



HUMBERSIDE FIRE AUTHORITY

Annual Performance Report **2017/18**

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1.

FOREWORD

by the Chief Fire Officer and Chair of Humberside Fire Authority



Chair of Humberside Fire Authority

John Briggs



Chief Fire Officer and Chief Executive

Chris Blacksell

Welcome to the Humberside Fire Authority's Annual Performance Report which provides an overview of Service performance during 2017/18.

We have seen the overall number of emergency incidents attended decrease by 10.23%, attending 13785 incidents during 2017/18 compared to 15356 during 2016/17.

There has been an increase in the number of Secondary (small/external) Fires and Special Services attended accounting for an increase of 287 and 214 extra incidents respectively. We continue to work closely with our partner organisations to identify and address underlying causes.

Over the same period there has been a reduction in the number of Emergency Medical Response incidents attended of 2725. We will continue to provide this service for our communities due to the significant impact it is having on life threatening incidents. Our priority is to deliver the statutory duties placed upon Humberside Fire Authority and we will continue to consider opportunities to adapt and change the services we provide to meet the needs of our communities, support our partner agencies and make the best use of the professional and committed workforce we employ.

During 2018 and beyond we will be working closely with Her Majesty's Inspectorate of Constabulary and Fire & Rescue Services (HMICFRS). They will be assessing the effectiveness, efficiency and leadership of fire and rescue services. We welcome this independent assessment of the work we undertake to ensure we are acting in the public interest.

Our aim will always be to continue to deliver efficient and effective prevention services targeted at the most vulnerable in our communities and a highly effective response service to deal with emergencies when they do occur.

Within this Annual Report we have included details of our performance in the areas of Public Safety (which includes Community and Business Safety) and Emergency Response.

We welcome your questions and comments regarding this report, or any other areas of your Fire and Rescue Service.

“ We have seen the overall number of emergency incidents attended decrease by 10.23%, attending 13785 incidents during 2017/18 compared to 15356 during 2016/17. ”

2.

EQUALITY AND INCLUSION



a. 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 925000 and covers a geographical area of 1358 square miles. Within our community 14.8% of people are living with a disability with 18% in the 65 plus age group. Across the area, 6.5% of our community are from a black or minority ethnic background (BAME).

We have 31 Fire Stations, 12 are crewed by Full-Time firefighters and 19 by On-Call firefighters. 3 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 by the ambulance service to provide early intervention. In the Hull area 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.

Our state of the art Control room is located at Service Headquarters in Hull. It operates 365 days a year, 24 hours a day. Support services including Finance, Human Resources, ICT, Corporate Assurance and Operational Training are also based at Service Headquarters.

Emergency Services Fleet Management (Humberside) Ltd is a Jointly Controlled Local Authority Company which was formed on 1 April 2015. Staff from both Humberside Police and Humberside Fire and Rescue Service transferred on this date to the newly formed organisation

“ 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. ”

under Transfer of Undertakings (Protection of Employment) 2006 regulations (TUPE). The Company provides all vehicle maintenance and operational equipment maintenance for both organisations.

As of 1 April 2018, our Estates function transferred to the employment of Humberside Police as part of our Fire/Police collaboration programme. There is a Service Level Agreement for future service provision.

As at the 21 February 2018, Humberside Fire and Rescue Service employed a permanent workforce of 1058 staff with a further 20 employed on an agency/casual basis. We also have 104 Fire & Police Volunteers. Of our staff, 18% staff are female, but just over 4% of these are operational; 1.8% of our staff are from a BAME background.

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 Safe and Well 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 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 efficient and effective prevention services targeted at the most vulnerable in the community and a highly effective response service to deal with emergencies when they do occur.










b. Our Equality and Inclusion Commitment Statement

We aim to continuously improve the standards of service we provide to the communities we serve. 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 aim for our workforce to be truly 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 to eliminate unlawful discrimination, harassment and victimisation, advance equality of opportunity and 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. HFRS became the first Fire & Rescue Service in the world to sign a pledge to advocate for the 'HeForShe' movement on 25 September 2017.

3. THE KEY HIGHLIGHTS IN OUR REPORT









	Our Performance Targets 2017/18	What was achieved 2016/17?	What was achieved 2017/18?	Are we satisfied?	
PREVENTION	Automatic fire alarms activations in non-domestic premises.	1,405	1,473	1,471	
	Number of accidental dwelling fires.	422	393	381	
	Number of other accidental fires.	443	435	395	
	Number of deliberate property fires.	507	610	558	
	Number of deliberate small fires.	1,621	2,045	2,341	
	Number of fatalities from fire related incidents.	Aspirational 0	5	4	Less than 2016/17
	Total Injuries from fire related incidents.	Aspirational 0	31	37	More than 2016/17
PROTECTION	Fire Safety Enforcement Notices issued.		16	21	More than 2016/17
	Prohibition Notices issued.	Under review	10	6	Less than 2016/17
	Alteration Notices issued.		7	4	Less than 2016/17



We are satisfied with our performance in this area but will continue to look to improve.



We are not satisfied with our performance in this area and are working hard to make improvements.

		Our Performance Targets 2017/18	What was achieved 2016/17?	What was achieved 2017/18?	Are we satisfied?
RESPONSE	The first fire engine mobilised to a dwelling fire or Road Traffic Collision (RTC) is in attendance within the specified times: Dwelling Fires High Risk Areas 8 minutes Medium Risk Areas 12 minutes Low Risk Area 20 minutes RTC any area 15 minutes	On 90% of occasions	98.89%	98.18%	
	Second fire engine mobilised to a dwelling fire or a RTC is in attendance within 5 minutes of the first fire engine arriving at the incident.	On 80% of occasions	93.51%	95.30%	
	Rescues from all incident types.	No set performance targets	864	927	More than 2016/17
	Mobilising our resources to Dwelling Fire incidents within 90 seconds of receiving an emergency call.	On 75% of occasions	92.51%	92.13%	
ENVIRONMENT	Electricity usage.		1811k Kw/h	1959k Kw/h	
	Gas usage.		5300k M ³	4976k M ³	
	Vehicle diesel fuel usage.	No set performance targets	267k L	294k L	
	Water usage.		10,432 M ³	11,051 M ³	
PEOPLE	Average day's sickness absence per employee.	8.2	8.00	8.23	
	Number of work related accidents.	Aspirational reduction to zero	118	99	Less than 2016/17
	Number of reported near misses.	Aspirational increase	58	180	More than 2016/17

4. GOVERNANCE FRAMEWORK

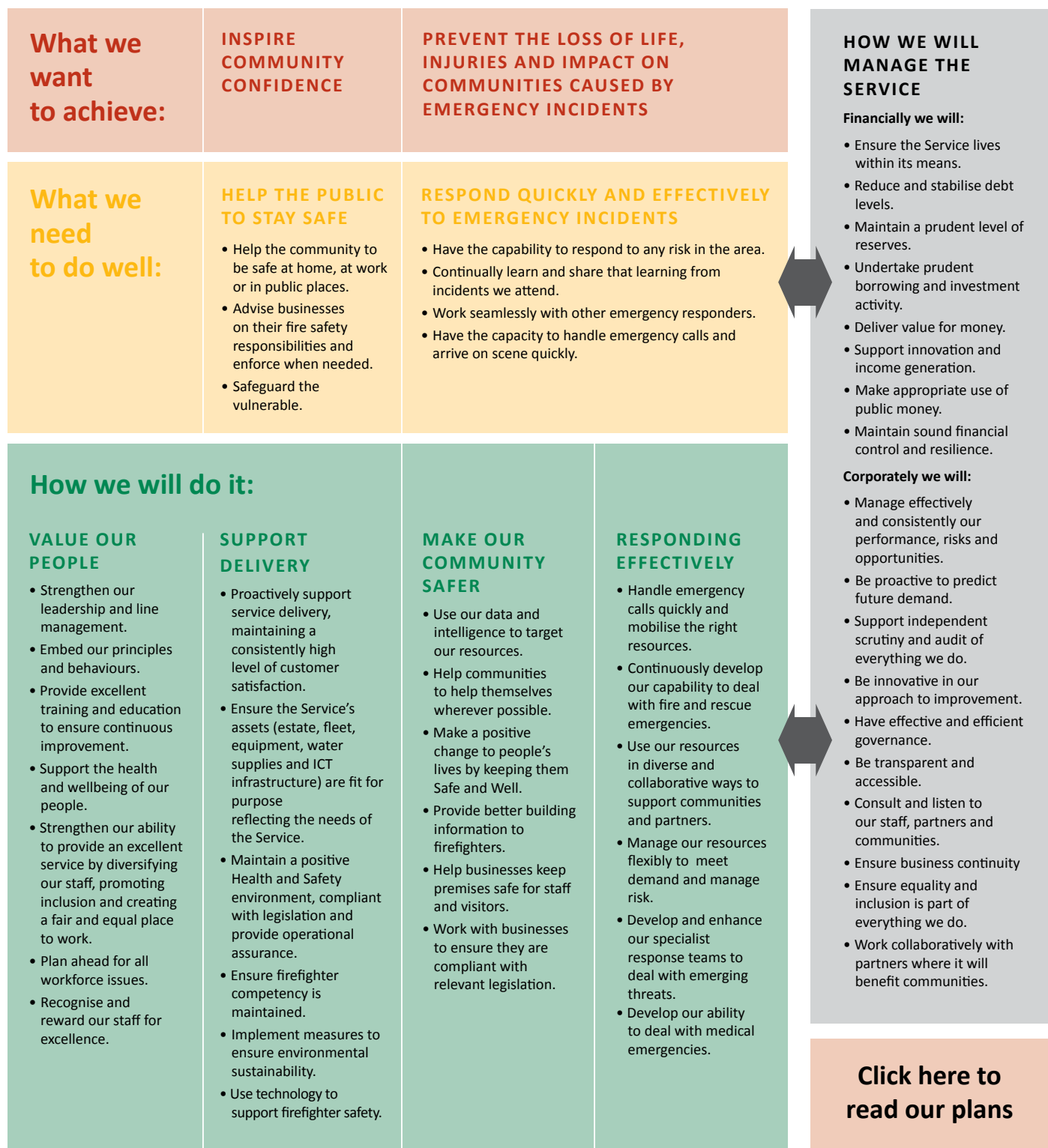


Our 'Governance Framework' ensures that we do the right things, in the right way, for our communities. Our self-awareness helps us deliver services as effectively and efficiently as we can, making proficient use of technology and providing value for money to the people we serve. The Governance Framework helps us to achieve all of our objectives as well as enabling appropriate governance, financial management and self-awareness.

Our Strategic Plan 2018/21 includes a 'Plan on a Page', which explains the dependencies and relationships of the Strategic Objectives including the under-pinning support arrangements.

STRATEGIC PLAN: 2018–2021

Keeping communities in the Humber area safe, keeping our firefighters safe, and contributing to the firefighting and rescue capabilities of the United Kingdom.



5. HOW DID WE PERFORM DURING 2017/18?



a. Emergency Response Activities

Emergency Response Teams 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).

RESPONSE STANDARDS

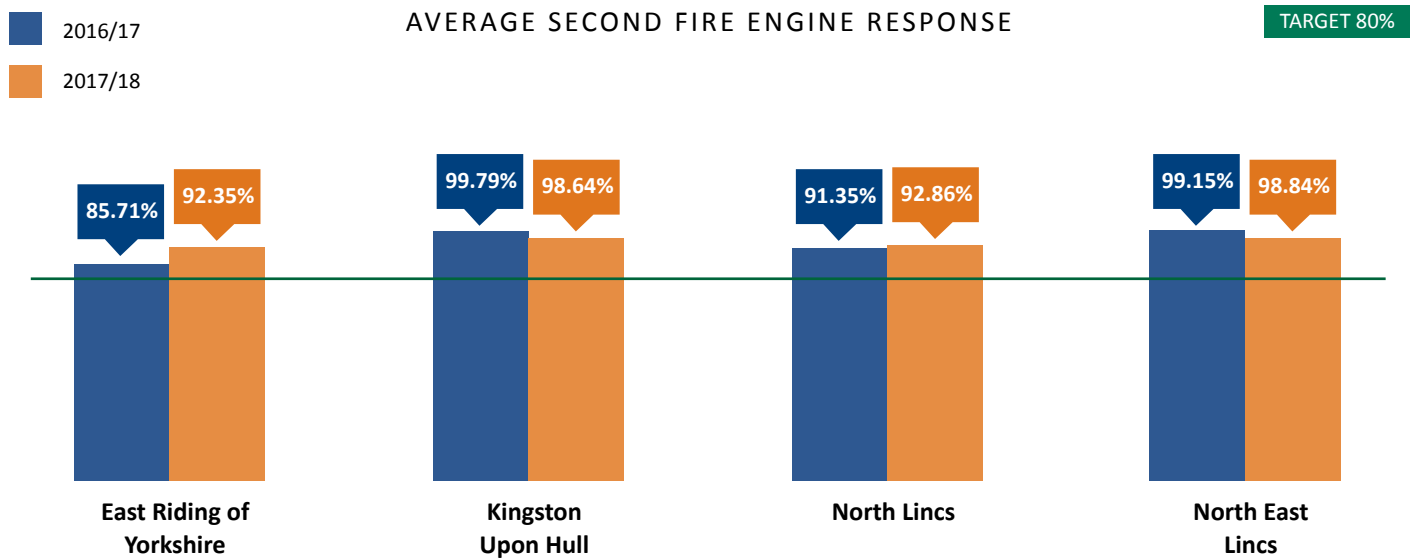
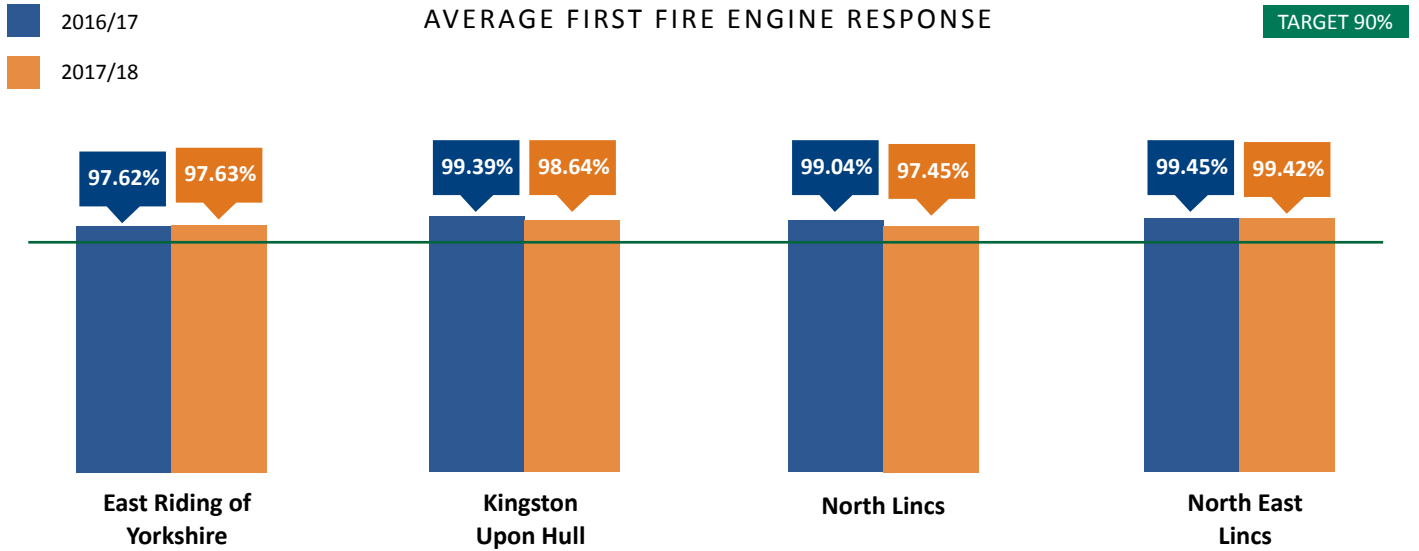
Our Response Standards tell how quickly we aim to have a fire engine in attendance at an incident. They are based on (Domestic) Risk Areas, assessed as High, Medium or Low. To enable us to assess the dwelling risk within our communities, our area is divided into 41 groupings of around 20000 residents. We call these 'Risk Regions' and there are 41 such Risk Regions within our Service area, varying in geographical size. The Dwelling Risk rating is based upon the casualty and fatality rate per head of population, within each Risk Region.

Response Standards - 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 80% of occasions. We are proud to say that, despite the standards we set for attending incidents across the Service Area being some of the most challenging in Great Britain, we consistently exceed them.

As you would perhaps expect, our performance varies across the Service mainly due to the diversity of our area, which ranges from remote rural to urban/city scape, and the distances our fire engines have to travel. Service Wide performance for fire engine response is shown below.

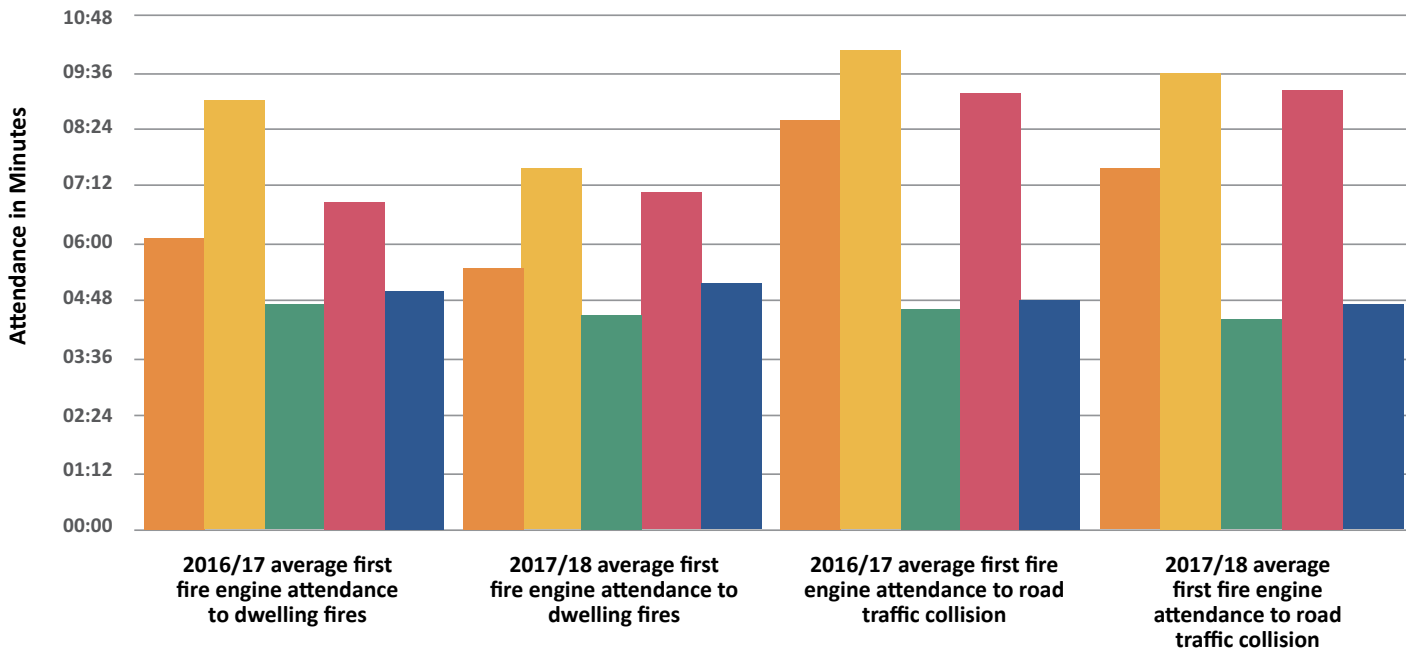


ATTENDANCE TIMES

- Service Wide
- East Riding
- Kingston Upon Hull
- North Lincs
- North East Lincs

Across the Service our average attendance time to dwelling fires is 5 minutes and 27 seconds for the year 2017/18. This a decrease of 42 seconds from our previous average of 6 minutes and 9 seconds in 2016/17. The time taken to attend a Road Traffic Collision has increased to 7 minutes and 37 seconds, from 6 minutes and 9 seconds in 2016/17. Attendance times in the East Riding of Yorkshire and North Lincolnshire are slower than the other areas due to the fact that they cover a more rural area and have a higher percentage of On-Call duty system fire stations.

AVERAGE ATTENDANCE TIMES

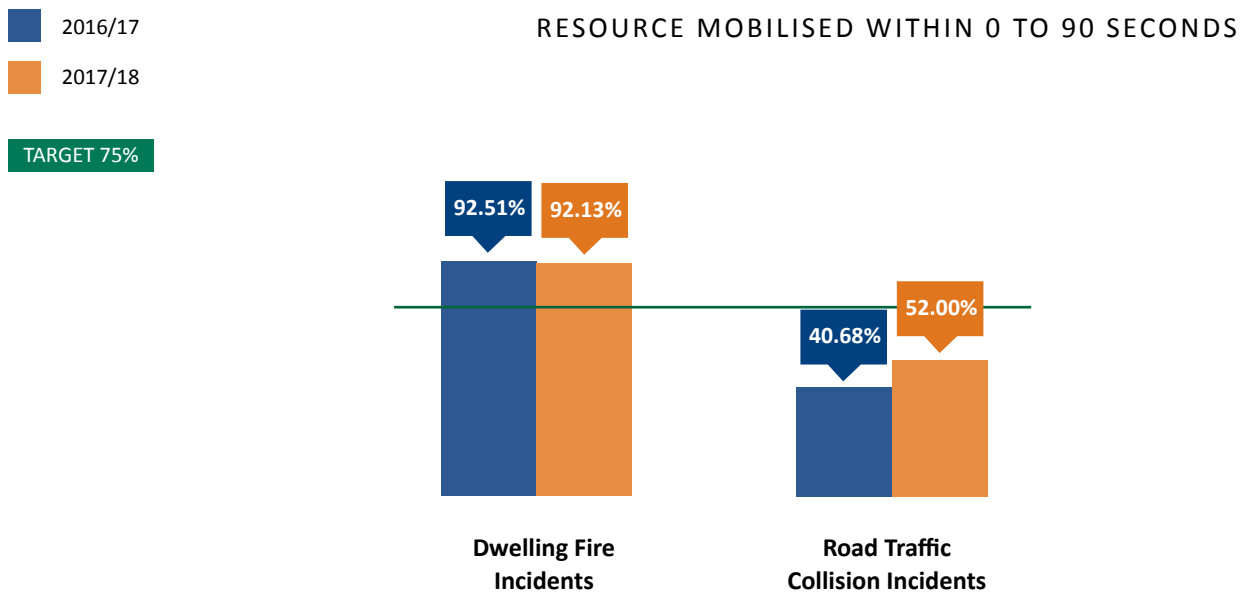


EMERGENCY CALL HANDLING

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 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.

During events such as extreme flooding and large incidents, emergency control rooms can become inundated with a high volume of emergency calls. In a consortium arrangement with Lincolnshire, Hertfordshire and Norfolk Fire and Rescue Services, investment is being made to improve resilience in call handling and mobilising. The East Coast & Hertfordshire Control Room Consortium (ECHCRC) will deliver an integrated call handling and mobilising solution supporting the integrated model for emergency control rooms, with significantly improved resilience and partnership working.



THE AVAILABILITY OF OUR FIRE STATIONS

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 55% of our fire stations in 2017/18.

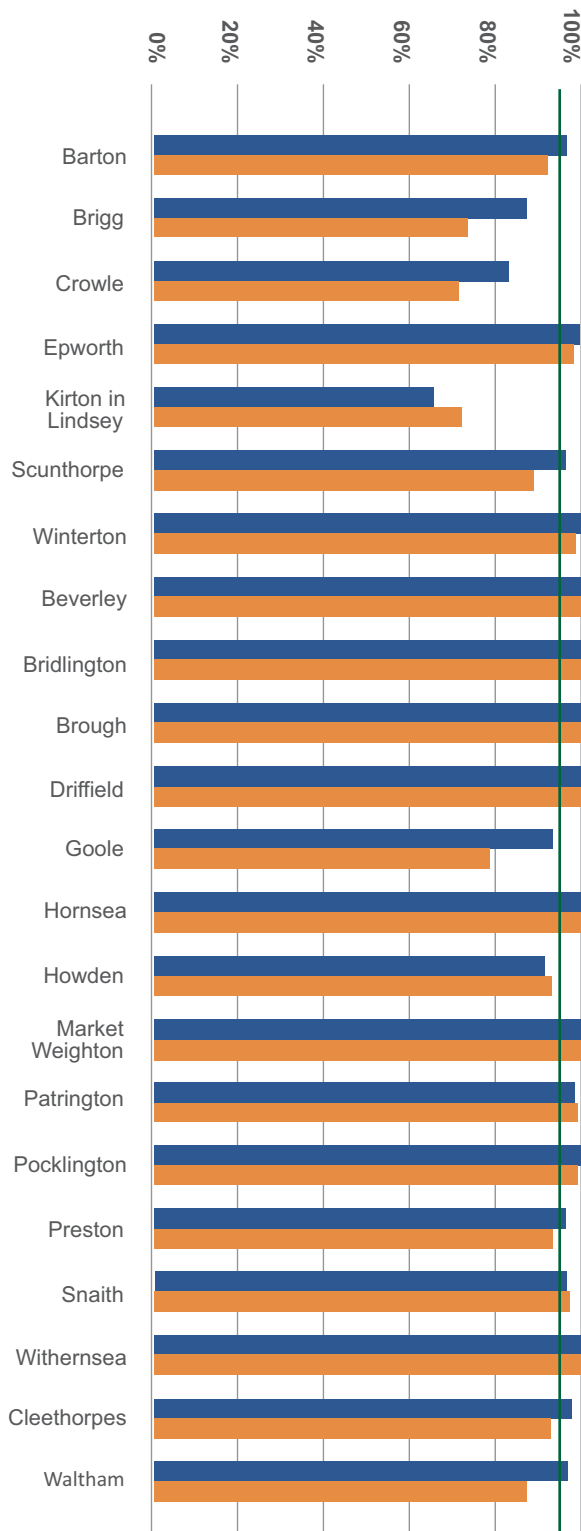
**ON CALL DUTY SYSTEM
FIRST FIRE ENGINE
AVAILABILITY**

■ 2016/17
■ 2017/18

TARGET 95%

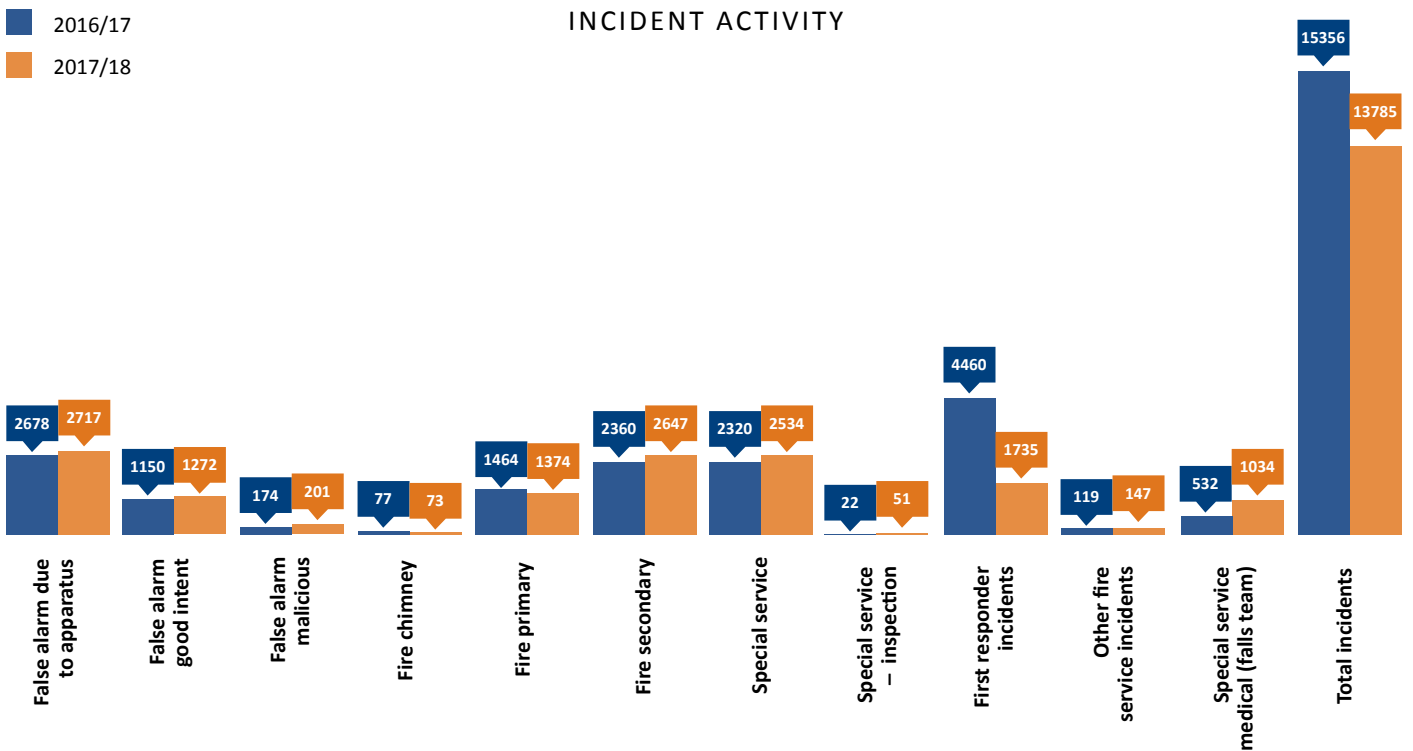
Full-Time Duty System Fire Stations

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



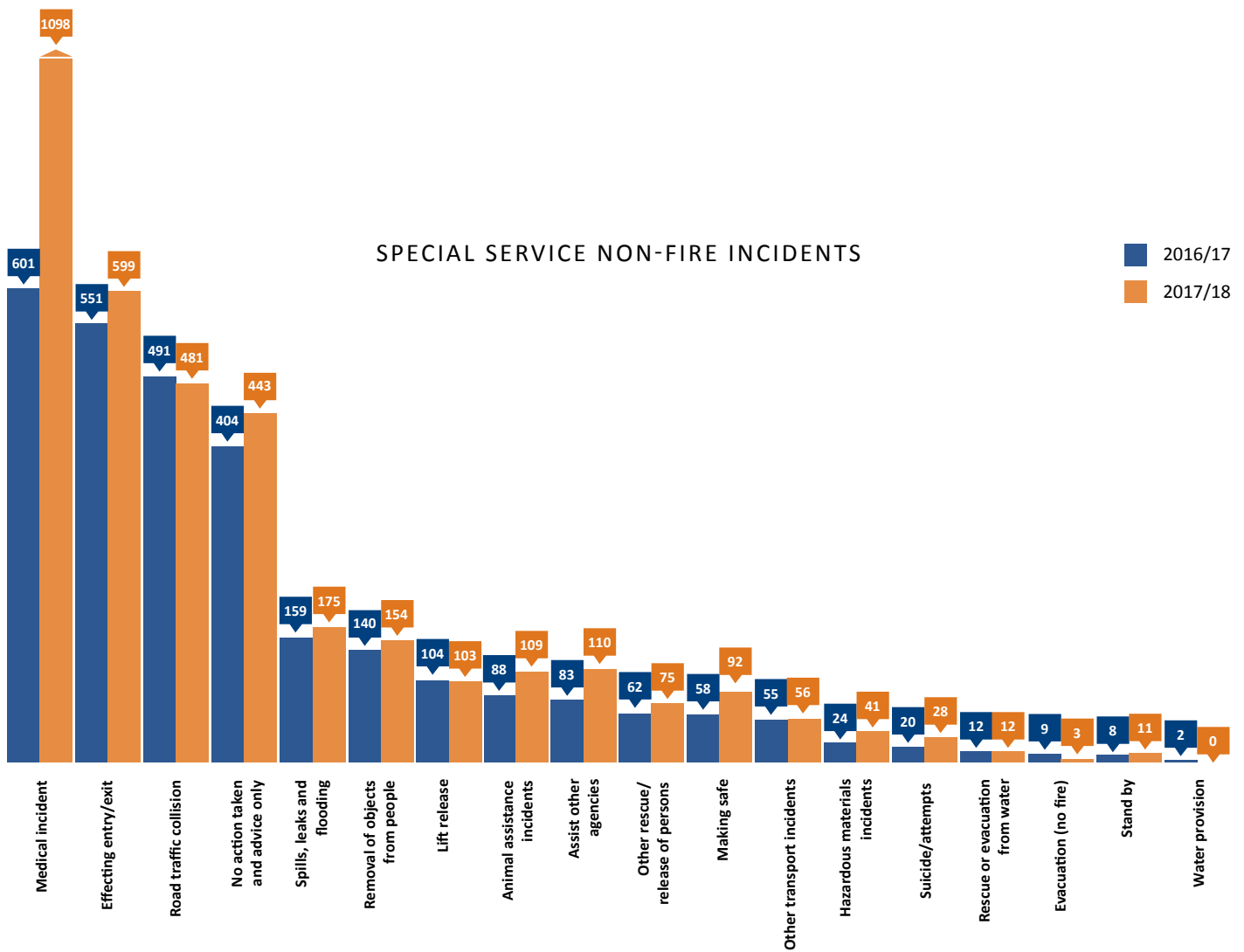
INCIDENT ACTIVITY

In 2017/18 we attended 1571 fewer incidents, compared to 2016/17. There has been a large decrease in First Responder incidents that has negated rises in other incident types in 2017/18. There has been an increase in Secondary fires, Special services, and Medical (Falls Team) incidents attended. Medical incident numbers are a combination of First Responders and the creation of the Hull Falls Intervention Response Safety Team (FIRST); a partnership with Hull City Council and the Clinical Commissioning Group.

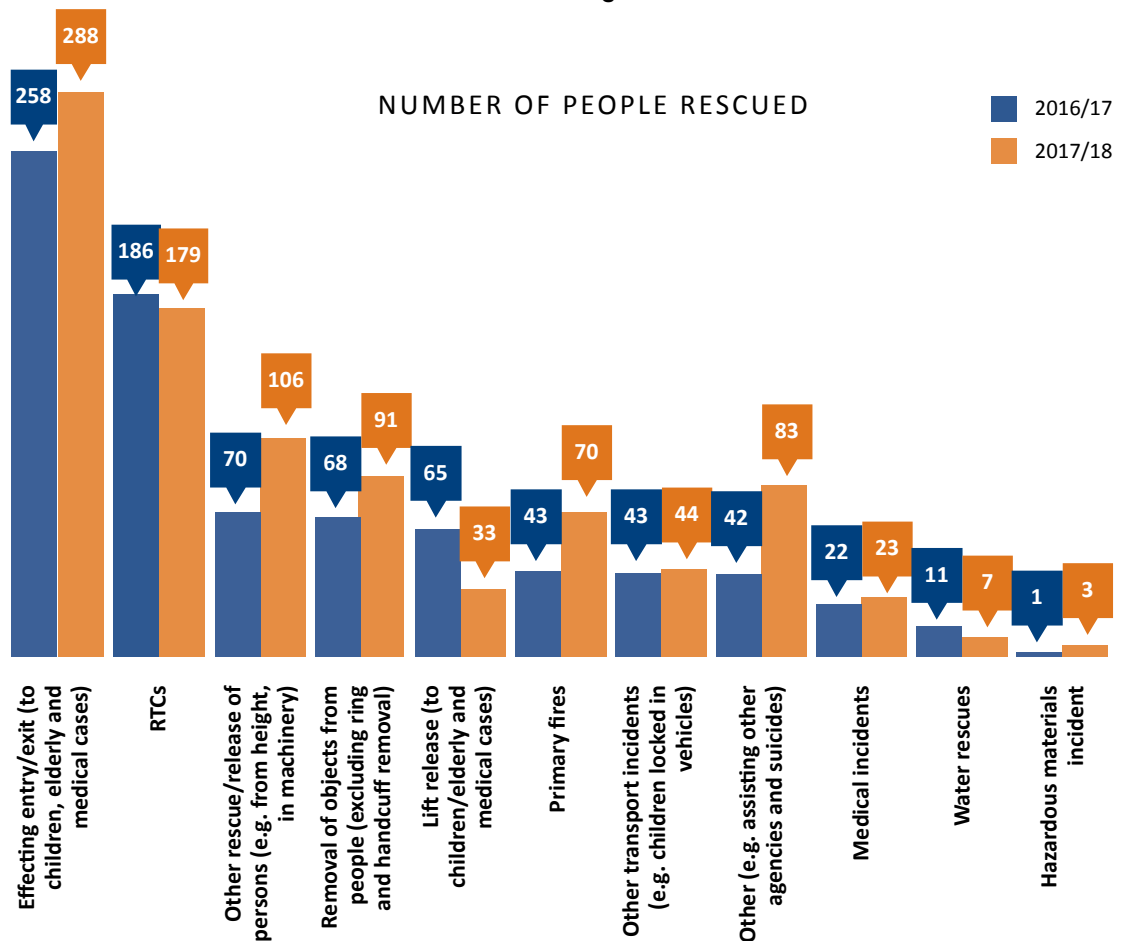


All of the incident types stated above are expressed in terminology used by the Department for Communities and Local Government (DCLG) to collate national statistics through our Incident Recording System (IRS). For a definition of these incident types please refer to the glossary on page 42.

Of the incidents we attended in 2017/18, 3590 incidents were Special Service non-fire incidents. The highest percentage of these were Medical Incidents, the following graph shows the variety of non-fire incidents that we attend in our communities.



During 2017/18 we rescued 927 people from entrapment of some description. The highest number of rescues occurred in Road Traffic Collision (RTC) Incidents (179 people) and Effecting Entry/Exit (288 people), which was 50% of our total rescues for 2017/18.

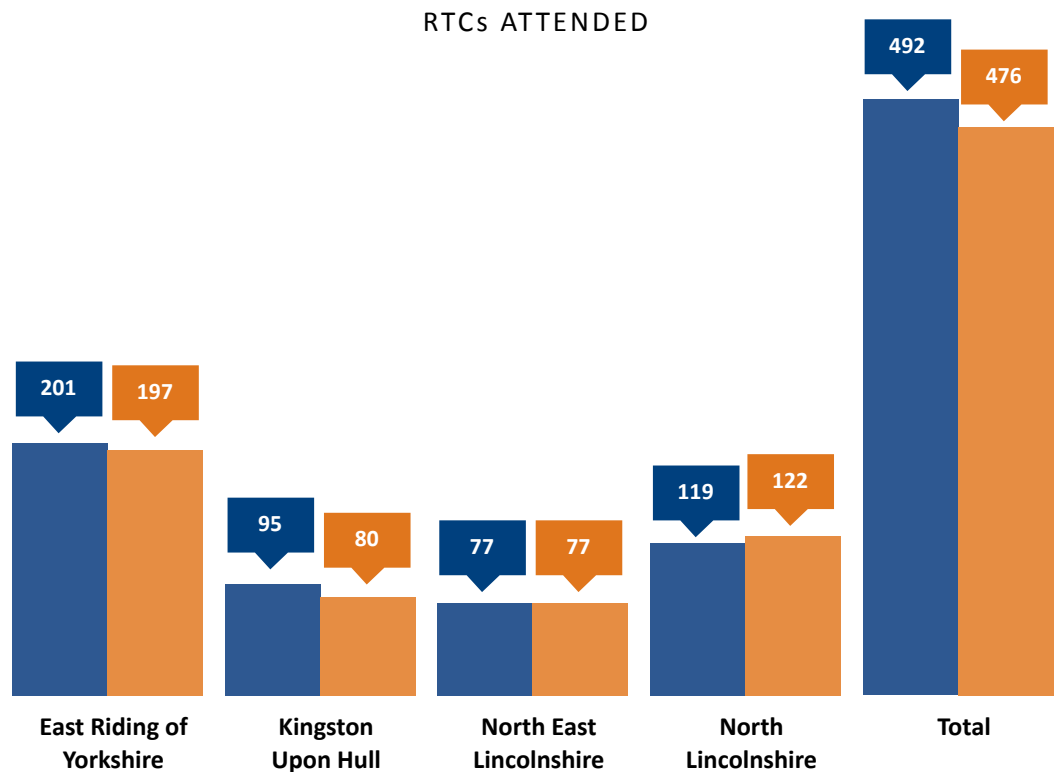
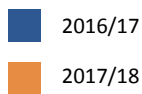


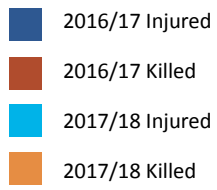
RESCUES

Many of the rescues we undertake fall outside of our statutory duties, however we understand the wider societal benefit of us undertaking these rescues. Rescues often take place whilst working in co-ordination with, or for, our partners. During recent public consultation the vast majority of our public response backed us undertaking more of this type of activity as long as it wasn't to the detriment of our core duties. We will, of course, continue to monitor the effectiveness and efficiency linked to us undertaking these types of roles and will make sound strategic business decisions as and when required.

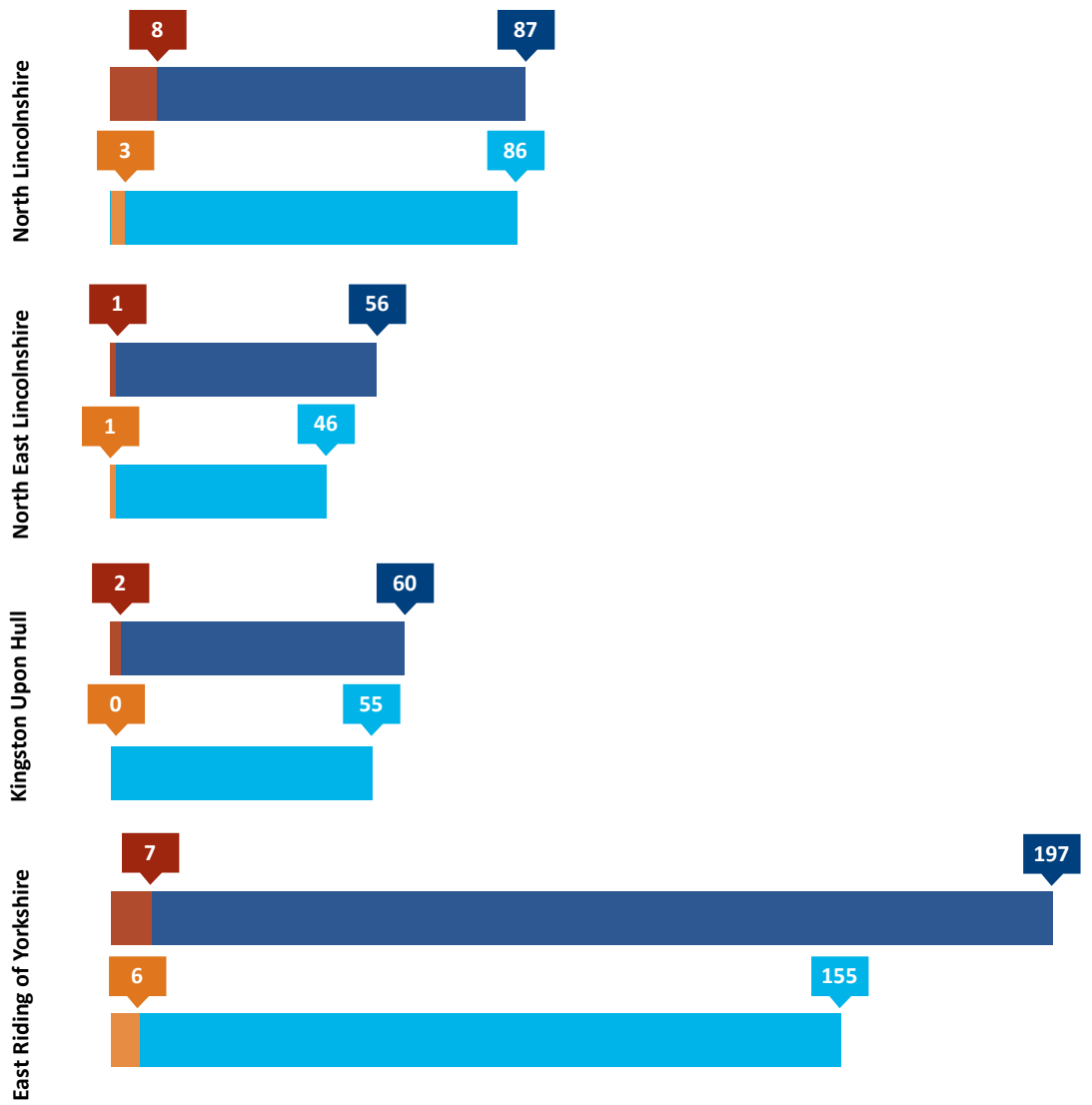
ROAD TRAFFIC COLLISIONS (RTCs)

We work closely with Safer Roads Humber to try and reduce the number of RTCs and the number of people killed or seriously injured. In 2017/18 the number of RTCs we attended was 476, slightly lower than the figure of 492 in 2016/17. The number of people killed in RTCs attended by HFRS in 2017/18 was 10, which is eight less than 2016/17. The number of people injured showed a decrease of 14.5% to 342. We are not called upon to attend all RTCs, only those requiring our specialist intervention.

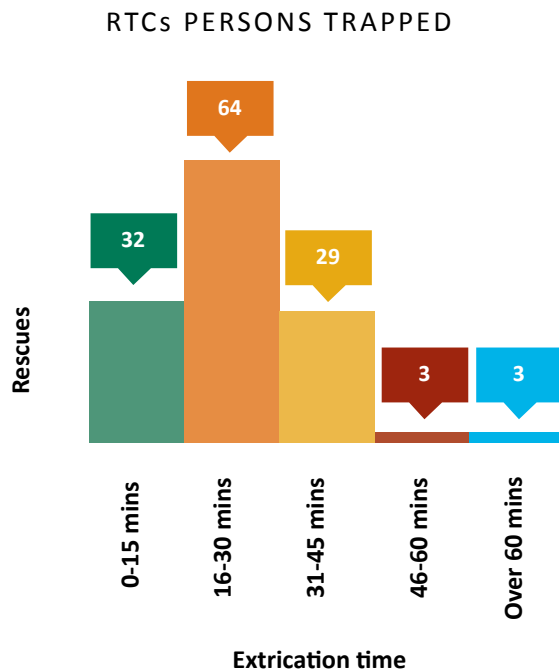




KILLED OR SERIOUSLY INJURED IN RTCs ATTENDED



Of the 232 people that were rescued or extricated from vehicles as the result of a Road Traffic Collision we released 103 seriously trapped casualties. In order to rescue trapped casualties we can employ a range of techniques using the specialist equipment carried on all of our fire engines. Of the 103 people rescued 76% were freed from their vehicles within 30 minutes or less of our arrival at the incident.



b. Community Safety

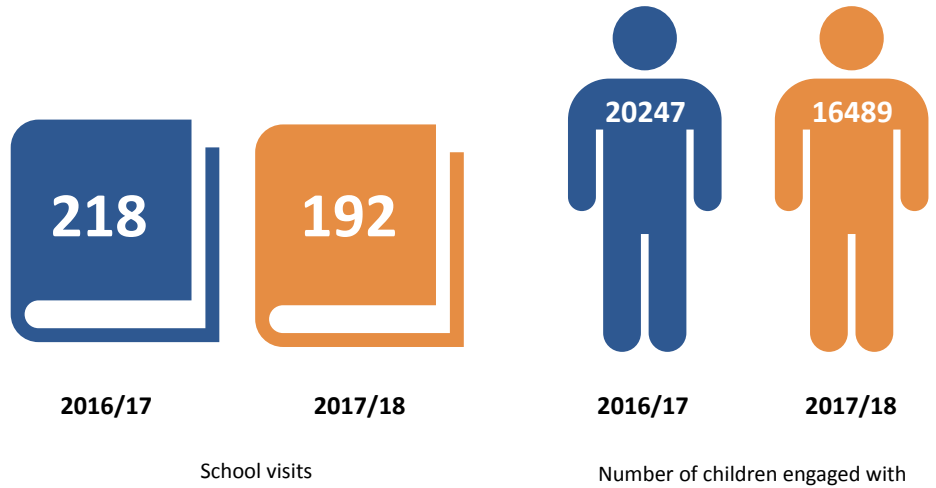
We continue to evaluate and monitor our performance to look for smarter and more efficient ways to ensure our communities are safer places to live and work. Referrals from partners are a key driver in accessing the most vulnerable homes and businesses and we cultivate those relationships, training other agencies to recognise fire risk. Data plays a big part in our risk profiling. We use our own data in conjunction with social segmentation, NHS and Local authority data to build up a matrix of risk. This allows us to access the people and businesses who are most vulnerable to the risk of fire. We are working with SEED Software (Hull University) to develop mobile capability for the efficient delivery of safety activities. We work within the National Fire Chiefs Council (NFCC) framework and are involved nationally and regionally with health partners, including Public Health England and NHS England, instigating a number of activities in partnership to improve health and quality of life outcomes for those most at risk in our communities. One of the main areas of focus was to expand on our Home Safety Visit activities. We provide Safe and Well services to our communities as an important element of the preventative work carried out across our area. This service provides people with guidance and support in keeping them safe from fire and other emergencies and broadly follows the principles below:

- A light touch health check of all individuals in the home;
- Identification of risk while in the home;
- Provision of brief advice;
- Provision of appropriate risk reduction equipment;
- Referral to specialist advice and support where appropriate.

CHILDREN AND YOUNG PEOPLE EDUCATION

Our 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 visit schools on a targeted basis and also consider themes that may be current in 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.

CHILDREN AND YOUNG PEOPLE EDUCATION

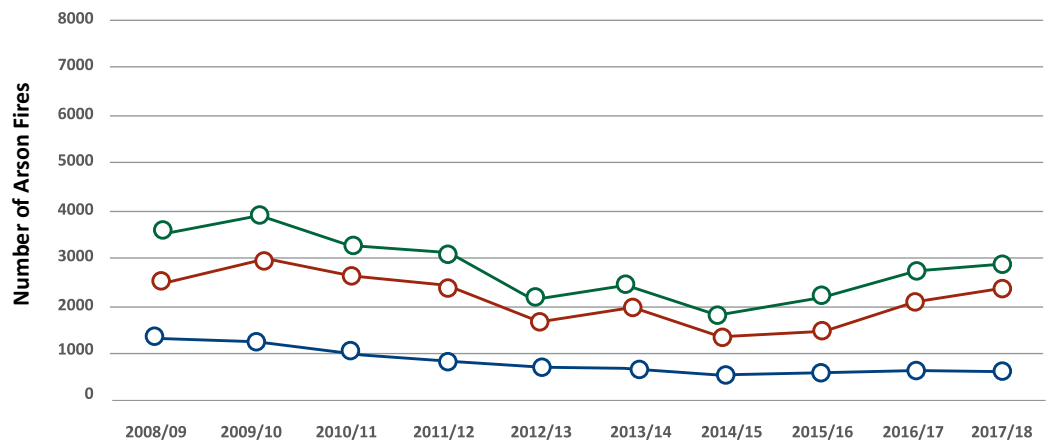


DELIBERATE FIRES

The top five property types most frequently ignited during 2017/18 were loose refuse, vegetation, Wheelie Bins, road vehicles and dwellings. The categories of property that saw the biggest increase between 2016/17 and 2017/18 were Wheelie Bins and loose refuse with an additional 138 and 419 incidents respectively.

- Primary Arson
- Secondary Arson
- Total Arson

DELIBERATE ARSON FIRES



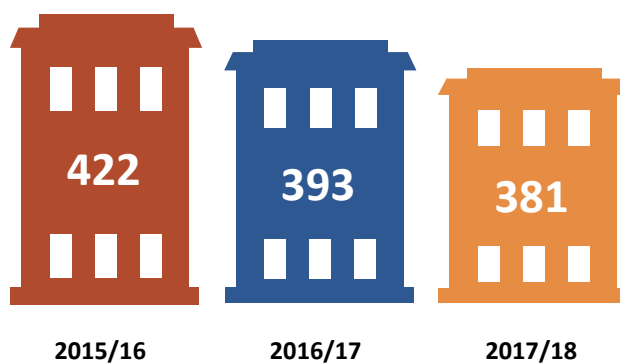
FIRE DEATHS

Sadly during 2017/18 four people died in fires in our Service area. It is known 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 fires rose from 31 in 2016/17 to 37 during 2017/18.

ACCIDENTAL DWELLING FIRES (ADF)

Accidental Dwelling Fires (ADFs) are the main cause of preventable fire deaths and injuries both nationally and in our local area. In 2017/18 we attended 381 ADFs. This is a decrease on the previous total of 393 incidents in 2016/17 and is reflective of the priority and focus placed upon reducing such incidents.

ACCIDENTAL DWELLING FIRES



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). For this very reason we invest a large amount of our resources in ensuring residents have a working smoke alarm and an escape plan. During 2017/18 we found that 79% (384) of homes having a dwelling fire had a smoke alarm fitted and 71% of the 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 to where the fire started.

During 2017/18 a total of 5212 alarms were fitted in the Service area by our employees. This figure is a combination of smoke, heat, deaf and interlinked alarms. HFRS only fit battery powered alarms. 4455 of these alarms were fitted at Safe and Well visits based upon occupant risk and vulnerability.

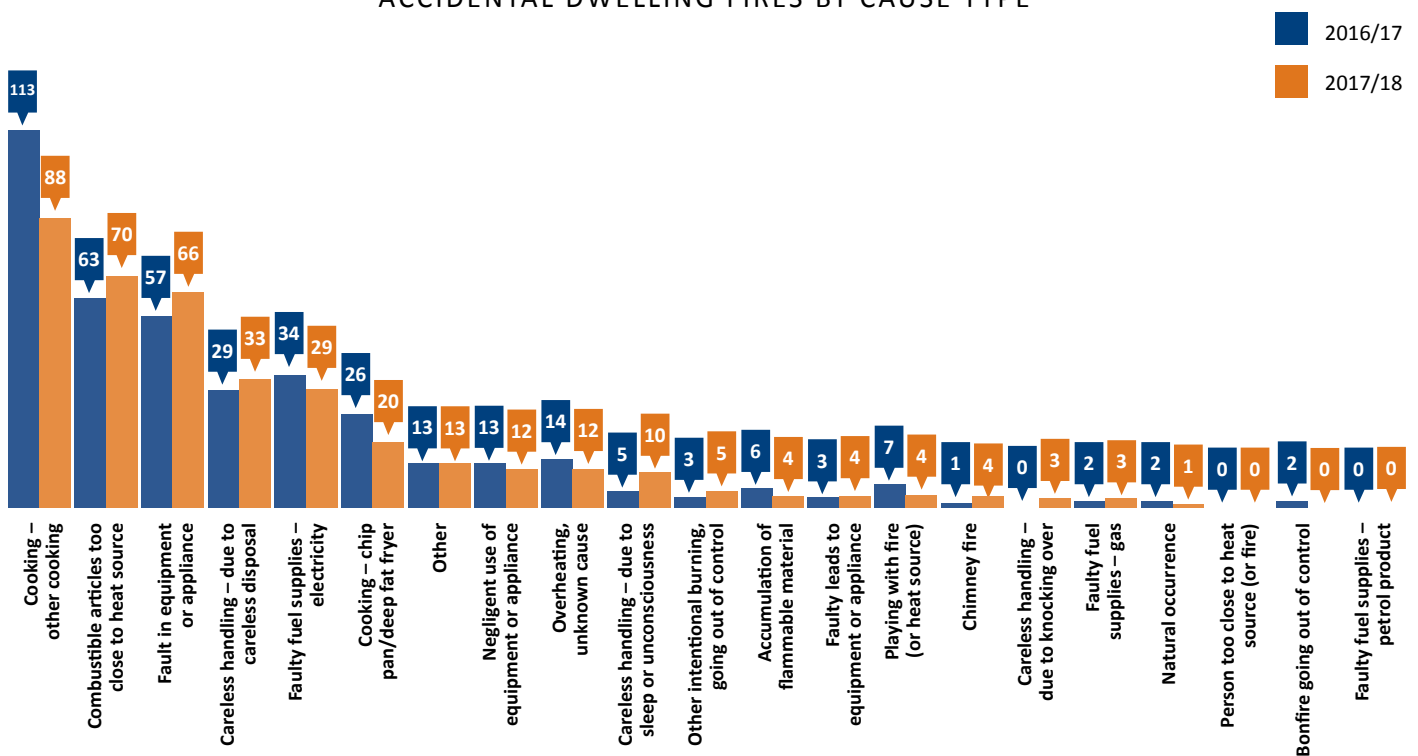
DOMESTIC SPRINKLERS

Sprinklers are recognised nationally as the most appropriate form of protection for the most vulnerable or ‘at risk’ members of our communities. Nine such systems have been installed at properties and are currently being maintained.

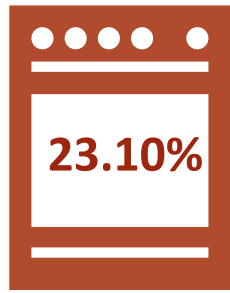
CAUSES OF ACCIDENTAL DWELLING FIRES (ADFS)

The chart below shows that 23% of the ADFs that we attended in 2017/18 were cooking related, a decrease from 113 incidents in 2016/17 to 88. Combustible articles too close to a heat source was the next biggest cause at 70 incidents, an increase from 63 in 2016/17. Faults in equipment accounted for 66 incidents which is an increase compared to the 2016/17 figure of 57.

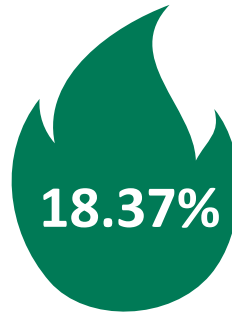
ACCIDENTAL DWELLING FIRES BY CAUSE TYPE



TOP 6 ADFs BY CAUSE SHOWN



Cooking – other cooking



Combustible articles too close to heat source



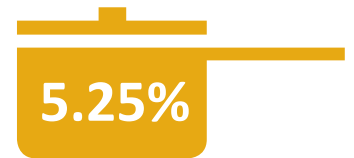
Fault in equipment or appliance



Careless handling – due to careless disposal



Faulty fuel supplies – electricity



Cooking – chip pan/ deep fat fryer

c. Business Safety

HFRS have recently reviewed our Risk Based Inspection Programme to create a more intelligent data driven 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. For any fire safety deficiencies found we will take informal or formal action to ensure that such premises are made safer for our communities. In 2017/18 we carried out 836 such inspections, issuing 31 formal notices.

Operational crews are currently undertaking more detailed Business Safety training to enable them to carry out Business Support Visits. These visits will look to engage with, and reduce the risk, in premises which do not require a full inspection.

Fire Safety Enforcement		
	2016/17	2017/18
Enforcement Notices Issued	16	21
Prohibition Notices Issued	10	6
Alteration Notices Issued	7	4

Free fire safety information and guidance can be accessed through the [Your Safety](#) section of our website or by contacting us directly as detailed in Section 11.

6. HUMBERSIDE FIRE AND RESCUE SERVICE PERFORMANCE

a. The people we employ

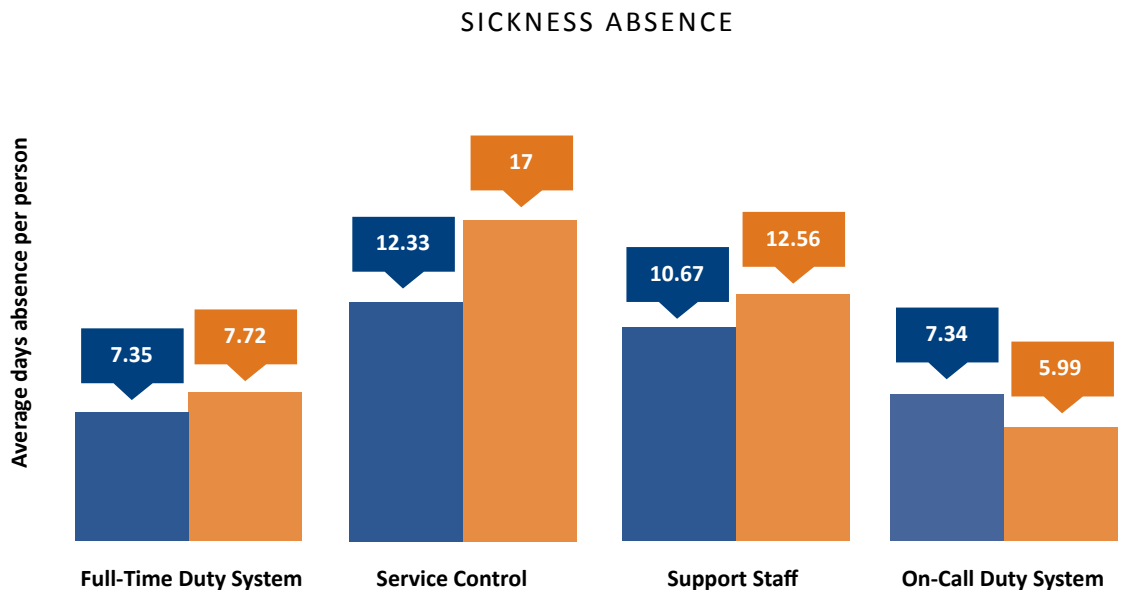
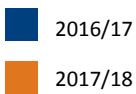
During 2017/18 we employed over 1000 people, predominantly in a permanent capacity but we also used temporary staff where that was more efficient. Our workforce can be broken down as follows:

Full-Time Duty System	On-Call Duty System	Control Room	Support Staff
484	339	25	179

SICKNESS ABSENCE

There has been an increase in the average number of days absent for Control, Full-Time, and Support Staff Duty Systems, with a decrease for the On-Call Duty system staff. The increase in overall absence has resulted in an average increase per person from 8.00 to 8.23.

There are a number of individuals with long-term absences within the service which does affect per employee contract absence rate and as such does impact on the year end results. Our HR professionals work closely with line managers to support and promote employee wellbeing at work and effectively manage unreasonable absence.



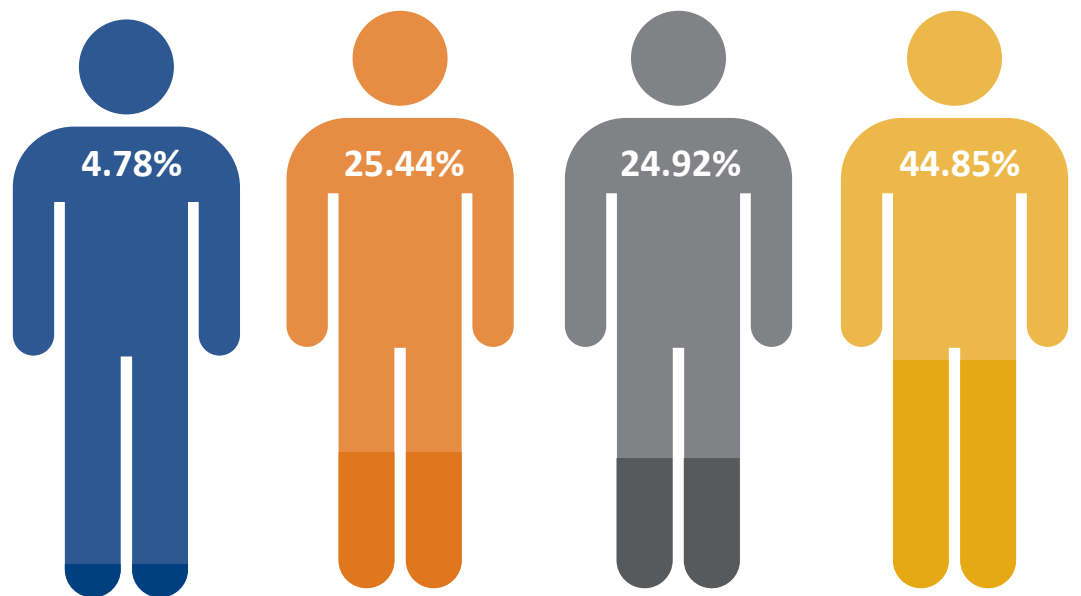
- Control Room
- Support
- On-Call
- Full-Time

2017/18 % SHORT TERM SICKNESS – AVERAGE DAYS/EMPLOYEE



- Control Room
- Support
- On-Call
- Full-Time

2017/18 % LONG TERM SICKNESS – AVERAGE DAYS/EMPLOYEE



The top 5 reasons for absence across the organisation during 2017/18 were mental health anxiety/depression, musculoskeletal lower limb, musculoskeletal back, musculoskeletal knee, and Cardiovascular Other. The Service held our annual Mental Health Conference in May 2018 which has had a positive influence in relation to sickness absence and improved access to support available for our workforce.

A new Absence Management Policy was introduced in 2016/17. This included the use of trigger points for management action, within a rolling year, helping to identify employees who regularly have a poor attendance. Frequent short term absence is much more disruptive to the Service than long-term absence, although we recognise that both need to be carefully and sensitively managed.

The trigger points are:

- Three separate absences in any six rolling month period;
- Eight working days absence in a rolling 12 month period (pro-rata for part-time employees);
- Patterns of absence e.g. after annual leave, the weekend or a bank holiday; or any pattern that arises from an employee regularly avoiding hitting a formal trigger;
- Any periods of absence resulting, whether from aggregation or not, in the employee going onto half pay.

To drive and support the work in this area, services from Capsticks Human Resources Advisory Team were engaged for a period of three months. This work concluded in July 2017 with a report detailing the work undertaken and recommendations for improvements. This report was presented to and agreed by the HFA in September 2018. The work undertaken by Capsticks has left a legacy for the Service of up to date casework for absence management which has continued to progress and is now managed proactively.

Recruitment of the new HR team has concluded and our full complement of four HR Service Partners, two HR Advisors and two HR Employment Officers are all now in post. They've begun to work with managers ensuring they are appropriately supported to effectively manage absence within their areas of responsibility. As a result of the Capsticks report the Directorate team developed a comprehensive action plan which is currently being implemented. This plan includes a full policy review a year on from implementation, template documentation, regular absence management reports for managers and the implementation of 6 weekly Case Review Board meetings. A comprehensive training package for all line managers, including absence management, is currently in development and planned for delivery during 2018/19.

b. Our Health and Safety Record

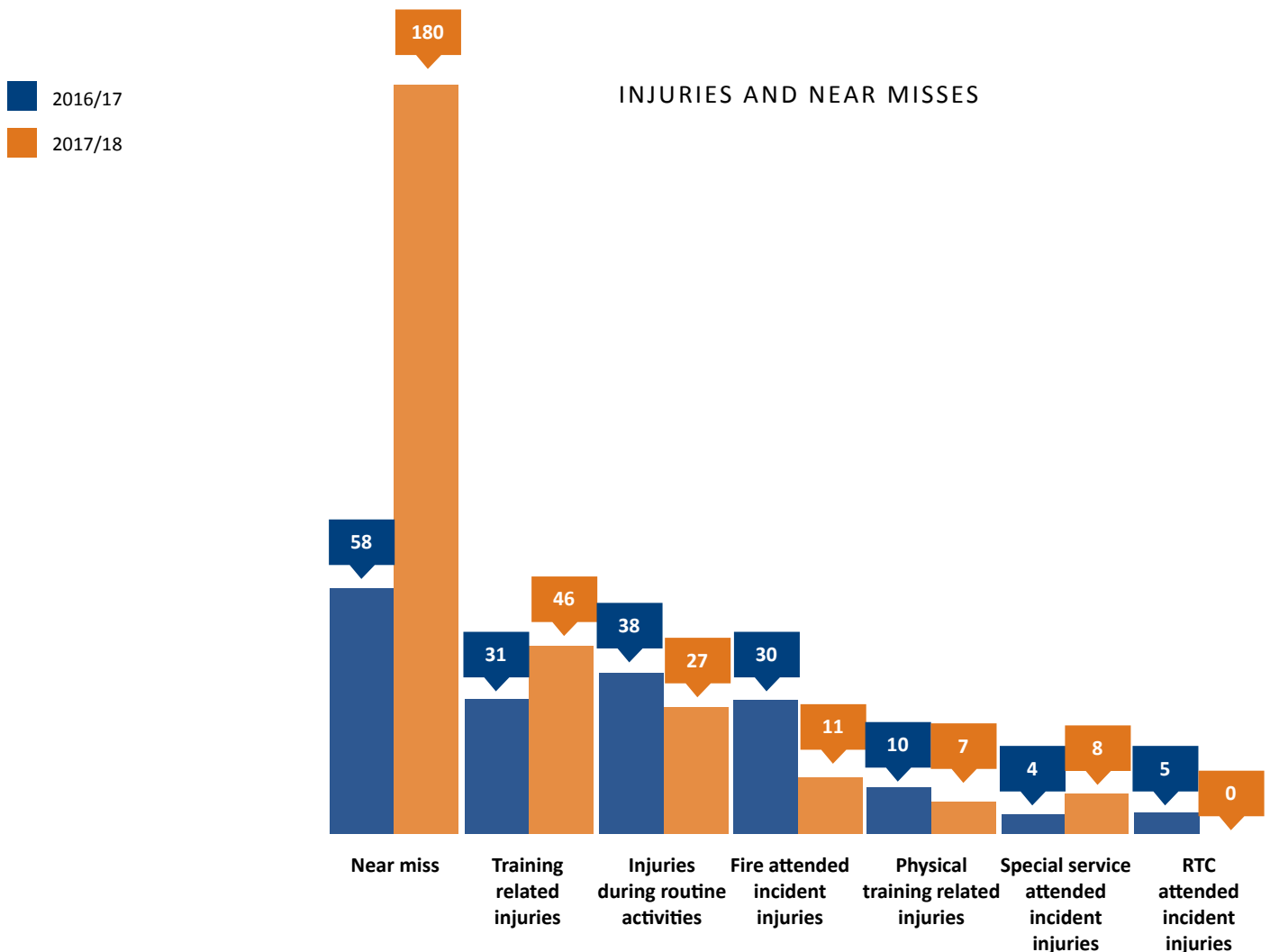
Although we provide a Fire and Rescue Service and sometimes have to operate in hazardous environments, our incidents and injuries typically reflect the majority of other industries. As you might expect, we also have other less common injury/incident types due to the nature of some of the emergency work undertaken such as exposure to explosion. All of the injuries for this cause during the year were from the same incident and were superficial in nature.

INJURIES AND NEAR MISSES

Injuries sustained at emergency incidents, or whilst we are responding to emergency incidents, are less frequent than injuries sustained during training and other routine activities. This indicates that safety and supervision on the incident ground are effective. It may also be a reflection of the general reduction in the number of emergency incidents we are attending (with the exception of medical response).

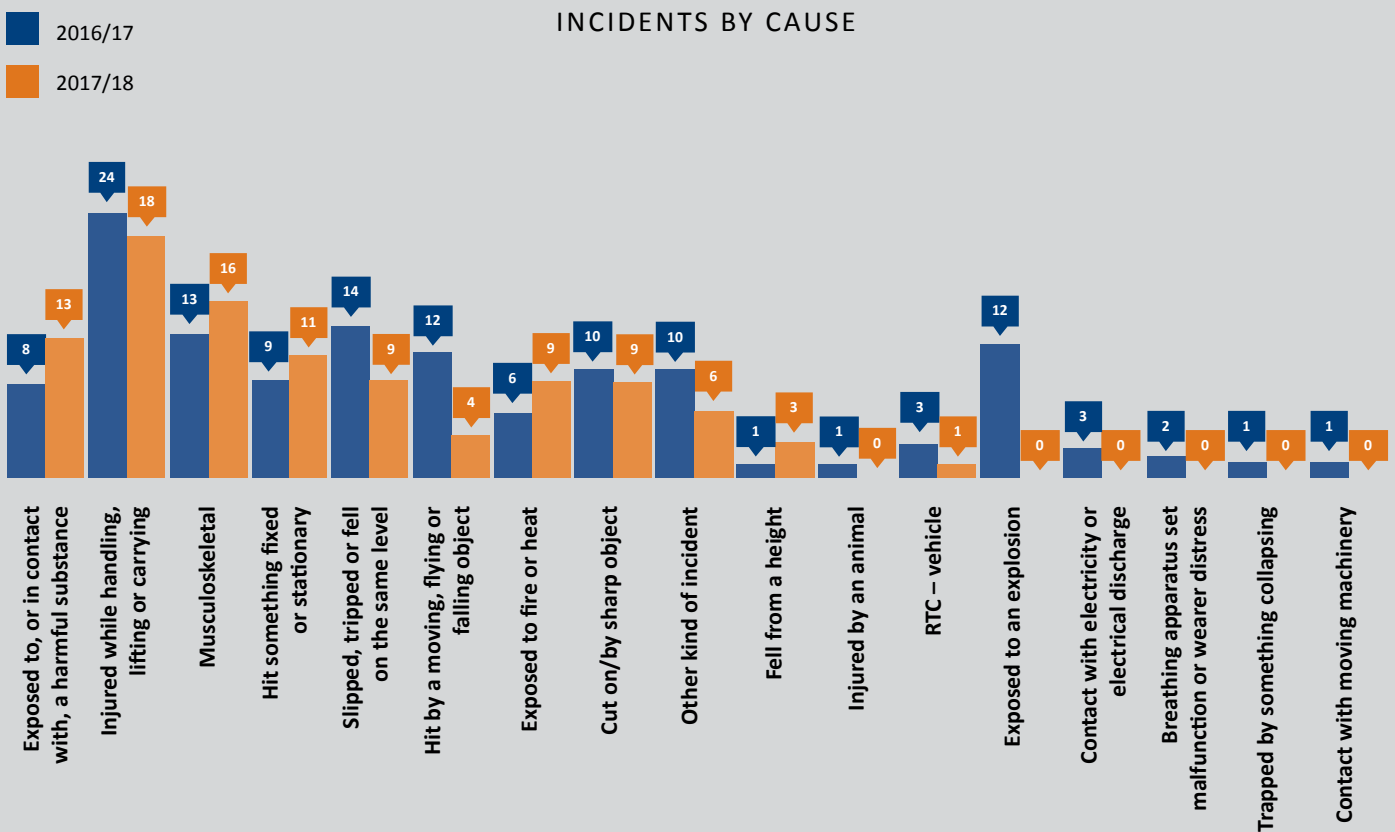
Most injuries during 2017/18 occurred during routine work activities. This category includes all personnel, both operational and non-uniformed. The safety of our employees is of paramount importance during all activities undertaken. We must continue to ensure that our duties outside of emergency response are also adequately supervised and resourced to better prepare our staff to prevent even slight injuries. We are highly trained to manage the emergency situations that we face. With the reduction of emergency incidents, it is more important than ever to ensure that training is as realistic as possible.

Near Misses may appear high but this is a reflection of the fact that we actively encourage our employees to report all such occurrences. Ideally, we would like to see Near Misses increase even further in proportion to reported accidents and incidents, so that injuries can be prevented by identifying and managing potential problems early.



INCIDENTS BY CAUSE

The three highest specific types of incidents are 'Injured while handling, lifting or carrying', 'Exposed to, or in contact with, a harmful substance' and 'Musculoskeletal'. In general, these can be attributed to the role of the firefighter and the requirement to occasionally work (and train) in hazardous environments. Slips, trips and falls are the most common cause of work-related injury across all UK industries and workplaces.



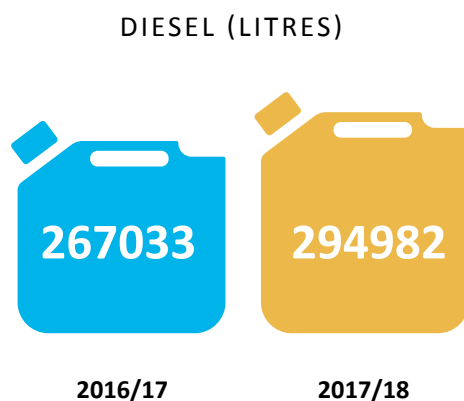
c. How We Impact Upon Our Environment

OUR VEHICLE FLEET

Our fleet of vehicles is used for a wide variety of purposes including responding to emergency incidents, public safety activities, general transport and training. The fleet is 100% diesel powered and we continue to maintain our own stocks of diesel fuel at strategic locations. This is primarily to ensure that our emergency response vehicles are always fuelled locally, reducing our carbon footprint and are ready to respond; also it is more economical for us to buy fuel in bulk.

Our service is heavily reliant on vehicles; from small economical cars to specialist rescue vehicles. We remain active in encouraging and monitoring the efficient use of our fleet through vehicle telematics systems, ensuring allocated or 'pool' vehicles are used more effectively.

Fuel cards continue to provide accurate records of off-site refuelling, which is slightly less efficient than using our own bulk stocks, this year has seen a small rise in off-site refuelling with 71561 litres drawn in 2017/18 against 53738 litres in 2016/17, this is due in part to an increase in collaborative work and courses taking place out of area.

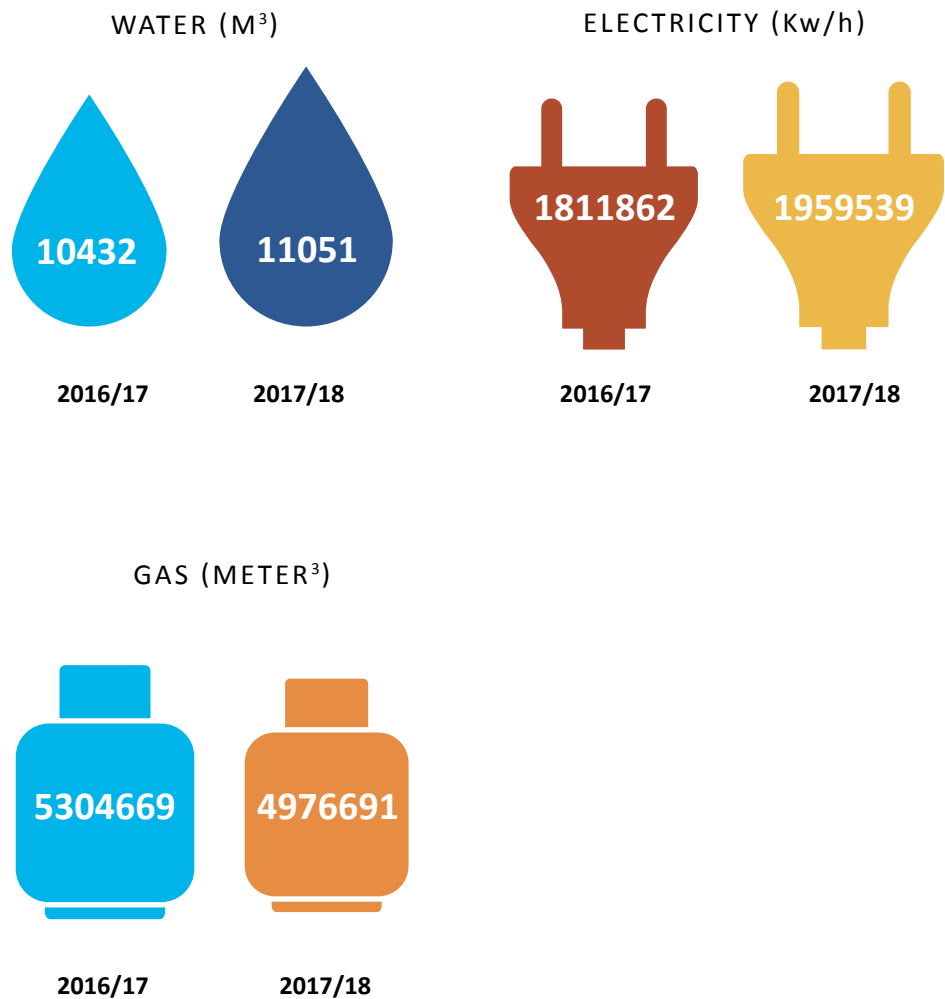


The total mileage covered for all vehicles in the fleet during 2017/18 rose in line with the fuel used, rising to 1.27 million miles, up from the 1.17 million recorded in 2016/17.

WATER AND ENERGY USE

Our estate of buildings range greatly in terms of size and age, however, the Service maintains a cost effective and robust rolling programme of modernisation and replacement; dependent upon the economy and efficiency case for individual building requirements. We also have an active Environmental Management System which applies to all of our buildings, encompassing areas such as waste, water and energy management. This three year accreditation involving six monthly audits, is currently being updated to the very latest ISO standard, bringing Humberside Fire and Rescue Service right up to date and at the forefront of environmental management. During the last year we have reaffirmed our commitment to our environmental objectives. Environmental management and more efficient use of energy is now at the heart of any new building and refurbishment works which the Service undertakes.

(Figures showing water usage are for domestic use only, not firefighting or training).



d. Our Finances

2017/18 FINANCIAL YEAR

Since 2011/12 the Authority has experienced a circa 40% reduction in external funding which equates to approximately £11.5m.

Despite these significant challenges the Authority continues to take a very prudent approach to its finances. To this end, £11.5m of efficiencies have been implemented over the years 2011 to 2017.

Historically, the Authority has lived within its means and delivered a modest underspend in recent years. The 2017/18 financial year has seen the Authority deliver a very small underspend which signifies a tightening of available financial resources coupled with an increase in cost pressures, e.g. the costs associated with the recruitment and training of firefighters (after a 10 year recruitment freeze) and also pressure from annual pay awards for staff.

The Authority's position over the medium-term is sound, but careful attention will need to be paid to any cost pressures arising and also any changes to the funding mechanism that is used by Government for Fire and Rescue Services.

The medium-term position will be kept under continuous review and any further requirement to deliver efficiencies in the Service will be undertaken as early as possible so that the impact can be managed and any disruption to the service we deliver to our communities kept to an absolute minimum.



In 2017/18, the Authority received Revenue Support Grant and an allocation of pooled National Non-Domestic Rates directly from Central Government. It also sets a Precept (council tax) throughout the Humberside area for the balance of its expenditure requirements. The Precept set for 2017/18 was £21.01m (2016/17 was £20.2m) which equated to a Council Tax Band D Equivalent of £80.15 (2016/17 was £78.89).

- Pensions – Employer Contributions
- Running Expenses
- Salaries & Wages
- Revenue Contribution to Capital, Transfer to Reserves, MRP & Debt Interest

TOTAL EXPENDITURE - £46.1M



BUDGET OUTTURN POSITION

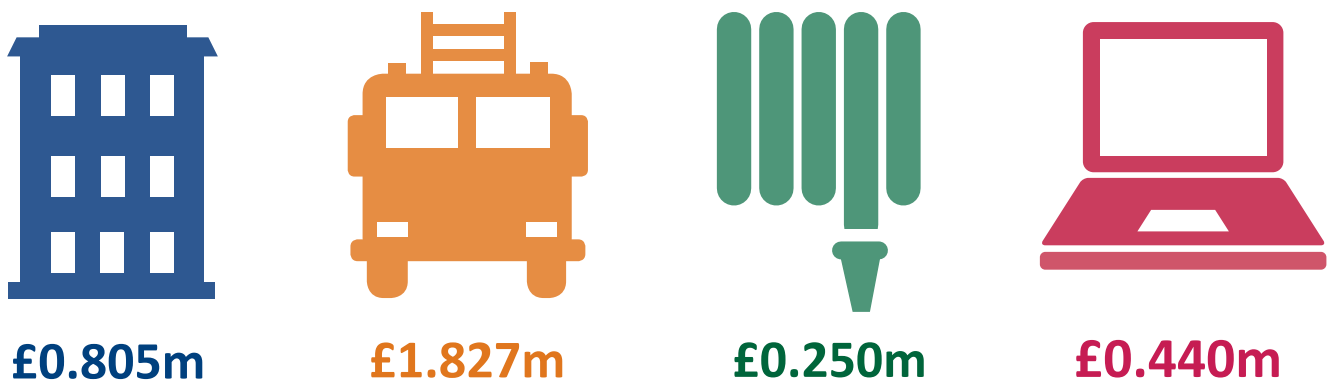
Income of £46.105m was received by the Authority of which £46.094m was incurred on expenditure during 2017/18 leaving a surplus of £11k.

CAPITAL EXPENDITURE

During 2017/18 £3.3m was invested in capital projects. These projects include various building works across the estate, replacement programmes for vehicles, operational equipment and IT replacement.

- Building Work
- Vehicle Replacement
- Operational Equipment
- IT Replacement

2017/18 CAPITAL EXPENDITURE £3.322M



7.







INCIDENT ACTIVITY BY UNITARY AUTHORITY

The following table shows the number of times a station resource 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.

KINGSTON UPON HULL CPU

Total Incidents attended 2017/18





TYPE OF INCIDENTS

	False Alarm due to Apparatus	False Alarm Good Intent	False Alarm Malicious	Chimney Fire	Primary Fire	Secondary Fire	Special Service	Co Responder	Special Service Medical (Falls Team)	Incidents in other Service Area	Total Incidents Attended
 HULL CENTRAL	309	101	14	1	173	117	188	0	0	0	903
 HULL NORTH	330	110	26	2	217	223	210	0	0	0	1118
 HULL NORTH TRV	49	176	24	0	109	854	216	0	0	0	1428
 HULL WEST	468	152	24	7	216	236	266	0	0	0	1369
 HULL EAST	280	77	31	1	168	270	178	215	401	0	1621
 BRANCHHOLME	200	66	25	1	100	227	119	0	632	0	1370
TOTALS	1636	682	144	12	983	1927	1177	215	1033	0	7809

NORTH EAST
LINCOLNSHIRE CPU

Total Incidents
Attended 2017/18







TYPE OF INCIDENTS

	False Alarm due to Apparatus	False Alarm Good Intent	False Alarm Malicious	Chimney Fire	Primary Fire	Secondary Fire	Special Service	First Responder	Incidents in other Service Area	Total Incidents Attended
 PEAKS LANE	318	176	24	5	242	208	326	0	6	1305
 CLEETHORPES TRV	11	47	11	0	17	144	58	0	0	288
 IMMINGHAM EAST	65	29	7	1	44	36	102	0	3	287
 WALTHAM TRV	5	6	1	0	4	14	13	0	0	43
TOTALS	399	258	43	6	307	402	499	0	9	1923

NORTH
LINCOLNSHIRE CPU

Total Incidents
Attended 2017/18










TYPE OF INCIDENTS

	False Alarm due to Apparatus	False Alarm Good Intent	False Alarm Malicious	Chimney Fire	Primary Fire	Secondary Fire	Special Service	First Responder	Incidents in other Service Area	Total Incidents Attended
 BARTON	28	15	2	2	21	15	53	7	0	143
 SCUNTHORPE	249	139	18	6	143	165	263	0	2	985
 CROWLE	6	5	0	1	7	7	11	15	0	52
 EPWORTH	17	21	0	3	34	25	40	531	3	674
 KIRTON IN LINDSEY	2	1	0	2	3	2	5	40	0	55
 WINTERTON	19	7	3	1	25	7	22	340	0	424
 BRIGG	38	9	0	1	21	12	29	0	1	111
TOTALS	359	197	23	16	254	233	423	933	6	2444

EAST RIDING CPU

Total Incidents
Attended 2017/18





TYPE OF INCIDENTS

	False Alarm due to Apparatus	False Alarm Good Intent	False Alarm Malicious	Chimney Fire	Primary Fire	Secondary Fire	Special Service	First Responder	Incidents in other Service Area	Total Incidents Attended
 BEVERLEY	161	42	5	4	50	40	88	20	0	410
 BROUGH	69	20	2	0	55	20	46	20	0	232
 MARKET WEIGHTON	32	17	0	3	43	13	28	91	0	227
 POCKLINGTON	49	10	2	7	23	14	44	23	0	172
 BRIDLINGTON	145	51	7	7	80	78	171	98	0	637
 DRIFFIELD	55	15	1	8	36	11	57	62	0	245
 HORNSEA	35	15	1	3	14	9	33	3	0	113
 WITHERNSEA	57	12	1	0	23	17	51	80	0	241
 PATRINGTON	38	7	1	1	9	3	12	0	0	71

EAST RIDING CPU
CONT.

Total Incidents
Attended 2017/18

TYPE OF INCIDENTS

	False Alarm due to Apparatus	False Alarm Good Intent	False Alarm Malicious	Chimney Fire	Primary Fire	Secondary Fire	Special Service	First Responder	Incidents in other Service Area	Total Incidents Attended
 PRESTON	49	18	3	4	19	24	30	0	0	147
 GOOLE	89	48	1	1	46	22	70	21	9	307
 SNAITH	13	14	1	0	8	5	15	123	1	180
 HOWDEN	46	9	0	2	24	6	34	36	0	157
TOTALS	838	278	25	40	430	262	679	577	10	3139

FURTHER
BREAKDOWN OF
SPECIFIC SAMPLE
OF SPECIAL SERVICE
CATEGORIES

Special Service Incidents	Effective Entry/Exit	No action taken (not false alarm)	Road Traffic Collision
Hull Central	33	21	22
Hull North	22	13	76
Hull North TRV	124	64	13
Hull West	48	36	40
Hull East	31	14	31
Bransholme	21	12	24
Totals	279	160	206

Special Service Incidents	Effective Entry/Exit	No action taken (not false alarm)	Road Traffic Collision
Peaks Lane	58	41	49
Cleethorpes TRV	25	18	13
Immingham East	6	8	36
Waltham TRV	7	2	3
Totals	96	69	101

Special Service Incidents	Effective Entry/Exit	No action taken (not false alarm)	Road Traffic Collision
Barton	15	4	14
Scunthorpe	53	27	88
Crowle	1	2	4
Epworth	6	3	18
Kirton in Lindsey	0	1	3
Winterton	2	1	11
Brigg	5	2	13
Totals	82	40	151

Special Service Incidents	Effective Entry/Exit	No action taken (not false alarm)	Road Traffic Collision
Beverley	27	12	24
Brough	7	6	16
Market Weighton	5	3	11
Pocklington	11	6	16
Bridlington	39	11	33
Driffield	11	7	21
Hornsea	10	1	13
Withernsea	13	7	9
Patrington	2	1	5
Preston	6	4	16
Goole	15	6	23
Snaith	3	1	5
Howden	3	1	15
CPU Totals	152	66	207

8.

BENCHMARKING

The Department for Communities and Local Government (DCLG) produces annual Fire Statistics for English Fire and Rescue Services, in the form of a [Fire Statistics Monitor](#). We use this data to provide an indicator of our performance trends measured against the national average. Whilst national benchmarking data is always of interest it is difficult to measure like for like in terms of what is being measured, therefore, such data is only used for an indication of where we are compared to other Fire and Rescue Services.

FIRE STATISTICS MONITOR 2017/18

Incident Category	All English Fire and Rescue Services	Compared to 2016/17	Humberside Fire and Rescue Service	Compared to 2016/17
All Primary Fires	167150	3%	1374	6%
Deliberate Primary Fires	21465	3%	558	8%
Deliberate Secondary Fires	59262	10%	2341	14%
Accidental Dwelling Fires	27525	1%	381	3%
Total Fire Fatalities*	334	27%	4	20%
Fire fatalities due to Accidental Dwelling Fires*	263	23%	3	25%
Total Non-fatal fire casualties*	3306	6%	38	31%

* NOTE - The Grenfell Tower fire

This box contains information provided by London Fire Brigade on the fire that took place at Grenfell Tower on 14 June 2017. The data in this release includes records of incidents that had reached the IRS by 10 June 2018, when a snapshot of the database was taken. As such, figures on the Grenfell Tower fire may be revised in subsequent releases. When a snapshot of the database was taken London Fire Brigade reported:

- 71 fire-related fatalities
- 109 non-fatal casualties, of which:
 - 67 were 'hospital severe'
 - 10 were 'hospital slight'
 - 1 required 'first aid' and
 - 31 had 'precautionary checks'

9. HOW CAN YOU MONITOR OUR PERFORMANCE?

We report our performance to Humberside Fire Authority for scrutiny on a quarterly basis in September, December, February and June (Annual Performance Report). Our 'Quarterly Performance and Risk Reports' include the previous three months data for performance measured against Service Performance Indicators, Risk and Opportunity Registers and Strategic Projects. The 'Quarterly Performance and Risk Reports' are published, with any other non-exempt Humberside Fire Authority meeting papers, on our [website](#). During 2017/18, our website was visited 549431 times.

10. GLOSSARY

CPU	Community Protection Unit. Our four CPU areas match our four unitary authorities: Kingston upon Hull, East Riding of Yorkshire, North Lincolnshire and North East Lincolnshire
CS	Community Safety
DCLG	Department for Communities and Local Government
EMS	Environmental Management System
FDIP	Fire Deaths and Injury Panel
HFRS	Humberside Fire and Rescue Service
HMICFRS	Her Majesty's Inspectorate of Constabulary and Fire & Rescue Services
IRMP	Integrated Risk Management Plan
Property / Primary Fire	A fire involving property of high value or life risk i.e. dwelling, building or car.
RBIP	Risk Based Inspection Programme
Small / Secondary Fire	A fire involving property of lesser value i.e. wheelie bin, rubbish or tree.
Special Service	Non-fire incident i.e. Lift Rescue, Road Traffic Collision or Water Rescue
TRV	Tactical Response Vehicle. Smaller than a standard fire engine. Crewed by two firefighters which can achieve a quicker response to specific incidents thus preventing a situation from escalating.
FAGI	False alarm with good intent. This occurs where someone genuinely believes there to be an incident which requires the fire service but are mistaken. E.g. a bonfire in a garden which makes it look like the house is on fire from the front.
Co-responder / First responder	A firefighter trained in emergency medical care who responds to medical emergencies in a bespoke vehicle.

11.

CONTACT DETAILS

ONLINE:

www.humbersidefire.gov.uk

EMAIL US AT:

consultation@humbersidefire.gov.uk

FOLLOW US ON TWITTER:



www.twitter.com/humbersidefire

FOLLOW US ON FACEBOOK:



www.facebook.com/humbersidefireandrescue

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

POSTAL ADDRESS:

Service Headquarters

Summergroves Way
Kingston upon Hull
HU4 7BB
Tel: 01482 565333

COMPLAINTS PROCEDURE

Any complaints against the Service we provide can be made in writing to:

The Complaints Manager

Service Headquarters
Summergroves Way
Kingston Upon Hull
HU4 7BB

By email complaints@humbersidefire.gov.uk or by telephone on (01482) 565333 and asking for the Complaints Manager.

LOCAL GOVERNMENT 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:

The Local Government Ombudsman

Beverley House
17 Shipton Road
York
YO30 5FZ
Tel: 01904 380200

12.

OTHER DOCUMENTS

We provide links to other relevant planning documents via our website at:

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:

- Strategic Plan
- Integrated Risk Management Plan
- Medium Term Financial Plan
- Equality and Inclusion Annual Report

We welcome your questions regarding our performance, contact details are provided in section 11 of this Report.



Humberside Fire and Rescue Service
Summergroves Way
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www.humbersidefire.gov.uk

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