

Our last Operational Assessment took place in March 2013, we were assessed as 'Operationally effective and meeting our Statutory Duties'. The external assessors noted that our self assessment had demonstrated good self awareness of our strengths and weaknesses and that our Service is creative and innovative.

We will review our Self Assessment throughout the life of this Plan. Our next external assessment will be scheduled to take place around March 2016.

Customer Service Excellence Award

The Government requires public services to be efficient, effective, excellent, equitable and empowering, with the citizen always at the heart of public service provision. With this in mind Customer Service Excellence was developed to offer public services a practical tool for driving customer-focused change within their organisation. The Customer Service Excellence standard, tests in great depth those areas that research has indicated are a priority for customers, with particular focus on delivery, timeliness, information, professionalism and staff attitude. There is also emphasis placed on developing customer insight, understanding the user's experience and robust measurement of service satisfaction.

In January 2009 we were issued with our first Customer Service Excellence Award, valid for a three year period, replacing the previously held Charter Mark award. We have produced annual self-assessments and facilitated on site audits of evidence to maintain the currency of our certification and in March 2012 we were successful in achieving re-certification of our award, following an on-site audit, for a further three year period. In the February 2013 healthcheck the assessor highlighted and described the work undertaken by our Organisational Intelligence Unit as being at the 'Leading Edge', he subsequently raised our current compliance status to 'compliance plus' in the area of customer insight. Our latest annual healthcheck successfully took place in January 2014 and the Service has once again retained the Governments Award.

Operational 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. Core responders include:

- Fire and Rescue Services
- Police forces, including the British Transport Police
- Ambulance services
- HM Coastguard
- Local Authorities
- Port Health Authorities
- NHS primary care trusts, NHS hospital trusts, NHS foundation trusts and the Health Protection Agency
- The Environment Agency

This is a legally binding Statutory Duty and includes all functions, not just emergency response. Therefore, all our critical service support and delivery departments have individual Business Continuity Plans. For example this includes things like the maintenance and testing of a standby 'Secondary' Control Room used in the event of the primary Control Room becoming unavailable. This will soon be overtaken by work that is progressing in partnership with Lincolnshire, Norfolk and Hertfordshire Fire and Rescue Services to further develop the resilience of emergency call management and mobilising by working together to procure and develop systems and technology and share resources.

Our resilience to deal with events such as extreme weather or spate conditions is again critical. A number of HFRS premises have been affected by flooding and other events. Therefore to enhance the existing arrangements Local Recovery Plans are being formulated and implemented at individual CPU and station level. Another high priority area of Business Continuity for our organisation involves the maintenance of critical services throughout periods of staff shortage, for whatever reason this may occur.

Staffing resilience for response to emergencies is a high priority and work has taken place to help address this challenging issue, including:

- Development of a resilience team of operational staff, who normally work in our offices and support roles, who maintain a state of operational preparedness.
- Arrangements with local companies who operate works fire-fighting teams, to provide a response to key industrial sites on the South Humber Bank.
- Development of our non-operational staff, on a voluntary basis, to provide a limited operational support service.

Our compliance with the key aspects of the Civil Contingencies Act as a Category 1 Responder is formally documented within a Local Resilience Forum Annual Assurance Statement, signed by each of the member organisations.

Health and Safety

The health and safety of our employees, whether they work in a support role or as front line firefighters, is a high priority reflecting the Service's commitment to provide a safe working environment wherever the Fire Authority's business is undertaken. We also recognise that the nature of effectively dealing with hazardous emergency situations means that we cannot be wholly risk averse and excessively cautious, as a Fire and Rescue Service we face many unique challenges in applying health and safety principles. All of our employees receive health and safety training as part of a strategy to ensure they are conversant with their responsibilities and current legislation. The level of training is proportionate and appropriate for the different levels of responsibility within our organisation, including effective management of the inherent hazards and risks associated with responding to emergency incidents. Our Health and Safety management system is based upon the Health and Safety Executive (HSE) 'Successful Health and Safety Management Guidance' (HSG65). Our Health and Safety General Policy Statement is reviewed and endorsed by the Chief Fire Officer every two years and we are also a signatory organisation to the Health and Safety Executive strategy ['The Health and Safety of Great Britain: Be a part of the solution'](#) and the following pledge:

- We agree to play our part in reducing the numbers of work-related deaths, injuries and ill-health in Great Britain.
- Call on employers to put health and safety at the heart of what they do and to take a common sense approach to health and safety.
- Commit to debunking myths around health and safety that trivialise the impact of injuries, ill health and deaths on individuals and their families.
- Recognise the importance of health and safety in difficult economic times and the dangers of complacency.
- Pledge to work with the Health and Safety Executive and its partners to Be Part of the Solution.

Annual Governance and Operational Assurance Statement

Assurance regarding our corporate governance, financial planning and operational service is provided via an Annual Governance and Operational Assurance Statement. In addition we have an open and transparent approach to the publication of financial, strategic planning and outcome based documentation, which is available on request or via our [Website](#).

The Fire and Rescue Service National Framework Document

This Integrated Risk Management Plan (IRMP) complies with the requirements for IRMPs 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 available to download on the [Department for Communities and Local Government website](#)

7. Consultation and Feedback

During a three month consultation period we asked five questions concerning the draft IRMP and gave people the opportunity to explain their views. We received 43 responses, of which eight were employees of HFRS. Relevant responses have been incorporated into the Plan.

The consultation ended on 31 October 2012.

We would still welcome your comments, please use the contact details at Section 11 of this Plan.

8. Other Languages

If you (or someone you know) would like the information in this document in another language, please tick the appropriate box, fill in the details and send it to:

Service Headquarters
Summergroves Way
Kingston upon Hull
HU4 7BB

Tel: 01482 565333

- Ne qofte se do ta deshironit donit, (ose njihni dike qe mund te deshiroje kete informacion) informacionin e ketij dokumenti ne nje gjuhe tjeter, ju lutemi shenoni kutine perkatese, plotesoni detajet dhe dergojeni ne adresen qe eshte mbrapa.
- إذا اردت الحصول على المعلومات في هذه الإستمارة (أو تعرف لحد ما يحتاج هذه الإستمارة) مترجمة الى لغة أخرى , فالرجاء للتأثير في المربع المناسب و عندها بالتفصيل لمتلوبة و ارسلها الى العنوان المذكور على خلف الصفحة.
- 如果你想這份文件中的信息 (或者你知道任何人可能想要這些信息) 用別種語言表達 , 請在適當的方塊中打勾 , 並填寫具體內容 , 然後寄到後面的地址
- اگر اطلاعات موجود در این داکيومنت را به زبان دیگری میخواهید (یا اگر فرد دیگری را می شناسید که این اطلاعات را به زبان دیگری میخواهد) لطفاً مربع مربوطه را علامت بزیند, مشخصات خود را نوشته کرده و به آدرس پشت روان کنید.
- اگر اطلاعات این جزوه را به زبان دیگری میخواهید (یا اگر فرد دیگری را می شناسید که این اطلاعات را به زبان دیگری میخواهد) لطفاً مربع مربوطه را علامت زده و مشخصات خود را نوشته و به آدرسی که در پشت نوشته شده است بفرستید.
- Si vous aimeriez les informations de ce document (ou si vous connaissez quelqu'un qui voudrait ces informations) dans une autre langue, cochez la case nécessaire, remplissez la fiche et renvoyez-la à l'adresse au recto de cette feuille.
- ئەگەر ئارمەروو دەگەیت زانیاری ئەم دۆکیومێنتە (یان هەر کەسێکی دی دەناسیت کە ئارمەرووی ئەم زانیاریە دەگات) بەزمانێکی دی تەگایە ئیشارەتی چوارگۆشەیی بەرلامبەر بکە و درێژەیی پێیکەرەوو ببنێرەوه بۆ ناوئیشانی پشتەوه
- Если прочитав данное руководство, вы решите что вам нужна дальнейшая информация или вы знаете кого-то кому нужна дальнейшая информация на русском языке, пожалуйста заполните купон, поставьте галочку напротив интересующей вас информации и отправьте по указанному с обратной стороны адресу.
- Si Usted quiere la información contenida en este documento (o si usted sabe de alguien persona que podría ser interesada de este información) en otro idioma por favor marca la caja adecuada, llena los detalles necesarios y envíala en la dirección escrita por detrás.
- Bu belgedeki bilgilerin başka bir dilde çevirisine ihtiyacınız olursa, (veya buna ihtiyacı olabilecek birini tanıyorsanız), lütfen ilgili kutucuğu işaretleyiniz, gerekli bilgileri doldurunuz ve belgeyi arkada belirtilen adrese gönderiniz.

Name: Emri Nom et prénom Ф. И. О Tam isim 姓名 Nombre y Apellido	اسم: ناو: نام: اسم:	
Address Adresa Adresse Адрес Adres 地址 Dirección	عنوان: نیشان: آدرس: آدرس:	
		

9. 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 the following Website:

www.gov.uk

2. Community Protection Unit (CPU)

We allocate our operational resources and operational support, across our four service delivery areas. We call our service delivery areas Community Protection Units (CPU), 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 Website:

www.letsgetready.org.uk

4. Cross – border

Emergencies that occur in the areas that adjoin the geographical boundary of Humberside Fire and Rescue Service sometimes require fire engines to attend from a neighbouring service because they would be the fastest to get to the scene. We have mutual agreements with our neighbours Lincolnshire, North Yorkshire, Nottinghamshire and South Yorkshire to provide support in such areas. We may also be requested to attend incidents in support of any other Fire and Rescue Service in support of national resilience.

5. 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 the following Website:

www.communities.gov.uk/documents/fire

6. 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 our Website: www.humbersidefire.gov.uk.

7. Impact Profile Assessments

The methodology we use to assess the impact of changes in the way we use our resources. A variety of computer systems, widely used within the Fire and Rescue Service, help us to carefully analyse the consequences of implementing changes.

8. Indices of Deprivation

The English Indices of Deprivation measure relative levels of deprivation in small geographical areas. They are produced by HM Government. The various reports can be viewed at the following Website:

www.communities.gov.uk.

9. 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 in attendance at 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 at our Website:

www.humbersidefire.gov.uk.

10. **Local Resilience Forum (LRF)** The Humber Local Resilience Forum is a multi-agency group of representatives from public sector organisations that have a role to play in the response to an emergency. Further information regarding the work of the LRF can be found on the following Website: www.letsgetready.org.uk
11. **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.
12. **National Assets** A variety of specialist vehicles and equipment funded by the Government to support national resilience in dealing with major event such as the floods in 2007.
13. **National Risk Assessment** An assessment of the highest risks facing Great Britain at a given point in time, produced by HM Government. Used to inform Local Community Risk Assessment and Registers. The National Risk Assessment can be viewed at the following Website: www.gov.uk.
14. **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 thirty one fire stations.
15. **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.
16. **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.

10. Hyperlinks Glossary

[HFRS Website](#)

Publications

[Annual Performance Report](#)

[National Framework](#)

[Community Risk Register](#)

[Central Government guidance](#)

[National Risk Register](#)

[Community Emergency Planning Guidance](#)

[The Public Register of Statutory Notices is available here.](#)

Strategy

[Community Risk Reduction Strategy](#)
[Operational Response Strategy](#)

Community Advice

[General safety advice for members of our community](#)

[Fire Safety advice, with Sign Language](#)

[Fire Safety advice for young children, with Sign Language](#)

[Making a 999 call via a Text Message](#)

[Safety advice for smokers](#)

[Fire safety information for non-English speaking people](#)

[Safety advice when Cooking](#)

[Reducing alcohol related harm](#)

[Advice regarding what to do after a fire](#)

[Reduce the risk of an Arson attack](#)

[Further information regarding the BTEC programme can be found here.](#)

[Advice on reducing the risk of an arson attack on your property can be found here.](#)
[free safety advice can be found here](#)

[What can I do to prepare for an emergency?](#)

[If an emergency happens](#)

['The Health and Safety of Great Britain: Be a part of the solution'](#)

[Department of Health Website](#)

[NHS Winter Helpline](#)

[Met Office](#)

[Economic Cost of Fire Research and Statistics - Communities and Local Government](#)

[Fire Safety advice is available here](#)

[Business Continuity Step by Step Guides](#)

[A checklist to assist employers conduct a fire risk assessment can be found here](#)

[Other free safety guidance for your business can be found here](#)

Road Traffic Collisions

[iCar further information and Booking Form](#)

[Road Safety advice](#)

Flooding

[Advice if you are affected by flooding](#)

[What to do after the flood water has gone](#)

[Public Health England website-flooding guidance](#)

[Further information regarding the role of DEFRA and their policy for reducing the threats of flooding and coastal change can be found here.](#)

[The Government's Response to Sir Michael Pitt's Review of the summer 2007 Floods](#)

[Environment Agency Website](#)

Income Generation

[HFR Solutions](#)

E-mail addresses

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hullfiresafetyenquiry@humbersidedefire.gov.uk
nlincsfiresafetyenquiry@humbersidedefire.gov.uk
nelincsfiresafetyenquiry@humbersidedefire.gov.uk

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11. Contact Details

Online: www.humbersidedefire.gov.uk

Email us at: consultation@humbersidedefire.gov.uk

Follow us on Twitter: www.twitter.com/humbersidedefire

Follow us on Facebook: www.facebook.com/humbersidedefireandrescue

Contacts:

Service Headquarters

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

East Riding Community Protection Unit

New Walkergate
Beverley
HU17 9EQ
Tel: 01482 398500

Hull Community Protection Unit

Noddle Hill Way
Bransholme
HU7 4SH
Tel: 01482 832900

North Lincolnshire Community Protection Unit

Laneham Street
Scunthorpe
DN15 6JP
Tel: 01724 295900

North East Lincolnshire Community Protection Unit

Peaks Lane
Grimsby
DN32 9RS
Tel: 01472 372500

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 information and 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 are relative to this Annual Performance Report:

[Strategic Plan](#)

- [Annual Performance Report](#)
- [Medium Term Financial Plan](#)

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