OPERATIONS STRATEGY

2012-2020

HUMBERSIDE
Fire & Rescue Service
SAFER COMMUNITIES, SAFER FIREFIGHTERS

The Humberside Fire & Rescue Service (HFRS) Operations Strategy outlines how the Service will respond to incidents it is called to and provides our communities with an insight into the level of service they can expect as an integral part of this response.

The Strategy closely aligns with our Community Safety and Inclusion Strategy 2012-2020 in showing how we will work closely with our colleagues in the HFRS Safety Directorate to reduce risk in communities. The Strategy will be reviewed annually.

Legislation such as the Fire and Rescue Services Act and the Civil Contingencies Act gives us a clear statutory mandate to respond to fires and other emergencies once alerted and to provide the necessary resources to deliver that response effectively. In complying with this legislation HFRS will ensure that regardless of the circumstances (e.g. time of day, weather conditions etc.) every member of our communities will receive access to an emergency response service. HFRS will also ensure that in responding to an emergency we will be consistently swift, reliable and effective in dealing with the situation that is reported and/or presented to us.

Firefighting is an inherently dangerous activity. To ensure that our fire-fighters remain safe whilst providing a first-class service to our community, we will ensure that HFRS meet all of the legislative requirements of the Health and Safety at Work Act. In addition, we will also meet all of the moral requirements for maintaining a fit, safe and healthy workforce thus enabling staff to deal with the often urgent need to carry out rescues or mitigate disaster.

In order to deploy and plan our response activities we undertake extensive risk mapping and analysis which is continually updated with live data to ensure that our predictions for future need are as accurate as they possibly can be. In doing this work we have set a series of extremely challenging response ‘standards’ which not only reassure our communities of the swift response they can expect from us but also allow us to deploy our resources in the most appropriate ways to meet those standards consistently.
HFRS RESPONSE STANDARDS

HFRS Response Standards not only determine how soon our communities might expect a response to their call they also determine where our resources are deployed at any given time of day or night.

In essence this forms the emergency response basis of our Integrated Risk Management Plan (IRMP). This Strategy is written to ensure that the standards set out below are always achieved in line with the IRMP.

Sending two fire engines to every fire in a home and to road traffic collisions where our assistance is requested.

On at least 90% of occasions the first fire engine will be there in the following times:

- **In very high & high risk areas:** 8 minutes
- **In medium risk areas:** 12 minutes
- **In low risk areas:** 20 minutes

When we send a second fire engine at the time of a call, at least 80% of the time it will be at the incident within five minutes of the first fire engine arriving.

At major incidents the emphasis is on ‘weight’ as opposed to ‘speed’ of attack and to this end we will deploy 10 fire engines to a major incident within 40 minutes of its declaration.

We aim to be in attendance at Road Traffic Collisions in any risk area in 15 minutes on 90% of occasions.

To see where our high, medium and low risk areas are within Humberside refer to Appendix 1.
HFRS OPERATIONS DIRECTORATE

HFRS Operations Directorate consists of two main strands which are Operations (Response) and Operations (Support).

The Response strand is focussed on getting to and dealing with emergencies as quickly and effectively as possible, this is achieved through the deployment of fire-fighters at a number of key locations throughout Humberside that are continuously available to respond to all areas within the standards outlined above.

The Support strand is focussed on ensuring those fire-fighters are effectively dispatched, trained, protected (from the environments that confront them) and equipped to deal with the emergency they are dispatched to. The Support strand also ensures that our personnel have the appropriate procedure and policy framework to operate safely in all situations.
INTEROPERABILITY

Many of the emergencies to which we are called require expertise and assistance from more than just the Fire and Rescue Service. To this end we will ensure that we work closely with colleagues across all agencies, but in particular other ‘blue light’ services, to make sure we are aware of each other’s capability and limitations with the aim of delivering the best possible service in concluding any emergency we may jointly face.
OPERATIONS STRATEGY
OUTCOMES

The following describe WHAT we will do:

1. Ensure our appliances and equipment are best located to meet the risk profile of the Humberside Fire Authority area.

2. Ensure we have the right numbers of people with the right skills on shift patterns that ensure our appliances and equipment can be effectively deployed at all times necessary to meet our risks.

3. Respond swiftly and efficiently to all emergency calls we receive.

4. Ensure our staff remain safe in responding to emergency calls.

5. Reduce risk to communities and fire-fighters by effectively managing operational risk information.

6. Deploy resources that are suitable and sufficient to deal with any foreseeable emergency.

7. Assure the availability of all stations to respond to emergencies.

8. Ensure our staff has the correct levels of training to deal with the emergencies they are deployed to deal with and they remain competent at all times.

9. Ensure that our staff are trained and equipped to respond to local risks, risks in neighbouring areas and national emergencies.

10. Ensure our staff are properly equipped and protected for the environments in which we expect them to operate.

11. Ensure our response is resilient even in times of severe staff shortages.

12. Ensure we maintain the capability to deploy to specialist emergency situations as dictated by the risks in our area e.g. rescues from water, height, and marine related incidents.

13. Ensure our operating systems, procedures and policies are as safe, modern, fit for purpose and effective as they can be.


15. Research and ‘horizon scan’ to ensure our response is consistently able to match the changing risks and emergencies we are likely to face, as far as is reasonably practicable.

16. Work closely with partners and other emergency responders to ensure a coherent and well-practised approach to joint operations in planning for and attending emergency incidents.

The following pages outline the work of our Operations (Support) sections which describe HOW we will achieve the outcomes listed above.
MOBILISING AND OPERATIONAL RISK MANAGEMENT (MORM)

- Through collaboration with our partners in the East Coast & Hertfordshire Control Room Consortium (ECHCRC) we will improve our mobilising capability, infrastructure and resilience.

  This joint approach to sharing knowledge and infrastructure to maximise the use of existing and future technologies will enhance performance in emergency response standards through improved call management and intervention standards by mobilising the most appropriate proximity, speed and weight of response to an incident.

- Following a review of the current provision we will introduce a modern, fit for purpose and fully integrated IT based Incident Command Support System, including Incident Command software on all front line appliances and the replacement for the existing mobile Command Unit.

- Through the introduction of a new integrated resource management system and associated revised working practices we will work towards a phased implementation of the centralised management of operational human resources to provide more efficient and effective systems and procedures to maintain the availability and suitability of our operational response capability.

- The introduction of a new Operational Risk Information Data System to improve operational response arrangements will assure fire-fighter safety, the protection of the community and the wider environment.
RESEARCH AND POLICY

- The Research & Policy Section will work in conjunction with the Health & Safety Section to ensure that Standard Operating Procedures (SOPs) are developed and revised to provide safe systems of work that will allow our operational personnel to manage all foreseeable risk during operational activities.

- Operational Policies will be enabling and allow operational crews to provide the community with response capabilities they expect but anchored in safe systems of work that are effective in meeting the needs of emergency incidents.

- Developments in operational equipment technology will be researched to provide a menu of options for selection to meet the resource requirements of current and emerging risks and emergency incident types.

- An Operational Vehicle and Capability Strategy has been devised, which will provide an evolving delivery platform for the deployment of operational resources to ensure we continue to send the right resources with the right equipment along with staff with the right skills to deal effectively with emergency incidents.

- Specialist rescue equipment will be provided and maintained in line with HFRS risk profile as well as national and legislative obligations. The equipment will be necessary when engaging in technical and complex rescue activities that are above the capabilities of our first strike assets.

- The Research and Policy Section will engage in horizon scanning and provide advice on service preparation for new and emerging risks and we will work collaboratively with other HFRS sections and external providers to ensure that the service policy framework is effective, open to challenge and change, user friendly and legally robust.
OPERATIONAL TRAINING

- The Training Needs Analysis (TNA) remains a key work stream of the Operational Training Section. The TNA will enable more accurate planning of courses to facilitate initial acquisition, maintenance of competence and revalidation of skills in all aspects of operational response.

- The recently developed Operational Support Watch Manager (OSWM) role will support new ways of training delivery, increase capacity and flexibility, and complement the Training Plan.

- We will continually research improved ways in which core training can be delivered much more locally than at present, in conjunction with the more flexible remit of the OSWM role. This is in line with assuring the availability of fire-fighters to respond to incidents.
RESILIENCE AND OPERATIONAL PLANNING

- We will ensure that HFRS is compliant with its statutory duties and the requirements of the Fire & Rescue National Framework (here) with regard to supporting interoperability, encouraging community resilience, preparedness and enhancing Fire Service resilience nationally.

- Through sound business continuity arrangements; the Resilience and Operational Planning Section will embed these principles within other sections of the Service who perform a critical function to ensure operational resilience to the communities we serve, our partners and stakeholders.

- We will ensure that the section leads, informs and provides information to senior managers relating to the areas identified above, during major/declared incidents, spate conditions, extreme weather events, operational resilience/business continuity or civil contingencies events.

- In ensuring compliance with the Civil Contingencies Act 2004 the section will be the primary means to enable HFRS to undertake a lead role in multi-agency planning and response activities with Category 1&2 responders and the voluntary sector, as part of the Humber Local Resilience Forum (LRF) preparations for Major/Declared Emergencies.

- HFRS will lead LRF partner organisations for undertaking viable search and rescue responsibilities at incidents outlined in the Humber LRF Emergency Procedures Manual. We take cognisance of National and Local Risk Registers, actively engaging with numerous multi-agency partners to plan, advise, consult, support, resource and implement multi-agency planning not only within the Humber LRF but collaboratively with other Fire & Rescue Authorities and LRF’s. This is particularly reflected in our arrangements to mitigate the effects of localised and wide-spread flooding events.

- We will engage with private sector partners, encouraging joint working to prevent and mitigate the effect of incidents on our communities and the environment if they do occur. Exercising at Control of Major Accident Hazard (COMAH) premises is co-ordinated, structured and undertaken in collaboration with our LRF and multi-agency partners.

- HFRS will maintain its Offshore Fire Rescue & Marine Response (FRMR) arrangements. This is critical to ensure we meet our statutory obligations within the Humber Estuary and up to the low water mark. Marine operations have been fully reviewed, with the potential to expand our current provision and support to other FRS and agencies providing our statutory responsibilities are assured.