods to engage with local communities. The diversity in approaches, using different digital communication tools, enables the Service to provide information in suitable and accessible formats, to meet with individual and collective requirements.



*\*Reach is the total number of people who see your content. Impressions are the number of times your content is displayed, no matter if it was clicked or not. Think of reach as the number of unique people who see your content.*

# 12. GLOSSARY

<b>ADF</b>	Accidental Dwelling Fire.	<b>ICO</b>	Information Commissioner's Office.
<b>CISM</b>	Critical Incident Stress Management.	<b>ICT</b>	Information and Communication Technology.
<b>Co / First Responder</b>	A firefighter trained in emergency medical care who responds to medical emergencies in a bespoke vehicle.	<b>IRS</b>	Incident Recording System.
<b>CRMP</b>	Community Risk Management Plan - identifies and assesses all foreseeable fire and rescue related risks and sets out how we plan to mitigate them.	<b>MDT</b>	Mobile Data Terminal.
<b>DIM</b>	Detection, Identification and Monitoring.	<b>NOG</b>	National Operational Guidance.
<b>DPIA</b>	Data Protection Impact Assessment.	<b>On-Call</b>	Responds/crewed when required.
<b>Falls Team / Hull First</b>	An early response falls pick up team provided by competent firefighters in Hull.	<b>Open Data Set</b>	Data that is openly accessible and can be freely used.
<b>FOI</b>	Freedom of Information.	<b>PPE</b>	Personal Protective Equipment.
<b>Fire Staff</b>	Non operational staff.	<b>Property / Primary Fire</b>	A fire involving property of high value or life risk i.e. dwelling, building or car.
<b>Full-Time</b>	Always crewed.	<b>PSED</b>	Public Sector Equality Duty.
<b>GDPR</b>	General Data Protection Regulation.	<b>RTC</b>	Road Traffic Collision.
<b>HART</b>	Hazardous Area Response Team (Ambulance Service).	<b>SAR</b>	Subject Access Request.
<b>HAZMAT</b>	Hazardous materials.	<b>Small / Secondary Fire</b>	A fire involving property of lesser value i.e. wheelie bin, rubbish or tree.
<b>HFRS</b>	Humberside Fire and Rescue Service.	<b>SPI</b>	Service Performance Indicators.
<b>HGV</b>	High Goods Vehicle	<b>Social Segmentation</b>	Social, cultural, economic or lifestyle traits which can be determined by location, education, age and sex.
<b>HMICFRS</b>	His Majesty's Inspectorate of Constabulary and Fire & Rescue Services.	<b>Special Service</b>	Non-fire incident i.e. Lift Rescue, Road Traffic Collision or Water Rescue.
<b>HR</b>	Human Resources.	<b>TRV</b>	Tactical Response Vehicle.
<b>HRSP</b>	HR Service Provider – provides dedicated HR support for Districts and teams within Humberside Fire and Rescue Service.	<b>What3 Words</b>	A system that is designed to identify any location with a resolution of about 3 metres (9.8 ft).
<b>HSE</b>	Health and Safety Executive.		

# 13.

## CONTACT DETAILS

### ONLINE:

[www.humbersidefire.gov.uk](http://www.humbersidefire.gov.uk)

### EMAIL US AT:

[consultation@humbersidefire.gov.uk](mailto:consultation@humbersidefire.gov.uk)



[www.twitter.com/humbersidefire](https://www.twitter.com/humbersidefire)



[www.facebook.com/humbersidefireandrescue](https://www.facebook.com/humbersidefireandrescue)



[www.instagram.com/humbersidefire](https://www.instagram.com/humbersidefire)



[www.linkedin.com/company/humbersidefire-rescue-service](https://www.linkedin.com/company/humbersidefire-rescue-service)



[www.tiktok.com/@humbersidefirerescue](https://www.tiktok.com/@humbersidefirerescue)

### POSTAL ADDRESS

Service Headquarters  
Summergroves Way  
Kingston upon Hull  
HU4 7BB

Tel: 01482 565333

### FREEDOM OF INFORMATION (FOI)

If you cannot find the information you require on our website, please email [foi@humbersidefire.gov.uk](mailto:foi@humbersidefire.gov.uk) or write to the address below. The Freedom of Information Act 2000 gives 'general right of access' to information held by public authorities.

Head of Corporate Assurance  
Humberside Fire and Rescue Service, Summergroves Way  
Kingston Upon Hull  
HU4 7BB

### SAFETY ENQUIRIES

All safety enquiries should be made in the first instance to the Public Safety Centre Email: [publicsafetycentre@humbersidefire.gov.uk](mailto:publicsafetycentre@humbersidefire.gov.uk) or by calling 0300 303 8242.

## COMPLAINTS PROCEDURE

Any complaints against the Service or the services we provide can be made by completing the [complaints form on our website](#), by email to [complaints@humbersidefire.gov.uk](mailto:complaints@humbersidefire.gov.uk), by telephone on (01482) 565333 and asking for the Complaints Manager, or by writing to:

The Complaints Manager, Corporate Assurance  
Humberside Fire and Rescue Service  
Service Headquarters  
Summergroves Way  
Kingston Upon Hull  
HU4 7BB

## LOCAL GOVERNMENT AND SOCIAL CARE OMBUDSMAN

We endeavour to deal with all our complaints in a satisfactory manner, however, where this is not achieved you should seek independent advice or contact:

Local Government and Social Care Ombudsman  
PO Box 4771  
Coventry  
CV4 0EH  
Helpline: 0300 061 0614  
Website: <https://www.lgo.org.uk>

## DATA PROTECTION PROCEDURES

To discuss a data protection issue you can email [dataprotection@humbersidefire.gov.uk](mailto:dataprotection@humbersidefire.gov.uk), telephone (01482) 565333 and ask for the Information Governance Officer, or write to:

Information Governance Officer  
Humberside Fire and Rescue Service  
Service Headquarters  
Summergroves Way  
Kingston Upon Hull  
HU4 7BB

# 14.

## OTHER DOCUMENTS

We provide links to other relevant planning documents via our website at: [www.humbersidefire.gov.uk](http://www.humbersidefire.gov.uk).

Alternatively, we welcome requests via any of the contact details provided in the previous section. You may be interested in the following documents that relate to this Annual Performance Report:

- Bi-Annual Performance Report
- Strategic Plan
- Community Risk Management Plan (formally named the Integrated Risk Management Plan)
- Medium Term Resource Strategy
- Productivity and Efficiency Plan

We welcome your questions regarding our performance; contact details are provided in section 13 of this Report.

**Humberside Fire and Rescue Service**

Service Headquarters

Summergroves Way

Kingston upon Hull

HU4 7BB

**Tel: 01482 565333**

[www.humbersidefire.gov.uk](http://www.humbersidefire.gov.uk)