

BI-ANNUAL PERFORMANCE REPORT

APRIL – SEPTEMBER 2024

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Area Manager of Service Improvement



HUMBERSIDE
Fire & Rescue Service



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Executive Summary

Humberside Fire Authority's Bi-Annual Performance Report details the Service's performance for the period 1 April to 30 September 2024 in the following areas:

- Response statistics
- Health and Safety
- Organisational Learning
- Occupational Health and Wellbeing
- Absence Management
- Public Feedback

Between April and September we achieved a 98.27 per cent response standard against a 90 per cent target where first fire engines are mobilised to dwelling fires or road traffic collisions. There were no high severity dwelling fires in April, August and September, with only July going above the upper threshold. Deliberate fires have marginally gone over the threshold in June and August 2024, whereas the number of accidental dwelling fires has been below the lower threshold limits for most of the reporting period and deliberate secondary fires has remained within the upper and lower threshold limits for most of the reporting period.

Fire casualties have reduced compared to the same period in 2023, but unfortunately there have been four fire fatalities recorded during this period. Our aspirational target is to have none and the Service will continue to drive forward its prevention activity to target those at risk.

The total number of reported accidents for this six-month period remains consistent with the previous year and pleasingly we have seen a 40 per cent decrease in reports of 'Attacks on Fire Service Staff', however, a single attack on our staff is still one too many. Through the 'Don't Cross the Line' campaign we continue to work with Humberside Police, East Midlands Ambulance Service and Yorkshire Ambulance Service to reduce the number of attacks on emergency services workers.

A significant aspect of our progression from operational learning to organisational learning during this period has seen the implementation of the Assurance Management System, a comprehensive management system designed to capture learning through debriefs and create tasks based on recommendations. The Assurance Management System also generates reports that break down activity by departments and themes to identify trends across the Service.

Health surveillance has increased significantly since the same period of 2023. The surveillance team have been conducting medicals at the Occupational Health & Wellbeing facility in Beverley but also travel to stations, which has seen a positive impact on efficiency. A review of the physio referral pathway has also taken place to improve rehabilitation services within the department and enable staff to receive the appropriate treatment for their injuries.

1. PERFORMANCE AND RISK

1.1 Performance Indicators

PERFORMANCE INDICATOR	Thresholds	April 2024	May 2024	June 2024	July 2024	August 2024	September 2024	Total
SPI - High Severity Dwelling Fires	Upper 2 Lower 0	0	1	2	3	0	0	6
SPI 2.2 - Total Deliberate Fires	Upper 43 Lower 26	32	37	46	39	48	38	240
SPI 2.3 - Accidental Dwelling Fires	Upper 33 Lower 23	22	20	25	27	22	23	139
SPI 2.4 - Deliberate Secondary Fires	Upper 157 Lower 98	103	111	122	136	218	154	844
SPI 2.5b - False Alarm Non Domestic	Upper 47 Lower 32	32	39	31	53	49	29	233
Total		189	208	226	258	337	244	1462

SPI Threshold Methodology

- **Red** shows performance is a concern that needs addressing (**we need to act**).
- **Green** shows performance is positive and should be replicated (**we need to learn**).
- **No colour** shows when our performance is within the upper and lower threshold.

Comparison against the same period in 2023

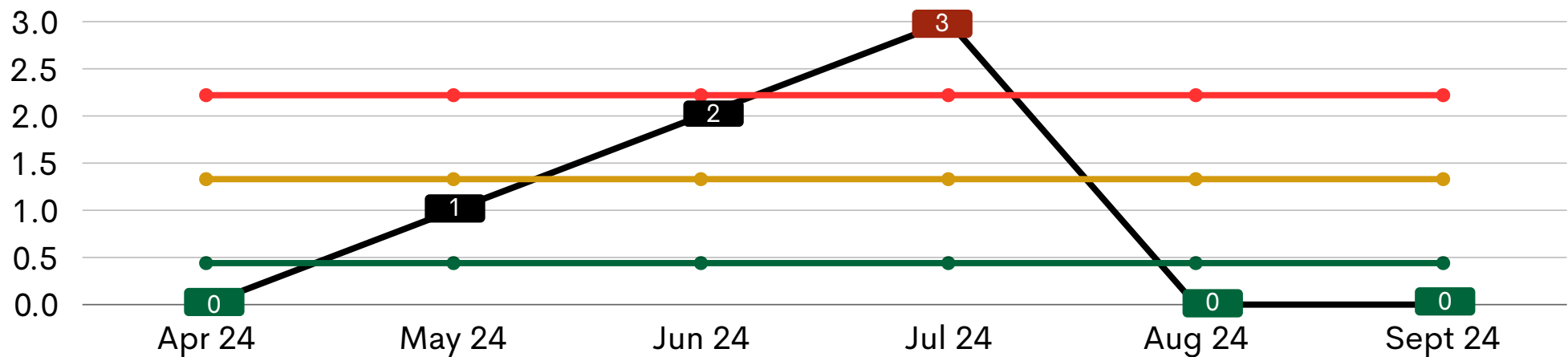
PERFORMANCE INDICATOR	Apr - Sept 2024	Apr - Sept 2023	Difference
SPI - High Severity Dwelling Fires	6	7	-1
SPI 2.2 - Total Deliberate Fires	240	233	+7
SPI 2.3 - Accidental Dwelling Fires	139	166	-27
SPI 2.4 - Deliberate Secondary Fires	844	1057	-213
SPI 2.5b - False Alarm Non Domestic	233	237	-4
Total	1462	1700	-238

i SPI Threshold Methodology

- Based on data trends, our performance should be between the **red** and **green** lines.
- **Red** shows performance is a concern that needs addressing (**we need to act**).
- **Green** shows performance is positive and should be replicated (**we need to learn**).
- **Amber** shows the data average.

SPI - High Severity Dwelling Fires

There were no high severity dwelling fires in April, August and September. Only July went above the upper threshold.



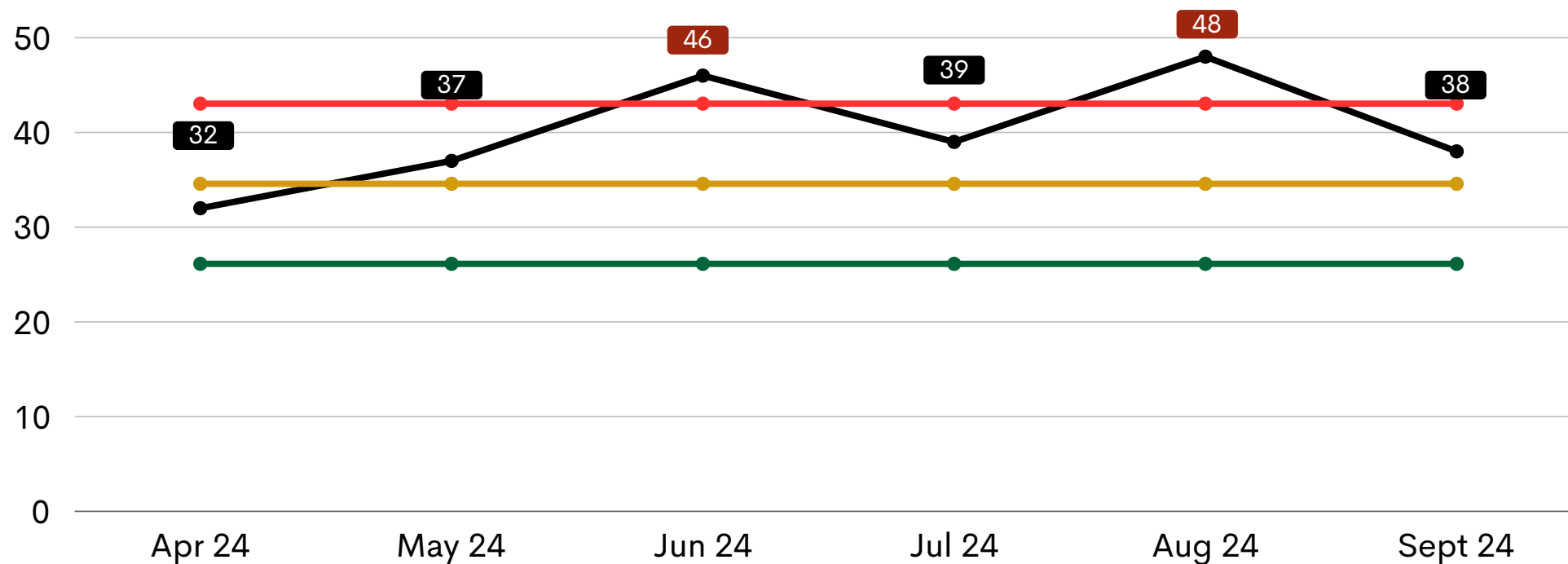
Details of the incidents

- The 6 incidents were in Hull (2), North East Lincolnshire (2) and East Riding (2).
- The main cause of the fires were; Combustible articles too close to a heat source (2), Careless Handling (2), Cooking with a chip pan/deep fat fryer (1) and Natural Occurrence (1).

SPI 2.2 - Total Deliberate Fires

Deliberate fires had marginally gone over the threshold in June and August 2024.

Deliberate primary fires historically peak between August and September. This peak is mainly driven by fires involving vehicles and agricultural seasonal sources such as standing and baled crops, however through summer 2024 this was mainly just vehicles. The Hull district accounted for 38 per cent of incidents, with the three other districts relatively evenly split.

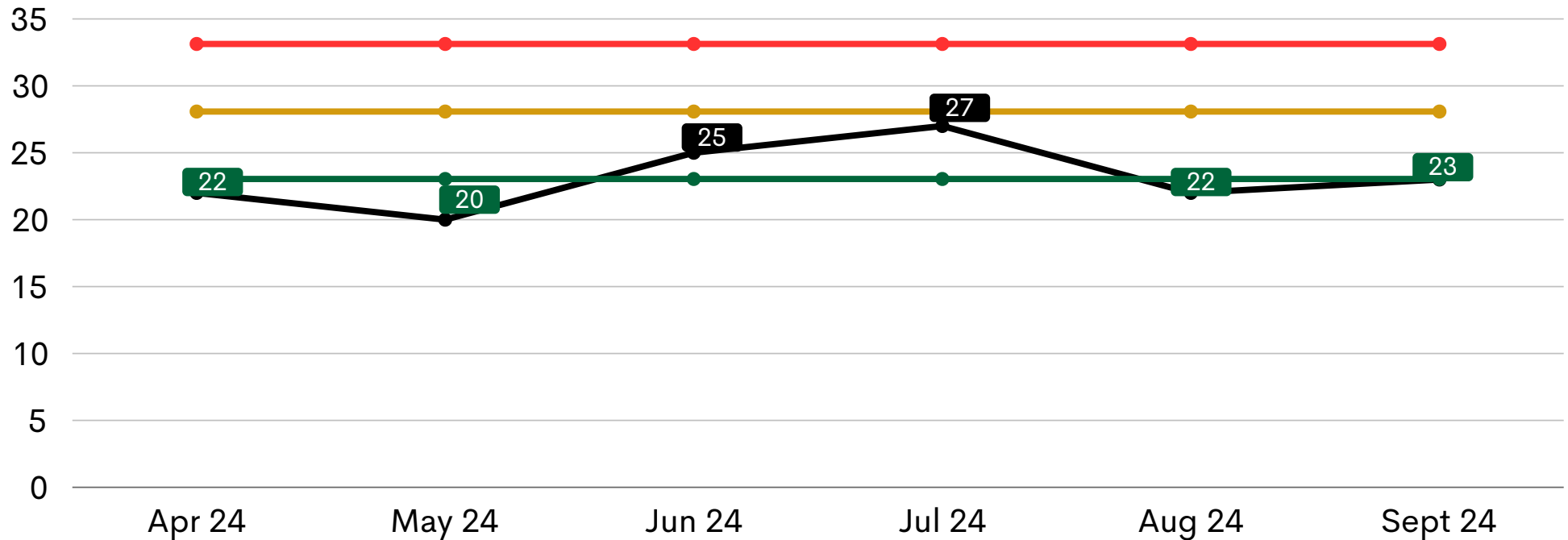


i SPI Threshold Methodology

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SPI 2.3 - Accidental Dwelling Fires

The number of accidental dwelling fires has been below the lower threshold limits for most of the reporting period, however in June and July the number did increase but remained below the upper threshold. Incidents in July mainly involved combustible articles too close to a heat source (44 per cent).



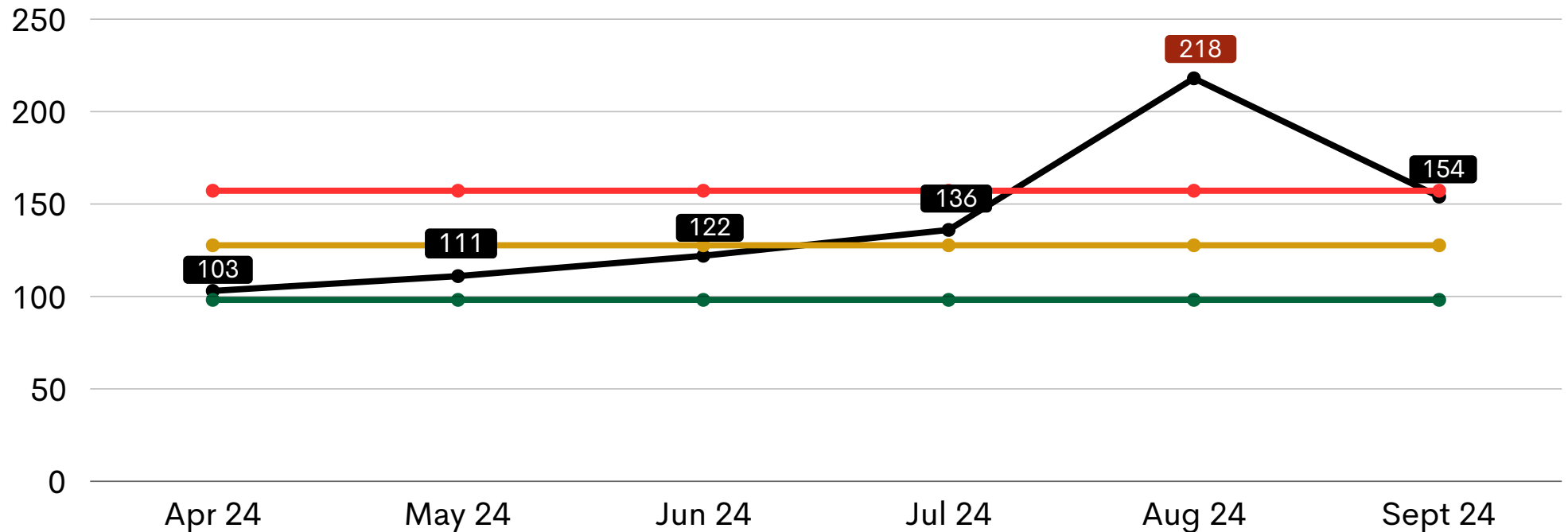
i SPI Threshold Methodology

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SPI 2.4 - Deliberate Secondary Fires

Deliberate secondary fires stayed within the upper and lower threshold limits from April to July and September. August was the only month where it went above, quite significantly. Through this month Grassland/Trees accounted for 42 per cent and Loose Refuse 39 per cent. Despite recording 218 incidents, this total was still 50 per cent lower than the extreme highs experienced in the summer of 2022.

August was quite a hot dry month compared to the others in this range, with the most sunshine recorded in the East of England and lower average rainfalls. Just 20-30 per cent of the expected volume of rain fell across the area. This dry weather across a school holiday period often results in these spikes.



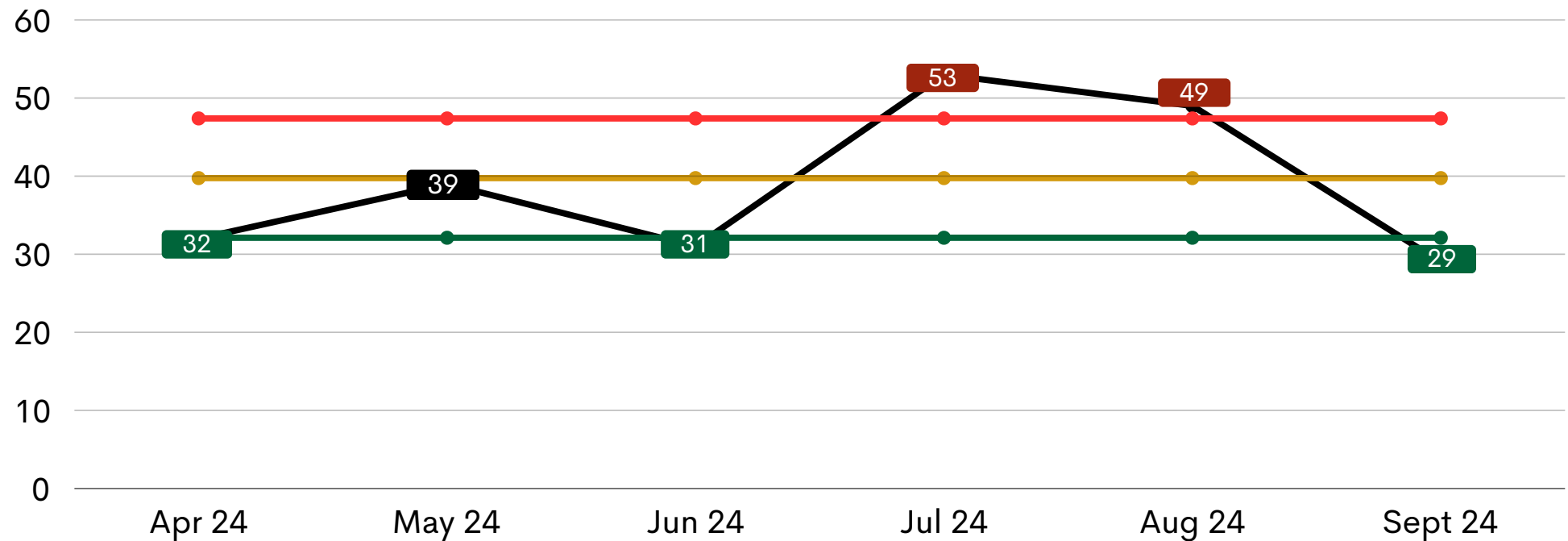
SPI Threshold Methodology

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SPI 2.5b - False Alarms Non-Domestic

False alarms in commercial premises have continued to decrease following the implementation of the call challenging policy in 2019. A summer spike through July and August did occur, but only marginally above the upper threshold, dropping significantly back to 29 in September, after lows between April - June.

Faulty systems account for over 57 per cent of the false alarms. 35 per cent of false alarms occurred in schools, the highest building type.



i SPI Threshold Methodology

- Based on data trends, our performance should be between the **red** and **green** lines.
- **Red** shows performance is a concern that needs addressing (**we need to act**).
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- **Amber** shows the data average.

SPI 1 - Total Fire Fatalities and SPI 1.1 - Total Fire Injuries

There were four fire fatalities in this reporting period and 12 injuries. This compares to 0 Fatalities, but 22 injuries in 2023.

Our aspirational target for both categories remains 0. This is the ambition of our co-ordinated and targeted Prevention and Protection activities and strategies within our communities.

PERFORMANCE INDICATOR	April 2024	May 2024	June 2024	July 2024	August 2024	September 2024	Total
SPI 1 - Total Fire Fatalities	1	0	1	2	0	0	4
SPI 1.1 - Total Fire Injuries	3	1	5	0	2	1	12

1.2 Response Standards

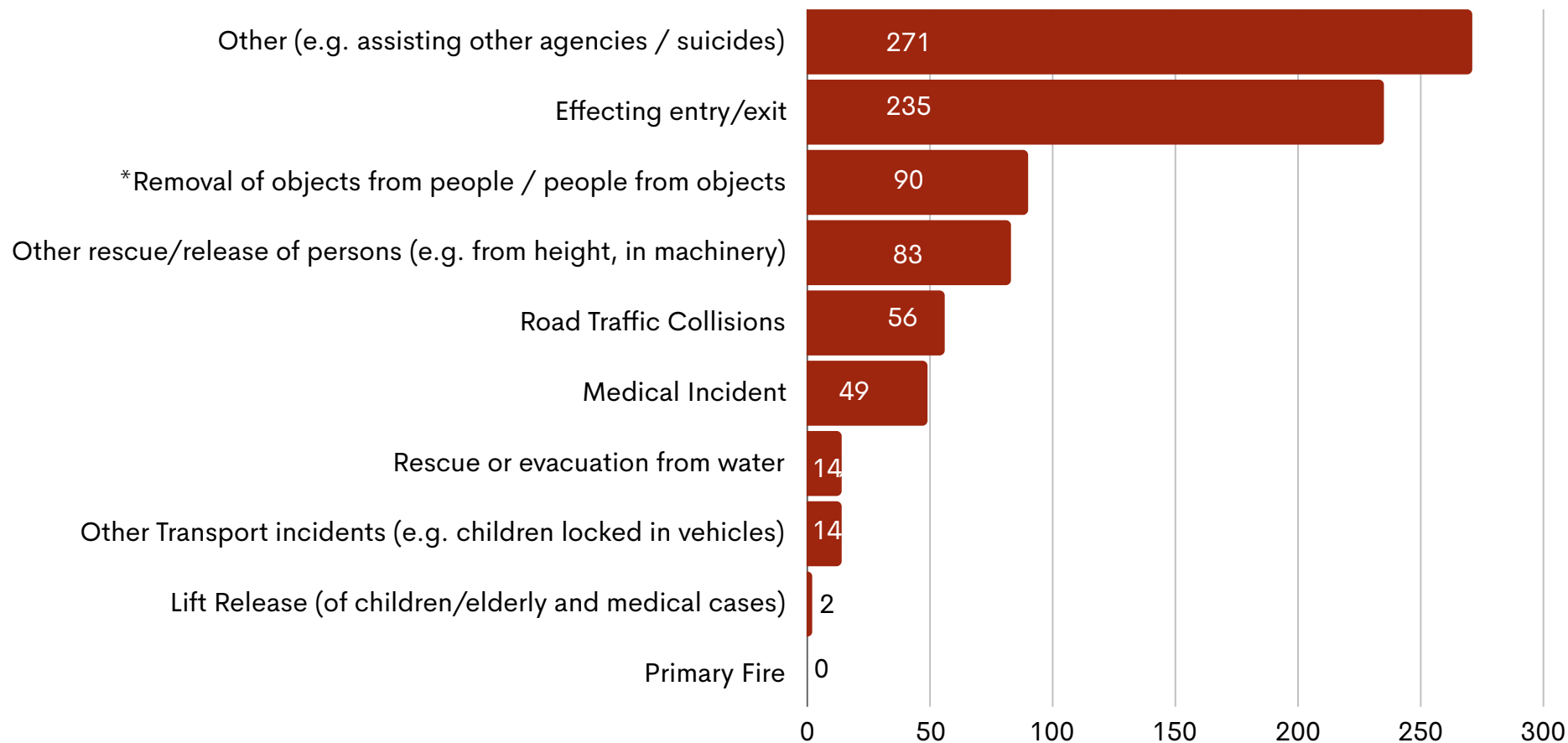


	Performance Targets 2024/25	Achieved Apr 2024 - Sep 2024	Achieved Apr 2023 - Sept 2023
<p>The first fire engine mobilised to Dwelling Fires or Road Traffic Collisions is in attendance within the specified times:</p> <p>Dwelling Fires High Risk Areas 8 minutes Medium Risk Areas 12 minutes Low Risk Area 20 minutes Road Traffic Collisions in any area 15 minutes</p>	90%	98.27%	97.84%
<p>Second fire engine mobilised to a Dwelling Fire or a Road Traffic Collision is in attendance within 5 minutes of the first fire engine arriving at the incident.</p>	80%	89.13%	92.17%

1.3 Rescues

Number of people rescued from incidents

From April to September 2024 we rescued 817 people, with "Other (Assisting Other Agencies/suicides)" accounting for 30 per cent and "Effecting entry / exit" incidents accounting for 29 per cent of the overall total.



i *Removal of objects from people / people from objects includes ring removals and trapped limbs

1.4 Medical Interventions



This table details the activity for First Responder incidents and Falls Team incidents attended, across the Service area, compared to the previous year period.

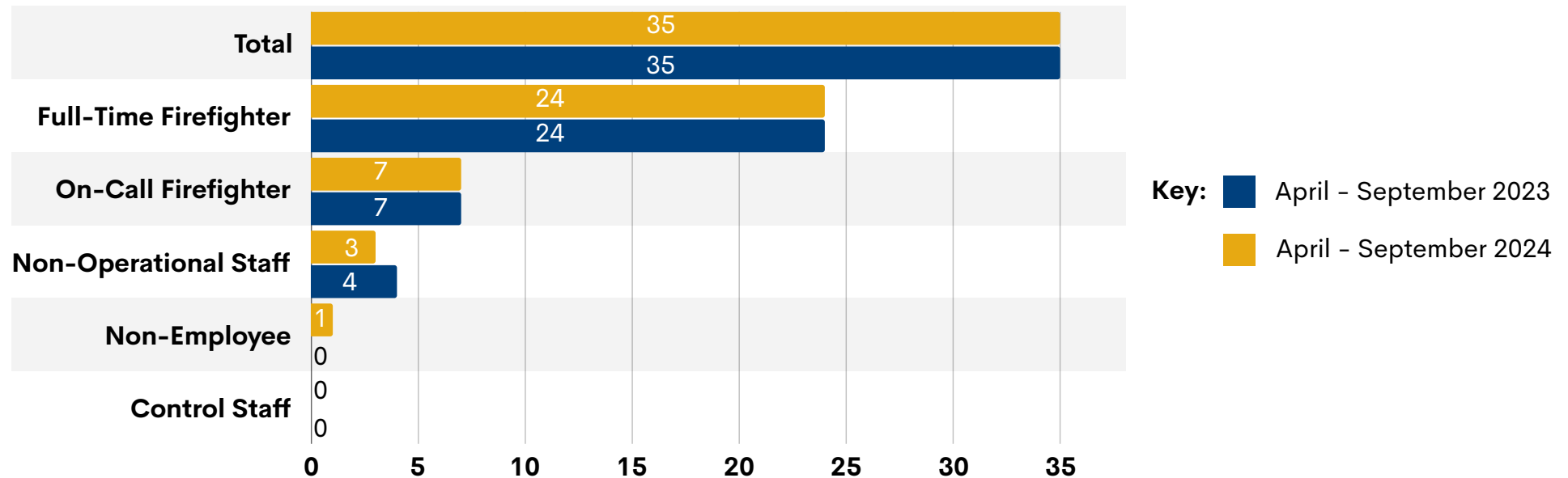
MEDICAL INTERVENTION	April - September 2024	April - September 2023
Falls Incidents	693	564
Emergency First Responder calls attended	692	841

2. HEALTH AND SAFETY

2.1 Accidents Categorised by Role

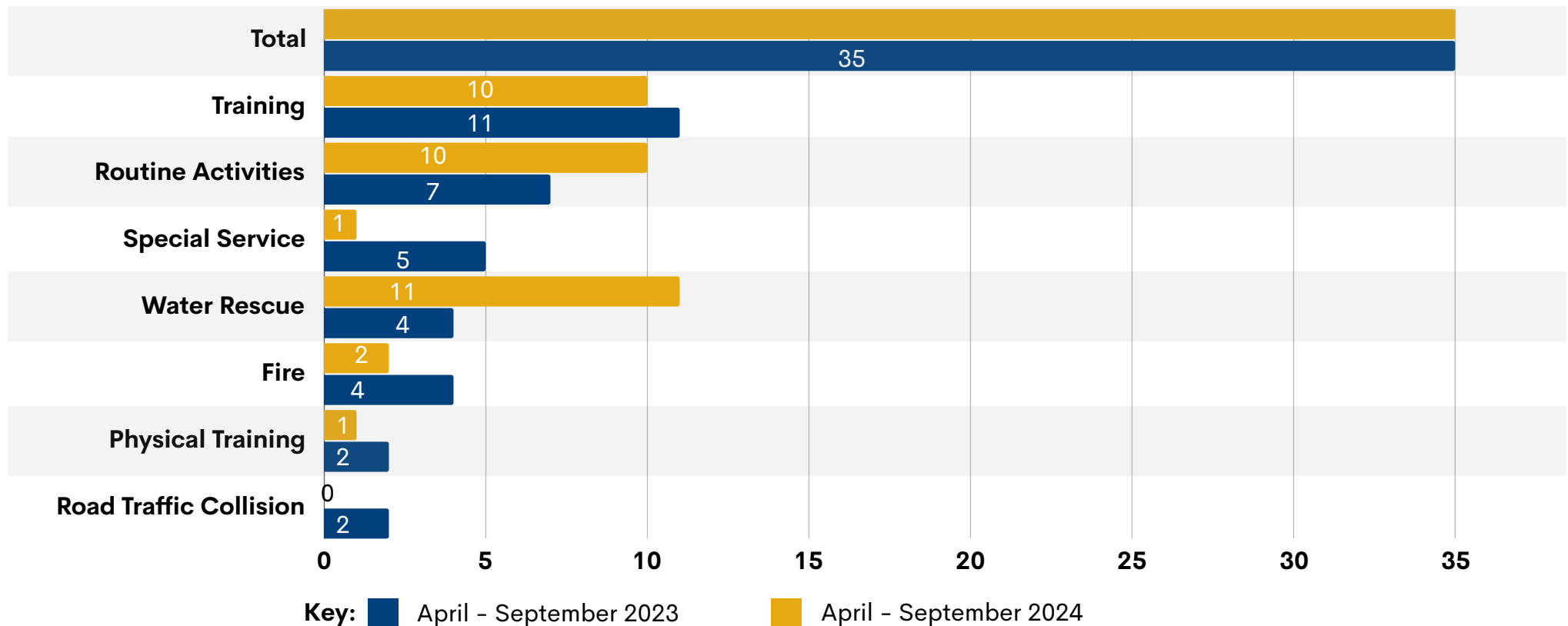
The chart below illustrates the roles of individuals involved in accidents reported during the period from April to September 2024, alongside a comparison for the same period in the previous year. The total number of reported accidents for this six-month period remains consistent with the previous year, with no change in accidents involving Full-time or On-call personnel. Notably, there were no reported accidents involving Control staff during the first half of either year.

Reports of accidents among Non-Operational staff have decreased by 25 per cent, from four incidents to three. Additionally, one accident involving a non-employee was reported during this period; however, following investigation, it was determined to be unrelated to Service activities.

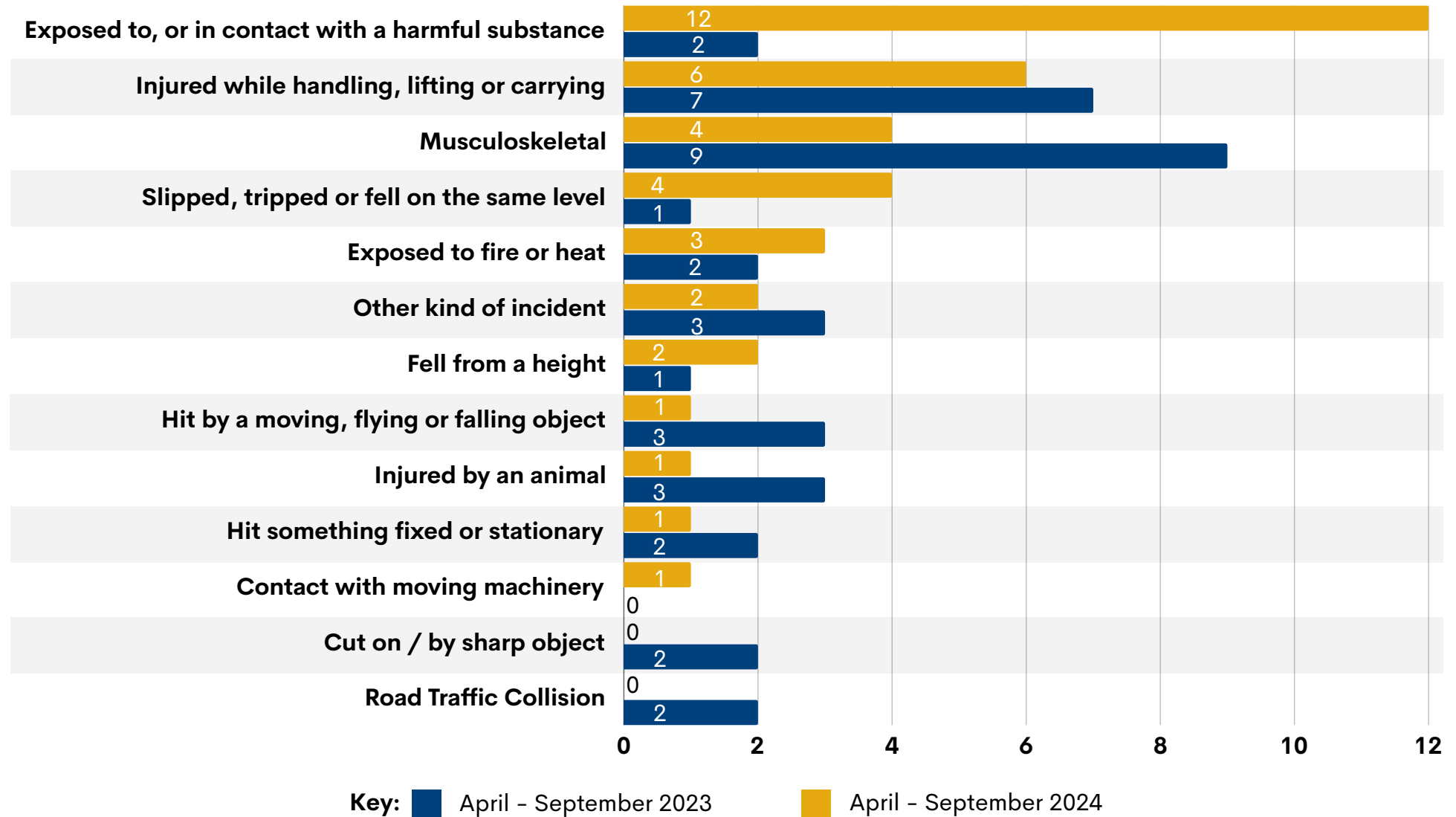


2.2 Accidents Categorised by Activity

The chart below provides an overview of the activities being undertaken at the time of the reported accidents. While training-related injuries have slightly decreased by one report compared to the same period of last year, this category remains the leading cause of accidents. The level of training-related accidents could be linked to an increase in new recruit courses, where the likelihood of accidents is naturally higher due to the inexperience of participants. There has been a notable rise in accidents occurring during water rescue training, with most resulting in reported symptoms of gastroenteritis. The Health and Safety team has collaborated with the Training team to ensure that robust procedures are in place for water testing and comprehensive safety briefings for swift water rescue training exercises. Accidents during routine activities on station have seen a slight increase, potentially due to staff exhibiting a lower perception of risk during familiar tasks, which may lead to complacency. Feedback has been provided following these reports to raise awareness. Accidents occurring during fire related activities have decreased by 50 per cent, while reports of accidents during Special Service operations have seen an 80 per cent reduction. These decreases suggest that safety procedures are being effectively followed during high-risk operational incidents, contributing to a safer working environment for personnel.



2.3 Cause of Injury due to Accident



2.4 Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR) and Near Misses

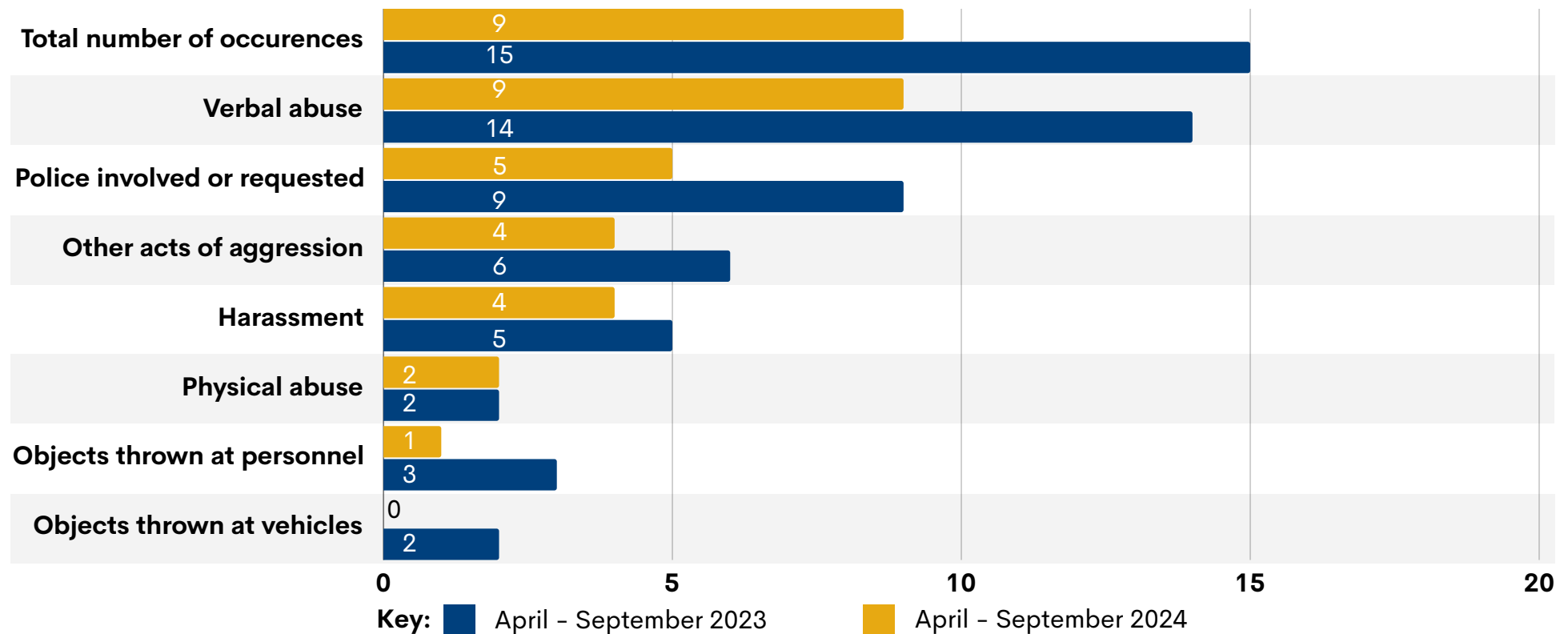
There has been an increase in RIDDOR reports during this period, rising from one to four compared to the same period last year. Of these, three incidents occurred during training activities; one involved a musculoskeletal injury, two were associated with water rescue training. The fourth RIDDOR report relates to a sprain/strain injury sustained during a “persons reported” operational incident at the civil unrest incidents in the city of Hull in August. All four were reportable under RIDDOR 13 due to the individuals’ injuries resulting in them having a sickness absence of more than seven consecutive days. The injuries were reported to the Health and Safety Executive within the required timescales and investigated accordingly.

Near miss reports have decreased by one compared to the same period last year. However, the number of near miss reports continues to exceed reported accidents, approaching a near miss to accident ratio of 2:1, which aligns closely with the Health and Safety team’s reporting targets. This indicates a positive reporting culture, where potential hazards are being identified and addressed before resulting in accidents. The Health and Safety team will continue to promote near miss reporting by engaging with personnel at stations and attending District meetings to reinforce the importance of proactive safety measures.

INCIDENT REPORTING	April - September 2024	April - September 2023
RIDDOR	4	1
Near Miss	63	64

2.5 Attacks on Fire Service Staff

We have seen a 40 per cent decrease in reports of 'Attacks on Fire Service Staff' in this period compared to the same period last year. All reports included staff being verbally abused, and two reports also involved physical abuse, which did not lead to injury. On five occasions personnel have had to either inform or request police assistance. Geographically, six of these occurred on the south bank, where crime rates are higher as reported by Humberside Police. The Health and Safety team continues to collaborate with Corporate Communications and the Public Safety Centre to update risk information and support Service campaigns focused on reducing violence and aggression.



3. ORGANISATIONAL LEARNING

All organisational learning processes are designed to align with fire standards, sector guidance and legislation. This alignment is essential to demonstrate safety, consistency, accountability, legal compliance, professionalism, interoperability and efficiency. A significant aspect of our progression from operational learning to organisational learning during this period was the implementation of the Assurance Management System (AMS). AMS is a comprehensive management system designed to capture learning through debriefs and create tasks based on recommendations. It generates reports that break down activity by departments and themes to identify trends across the Service.

3.1 Hot Debrief Reviews

Hot Debriefs provide a platform for incident commanders to feedback learning identified from operational incidents. A Hot Debrief form must be completed if more than two fire appliances attend an incident, a specialist team or appliance attended, or a person is reported/ trapped. The form is broken down into three key areas:

- Local Issue
- Service Wide Issue
- Notable Practice

Incident Commanders provide comments on:

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

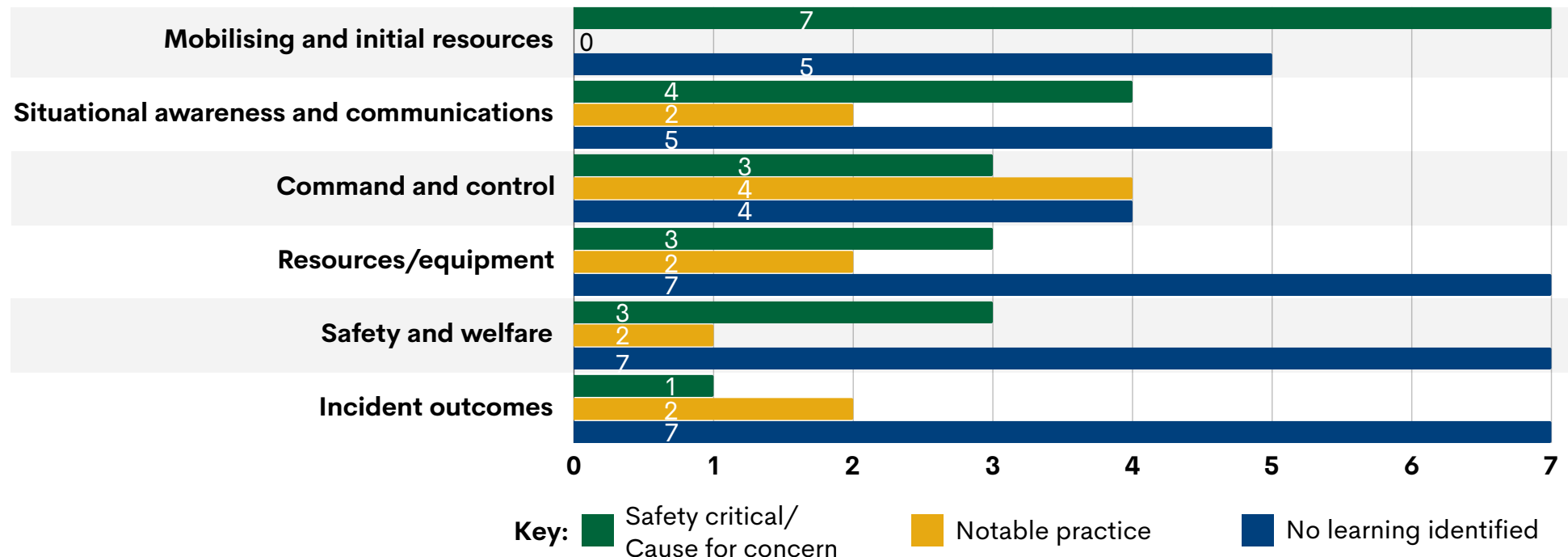
Hot Debrief form submissions – April to September	
Activity Area / Incident Type	2024
A - Animal Rescue	0
B - Fire	24
C - HazMat	0
D - Road Traffic Collision	0
E - Special Service	1
F - Water/Mud/Ice	1
G - Working at Height/Rope Rescue	0
H - Operational Discretion	0
I - Civil Disturbance	4
J - Suicide	1
Total	31

3.2 Operational Debrief Questionnaires

A structured operational debrief must be completed when one or more of the following criteria are met:

- At the discretion of the Incident Commander or Tactical Advisor
- Command unit in attendance
- Where operational discretion is used
- Learning that is of interest to the wider sector
- Following a consultation with the Organisational Learning team to determine if any significant learning and/or organisational improvement has been identified and which type of debrief is appropriate.

Organisational Learning conducted two structured debriefs during this period and received 11 Operational debrief questionnaires to support the process.



3.3 Tactical and Multi-agency Debriefs

30 April Allensway Recycling

On April 30, 2024, crews attended a waste fire involving domestic refuse at Allensway Recycling, Howden Road. This was a protracted incident involving multiple resources, including the command unit and the welfare unit. The incident had to be sectorised, and a Waste fire tactical adviser was used to manage the impact on the environment. Crews overcame challenging conditions and limited water supplies in the area to resolve this incident successfully.

3 August Civil Unrest, Hull

On August 3 2024, the city of Hull was subjected to widespread riots triggered by a tragic event on 29 July in Southport. The scale, intensity, and rapid escalation of these disturbances were unlike any the city has witnessed in recent history. A tactical and operational debrief was held, and the feedback identified some learning points but commended the actions of response staff, middle managers, and senior managers, which reflected strong coordination, effective communication, and professional execution of duties under challenging conditions.

3.4 Exercises

Operational staff are required to participate in Level 1 scenarios once every two months. The scenario should be in line with the National Operational Guidance (NOG) schedule. A member of the Organisational Learning team will attend to ensure the process, where possible, and the coordinator must complete a report on AMS. An overview is provided below of the recorded exercises and if any learning was identified.

Activity Area	April to September 2024		
	Number completed	Learning Identified	No Learning Identified
B.A	25	3	22
Water/Mud	18	11	7
RTC	13	1	12
Hazmat	8	2	6
Rope	10	1	9
Fireground	11	4	7
Specialism	12	0	12
Cross Border	4	1	3
Multi Agency	3	1	2
High Rise	3	3	0
Total	107	27	80

4. OCCUPATIONAL HEALTH AND WELLBEING

4.1 Summary

During the period of April to September 2024 the Occupational Health and Wellbeing section recruited a new workplace wellbeing manager and a new Occupational Health Technician to replace previous personnel who had left the organisation.

The team is now at full capacity, with all vacancies now appointed to. The recent Firefighter recruitment drive has seen Occupational Health Technicians, Occupational Health Advisor and Fitness managers working alongside other members of the People directorate to facilitate the medical and fitness testing of the potential recruits applying for Full-time and On-call service.

The regular health surveillance of all operational personnel has been taken place and this has been conducted using the clinical staff within the Occupational Health and Wellbeing section. The Workplace wellbeing manager has been delivering wellbeing presentations to departments and watches to provide employees with skills to further support their mental resilience.

A review of the physio referral pathway has taken place to improve rehabilitation services within the department and enable employees to receive the appropriate treatment for their injuries. The complex case meeting has given us the opportunity to discuss any cases which may need more input from the people involved.

The communication within these meetings enables us to develop a systematic approach to return the individual back to work in the healthiest position possible. The Fitness management team have also developed an App based platform to support employees with end stage rehabilitation and return to work in a timelier manner.

The infrastructure of the Occupational Health and Wellbeing section has also been invested in and the Service's wellbeing garden at Beverley Fire Station has been utilised on a regular basis to help staff decompress when experiencing difficult times throughout the year. Further developments into the SHQ Health and Wellbeing Hub are scheduled in for quarter four.

4.2 Performance Activity

The table below shows comparative figures for Occupational Health activity during April and September 2023 and 2024.

Activity	April to September 2024	April to September 2023
Management Referrals	129	82
Self-Referrals	44	27
Discharges	146	31
Ill Health Early Retirement	3	2
Critical Incident Stress Management Defusing/Debriefing	6	4
Physio Referrals	51	30
Counselling Referrals	22	27
Employee Assistance Programme Contacts	42	36
Did Not Attend	29	23
Health Surveillance	557	280
Service Fitness Tests	693	595
Return to work fitness tests	31	15



OCCUPATIONAL HEALTH AND WELLBEING

“Our mission is to provide clinical, physical and psychological support to optimise health, performance and the longevity of all our workforce”

- Clinical referrals
- Signposting
- Health surveillance
- Injury rehabilitation
- Workplace wellbeing
- Psychological support



Health surveillance has increased significantly since the same period of 2023. The surveillance team have been conducting the medicals at the Occupational Health & Wellbeing facility in Beverley but also travelled to stations which has seen a positive impact on efficiency.

Did not attends (DNA) have increased since the same period of 2023. This could be linked to the increase in Operational Sickness and referrals into the department. The Occupational Health and Wellbeing administration team have established a new process to highlight DNAs to the management structure which will hopefully reduce future DNAs in future.

Employee Assistance Programme (EAP) contacts have increase slightly since the same period of 2023. A review took place of the services on offer to HFRS employees, and the contract was extended for a further year. Communication and media around the Employee Assistance Programme have been increased and the Workplace wellbeing manager actively promotes the EAP on all station visits.

Critical Incident Stress Management (CISM) defusing and debriefs have increased since the same period of 2023. A review has taken place of the protocol to request a debrief and a new system has been brought in for all Officers in Charge to receive a CISM contact when the watch has been involved in an incident which has been triggered via control.

5. ABSENCE MANAGEMENT

5.1 Performance

The table below shows the performance during this period against the target, by staff group with two staff groups being below the 6-month target and two areas above target.

Staff Group	Working Days Lost	Average Working Days Lost Per Person	Number of Establishment
Control	76.00	2.52	30.15
Fire Staff	948.44	5.17	183.55
On-Call Firefighters	1225.08	3.66	335
Full-Time Firefighters	2983.00	6.43	463.71
Total	5232.52	17.78	1012.41

The Service, as with the majority of employers in both the public and private sectors, has now returned to pre-pandemic levels of absence which were both predicted and anticipated as communities returned to normal activities.

5.2 Top Reasons for Absence

The table below shows the top four reasons for absence for all staff groups during the period and shows that, once again, mental health conditions are the top reason for absence. Mental health continues to be extremely high profile in the media and staff continue to be encouraged to raise and seek assistance for mental health issues.

Work continues by the Service in raising awareness of mental health and encouraging staff to be open about the impact of mental ill-health on individuals. The recent appointment of a Wellbeing Manager will complement the work already being undertaken in this regard.

Category	Total working days lost Apr - Sept 2024	Total working days lost Apr - Sept 2023
Mental Health Anxiety/Depression	1505.90	953.68
Musculo Skeletal Lower Limb	1063.93	870.55
Other	528.41	673.82
Musculo Skeletal Upper Limb	410.48	302.51

A number of staff are suffering from shoulder and back musculoskeletal conditions, often prevalent in an aging workforce undertaking work of a physically demanding nature. Fire Staff roles, which are predominantly desk based, have a higher risk of posterior chain uppers injuries due to the nature of the work. All these issues are being managed and supported as appropriate for each individual case, including bespoke specialist physiotherapy services and support from the Fire Fighters Charity. Service Fitness Managers also create bespoke Prehab and Rehab programmes for staff to follow so as to minimise the chances of these injuries reoccurring.

The number of staff affected both directly and indirectly by Covid-19 between 1 April to 30 September 2024 was five episodes, but this is now treated like any sickness absence and has been for some time.

6. PUBLIC FEEDBACK

50 compliments and messages of thanks were received and posted on our website between April and September 2024. This is up from 42 for the same period in 2023. The number of complaints received has increased by 22 compared to the same period in 2023.

Complaint type	April to September 2024	April to September 2023
Damage to property	3	1
Driver related	4	0
Drug/Alcohol misuse	1	0
Staff behaviour	6	0
Home visits (HFSV)	2	0
Incident related	3	3
Fire safety inspection/audit	1	0
Recruitment	1	0
Bullying	0	1
Intimidation	0	1
Rude/Offensive	0	1
Other criminal activity	1	0
Other	8	1
TOTAL - April to September	30	8
Number Upheld	9	5

7. GLOSSARY

ADF	Accidental Dwelling Fire.	Near Miss	An event not causing harm, but has the potential to cause injury or ill health.
AMS	Assurance Management System. A management system designed to capture learning through debriefs, create tasks based on recommendations and produces reports that break down activity by departments and themes to identify trends.	NOG	National Operational Guidance.
BA	Breathing Apparatus.	On-Call	Responds/crewed when required.
CISM	Critical Incident Stress Management.	Primary Fire	A fire involving property of high value or life risk i.e. dwelling, building or car, or a fire where a person has been injured.
DNA	Did Not Attend.	RIDDOR	Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013
First Responder	A firefighter trained in emergency medical care who responds to medical emergencies in a bespoke vehicle.	Secondary Fire	A fire involving property of lesser value i.e. wheelie bin, rubbish or tree.
Falls Team	An early response falls pick up team provided by competent firefighters in Hull and East Riding.	Special Service	Non-fire incident i.e. Lift Rescue, Road Traffic Collision or Water Rescue.
Full-Time	A fire station that is always crewed.		
HazMat	Hazardous Materials.		
HFRS	Humberside Fire and Rescue Service.		
HMICFRS	Her Majesty's Inspectorate of Constabulary and Fire & Rescue Services.		
JESIP	Joint Emergency Service Interoperability Programme.		

8. CONTACT DETAILS

ONLINE:

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www.facebook.com/humbersidefireandrescue



www.instagram.com/humbersidefire



www.linkedin.com/company/humbersidefire-rescue-service



www.tiktok.com/@humbersidefirerescue

POSTAL ADDRESS

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Tel: 01482 565333

FREEDOM OF INFORMATION (FOI)

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

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

SAFETY ENQUIRIES

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

ACCESS STATEMENT

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