



HUMBERSIDE FIRE AUTHORITY

COMMUNITY RISK MANAGEMENT PLAN 2021–2025

CONTENTS

| | |
|--|-----------|
| FOREWORD | 3 |
| INTRODUCTION | 4 |
| SERVICE AREA | 5 |
| EMERGENCY RESPONSE RESOURCES | 6 |
| MANAGEMENT OF CURRENT AND ARISING RISKS | 8 |
| HOW WE ASSESS RISK IN YOUR AREA DWELLING RISK RATINGS | 9 |
| INTERVENTION STANDARDS: DWELLING FIRES | 10 |
| ROAD TRAFFIC COLLISIONS | 11 |
| PREVENTION & PROTECTION | 12 |
| WELLBEING | 14 |
| CROSS-CUTTING PREVENTION AND PROTECTION DELIVERY | 15 |
| ENFORCEMENT | 16 |
| EMERGENCY RESPONSE | 18 |
| EMERGENCY CALL HANDLING | 20 |
| EMERGENCY RESPONSE | 21 |
| THE AVAILABILITY OF OUR FIRE STATIONS | 23 |
| MUTUAL AID/OVER BORDER INCIDENTS | 23 |
| RECOVERY | 24 |
| COLLABORATION | 25 |
| PEOPLE | 26 |
| OUR WORKFORCE | 27 |
| OCCUPATIONAL HEALTH & WELLBEING (OH) | 27 |
| EQUALITY, DIVERSITY & INCLUSION | 28 |
| HEALTH AND SAFETY | 29 |
| ACCOUNTABILITY | 30 |
| LIST OF ABBREVIATIONS | 32 |
| GLOSSARY OF TERMS | 33 |
| CONTACT DETAILS | 34 |
| OTHER DOCUMENTS | 34 |

FOREWORD

Welcome to our Community Risk Management Plan (CRMP), covering the period 2021–2025.

Our Plan serves as both an information source for our communities and a planning tool for ourselves. It outlines the risks within our communities and the measures we take to manage and mitigate those risks. The Plan also details the standards you can expect from us when we respond to emergency incidents. We regularly consult with our staff and communities during the review or refresh of our Plan, and this feedback enhances our understanding of risk and informs our planning.

Our latest consultation highlighted that our communities are increasingly aware of environmental issues and share concerns that events such as flooding and wildfires are becoming more frequent. We were also reminded of other local threats, such as coastal erosion. The Plan provides assurance regarding our capability whilst also addressing our environmental impact, including our fleet of vehicles and buildings. The public recognised our evolving role, particularly our work in supporting medical response in rural areas, and strongly endorsed the continuation and development of this additional service.

As a service we strive to continuously improve through effective practices. Promising Practice involves implementing strategies that have shown positive, measurable outcomes through careful observation and monitoring. Innovated Practice explores new methods that, whilst not yet formally evaluated, show exciting potential for improving outcomes. Good Practice includes strategies that have been successfully integrated into our Business as Usual (BAU) operations, consistently delivering improved performance and positive results.

His Majesty's Inspectorate of Constabulary and Fire and Rescue Services (HMICFRS) conducted its last inspection of our Service from the end of 2021 into 2022, rating us as 'Good' across all three inspection pillars.



Chief Fire Officer and Chief Executive
Phil Shillito

This rating means we are Good at preventing and responding to emergencies, Good at efficiently spending money, and Good at looking after our people. The inspection praised our efforts to keep communities safe from fire and to create a fair and inclusive workplace. These findings represent an improvement from our last routine inspection in 2018, which indicated a need for further development in workforce training and increasing diversity.

In 2023, we collaborated with an independent third-party organisation to conduct a staff engagement exercise. This provided staff with an anonymous way to give feedback on the Service, helping to form new recommendations for ongoing improvement in workforce development and recruitment. Our goal is to conduct another staff engagement exercise within the next 18 months to 2 years. This will allow us to measure feedback, implement new actions, and maintain continuous staff engagement. Our Service is scheduled for its third inspection in the latter half of 2024.

We continue to collaborate with partners within our communities to pool resources and achieve better outcomes for the public.



Chairperson Humberside Fire Authority
Councillor Nigel Sherwood

An example of this is data and intelligence sharing to align resources to the most vulnerable. This collaborative work focuses on "place" rather than individual organisations, and we participate in the Place Board within each Local Authority area, alongside a wide range of partners from other Emergency Services to the Community and Voluntary Sector. Our Plan is comprehensive, providing a detailed picture of the risks we face and our professional capability to prevent, protect and respond.

INTRODUCTION

The Fire and Rescue Services Act 2004 requires a Fire and Rescue National Framework for England to be put in place, which sets out the Government's priorities and objectives for Fire and Rescue Authorities (FRA) in connection with the discharge of their functions. The Act also requires that FRAs have regard to the Framework in exercising their functions.

Our CRMP is informed by a number of key Service documents:

- Emergency Response Strategy
- Estates Strategy
- Fleet and Equipment Strategy
- Medium-Term Resource Strategy
- Prevention and Protection Strategy
- Productivity and Efficiency Plan
- Public Sector Equality Duty
- People Strategy
- Workforce Plan

Our CRMP is approved by the Fire Authority, who ultimately have the responsibility for the production of the CRMP. The CRMP is underpinned by Service Policies, Fire Standards and National Fire Chiefs Council (NFCC) Maturity Models.

To deal effectively with the outcomes of the CRMP, the Service's Strategic Plan has been developed to focus our service delivery on keeping communities in the Humber area safe, keeping our firefighters safe, and contributing to the firefighting and rescue capabilities of the United Kingdom.

Our workstream priorities are specific to each section of the Service, they are amended regularly as the various workstreams are completed and new ones are added. However specific projects relating to how we deliver our service to you are available in the form of a Register of Strategic Projects.



Community Risk Identification, analysis and reduction informs our planning and decision making to help us determine how we allocate our resources and support, across our four Districts. Our service delivery areas are aligned to the political boundaries of the four Unitary Authorities that combine to form our Fire Authority.

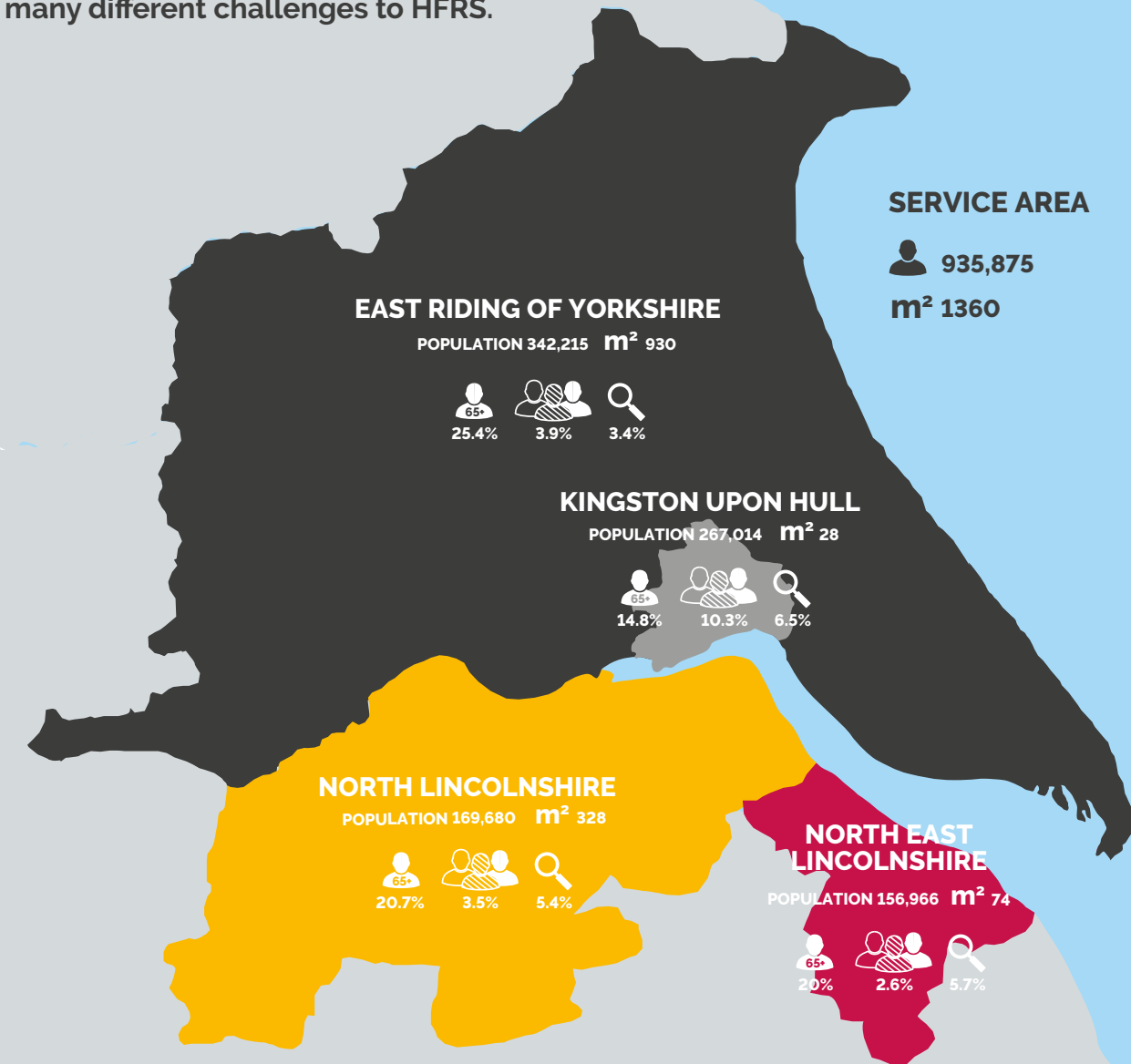
The East Riding of Yorkshire and Kingston upon Hull make up the northern service delivery area, whilst North Lincolnshire and North East Lincolnshire constitute the southern service delivery area.

Each District management team works closely with the partner organisation and local partnerships/forums within its area, enabling our resources to be more effectively and efficiently targeted.

The CRMP covers several areas, all of which are intended to provide you with background information about the risks in your area and what we do to manage them.

SERVICE AREA

The area has a total population of 935,875 people and covers a geographical area of 1360 square miles. Each of the four Unitary Authorities is very different, and this makes the Service area very diverse, consisting of urban, rural and coastal communities providing many different challenges to HFRS.



Key



Ethnic Diversity



Age 65+



Unemployment

Key findings



Deprivation in North East Lincolnshire has **worsened** over the last 8 years.



The least deprived ward in Humberside is **South Hunsley** in the East Riding of Yorkshire.



Hull is number 3 in England for the number of neighbourhood areas that are in the **most deprived** 10% nationally. The most deprived ward in Humberside is Orchard Park and Greenwood in Hull.



North Lincolnshire is the only area **not to have any wards in the 20% most deprived** in Humberside.

EMERGENCY RESPONSE RESOURCES

31 fire stations (9 Full-Time, 3 Full-time/On-Call, 19 On-Call)

- **Detection Identification and Monitoring (DIM):** A specialised vehicle containing resources for trained staff to detect, analyse and identify potentially hazardous materials. The resulting information can be used to inform the multi-agency decision-making process.
- **Environmental Pod:** Range of equipment to stop, stem, prevent and contain leaks and spills.
- **Fire Engine:** Water delivery and pumping capacity, foam application, cutting capability, water rescue support, hazardous materials, environmental protection, working at height, trauma care, community safety advice and support.
- **High Reach Capability:** Unmanned Aerial Vehicles (UAV)/Drone/Aerial Ladder Platform (ALP)/High Volume Pump (HVP): additional high-volume pumping capabilities.
- **Incident Command Support Unit (CU):** Improved electronic incident ground information collation and distribution.
- **Mass Decontamination Unit (MDU):** Provides staff with safe decontamination facilities following an incident involving hazardous materials.
- **Rapid Intervention Vehicle (RIV):** Compact vehicle, supports dynamic On-Call crewing model, in addition to the first engine.
- **Rescue Support Unit (RSU):** Heavy rescue equipment, shoring equipment, cutting equipment, Bariatric Response.
- **Tactical Response Vehicle (TRV):** Smaller vehicle, fast response to mitigate protraction of incidents, supports fire engines at larger incidents.
- **Technical Rescue:** Confined space, water rescue, working at height, large animal rescue.
- **Welfare Vehicle:** is a dedicated multi-use vehicle that provides an air-conditioned place of respite and welfare provisions such as a toilet, hand washing and changing area. It is mobilised to specific incidents within Service area and can be used for cross border incidents and further afield at flooding or moorland fire relate incidents.
- **Water Rescue Responder (WRR)**
- **Water Rescue Technician (WRT)**
- **Water Support Unit (WSU):** Carries all necessary equipment to support incidents involving delivery or removal or large quantities of water.

Hull



| Resources | | | |
|--------------------|------------------|--------------|--|
| Station | Fire Engines/TRV | Water Rescue | Further Response Competencies |
| H01 – Central | 1 | WRT | Mud rescue, DIM, RSU, Marine Alongside |
| H02 – Clough Road | 1 + 1 TRV | WRR | RSU |
| H03 – Calvert Lane | 2 | WRR | ALP, WAH L2, MDU |
| H08 – East Hull | 1 | WRT | Mud rescue |
| H09 – Bransholme | 1 | WRT | Boat, Mud Rescue, Marine Alongside, Wildfire Equipment |

East Riding of Yorkshire



| Station | Resources | | |
|-----------------------|------------------|--------------|--|
| | Fire Engines/RIV | Water Rescue | Further Response Competencies |
| H04 – Beverley | 2 | WRR | HVP, MTA, Wildfire Equipment |
| H05 – Brough | 2 | WRR | CU |
| H06 – Market Weighton | 2+1 RIV | WRR | |
| H07 – Pocklington | 2 | WRR | |
| H10 – Bridlington | 3 | WRR | ALP, WAH L2, Wildfire Equipment |
| H11 – Driffield | 2 | WRR | |
| H13 – Hornsea | 2 | WRR | |
| H14 – Withernsea | 2 | WRR | |
| H15 – Patrinton | 1 | WRR | |
| H16 – Preston | 1 | WRR | |
| H24 – Goole | 2 | WRT/WRR | WAH L2, Boat, Mud Rescue, Wildfire Equipment, Marine Alongside |
| H25 – Snaiith | 1 | WRR | |
| H30 – Howden | 1 | WRR | |

North East Lincolnshire



| Station | Resources | | |
|----------------------|---|--------------|--|
| | Fire Engines/TRV | Water Rescue | Further Response Competencies |
| H17 – Peaks Lane | 3 | WRT | ALP, WAH L2, Boat, Mud rescue, Marine Alongside, FRMR, MDU, Wildfire Equipment |
| H18 – Cromwell Road | Operational Fire Station in the evening | | |
| H19 – Cleethorpes | 1 TRV | WRR | Welfare Vehicle |
| H20 – Immingham East | 2 | WRT | WAH L3, Mud Rescue, Animal Rescue, Marine Alongside, MDU, Bulk Foam, Hooklift, Enviropod |
| H21 – Waltham | 1 TRV | WRR | |

North Lincolnshire



| Station | Resources | | |
|-------------------------|--|--------------|---|
| | Fire Engines | Water Rescue | Further Response Capabilities |
| H22 – Barton | 1 | WRR | WSU |
| H23 – Scunthorpe | 3 | WRT/WRR | ALP, WAH L2, Boat, Mud Rescue, RSU, Marine Alongside, Wildfire Equipment. |
| H26 – Crowle | 1 | WRR | |
| H27 – Epworth | 1 | WRR | |
| H28 – Kirton in Lindsey | 1+1 RIV | WRR | Drone |
| H29 – Winterton | 1 | WRR | |
| H31 – Brigg | 1 | WRR | |
| H32 – Immingham West | Operation Training School and Fire Station | | |

MANAGEMENT OF CURRENT AND ARISING RISKS

Humber Community Risk Register

Emergency responders in England and Wales are involved in creating public Community Risk Registers (as required by the Civil Contingencies Act). These are collated, approved and published by the Local Resilience Forum (LRF). The Forum has representatives from local emergency responders as well as public, private and organisational institutions.

LRFs prepare their Community Risk Register in accordance with Central Government guidance and consider the National Risks identified by the Government, outlined within the National Risk Register. Community Risk Registers are made available to the public and describe the local risks that could result in a major emergency and the potential impact upon the community, economy and environment should such an emergency occur.

The risks identified within the Humber Community Risk Register (HCRR) are a key consideration in producing this CRMP, as are those National Risks that are most likely to impact on our communities. Fully integrating National, Local and Fire and Rescue Service specific risks enables emergency responders to plan for emergencies collectively, rather than in isolation. The three highest risks, detailed within the HCRR, have been identified as: Pandemic Influenza, Severe Weather Including Flooding and Industrial Accidents.

Climate Change

HFRS is dynamic and flexible, we can change and adapt to suit the emergencies when needed. The UK's climate has changed over the last century, however, the level of future changes in the UK climate is still largely dependent on action to reduce levels of greenhouse gas emissions, which is being actively encouraged. HFRS keeps apprised of current climate change scenarios and maintains an awareness of potential climate change impacts.

Monitoring the potential for increased demands resulting from warmer and wetter winters, leading to increased instances of flooding, storms and hotter drier summers, which will lead to increased numbers of secondary fires and more specifically field, grassland and wildfires.

Pandemic influenza

A pandemic refers to a global disease outbreak. A flu pandemic occurs when a new influenza virus emerges for which people have little or no immunity and for which there is no vaccine. The disease spreads easily from person to person, causes serious illness and can sweep across the country and around the world in a very short time. The role of the Fire and Rescue Service will be to use our resources in support of the Health Services and other partner agencies in the most efficient and effective way we can, co-ordinated through the LRF.

We have also made contingency plans to ensure that our Service can still function during such an event, when our own employees may also be affected. Further information and guidance is provided via the GOV.UK website.

Flooding

Our rural communities are at greater risk of being cut off for long periods as a result of severe weather conditions such as heavy snow or flooding. If you live in a rural area, you should consider the sensible precautions you

could take to reduce the need to leave home for shopping, fuel etc. Severe weather conditions and any impact upon transport is also widely reported on local radio and television. Our area is at risk of flooding from the sea, rivers and heavy prolonged rainfall. Details regarding our response arrangements can be found in the Response section of this Plan. HFRS liaise with Severn Trent Water, Anglian Water and Yorkshire Water to ensure strategic drainage plans are shared both prior to any incident occurring and during flood warnings from the Environment Agency. This close working continues during flooding incidents at a tactical level. Please visit the Environment Agency GOV.UK to check if you live in a flood risk area; advanced flood warnings can be provided by the Environment Agency.

Industrial accidents

Some communities in the HFRS area live in close proximity to major industrial complexes. Stringent safety, control and planning measures help to significantly reduce the likelihood of an industrial accident occurring. We work closely with the operators of high-risk complexes and our partner agencies to jointly plan and train for potential events. Details regarding our response arrangements can be found in the Response section of this Plan. You can find advice on how to protect yourself from the risks prepare.gov

HOW WE ASSESS RISK IN YOUR AREA – DWELLING RISK RATINGS

In order to determine the risk areas, the Service uses the same fire death profile that is used to target prevention activities. This works by analysing the factors that make people more likely to die in a fire, and then identifying the people that meet these criteria in our communities.

We use the following key attributes and available data to allocate a risk group to every household in Humberside. This risk group, based on the data available to us, gives us an indication of the potential risk of the occupier becoming a fire fatality.



Living Alone



NHS Exeter data 65+



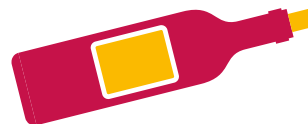
Smokers



**Restricted
Mobility**



**Rented
Accommodation**



**Alcohol
Dependency**



**HFRS
attendance time**

The risk levels are determined by using the factors above in a weighted calculation, the highest risk households are then counted and put into risk bands; High, Medium and Low. No factor is used in isolation, it is only when the correct combination is used that a household is categorised as higher risk.

Using this methodology is a dynamic way of profiling vulnerable people and communities and the aim is to tailor response arrangements to households we understand to be at a higher risk of death from fire. This also serves to align the response standards to Public Safety delivery and prevention activity.

We currently use a Community Fire Risk Management Information System (CFRMIS) to capture risk information. Risk critical information is made available to firefighters on fire engine data terminals and relevant information is also made available to our Prevention and Protection teams. This contributes towards helping us protect the most vulnerable in our communities and help improve the safety of our firefighters.

INTERVENTION STANDARDS: DWELLING FIRES

Our 'intervention standards' are the time it takes to get a fire engine to a dwelling fire according to the risk rating.

The 'speed of response' has been aligned to the risk banding given to each area using research completed by the Home Office on the effect of attendance times on fatality rates. The research and toolkit provided states that attendances before 8 minutes have little effect on the fatality rate and attendances over 20 minutes increase the fatality rate significantly. We use a variety of advanced systems to identify risk including Cadcorp to assess risk.

| | |
|------------------|------------|
| High Risk Area | 8 Minutes |
| Medium Risk Area | 12 Minutes |
| Low Risk Area | 20 Minutes |

The second fire engine mobilised to all dwelling fires aims to be in attendance at the incident within 5 minutes of the first fire engine arriving, on at least 80% of occasions. We mobilise two fire engines as part of our pre-determined attendance (PDA) to ensure we have enough initial resources. The primary purpose of mobilising a second fire engine to fires is to provide support for firefighter safety.

Worst case scenario planning

Reasonable Worst Case Scenario Planning (RWCS), is carried out to ensure the Service's response and command capabilities are proportionate to be able to deal with anticipated worst case fires and other emergency risks in Humberside. This is carried out through a number of systems to identify our resourcing to risk. The RWCS planning includes incidents that occur in the following categories:

- Accidents and system failures (major fires, explosions)
- Natural and environmental hazards (severe flooding, extreme weather)
- Societal (public disorder, such as riots and mass crowd events)
- Terrorism (marauding terrorist attack, chemical attacks in urban and non-urban areas)

Emergency incident overview (2023/24)



False alarms

3199



Fires

3083



Road traffic collisions

576

For further incident details, please go to our Annual Performance Report by clicking [here](#).

ROAD TRAFFIC COLLISIONS

How do we manage Road Traffic Collisions (RTCs) in your area?



The Service sets a 15-minute response time, a 30-minute extrication time and a 15-minute travel time to a trauma centre. The nature and severity of any trauma injury suffered as a result of involvement in an RTC and/or the remote location, may necessitate the need to use an Air Ambulance which is done in partnership with Yorkshire Air Ambulance.

Trauma Centres covering the Service Area are:

- Hull
- York
- Scarborough
- Grimsby
- Scunthorpe

PREVENTION & PROTECTION

Our activities are delivered across four key themes of Fire Safety, Road Safety, Water Safety and Wellbeing and are carried out by Emergency Response staff, supported by specialist Prevention and Protection teams and individuals.



Fire safety

Arson prevention

We will collaborate with the Police, Local Authorities and other partners to reduce the number of incidents and the impact of arson. We will deliver services to protect individuals and properties (included unused and derelict premises) identified as being 'at risk' from arson, as well as focusing resources in areas identified as hotspots from our incident trends and public feedback. We use our communication tools for the public to inform us such as the arson text line, website contact and freephone non-emergency number as well as promoting FireStoppers and Crimestoppers contact number use.

We use a Problem Solving Plan model as a means of monitoring the effectiveness and efficiency of our interventions.

Fire investigation

We will conduct investigations into the cause and origin of fires and ensure our findings inform our future Prevention and Protection delivery, as well as contribute to national analysis for the future prevention of fires.

Fire safety engagement

We will engage with all businesses through a variety of routes to ensure they are supported in meeting their statutory obligations with relevant legislation such as the Regulatory Reform (Fire Safety Order), and in making their buildings safe. We will work with businesses to reduce false alarms at business premises through our position statement on unwanted fire signals. We will hold specific engagement events, such as targeted seminars, to connect with businesses and owners and educate those businesses in relevant fire safety topics, as well as engaging with businesses in

other areas such as arson risk, flood risk and business continuity.

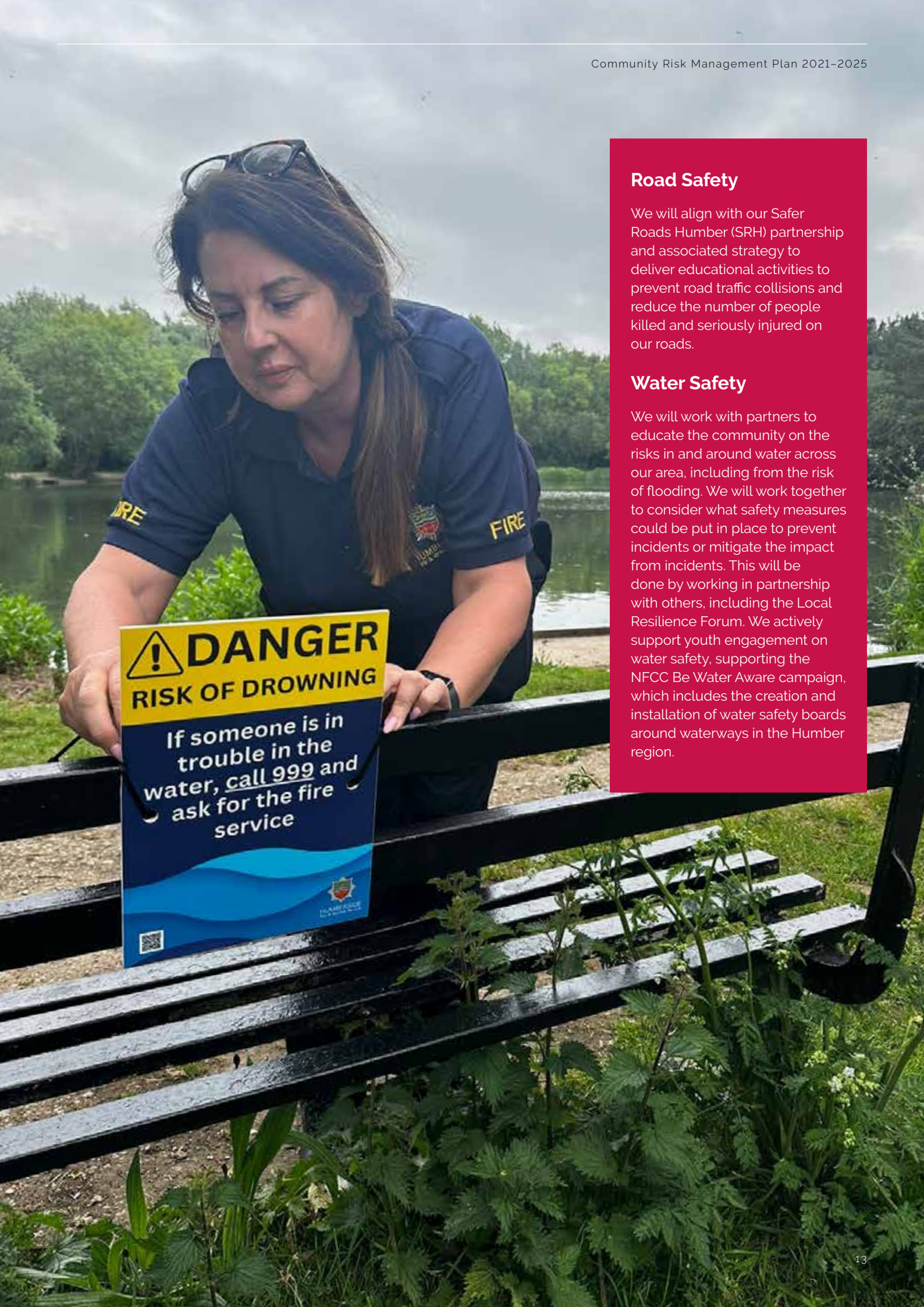
Find out more about unwanted fire signals on [humbersidefire.gov.uk](https://www.humbersidefire.gov.uk)

Fire safety enforcement

We will audit premises and where necessary, will enforce legislation to improve the standards of fire safety. If appropriate, we will prohibit or restrict the use of premises to protect those at risk. We will deliver our enforcement role in line with our Enforcement Plan.

NFCC building safety group

We will continue to deliver against the expectations of the NFCC, government departments and others, in ensuring safety across the built environment by contributions to national and regional programmes, such as the Building Risk Review programme.



Road Safety

We will align with our Safer Roads Humber (SRH) partnership and associated strategy to deliver educational activities to prevent road traffic collisions and reduce the number of people killed and seriously injured on our roads.

Water Safety

We will work with partners to educate the community on the risks in and around water across our area, including from the risk of flooding. We will work together to consider what safety measures could be put in place to prevent incidents or mitigate the impact from incidents. This will be done by working in partnership with others, including the Local Resilience Forum. We actively support youth engagement on water safety, supporting the NFCC Be Water Aware campaign, which includes the creation and installation of water safety boards around waterways in the Humber region.

WELLBEING

Home Fire Safety

Home Fire Safety visits are our main delivery within Prevention and will be delivered to those most at risk, in line with our risk profiling, by visiting the homes of the most vulnerable and providing fire safety advice, fitting smoke alarms if needed and offering assistance in other areas to promote safety and wellbeing. This will be carried out through our engagement with the multi-agency Making Every Contact Count (MECC) principle; we will refer to other professionals where there is further risk apparent in other areas beyond this principle. Home Fire Safety services are accessible to all, and we will assess the risk to determine the appropriate course of action for the individual circumstances.



Children and young people education

We will deliver educational activities to young people to raise awareness of fire, road and water safety and wellbeing. We are committed to educating young people and will aim to deliver face to face engagement to school children through a school education programme, which includes school visits to all year 5 pupils across the region. We will also aim to find opportunities to offer activities across youth engagement, such as Fire Cadets and as a commissioned provider, for example BTEC, National Citizenship Courses and The Prince's Trust.



Safeguarding

We detail our safeguarding approaches in policy and continually improve our training, information, advice and guidance throughout the Service area with our partners. Through delivery of all activities we will raise awareness of safeguarding issues, including the sharing of information with our partners where appropriate to ensure vulnerable members of our community are Home Fire Safe. As part of our safeguarding, we carry out Enhanced DBS checks on all staff who have a position with access to sensitive systems and information.

Serious Incident Review

The Service co-ordinates a Serious Incident Review in which fire deaths and significant injuries are followed by a multi-agency meeting to identify any improvements needed to reduce the chances of similar occurrences taking place. It also improves partnership working to provide better services to vulnerable people jointly, and where necessary, share learning with partners and other Services. Outcomes from this process has led to more comprehensive data sharing agreements with Partner agencies.

CROSS-CUTTING PREVENTION AND PROTECTION DELIVERY



Community inclusion

We will engage with our partners and the public to develop a greater understanding of our area and ensure that our activities are responsive and accessible to the needs of the community. We will ask our community how we are doing and use this information to improve. We make contact with people at one week and three monthly intervals post HFSV.

Collaboration and partnership

We will explore all opportunities to further collaborate with partners, including volunteer organisations, in identifying joint community outcomes that can be delivered by working together. We will look to improve effectiveness and efficiency through working together and access funding streams to enhance delivery.

ENFORCEMENT

It is our statutory duty to enforce The Regulatory Reform (Fire Safety) Order 2005 (as amended by the new Fire Safety Act) and promote fire safety. We will support responsible persons, duty holders, business and communities to fulfil their legal duties in maintaining the safety of relevant persons who may be present on their premises.

This will also support economic growth across Humberside. Alongside the Fire Safety Order, The Fire Authority is responsible for supporting other regulatory bodies in maintaining the safety of persons through licensing, event safety, housing, public health and caring in the community plus many other areas.

We are statutory consultees with regard to the Building Regulations via either the Local Authority or an Approved Inspector. Through effective consultation with these building control bodies, we aim to ensure that buildings are safe for their intended occupiers on completion. To facilitate this consultation process, the building control body will take the coordinating role with other regulatory bodies, where appropriate. Any requirements and advice we give will be channelled through the building control body to the applicant. The principle for this is that consultations will assist the developer in compliance with Building Regulations throughout the build, and compliance with The Regulatory Reform (Fire Safety Order 2005 on occupation.

We will ensure effective delivery of our enforcement role through planning and deployment of competent staff, ensuring responsibility and accountability at appropriate levels through our Business Risk Profile, including the Risk Based Inspection Programme (RBIP). We will embed the revised NFCC Competency Framework across all our staff who are delivering activities within our Enforcement Plan.

We will distribute the delivery of our overall protection work across six main areas. We aim for this to be a targeted and proportionate approach as

demonstrated in the pyramid diagram, with engagement and audit being the large proportion of our work, and prosecutions being at the very top of the hierarchy.

Engagement

Our largest staff group is our operational crews, and they will carry out engagements to premises identified within our RBIP, acting as our eyes and ears within the community as well as educating premise's responsible persons. Crews will also carry out post-incident engagement, primarily for false alarm management. Any matters pertaining to potential breaches of fire safety will be referred to higher qualified staff.



Audits

Our primary method of ensuring that premises are safe will be through our RBIP. Competent protection staff will carry out audits to our highest-risk premises identified through our RBIP, as well as those referred through from concerns from the public or partners and operational crew engagement visits.

During the lifespan of this plan, operational crews will become competent to audit premises identified from our RBIP, increasing our capability and capacity to deliver this primary method of our protection role.

Advice

A competent and transparent service offering timely and accessible advice to those with responsibility for fire safety is more likely to result in a safer and more prosperous community, as opposed to the rigid application of hard enforcement measures. Advice offered will be targeted and transparent using the national guidance documents as a benchmark in terms of standards. When dealing with responsible persons and duty holders, we will provide a level of advice that enables them to understand what is required by the legislation but will not extend into the field of consultancy.

Our website will be used as a self-service function, to allow responsible persons and duty holders to find the majority of information needed to understand their responsibilities and requirements by the legislation. We will also aim to deliver seminars and events to engage with our business communities in relevant topical areas.

Working with others

We will work with other regulators and partners to help identify overlaps in legislation, and collaborating, where possible, to negate duplication of effort in the achievement of shared outcomes. We will meet regularly with these partners, for example, Local Authority Building Control sections.



Concerns

Analysis has shown that responding to concerns raised by members of public or other partner agencies are more likely to result in fire safety deficiencies being identified than scheduled audits. We will take every concern seriously and apply a risk-based approach to each. For example, persons in premises that are perceived to be in serious and imminent danger will demand the greatest urgency. Concerns will be assigned to officers with the appropriate level of competence and authority in relation to their nature and type of premises.

Enforcement and prosecutions

The appropriate use of statutory powers including enforcement, prohibition and prosecution, is important, both to secure compliance with the law and to ensure that those who have duties within it may be held to account for failures to safeguard health, safety and welfare.

We will use the powers of legal enforcement and prosecution

available to us, where this is appropriate to ensure public safety, using a 'firm but fair' approach.

We will ensure that we monitor all enforcement activity and share our experiences across the Service, the region and, where appropriate, nationally. Further information on our Inspection and Enforcement Procedures can be found on our website. Where individuals are unhappy with our Protection and Enforcement role, there remains in place a route for challenges (appeals) and complaints.

Advice for business

The Humber Emergency Planning Service provides detailed information which can help a business consider the relevant risks and impacts of losing the ability to function, and produce a Business Continuity Plan and Business Continuity Step by Step Guide.

We can help you to reduce the risk of fire disrupting your business through fire risk assessment. A checklist to assist employers conduct a fire risk assessment can be found here.

Risk Based Inspection Programme

We have a Risk Based Inspection Programme (RBIP), which enables the level of risk in a wide range of premises to be assessed. This is in accordance with the 'Regulatory Reform (Fire Safety)' Order 2005.

We use data sets available to us, such as previous fire and engagement history, national fire data, Food Standards Agency data, Care Quality Commission data, and heritage risk data. These help to build up a picture for each individual business premises in Humberside including the likelihood of a fire and the consequences of a fire should one occur. This allows us to prioritise the high consequence audits done by our qualified Protection Teams and allows our crews to engage with the lower consequence, less complex businesses. Out of hours provision is available for advice 24/7 via Service Control. We will continue to review the approach to ensure we target our resources at those premises that are deemed as high-risk.

EMERGENCY RESPONSE

Local and national resilience arrangements

How do we ensure our communities can prepare and plan?

We actively work with local communities and Local Resilience Forums (LRF) to provide advice and guidance in preparing community emergency plans.

A great deal of information to help local communities and the business community has been provided on our [website](#).

We are proactive in working with our partner emergency responders and local authorities within the LRF to provide assistance before predictable disruptive incidents occur, such as severe weather, local flooding or the impact of protracted emergencies on local communities.

Emergency response – business continuity

The Civil Contingencies Act 2004 requires all Category 1 Responders, known as Core Responders, to produce Business Continuity Plans to ensure that they can continue to provide their service in the event of an emergency.

National resilience

In 2012 the Government established the Fire and Rescue Strategic Resilience Board (FRSRB) to provide a forum for fire and rescue authorities to collectively engage on national resilience issues. The Board is chaired by the Department for Levelling Up, Housing and Communities and includes fire and rescue authorities, fire and rescue professionals, the Chief Fire and Rescue Adviser, other government departments, the devolved administrations, and other relevant partners.

To support the Fire and Rescue Services' role, the Government has provided and continues to fund a variety of 26 specialist vehicles and equipment, strategically located throughout the country.

High Volume Pump (HVP)

The Service maintains an HVP under an agreement in place with the Department for Communities and Local Government (DCLG). Our HVP, in conjunction with others from around the UK, has been used extensively during serious flooding in our Service area and in support during the widespread flooding experienced across the country. HFRS has recently invested in an Ancillary Equipment Module for the HVP, increasing the flexibility of the asset for deployments in the county and nationally. HFRS have specialist trained personnel to provide advice at incidents at operational and a technical level.

The HVP will also respond nationally in support of National Resilience arrangements.

Waste Fire Tactical Advisors (WFTA)

WFTAs act as subject matter advisors to provide an enhanced understanding of waste fires and fires at waste facilities. The Service has a trained and qualified officer who is available to respond within the Humber region, as well as regionally or nationally through the National Resilience Call Centre.

They can provide telephone advice, respond to incidents, or provide advice in a Tactical Coordinating Group (TCG) or Strategic Coordinating Group (SCG) setting.

National Flood Rescue Assets

Through Department for Environment, Food and Rural Affairs (DEFRA) funding our flood water rescue capability was enhanced by the provision of four inflatable power boats and the training of firefighters to crew these assets so they can be deployed locally or nationally if requested.

In addition to the four rescue boats, HFRS received further funding from DEFRA for the purchase of ten, 15-person flood rafts. Working in collaboration with Norfolk FRS and Lincolnshire FRS a total of 30 rafts and engines were purchased. Trained staff have the capabilities and skills ranging from basic wading techniques to performing rescues in fast flowing water. Our boat teams are trained to respond locally or nationally in support of National Resilience arrangements. The focus being to provide an enhanced multi-service response capability aimed at the potential risk of a further east coast tidal inundation occurring, and supporting a local, regional or national flood response.

On a day-to-day basis the 'national assets' described above are available to HFRS for use in dealing with local incidents, they are treated as part of our fleet of vehicles and resources.



Mass Decontamination Unit (MDU)

This vehicle is equipped with a range of specialist equipment to assist Ambulance Services in the simultaneous decontamination of large numbers of people. This equipment is also available for use at other types of incidents where it may provide assistance. This includes national level incidents where the MDU will respond in support of National Resilience arrangements.

National Inter-agency Liaison Officer (NILO)

The Service has eight trained and qualified NILO Officers who can advise and support multi agency Incident Commanders including Police, Health, Military and other government departments on the operational capacity and capability to reduce risk and safely resolve incidents at which a fire and rescue service attendance may be required.

A minimum of two NILOs are on duty at all times and act as the primary liaison between HFRS and other agencies in relation to dynamic risk.

Detection, Identification and Monitoring (DIM)

Originally provided to support Mass Decontamination (MD) operations, this asset is now used regularly to support any incidents involving hazardous substances; it has a specialist role in the substance identification and risk assessment process. It also provides a rapid response initial decontamination capability for emergency crews. The DIM capability will also respond nationally in support of National Resilience arrangements.

EMERGENCY CALL HANDLING

Our Control Room is the first point of contact when requesting the emergency assistance of HFRS.

Our highly trained Control Room staff have access to state-of-the-art equipment that can geographically plot incident locations and identify the fastest responding appropriate resources necessary to deal with the reported emergency. If you are unable to leave a building involved in fire, our staff are trained to help guide you through how to keep safe until a fire engine arrives. Our staff have undergone additional training after learning from Grenfell, including Fire Survival Guidance in line with National Operational Guidance and bespoke High-Rise training around the risks in Humberside.

Emergency call handling and mobilising

We have invested heavily in this function, which has improved the

effectiveness, efficiency and resilience of our emergency call handling and resource mobilising.

We are a member of the East Coast & Hertfordshire Control Room Consortium (ECHCRC), which consists of Humberside, Lincolnshire, Norfolk and Hertfordshire Fire and Rescue Services. This added resilience ensures we are even better equipped to deal with major incidents and emergencies and demonstrates efficiency, extra resilience and shared procurement.

Each of our emergency vehicles is fitted with a Vehicle Location System linked to the computerised mobilising system providing our Control Room with the exact location of all our emergency response resources at all times. Mobile Data Terminals (MDT's), which are installed in all our fire engines, provide

instant access to map data and risk critical information, which our firefighters use to pre-prepare whilst responding to an incident and as a source of information at the incident location.

If you have to dial 999, or 112 and ask for the Fire and Rescue Service

You will be answered by a telephone exchange operator who will ask you which emergency service you require and the telephone number from which you are dialling. Stay on the line and you will then be connected to an Operator in our centrally located Fire and Rescue Control Room, not your local fire station. On connection to a Control Room Operator you will be asked 'Where is the emergency?' The Service uses 'language line' to assist in telephone interpreting.

We will need the following information from you

- The address or location of the emergency
- The postcode (if known)
- The nearest main road
- The town you are in (it is at this stage that fire engine(s) will be mobilised)
- When a call is received in the Control Room, the telephone number of the caller is automatically displayed. At the end of your call, the Operator will ask you to confirm your telephone number and also name and address.

Why do we need this information?

- We need to know the address or location of the emergency.
- This information is entered into our computer to search for the location and find the fastest appropriate responding fire engine(s).
- Using a postcode can save time when we search for an address in our computer.
- The nearest main road helps us narrow the search, which also saves time.
- We cover the whole of our service area from one Control Room and sometimes receive calls for other areas of the country, so we need to confirm which town you are in. This will complete the search and locate the correct address.
- We need to know what is on fire or

what other emergency you have, to enable us to decide what kind of assistance we can provide and which other services we will inform.

- We need to confirm the telephone number that you are calling from and your name and address both to assist in confirming your location and so that we can contact you again if we need any more information from you.

It may seem as though you are being asked a lot of questions and that your call is taking too long to deal with. Don't worry, the fire engine(s) will already be on the way whilst you are still talking to the Operator.

If you are trapped in a building because of a fire, the Fire Control Operator will stay on the telephone line with you and provide Fire Survival Guidance to help keep you safe until a fire engine arrives.

EMERGENCY RESPONSE

Response to fires

All of our fire stations, which are located in line with areas of risk, have a rapid response capability to respond to fires. For dwelling fires, which are the fires that present the greatest risk to life or are likely to cause injury, we have clearly defined intervention standards which describe the speed of response required. To determine this, we have broken down the Humber area into areas of risk and identified a risk banding for each area. The speed of response has been aligned to the risk banding given to each risk area.

Major incidents and fires

We also assess the risk for major fires in our area and plan response arrangements. We work with partner agencies via the Humber Local Resilience Forum to assess the risk to the Humber area and produce the Humber Community Risk Register. This document identifies significant risks to the Humber area which include the risk of major industrial accidents and those which could involve fires or explosions. The Humber area has a number of sites that are classified as top tier Control of Major Accident Hazards (COMAH) sites and as such require specific arrangements and plans to be put in place by relevant agencies. We position our fire engines to meet a specific intervention standard for major incidents and fires, this links closely with our Reasonable Worst Case Scenario.

Additional support arrangements are also in place via mutual aid with neighbouring and national Fire and Rescue Services via National Resilience arrangements.

Waste Fires

As a Service, we recognise that the waste sector is growing and the environments in which waste is found are more and more varied. Examples include landfill, recycling facilities, material recovery facilities, mechanical biological treatment, incineration facilities and transportation. The type of waste that we encounter at incidents varies significantly and each type carries its own inherent risks and hazards.

As a result of this, and to assist with the increasing number of these types of incident in the UK, the National Fire Chiefs Council Waste and Recycling Group have developed a Waste Fire Tactical Advisor (WFTA) role. This is a specialist role that can be deployed locally, regionally or nationally to incidents involving waste. HFRS currently has two trained advisors.

These advisors have specialist knowledge of waste facilities, processes and types. They are able to advise Incident Commanders on specific tactics available to speed up the conclusion of an incident and reduce the resources required. They work closely with the Environment Agency and other stakeholders to ensure a robust and suitable pollution control strategy is implemented at the earliest opportunity. Each WFTA also has round the clock access to a network of colleagues nationally for further specialist advice and equipment should it be required.

Road traffic collisions (RTCs)

Specialist rescue equipment is carried on all our fire engines. Heavy rescue equipment is strategically located around the Service area and mobilised to collisions involving multiple vehicles and large vehicles. Our role at RTCs is predominately rescue and safety related, working in conjunction with the Police and Ambulance Services as well as other agencies.

Realistic RTC training in extrication techniques and trauma care, ensure our firefighters have the skills to respond effectively when required. Vehicle hazard information is available on all fire engines via mobile data terminals to provide safety information.

Technical rescue

Technical rescue is a high risk, low frequency occurrence; each facet directed to a different audience, be it humanitarian or animal welfare. Teams work hard to develop and maintain standards promoting a high level of safety, to which fire service staff and those of partner organisations are held accountable.

Our Technical Rescue Teams cover multiple disciplines to perform rescue operations in collaboration with partner agencies including: the RAF, Police, Ambulance, HM Coastguard and Port Authorities. These disciplines include large animal rescue, bariatric casualty rescue, confined space rescues, rescues from height and rescues from below ground.

Our qualified rescue boat operators have enhanced flood and swift water capabilities and can be deployed into flood water or water courses locally and nationally. All operations strictly adhere to standards provided by the Flood Rescue Concept of Operations, from the Department for Environment, Food and Rural Affairs (DEFRA).

Whichever discipline our teams attend, they identify the hazards, assess the risks and apply relevant control measures, before utilising specialist equipment. They then apply advanced techniques to perform and control technical rescues with the aim to save life, in often complex and unusual circumstances.

Wildfires

An analysis of wildfire risk based upon geographical data and historical incident data, shows HFRS area to be of a relatively low risk for this type of incident when assessed against the current NFCC criteria for classifying a wildfire. However, we maintain a generic capability to respond to this risk on all fire engines and use National Resilience for Tactical Advisors when necessary. We use this capability to provide assistance when required to other Fire and Rescue Services who have a higher risk of such incidents in their area.

More specialist equipment, vehicles and tactical expertise are accessed, if required, through arrangements with North Yorkshire Fire and Rescue Service and Fire and Rescue Service National Resilience.

Maritime emergencies

By virtue of being a coastal Fire and Rescue Service we have a statutory responsibility to attend fire, chemical and industrial rescue incidents involving shipping in ports, at jetties and in the Humber Estuary. In order to meet HFRS statutory responsibilities within our Service boundaries, we have developed a two-level marine response framework. The framework seeks to use all operational staff, including the provision of six dedicated Marine Response Fire Stations and the Service's Fire and Rescue Marine Response Assessment Team (FRMR). A level 1 response will be to marine incidents 'alongside'. For HFRS purposes the definition of an incident alongside will be any incident that does not involve boarding a transportation vessel to access the vessel in distress. All incidents within the Humber Estuary and not alongside will be deemed a level 2 response and will be responded to by the Service's Marine Assessment Team. Six fire stations have been identified, through a risk-based approach, to receive enhanced marine firefighting training to support initial attendance to incidents alongside and improve inter-liaison with the Assessment team. These fire stations are:

- Hull Central
- Bransholme
- Goole
- Scunthorpe
- Peaks Lane, Grimsby
- Immingham East

The Service has also invested in the provision of its own marine firefighting training facility which is situated at Immingham West Fire Station. This facility allows the Service to provide its own in-house marine firefighting and rescue training to all relevant operational staff. The opportunity to provide external training to the private marine industry will also be explored.

Water Rescue

Humburside has a number of inland waterways and bodies of water that present a risk to life. The geography of Humberside includes rivers, drains, lakes, ponds, other static bodies of water and an estuary. All firefighters are trained to respond to rescues from water. The Service has the addition of specialist Water Rescue technicians, trained to enter fast flowing water to carry out rescues. The capabilities are supported across the Service with the addition of powered boats, rafts and other specialist equipment.

Flood response

Coastal and inland flooding continues to figure as some of the highest risks to the UK as identified by the Cabinet Office National Risk Register 2013. The Chief Fire Officer continues to represent the Service and the Humber Local Resilience Forum (LRF) on both the National & East Coast Flood Steering Groups. Planning for inland flooding emergencies is led by Local Authority and Environment Agency organisations. HFRS staff, in conjunction with other LRF partners, contribute to the production, review and updates of a multi-agency flood plan.

HFRS continues to maintain its flood rescue capability and has continued to support National Resilience Capabilities by maintaining a FRS Flood Tactical

Advisor role and a number of Water Incident Manager roles. In addition, four powered rescue boats and Type B boat Operators are available locally with two boats available on the National Assets Flood Rescue Register for out of county deployment if required.



These teams and individuals all conform to the standards within DEFRA's Flood Rescue Concept of Operations and are available to deploy across the UK to support large scale flooding events.

Our flood response capability is enhanced further with a number of 15-person flood rafts and are strategically located across the Service boat and water rescue stations. They principally perform the role of lead out craft in the rescue and recovery of persons from flooded properties. The procurement of the rafts was supported by DEFRA monies and acquired as part of a collaborative funding bid, together with Lincolnshire FRS and Norfolk FRS.

Marauding Terrorist Attacks (MTA)

HFRS is working with the Home Office and blue light partners to further develop our capability to respond to malicious attacks based on the national threat assessment. This enhanced capability, including training and equipment for personnel, will also support National Resilience arrangements.

THE AVAILABILITY OF OUR FIRE STATIONS

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. Our innovative, efficient and effective approach to crewing Full-Time fire stations has continued to evolve. Flexible capacity generated by our shift system is now used more effectively to support Prevention and Protection activity and our On-Call fire stations.

On-Call Duty System fire stations

Our 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 is 95% availability. The performance standard for the second fire engine is 80% availability.

On-Call Duty System First Fire Engine Availability

Our optimum crewing availability model is informed and managed against Service intervention standards which are:

100%

Full-Time

95%

On-Call (First Fire Engine)

80%

On-Call (Second Fire Engine)

MUTUAL AID/OVER BORDER INCIDENTS

Our Service shares borders with neighbouring services, Lincolnshire, Nottinghamshire, North and South Yorkshire. Mutual aid agreements are in place to cover Sections 13 and 16 of the Fire Services Act, which allow each service to call on neighbouring resources during periods of high demand. These arrangements are further supplemented by National Resilience arrangements.

Over the Border arrangements

The Service is committed to, and prepares to work with, neighbouring Fire and Rescue Services as well as holding risk information on their areas.

We share risk information with neighbouring Fire and Rescue Services; 10km over the border for Very High and High Risk information, 20km for Lincolnshire due to linked mobilising systems.



RECOVERY

The Red Cross Fire and Emergency Support Service (FESS) is a team of dedicated volunteers who are available to assist members of the community after they have been affected by fire, flooding or other emergencies. In 2024 we celebrated the 30th anniversary of the partnership with the British Red Cross.

The team of volunteers have two vehicles that can offer shelter and facilities to those who need it following an incident on the north and south banks of the River Humber. The team play an important role in offering humanitarian assistance to those who may have suffered trauma from a fire or flood and help people deal with emotions associated with the loss of their home or belongings.

Advice and guidance are also available on our website, [What do I do after a fire](#), or on request, to help you recover from the impact and effects of emergency incidents.

Red Cross Services include:

- Immediate temporary shelter
- Emotional support
- Practical assistance
- Clothing, toiletries and refreshments
- Shower/washing and toilet facilities
- Use of telephone/ camera to assist with insurance claims
- Help in securing temporary accommodation, signposting to other agencies
- Advice on care/replacement of damaged property
- Multilingual phrasebooks



COLLABORATION

The Service is committed to collaborative working and has forged a number of partnerships with the University of Hull, the Police and Health.

Collaboration with Humberside Police has expanded over the years and includes usage of the drone to assist with Police operations, Joint Estates Service, Joint Health & Safety Service and Emergency Services Fleet Management (EFSM). During any development of new building projects, collaboration with partner agencies is always a key consideration where possible and efficient for all parties.

Health and Safety

In 2019, the Service entered into formal collaboration to deliver the management of Health and Safety to Humberside Police, including the following core areas:

- Ensure legal compliance with Health and Safety legislation
- Provide professional Health and Safety advice
- Maintain an effective Health and Safety Management system based on good practice model HSG65
- Monitor and review safety event reporting and subsequent investigations to enable continuous improvement
- Develop and review Health and Safety policies and procedures to pragmatically reflect the inherently hazardous working environment Police Officers and staff are regularly exposed to

As part of our Organisational Learning processes, we continue to identify and learn lessons from internal and external sources. These include the recognised bodies of National Operational Learning for the Fire Sector and Joint Organisational Learning for the wider emergency services. Significant incidents are subject to a structured debrief with the intended outcome of generating formal recommendations for Service improvement.

All learning is analysed and shared across the Service with resultant actions allocated to the appropriate Function for implementation. This enables us to continuously review and develop our policies, procedures, use of emerging technology, vehicles, equipment and personal protective equipment.

The Health, Safety and Environment team work with regional partners and representative bodies to proactively address relevant evolving issues and minimise the impact on the health, safety and welfare of our staff.

An example of our forward thinking and collaborative approach is the long-term project to reduce the risk from contamination to firefighters following exposure to fires. This is a national campaign linked to research indicating a disproportionate number of firefighters develop cancer in later life.

Hull Falls Intervention Response Safety Team (F.I.R.S.T.)

In partnership with other agencies in the Hull City Council and East Riding of Yorkshire Council areas, HFRS has formed a Falls, Intervention Response, Safety Team (F.I.R.S.T) to deal with non-immediate life threatening incidents, predominantly following a fall, aiming to prevent the medical impact of such incidents while increasing and reducing the impact of less urgent calls on frontline services for both the health service and HFRS. The arrangement is sub- contracted by City Health Care Partnership (CHCP) to provide a rapid 24/7 response to patients who have fallen and need non- emergency medical support. The team provides a holistic approach to picking people up safely, taking observations, assessing their needs and in partnership with CHCP Hull Falls Prevention Team,

resolving any instant problems that may have caused the fall. The team offer the patient a Home Fire Safety visit. HFRS provide the scheme with a mixture of trained HFRS Grey and Green Book staff.

Medical response

Following the success of our Medical Response Scheme which was initially piloted in the Pocklington area in 2013, the scheme was subsequently rolled out to On-Call stations across the East Riding. Its success led to a further partnership with East Midlands Ambulance Service (EMAS) across North and North East Lincolnshire. The scheme is now in place in a number of On-Call station locations across the Service.

The scheme has involved a number of Service staff being trained by YAS and EMAS which has enabled the initial training and on-going support to the responding crews. The scheme does not impact on fire cover and provides the rapid response of lifesaving capability to local communities.

Fire dogs

This innovative collaboration, using highly trained detection dogs, supports the work of our Fire Investigation Officers, criminal investigations by Humberside Police and searches for Missing Persons.

Drone

The Service has two drones available 24/7 that are used at a variety of Incidents to provide an aerial view for Incident Commanders and Partner agencies. The drones are a joint asset with Humberside Police, providing them with a similar capability.

PEOPLE

Training

Humberside Fire and Rescue is committed to ensuring that its staff are confident and competent to perform their roles in often highly challenging and time-pressured environments.

To support this our Service Training Plan is reviewed annually in line with the CRMP and the Strategic Plan to ensure that it meets the needs of our communities and our staff.

To maximise our effectiveness and efficiency we apply a flexible and bespoke approach to our training delivery so that it is accessible as possible to all of our staff; training is delivered locally at the most appropriate location and time, using the most appropriate methods.

National Standards

Our training is aligned to national standards, we have adopted the National Operational Training Framework and we are working towards compliance for Fire Standards in Competence and Driving.

Operational Training

Operational response is hazardous and varied, our Incident Command team provides a focused approach to the development of our Incident Commanders at all levels within the Service and provides them with the skills and knowledge they require to deal with operational incidents safely and effectively.

We are in the process of developing a comprehensive training framework for our Fire Control Staff, this training will align to the National Operational Training Framework and support.

Training also supports the acquisition, maintenance, and assessment of operational core and specialist skills

such as Breathing Apparatus, Marine Firefighting, Road Traffic Collision, Hazmat, Immediate Emergency Care, Technical Rescue, and Water Rescue.

Our Driver and Specialist Engine training team provide bespoke training to ensure that we are able to operate and drive specialist appliances such as aerial ladders, fire engines, and rescue support units in a safe and timely manner.

The team supports Recruit Training and the continued development of trainee firefighters through the early stages of their careers. Where possible training is delivered locally at fire stations to improve staff access, but also from dedicated training sites at Service HQ and Immingham West fire station.

Service Training

The Learning & Development (L&D) Support Hub was launched in April 2020; as well as the development of learning materials the hub is responsible for the coordination of all staff training and the management and development of staff competence recording.

Because the training requirements of our staff are so diverse, training is also delivered by other Functions, for example, our Prevention team provides safeguarding training for all staff within the organisation, and our Health, Safety & Environment team provides manual handling training, etc.

Our Service competence and the quality of our training delivery are monitored and reviewed regularly through the use of our dashboards. We support continuous improvement and will continue to review our performance as well as horizon scan to support our staff with new and innovative approaches to learning.

We provide all staff with excellent training in an inclusive learning environment so that staff are engaged in their development and are motivated to continuously improve.

Organisational Development

Personal Development Review (PDR) and Core Skills Framework

HFRS has an established electronic PDR appraisal process and Training Needs Analysis (TNA) process. In support of the refreshed PDR process, we have developed a Core Skills Framework (CSF) for all staff groups. This framework covers five key areas:

- Leadership and Management
- Equality, Diversity and Inclusion
- Health and wellbeing
- Health and Safety
- Communication

In addition to the Core Skills Framework, career ladders for each Function have been developed including role specific training outlines (RSTO). These assist the PDR process and provide transparent information and guidance for career progression and development. HFRS has also introduced a 360° process as part of the PDR cycle.

OUR WORKFORCE

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

Our workforce plan is supported and underpinned by local plans that are developed with local line managers and driven by Heads of Function in their respective areas.

OCCUPATIONAL HEALTH & WELLBEING (OH)

HFRS OH team offer professional health and wellbeing advice to all employees, and specialist support to meet with the needs of the individual and the Service, via a confidential appointment system. The services they deliver include:

- Service fitness assessments, including wellbeing advice and fitness programmes
- Health promotion activities and health surveillance
- Physical and psychological support
- Access to specialist advice including physiotherapy, counselling and optician assessments.
- Management and self-referrals

Referrals: These are made directly via the new clinical software system OPAG G2. Managers now have access to a dashboard to monitor staff appointments.

Welfare

As part of our Blue Light Pledge we have developed several workstreams around health and wellbeing. These include a new section contained within the modified PDR documentation and guidance, which encourages a wellbeing discussion and welfare check between the manager and individual. The revised Health and Wellbeing Steering Group, which consists of dedicated individuals who are proactively embedding the principles and cultural changes to the Service, are there to champion health and wellbeing in the workplace and lead the direction of projects and workstreams linked to the continuous improvement in services to support staff, including the organisational commitment to The Healthy Workplace Scheme.

We have introduced high-quality progressive support for staff and extended family, including an externally sourced Employee Assistance Programme (EAP) for a variety of support needs. We have also introduced a Critical Incident Stress Management Policy and trained 14 HFRS staff to provide peer support following exposure to potential traumatic incidents and provide improved support regarding

menopause by the introduction of a policy to support staff and managers. The support and guidance around mental health has been strengthened by further development of the Blue Light Champion role, and all staff have access to resources, information and signposting through the interactive OH portal. The OH professional team have been and continue to be committed to delivering health and wellbeing awareness training for all managers and staff.

The Service achieved Silver Level for Healthy Workplace Award Scheme and is working towards Gold Award.



EQUALITY, DIVERSITY & INCLUSION

The Service continues to recognise its 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; and foster good community relations and have an engaged, fairly treated and motivated workforce. During 2020/2021 these priorities were reviewed and refreshed.

The feedback we received through consultation established that our priorities were still current and relevant and supported the refresh of the actions to be undertaken for each Equality and Inclusion Priority for 2021 to 2025. The five key areas of priority and the lead functions are:



PRIORITY 01

Leading by example on equality.



PRIORITY 02

Increasing diversity throughout our workforce.



PRIORITY 03

Ensuring a safe and fair workplace for all staff.



PRIORITY 04

Continuing to improve our knowledge of our diverse communities and how we engage with them.



PRIORITY 05

Identifying the fire and other emergency risks linked to multiple disadvantage and discrimination.

Positive action for recruitment

We aspire to have a workforce which is representative of the people and communities we serve. We recognise that there are underrepresented groups within many areas of our workforce, with the widest gap in representation between the local population being the gender and ethnicity profile imbalance in our uniformed workforce.

We are committed to addressing all areas of underrepresentation within the workforce and to broadening the workforce profile. We want to encourage people of diverse backgrounds, experience and beliefs, who share our values and want to make a difference in the community to consider working for us. HFRS runs Recruitment Awareness Days throughout the year to support Full-Time Firefighter recruitment and provide the opportunity for people to have a go before they apply.

Our Ethical Principles and Behaviours

We have adopted the Ethical Principles and associated behaviours, under the Core Code of Ethics by National Fire Chiefs Council, Local Government Association and Association of Police and Crime Commissioners, which were launched in May 2021.

They closely resemble our own Principles and Behaviours (Leadership, Passion, Innovation and Dependability) that were developed by our staff in 2016 and have been recognised in our inspection for their adoption and demonstration in all that we do.

Find out more how HFRS achieved these priorities by visiting the [humbersidefire.gov.uk](https://www.humbersidefire.gov.uk) [website](#).

HEALTH AND SAFETY

HFRS recognise that the health, safety and welfare of its employees is an integral and fundamental element of its function.

Consequently, recognised good practice is adopted and sector specific guidance followed to ensure that the Service complies with its legal duties. This approach also fulfils the moral obligations we have to our employees and any other people who may be affected by our activities.

As a Fire and Rescue Service, it is frequently necessary for our staff to operate in hazardous and dynamic environments. However, injuries sustained at, or while responding to, emergency incidents, are less frequent than those sustained during training and other routine activities.

This indicates that safety and supervision on the incident ground is effective. Our most prevalent reported injuries typically reflect more generically the types common to wider industry sectors. To a lesser extent, we also have other safety events and injuries which are more specific to the nature of the activities carried out by a responding emergency service, including exposure to fire or heat.

Every reported near miss or accident is appropriately investigated to allow lessons to be learned for future improvement towards a safer working environment for all staff.

Find out more in our annual performance report on humbersidefire.gov.uk



Environmental Strategy

Humberside Fire and Rescue Service has developed an Environmental Sustainability Plan with a longer-term aim of becoming Carbon Neutral by 2030.

The plan provides an overview of the various areas of work required to achieve a sustainable environment for many years to come. Efforts will be focused in areas that offer the greatest potential return in terms of people, planet and public purse considerations.

The plan is built around six key environmental sustainability themes which are linked to the delivery of the Service's Strategic Plan. The aim of these themes is to allow the Service to reduce its environmental impact at all levels of the organisation.

The plan will be regularly reviewed to ensure we are making progress towards the 2030 carbon neutral goal and that it remains in alignment with the Strategic Plan.

ACCOUNTABILITY

We are committed to develop our service delivery and operational response, based upon self-awareness of our own performance and continuous improvement within relevant key areas.



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 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 nine themes. Chief Fire Officers have accountability for 19 of the recommendations, with the Home Office and the 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 ten Fire and Rescue Services subject to the 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.

National Operational Guidance NOG

As a means of ensuring national best practice a framework of training and guidance was developed to encapsulate experiential learning and adoption of emerging technologies. As a service we will continue to ensure our procedures, processes and operational information channels are aligned to National Operational Guidance. We will make available to our front-line responders this clear guidance and risk information at point of need to enhance effectiveness, drive efficiency and increase safety.

Service Improvement Framework

The Service Improvement Framework (SIF) forms a core element of the Authority's approach to risk management and continuous improvement. The framework facilitates the corporate management of risk, opportunity, performance, compliance, and improvements through coordinated processes.

The objectives of the SIF are to:

- Effectively integrate a three-line model and Enterprise Risk Management principles to manage risk proactively and robustly.
- Provide information and required actions against each of the SIF components for managers and/or staff through Policy and Policy Delivery Guidance (PDG).
- Ensure SLT and HFA and reporting mechanisms effectively operate delegation and direction processes.
- Provide clearly defined and documented accountabilities for risk management across all levels of the Service.
- Risk management processes, coordinated through the SIF, to inform continuous improvement and create a learning culture.
- Use of the Service risk and opportunity register, incorporated in the SIF, to record identified corporate risks, how they will be mitigated and ensure they are effectively communicated.

Organisational Learning

We are unwavering in our commitment to investing in the learning and development of the organisation and its people. Providing a supportive environment for learning is crucial, enabling employees to adapt and respond to challenges in an agile and effective manner. This commitment extends across all key areas - Prevention, Protection, Response and People - aligning with the objectives of the Strategic Plan. It ensures that HFRS is well-equipped to anticipate and prepare for our environment's complexities and evolving challenges.

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. It empowers us to recommend comprehensive remedial actions and promote good practice, thereby enhancing overall performance and outcomes from various projects and workstreams. This holistic method of learning and development allows us to share valuable insights within the Service and across the wider fire and response sector.

By embracing this comprehensive approach to learning, we aim to continually improve our services and working practices, ensuring readiness and resilience in all facets of our work. Incorporating learning into our daily operations and strategic planning leads to better-prepared teams, more efficient processes, and more effective responses to our challenges. This commitment to ongoing improvement and knowledge sharing is vital to achieving our mission and enhancing the safety and well-being of the communities we serve.

Independent audit

The Fire Authority has an outcome focused audit model. This is reflected in the approach to audit, both internal functional delivery (TIAA) and external financial assurance (Mazaars) designed to effectively assess compliance and identify improvements that can be made by the Service. TIAA are commissioned by the Fire Authority to plan and deliver a rolling programme of internal audit across themed areas.

Annual Governance Statement and Statement of Assurance

Assurance regarding our corporate governance, financial planning and operational service is provided through an Annual Governance Statement and Statement of Assurance. In addition, we have an open and transparent approach to the publication of information via our website.

Fire Standards Board

The role of the Fire Standards Board is to oversee the identification, organisation, development and maintenance of professional Standards for fire and rescue services in England. The Board is responsible for approving Standards and the approach to their development.

Compliance against each Fire Standard is managed through an implementation toolkit. It provides a facility to record actions that have been taken, or need to be taken, to move toward achieving the Fire Standard. Upon completion, it acts as a benchmark from which progress over time can be measured.

The FRS National Framework Document

This CRMP complies with the requirements for CRMP as described in the National Framework Document. The Fire and Rescue Service National Framework sets out HM Government's priorities and objectives for Fire and Rescue Authorities in England:

- To identify and assess the full range of foreseeable risks we face and make appropriate provision for prevention, protection and response activities.

- To work in partnership with our local communities and partner organisations.
- To be accountable to our local communities for the services we provide.

The National Framework is published by the **Home Office**

Governance Audit and Scrutiny Committee (GAS)

The Governance, Audit and Scrutiny Committee is a key component of the Authority's corporate governance. It provides an independent and high-level focus on the audit, assurance and reporting arrangements that underpin good governance and financial standards; its full terms of reference can be found in the Fire Authority's Constitution.

The purpose of the Committee is to provide independent advice and recommendations to the HFA on the adequacy of the governance and risk management frameworks, internal controls and financial reporting, and internal and external audit, thereby helping to ensure efficient and effective assurance arrangements are in place.

The Committee sets its own scrutiny programme annually, looking at a variety of aspects of the Service's work and policy implementation from the point of view of the communities it serves in order to provide constructive feedback and recommendations to improve the Service.

Financial Planning

Please find further information and our Mid Term financial plan on humbersidefire.gov.uk **website**.

LIST OF ABBREVIATIONS

| | | | |
|----------------|---|----------------|---|
| ALP | Aerial Ladder Platform | JESIP | Joint Emergency Services Interoperability Programme |
| CFRMIS | Community Fire Risk Management Information System | L&D | Learning & Development |
| CHCP | City Health Care Partnership | LGA | Local Government Association |
| CIC | Community Interest Company | LRF | Local Resilience Forum |
| COMAH | Control of Major Accident Hazards | MDT | Mobile Data Terminals |
| CRMP | Community Risk Management Plan | MDU | Mass Decontamination Unit |
| CSF | Core Skills Framework | MECC | Making Every Contact Count |
| DEFRA | Department for Environment, Food & Rural Affairs | MTA | Marauding Terrorist Attacks |
| ECHCRC | East Coast & Hertfordshire Control Room Consortium | NFCC | National Fire Chiefs Council |
| EDI | Equality, Diversity and Inclusion | NILO | National Inter-agency Liaison Officer |
| EFSM | Emergency Services Fleet Management | OH | Occupational Health |
| EMAS | East Midlands Ambulance Service | PDR | Personal Development Review |
| FESS | Fire and Emergency Support Service | PSED | Public Sector Equality Duty |
| FIRST | Falls Intervention Response Safety Team | RBIP | Risk Based Inspection Programme |
| FRA | Fire & Rescue Authorities | RIDDOR | Reporting of Injuries, Diseases and Dangerous Occurrences Regulations |
| FRMR | Fire and Rescue Marine Response | RSU | Rescue Support Unit |
| FRS | Fire & Rescue Service | RTC | Road Traffic Collisions |
| FRSRB | Fire and Rescue Strategic Resilience Board | RWCS | Reasonable Worst Case Scenario |
| GAS | Governance, Audit and Scrutiny Committee | SCG | Strategic Coordinating Group |
| HCR | Humber Community Risk Register | SRH | Safer Roads Humber |
| HFRS | Humberside Fire and Rescue Service | TCG | Tactical Coordinating Group |
| HMICFRS | His Majesty's Inspectorate of Constabulary and Fire & Rescue Services | TNA | Training Needs Analysis |
| HSE | Health and Safety Executive | TRV | Tactical Response Vehicle |
| HVP | High Volume Pump | UAV | Unmanned Aerial Vehicles |
| IRMP | Integrated Risk Management Plan | WFTA | Waste Fire Tactical Advisor |
| | | YAS | Yorkshire Ambulance Service |

GLOSSARY OF TERMS

1. Civil Contingencies Act 2004

An Act of Parliament that establishes a framework for emergency planning and response ranging from local to national level. A guide to the Civil Contingencies Act can be viewed at www.gov.uk

2. District

We allocate our operational resources and operational support, across our four service delivery areas. We call our service delivery areas Districts, they are aligned to the political boundaries of the four Unitary Authorities that combine to form our Fire Authority.

3. Community Risk Register

The Civil Contingencies Act 2004 requires Local Resilience Forums to co-operate in maintaining a public Community Risk Register. Risk Registers describe the local risks that could result in a major emergency and the potential impact upon the community, economy and environment should an emergency occur. The risks identified within the Community Risk Register are a key consideration in producing our Community Risk Plan. The Humber Community Risk Register can be viewed at the following www.letsgetready.org.uk.

4. Fire and Rescue Services Act 2004

Provides the legislative framework for all Fire and Rescue Services in England and Wales. Further information regarding the provisions of the Act can be found at www.communities.gov.uk/documents/fire

5. Humberside Fire Authority (HFA) The governing body for Humberside Fire and Rescue Service, made up of councillors from each Unitary Authority: East Riding of Yorkshire, Kingston Upon Hull, North Lincolnshire and North East Lincolnshire. Details of meetings and the various committees are available via www.humbersidefire.gov.uk

6. Indices of Deprivation

The English Indices of Deprivation measure relative levels of deprivation in small geographical areas. They are reproduced by HM Government. The various reports can be viewed at www.communities.gov.uk

7. Intervention Standards

The performance standards we have set ourselves in relation to attending emergency incidents. They include our target for the time it takes to get to an incident and the number of fire engines we will mobilise. Our performance against these targets is reported to the Fire Authority and published in our Annual Performance Report, which can be viewed on our website.

8. Local Resilience Forum (LRF)

The Humber Local Resilience Forum is a multi-agency group of representatives from organisations that have a role to play in the response to an emergency.

9. Mobile Data Terminal (MDT)

A computer terminal installed on each fire engine that is linked to our Control Room for mobilising and provides map based area and site specific risk and incident support information to firefighters.

10. National Assets

A variety of specialist vehicles and equipment funded by the Government to support National Resilience in dealing with major events such as the floods in 2007.

11. Operational Resources

Our operational resources include the vehicles, equipment, firefighters and support that we call upon to deliver your fire and rescue service, they are predominately based at our 31 fire stations.

12. On-Call Duty System

Nineteen of our fire stations are crewed by firefighters who have other employment, often within the local community of the fire station; they are alerted to respond whenever we have an emergency incident for them to attend.

13. Full-Time Duty System

Nine of our fire stations are crewed on a Full-Time basis 24 hours a day, 365 days a year. Three of our fire stations have a combination of On-Call and Full-Time firefighters crewing the fire engines.

CONTACT DETAILS

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 and Social Care Ombudsman

PO Box 4771
Coventry CV4 0EH
Tel: 0300 061 0614

Online

www.humbersidefire.gov.uk

Email us at

consultation@humbersidefire.gov.uk

Follow us on X

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 at publicsafetycentre@humbersidefire.gov.uk or by calling 0300 303 8242.

Let us know

We are committed to lead by example and respect the views of others. We are working hard to become more representative of the communities we serve and if members of our community have felt and feel excluded, unwelcome, not valued or not supported by us, then they can contact us confidentially by email at letusknow@humbersidefire.gov.uk

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 section above. You may be interested in the following documents that relate to this plan:

- Strategic Plan
- Annual Performance Report
- Medium Term Resource Strategy

Humberside Fire and Rescue Service, Summergroves Way, Kingston upon Hull, HU4 7BB
T: 01482 565333 www.humbersidefire.gov.uk

 @HumbersideFire  humbersidefireandrescue  @humbersidefire