



HUMBERSIDE FIRE AUTHORITY

ANNUAL PERFORMANCE REPORT 2022/23



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1. FOREWORD

by the Chief Fire Officer & Chief Executive and Chair of Humberside Fire Authority



**Chair of Humberside
Fire Authority
John Briggs**

Welcome to the Humberside Fire Authority's Annual Performance Report, which provides an overview of the Service's performance during the 2022-2023 period. Throughout this time, we have upheld our statutory duties as an emergency service and are proud to report that we have achieved a 'Good' rating across all inspection criteria by His Majesty's Inspectorate of Constabularies and Fire and Rescue Services (HMICFRS) in their independent assessment of the Service.

We are proud to report that during the 2022-2023 period, the Service exceeded our targets for responding to Dwelling Fires and Road Traffic Collisions (RTC). Our first engine arrived within the specified time frame 96% of the time (depending on the level of risk), which is well above our minimum standard of 90%. However, we did experience a 4% increase in the total number of emergency incidents attended, responding to 14,467 incidents during 2022-2023 compared to 13,918 during 2021-2022. We continued to work closely with our partner agencies to tackle any underlying issues.

At the beginning of 2022, as war broke out in Ukraine, we supported the people of Ukraine by donating thousands of pieces of fire kit and a fire engine to the charity FIRE AID as part of an emergency services convoy to our colleagues in the Ukraine Fire Service. We would like to extend our thanks to Howdens Joinery, whose staff kindly helped sort and pack the fire kit before dispatch. Our staff also gave their personal time to work with local charities to facilitate several fire stations becoming donation points for our community to donate non-perishable items that were then transported to Ukraine.



**Chief Fire Officer
and Chief Executive
Phil Shillito**

During the summer of 2022, fire services across the country declared major incidents due to record-breaking temperatures that led to numerous outdoor fires spreading furiously across parts of the country, including the Humber region. During this period of high demand, we responded to three and a half times more than the average number of incidents. At the start of 2023, we launched a public consultation on our risk plan, known as the Community Risk Management Plan. We asked our communities to comment on how we manage risks across the Humber region and to share any concerns regarding the impact of climate change on flooding and outdoor fires that may affect the region in the years to come.

We are committed to delivering an effective and efficient service that prioritises the safety and well-being of our staff and communities. An organisation that fosters open communication, diversity, and inclusivity while maintaining the highest standards of professionalism. Through ongoing training and development, we aim to continually improve our service delivery and meet the evolving needs of our communities.

2. EQUALITY AND INCLUSION

2.1 OUR COMMUNITIES AND WORKFORCE

Humberside Fire Authority covers the four Unitary Authority areas of Kingston upon Hull, the East Riding of Yorkshire, North Lincolnshire and North East Lincolnshire. The area has a total population of approximately 936,000 and covers a geographical area of 1360 square miles.

Across the area, 5% of our community are from a black or minority ethnic background. The following table shows the population, area, gender and ethnicity of each of the Unitary Authorities according to their respective published data.

UNITARY AUTHORITY	Population	Area square miles	Gender	Ethnicity
Hull	267,013	28	Female 50.1% Male 49.9%	8.2% ethnic minority 91.8% white
East Riding of Yorkshire	342,215	930	Female 51% Male 49%	2.6% ethnic minority 97.4% white
North East Lincolnshire	156,967	74	Female 51.1% Male 48.9%	3.8% ethnic minority 96.2% white
North Lincolnshire	169,684	328	Female 50.7% Male 49.3%	5.7% ethnic minority 94.3% white

We have 31 Fire Stations, 12 are crewed by Full-Time firefighters and 19 by On-Call firefighters. Three of the Full-Time stations have mixed crewing of both Full-Time and On-Call firefighters. Our First Responder (Medical Response) teams respond to immediate life-threatening calls received from the ambulance service to provide early intervention. In the Hull area we have a Falls Intervention Response and Safety Team (Hull First), established to deal with non-life threatening fall incidents, and as emergency first responders.

Our Control Room is located at Service Headquarters in Hull. It operates 365 days a year, 24 hours a day. Support services are also based at Service Headquarters in Hull.

Emergency Services Fleet Management (Humberside) Ltd is a Jointly Controlled Local Authority Company, staffed from both Humberside Police and Humberside Fire and Rescue Service (HFRS). The Company maintains all the vehicles and operational equipment of both organisations.

Our workforce profile shows a gender split of 76% male, 22% female and 2% prefer not to say across the whole workforce, with a split of 89% male, 9% female and 2% prefer not to say for operational staff. The workforce is predominantly white male. We have an ageing workforce as demonstrated by the table below.

AGE GROUP	17-24	25-35	36-45	46-55	56-65	66+
Headcount	28	185	260	302	102	13

As well as responding to emergencies, we provide preventative services to the public to help them prepare for emergencies, reduce the likelihood of emergencies happening and reduce their impact if they do happen. This work includes Home Fire Safety visits to vulnerable people and the fitting of safety equipment where needed. Work is undertaken with partners to reduce the number of Road Traffic Collisions in our area. We have a legal responsibility to enforce fire safety legislation and we provide advice to businesses to help them comply with the law.

As with many other public services, we are facing challenging financial times which will impact upon the way services are delivered. Despite this, fire engines routinely get to incidents quicker than our target times and we continue to strive to make communities safer from the risk of fire. We will continue to deliver effective and efficient prevention services targeted at the most vulnerable in the community and a highly effective response service to deal with emergencies when they do occur.

2.2 OUR EQUALITY AND INCLUSION COMMITMENT STATEMENT

We aim to continuously improve the standards of service we provide to the communities we serve. We work with our diverse communities to provide equality of access to our services for those who have a protected characteristic identified under the Equality Act 2010, in order to provide fully inclusive, accessible, effective and efficient services. We recognise the importance of, and are committed to, promoting equality and inclusion in the provision of our services and to our employees. We are committed to encouraging equality and diversity amongst our workforce and to eliminating unlawful discrimination. We continue to aim for our workforce to be representative of the communities we serve and for each of our employees to feel respected and to be able to give their best.

We recognise our legal responsibilities under the Equality Act 2010. Specifically, the Public Sector Equality Duty (PSED) to eliminate unlawful discrimination, harassment and victimisation, advance equality of opportunity, foster good community relations and have an engaged, fairly treated and motivated workforce. In particular, we oppose and are committed to eliminating all forms of unfair treatment at work based on age, disability, sex, race or national origin, religion and belief, sexual orientation, gender reassignment, marital or civil partnership status, pregnancy or maternity, political opinions, trade union activity or membership, lack of trade union activity or membership or spent criminal convictions not relevant to the post.

We aim to promote equality, fairness and respect for all of our employees. In working to protect and keep communities and individuals safe from fire and other emergencies, we recognise that people's needs may be different and that some people will be more at risk of fire and emergencies than others. We aim to target our services and resources to protect the whole community and to reduce the additional risks faced by some. In developing appropriate services, we will work to engage and involve our communities.

3. GOVERNANCE

The Fire and Rescue National Framework for England details the governance requirements of the Fire and Rescue Authority. Principal to this is that the Fire and Rescue Authority has a statutory duty to ensure provision of their core functions as required by the Fire and Rescue Services Act 2004.

To effectively manage statutory governance requirements the Service implements a 'Business Planning Framework' to review and schedule the required compliance activities to be completed annually. This includes the creation and / or review of documentation such as the Community Risk Management Plan (CRMP), Annual Statement of Assurance and Financial Plans.

The Service uses the CRMP (3 year plan reviewed annually) to detail the assessed risk in the authority area, activities used to mitigate those risks and the effective allocation of associated resources. To fulfil the intended delivery outcomes in the CRMP the Service publishes a 'Strategic Plan', which states the mission and associated objectives for the Service.

Our Mission...

Safer communities, safer firefighters.

Keeping communities in the Humber area safe, keeping our firefighters safe.

Contributing to the emergency response capabilities of the UK.



HUMBERSIDE
Fire & Rescue Service



What we must do well

- 1.1** Continue to complete planning arrangements and interventions to reduce fire related fatalities or casualties.
- 1.2** Effectively deliver activities to prevent fires and other emergency incidents.
- 1.3** Protect the public from fires and other risks by delivering fire regulation, legislation and protection activities.
- 1.4** Efficiently manage our resources to meet current risk.



How we support our communities

- 2.1** We understand our community and the risks they face.
- 2.2** We help the public and businesses to stay safe.
- 2.3** We respond quickly and effectively to emergency incidents.
- 2.4** We treat everyone in an open and fair manner.



We value and support the people we employ

- 3.1** We encourage, attract and retain a diverse range of people to help us provide the best service.
- 3.2** We develop and cultivate a highly trained, competent workforce.
- 3.3** We promote our principles and expected behaviours, and are ethical, transparent and accountable.
- 3.4** We ensure the health, safety and wellbeing of our staff.



We efficiently manage the Service

- 4.1** We deliver sound financial control and resilience.
- 4.2** We make appropriate use of public money and deliver value for money.
- 4.3** We promote good governance and ensure openness, transparency and accessibility.

**Strategic Plan
2021 - 2024**

4. KEY PERFORMANCE DATA

Where appropriate Service Performance Indicators (SPI) are performance managed against calculated thresholds to define the range between high and low performance values for each of the different incidents. Thresholds enable the Service to analyse trends more accurately and less reactionary, enabling the deployment of resources and / or intervention activities more effectively.

4.1 KEY INCIDENT ACTIVITY	Targets 2022/23	Actual 2021/22	Actual 2022/23	Within threshold
Automatic fire alarm activations in non-domestic premises.	Between 944 and 1236	1091	882	Yes*
Number of Accidental Dwelling Fires.	Between 316 and 474	395	359	Yes
Number of high severity Accidental Dwelling Fires.	Between 6 and 52	16	38	Yes
Number of other accidental fires.	Between 148 and 300	225	290	Yes
Number of deliberate small fires.	Between 1334 and 3004	2168	2721	Yes
Number of deliberate property fires. (excludes prisons).	Between 319 and 523	421	468	Yes
Number of fatalities from Accidental Dwelling Fires.	Aspirational 0	2	7	Increased by 5
Total injuries from fire related incidents.	Aspirational 0	21	29	Increased by 8

* Automatic fire alarm activations are positively below threshold.

4.2 PROTECTION ACTIVITY	Targets 2022/23	Actual 2021/22	Actual 2022/23	Target outcome
Fire safety enforcement notices issued.	No set performance targets	26	36	N/A
Prohibition notices issued.		11	15	
Alteration notices issued.		9	4	
4.3 PREVENTION ACTIVITY	Targets 2022/23	Actual 2021/22	Actual 2022/23	Target outcome
Home Fire Safety Visits.	5110	7530	7291	Above target
Arson prevention.	No set performance targets	2075	861	N/A
Fire Setter Intervention.		184	117	
School visit.		188	230	
Number of children engaged with.		14337	14266	
Youth Diversion.		54	69	
Alarm replacement/equipment delivery.		591	281	
Hotshot/Leaflet drop.		5817	1674	
Other prevention activity (including 3589 Fire Fatality Profile activity)		8888	8094	

4.4 RESPONSE	Targets 2022/23	Actual 2021/22	Actual 2022/23	Target outcome
The first fire engine mobilised to Dwelling Fires or Road Traffic Collisions (RTC) is in attendance within the specified times:				
Dwelling Fires High Risk Areas 8 minutes Medium Risk Areas 12 minutes Low Risk Area 20 minutes RTC any area 15 minutes	90%	97.71%	96.15%	Above target
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.	80%	89.27%	86.67%	Above target
Mobilising our resources to Dwelling Fires within 90 seconds of receiving an emergency call.	75%	84.68%	83.48%	Above target
Rescues from all incident types.	No set performance targets	1301	1234	N/A
4.5 ENVIRONMENT	Targets 2022/23	Actual 2021/22	Actual 2022/23	Target outcome
Electricity usage.		1,921,543 Kw/h	1,859,392 Kw/h	
Gas usage.	No set performance targets	4,588,494 M ³	3,335,364 M ³	N/A
Water usage.		9,482 M ³	13,210 M ³	
Vehicle diesel fuel usage.		274,764 ltrs	311,981 ltrs	

4.6 PEOPLE	Targets 2022/23	Actual 2021/22	Actual 2022/23	Target outcome
Average day's sickness absence per employee.	8.2	6.93	8.35	Above target
Number of work-related accidents.	Aspirational reduction to 0	53	68	N/A
Number of reported near misses.	Aspirational increase	124	139	N/A
4.7 PUBLIC FEEDBACK	Targets 2022/23	Actual 2021/22	Actual 2022/23	Target outcome
Number of Complaints.		36	37	More received than 2021/22
Number of Complaints upheld.	Aspirational decrease	18	14	
Number of Complaints not upheld.		18	23	
Number of Compliments.	Aspirational increase	69	70	More received than 2021/22

5. PREVENTION & PROTECTION

Prevention and Protection teams are centrally managed and are deployed to areas of risk. Risk is identified by an annual analysis process which sets the workstream priorities for the year ahead.

We evaluate and monitor our performance to look for smarter and more efficient ways to ensure our communities are safer places to live and work. Data plays a big part in our risk profiling. We use our data in conjunction with social segmentation, NHS, Local Authority data and open data sets such as energy performance certificates to build up matrices of risk. This allows us to access the people and businesses who are most vulnerable to the risk of fire.

Referrals from partners are an important part of being able to access the most vulnerable homes and businesses and we cultivate those relationships, training other agencies to recognise fire risk.

We are developing additional mobile capability for the efficient delivery of Prevention and Protection activities. We work within the National Fire Chiefs Council (NFCC) framework on projects such as national data collection, the Person-Centred Framework and Fire Standards. We are involved nationally and regionally with health partners, including Public Health England and NHS England, instigating several activities in partnership to improve data sharing, health and quality of life outcomes for those most at risk in our communities.

5.1 PREVENTION

We provide Home Fire Safety Visits to our communities, an important element of the preventative work carried out across our area. This service provides people with guidance and support to keep them safe from fire and other emergencies and broadly follows the principles below:

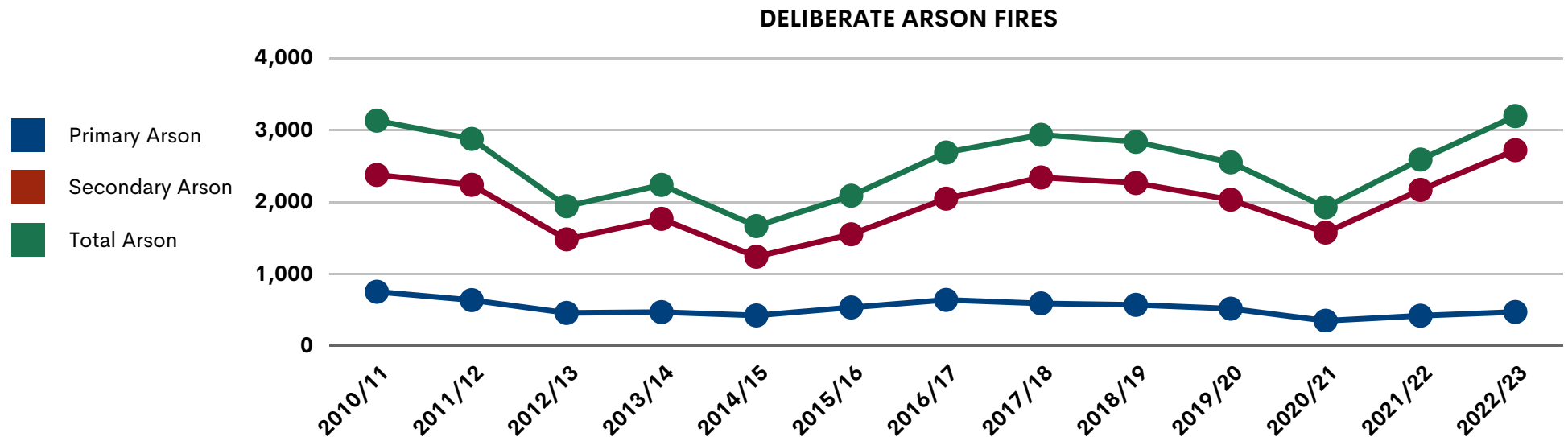
- Identification of fire risk while in the home
- Provision of safety advice
- Provision of appropriate risk reduction equipment
- Referral to specialist advice and support where appropriate
- A light touch health check for vulnerable individuals in the home

5.2 CHILDREN AND YOUNG PEOPLE ACTIVITIES

Our targeted School Education and Youth Engagement programmes form an integral part of our delivery to young people on issues around fire, road, and water safety. We target schools on a risk basis and consider themes that may be current on social media platforms to be included in our educational talks. We ensure that educational material with a strong fire safety theme is freely available to teachers and that we respond to requests for guidance or support.

5.3 DELIBERATE FIRES

Primary arson has remained very stable for a long period of time, whilst secondary arson has shown more variation and in the last two years, has increased. The two most frequently ignited property types in deliberate fires during 2022/23 were loose refuse and vegetation accounting for 65% of all the deliberate fires. Compared to 2021/22, there have been 604 more arson incidents, which equates to an increase of 23%. During 2022/23 we have reacted to an increase in incidents and anti-social behaviour in pockets of Humberside, particularly in Hull. We have worked closely with partners such as Humberside Police to reduce these incidents. We saw a significant increase in incidents when the country faced intense and prolonged heatwaves during July and August. This included some notable outdoor and vegetation fires in our area.



5.4 FIRE DEATHS

Sadly, during 2022/23, seven people died in Accidental Dwelling Fires in our Service area and this is five more than the previous year. We know that there are large numbers of vulnerable people within our communities, and this continues to present the Service with some significant challenges. The number of people injured in Accidental Dwelling Fires was 24, which, whilst a low number, is 41% higher than the previous year. We strive to reach the people who are most likely to be injured or die in a fire using data science models, with relevant data in conjunction with the NFCC home fire safety check online system, which has been specifically tailored for self and partner referral.

5.5 ACCIDENTAL DWELLING FIRES (ADF)

ADFs are the main cause of preventable fire deaths and injuries. In 2022/23, we attended 359 ADFs; this is a decrease of 9% from the previous year's total of 395 incidents.



5.6 SMOKE ALARMS

You are four times more likely to die in a fire at home if you haven't got a working smoke alarm and escape plan (www.gov.uk/firekills). For this reason, we invest a large amount of our time in ensuring residents have a working smoke alarm and an escape plan. During 2022/23 we found that 78% (282) of the homes where an accidental fire occurred had a smoke alarm fitted and 85% of the smoke alarms activated during the fire. Typical reasons for not activating included missing or defective batteries and the smoke alarms being in a different room from where the fire started.

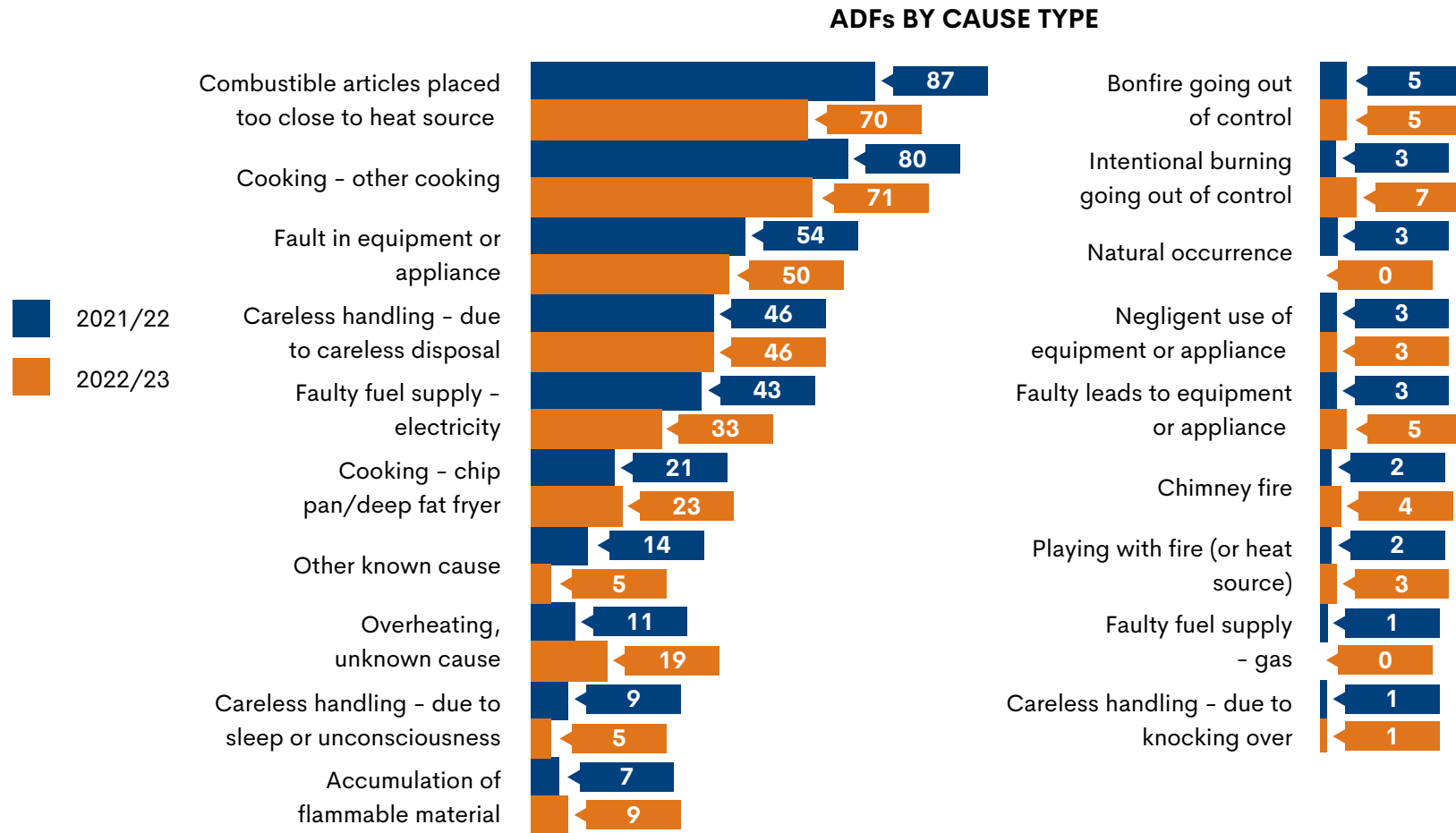
During 2022/23, 2321 alarms were fitted in the Service area by our employees. This figure is a combination of smoke and sensory alarms. 2108 of these alarms were fitted at Home Fire Safety Visits*, based upon occupant risk and vulnerability.

*The remaining alarms were fitted during re-visits to properties that have already had alarms fitted and from post incident attendances.



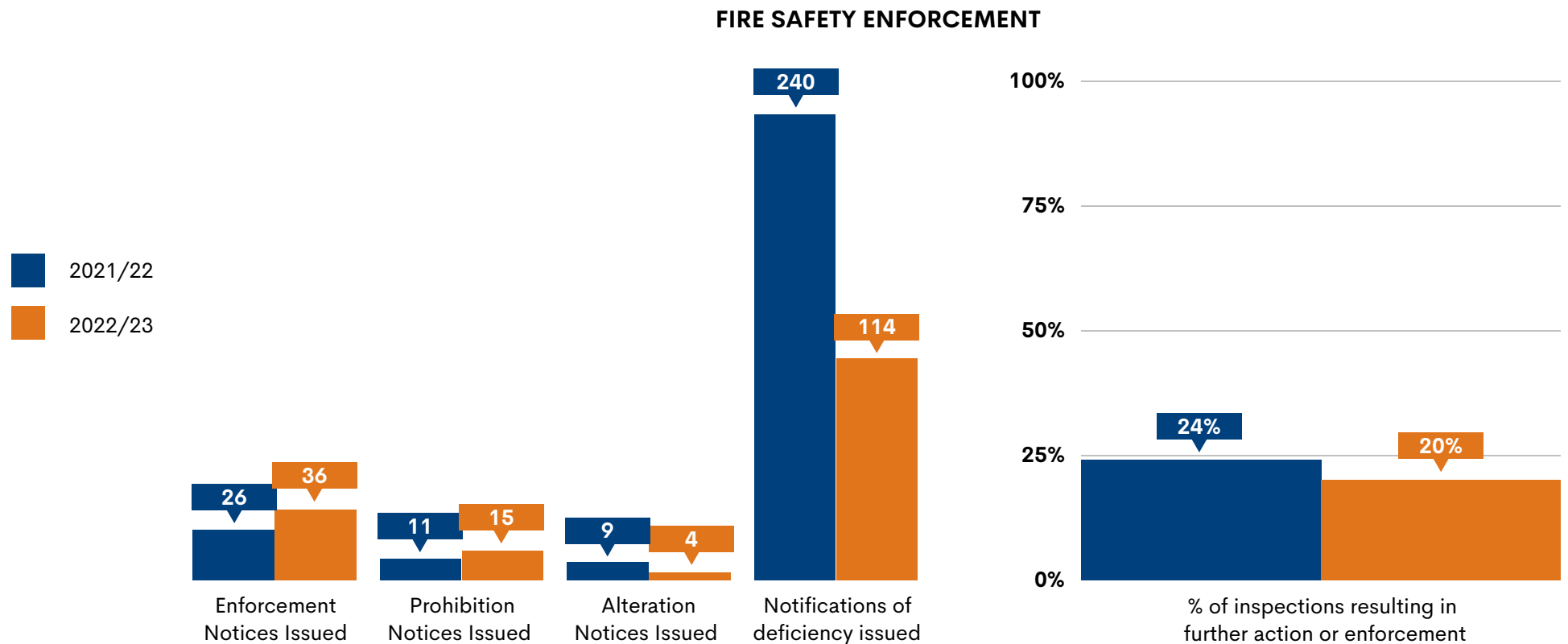
5.7 CAUSES OF ACCIDENTAL DWELLING FIRES

The chart below shows that 26% of the ADFs that we attended in 2022/23 involved cooking. The kitchen is the place most fires start with 40% of the ADFs involving a cooking appliance as the source of ignition.



5.8 PROTECTION

HFRS has implemented a data science model to ensure we carry out inspections at those premises which pose the greatest risk from fire; our inspections will continue to target premises to reduce that risk. Our crews also carry out engagement visits with lower risk premises to advise on fire safety, referring any problems to our inspectors who will then carry out an audit where necessary. For any fire safety deficiencies found, we will take informal or formal action to ensure that such premises are made safer for our communities. 20% of our audits found premises that required an enforcement of varying types. 66% of the crews' engagement visits raised a fire safety problem requiring referral, further action, or specific advice to the occupier.



6.

RESPONSE



The Service operates under a Service Delivery Structure with four districts that are divided by the physical boundary of the Humber estuary and river into North (Hull and East Riding) and South (North Lincolnshire and North East Lincolnshire). The respective Service Delivery Teams have the responsibility for all operational and safety matters in their area.

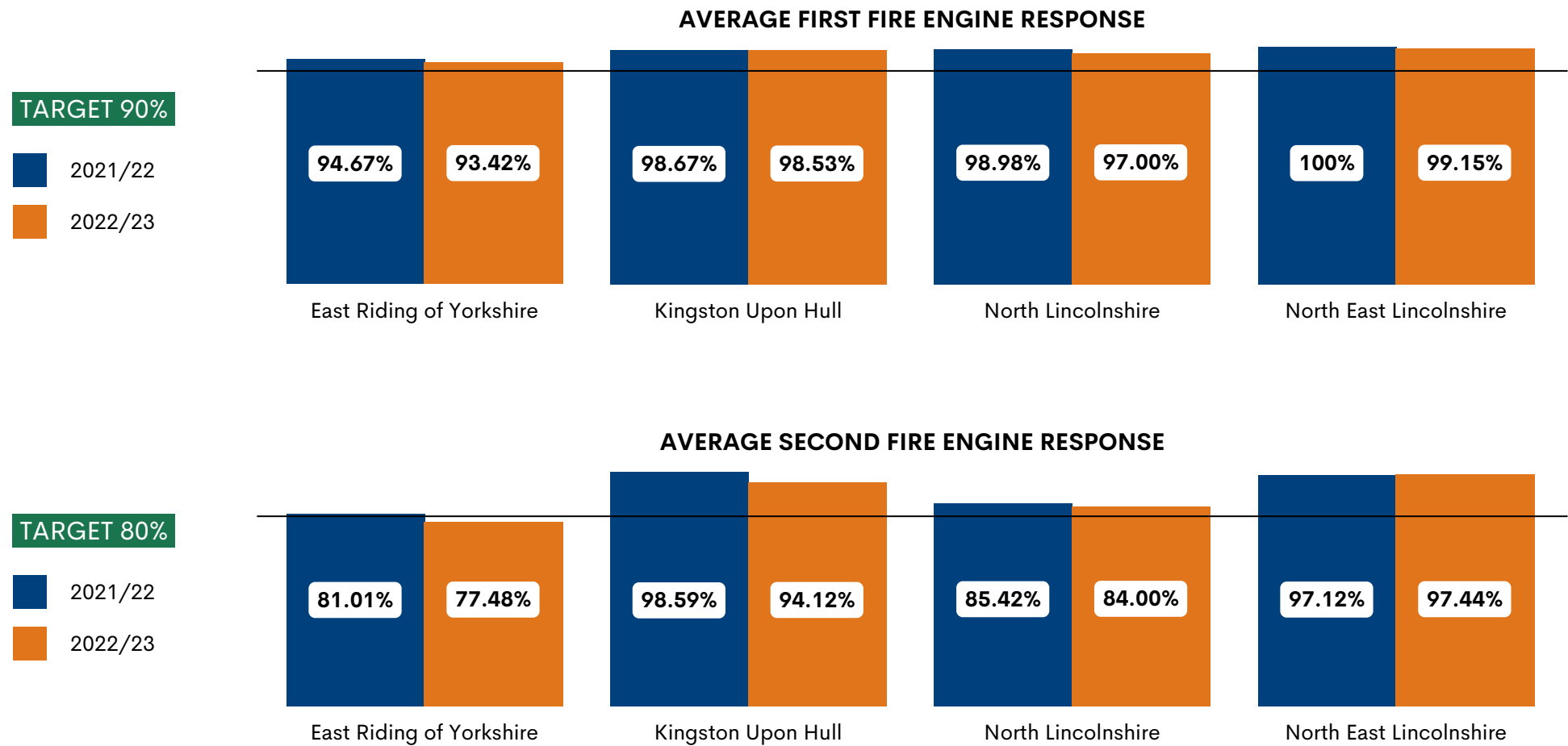
6.1 RESPONSE STANDARDS

Our Response Standards tell how quickly we aim to have a fire engine in attendance at an incident. They are based on (Domestic) Risk Areas, assessed as High, Medium or Low. To enable us to assess the dwelling risk within our communities, our area is divided into 41 groupings of around 20,000 residents, we call these 'Risk Regions' that vary in geographical size. The Dwelling Risk rating is based upon the casualty and fatality rate per head of population within each Risk Region.

Two fire engines will be mobilised to Dwelling Fires and Road Traffic Collisions. The first aims to be in attendance within the following times, on a minimum of 90% of occasions.

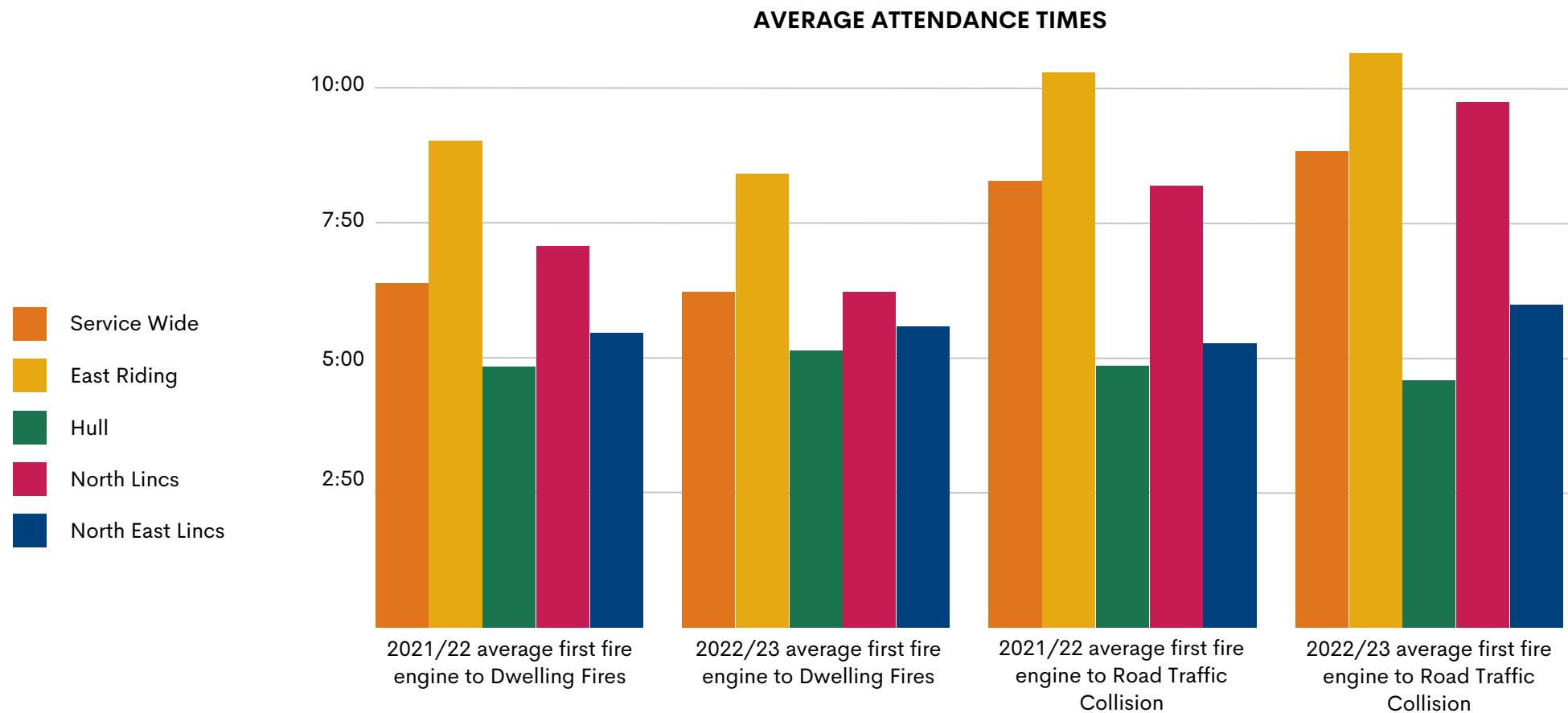
High Risk Area	8 Minutes
Medium Risk Area	12 Minutes
Low Risk Area	20 Minutes
Road Traffic Collision in any Risk Area	15 Minutes

The second fire engine mobilised to a Dwelling Fire or a Road Traffic Collision, aims to be in attendance within five minutes of the first fire engine arriving at the incident, on a minimum of 80% of occasions. Despite the standards we set for attending incidents across the Service area being some of the most challenging, given the geographical size encompassing a diversity of rural and urban landscapes, we continue to exceed our target for average first engine response.



6.2 ATTENDANCE TIMES

Across the Service our average attendance time to Dwelling Fires is 6 minutes and 13 seconds for the year 2022/23. This is a decrease of 10 seconds from our previous average of 6 minutes and 23 seconds in 2021/22. The time taken to attend a Road Traffic Collision has increased to 8 minutes and 49 seconds, from 8 minutes and 17 seconds in 2021/22. Attendance times in the East Riding of Yorkshire and North Lincolnshire are slower than other areas that we cover. The reason for this, is the rural landscape, and these areas have a higher percentage of On-Call duty system Fire Stations, compared to our more urban areas.

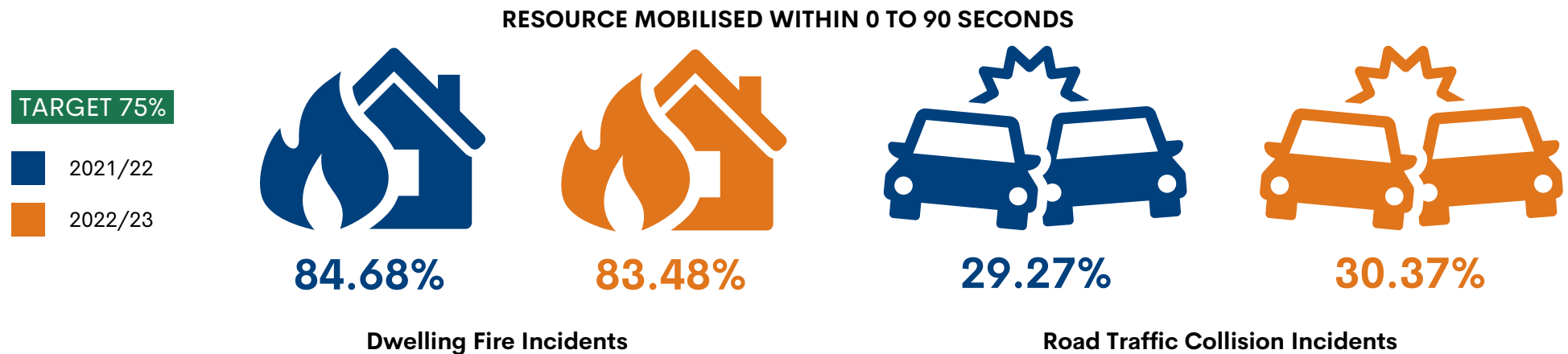


6.3 EMERGENCY CALL HANDLING

Our response to an emergency starts with our Control Room; this is where our emergency calls are received and assessed before an appropriate initial response is mobilised. Our performance standard requires that emergency calls to all incidents have a response mobilised within 90 seconds on 75% of occasions. Mobilisations to Road Traffic Collision incidents are generally slower due to the need to establish accurate location details. This is particularly relevant in our rural communities, where street names and house numbers are not always as easily available or identifiable to the caller.

Ensuring that the fastest and most appropriate response is mobilised to an incident is our key priority during emergency call handling. We have accepted that it may take our Control Room staff a little longer to extract quality information from 999 callers, however, this further assists our dynamic approach to mobilising and provides our responding crews with further insight to the incident they are attending. The Control Room have the capability to use 'what3words' downloadable application to support people in communicating their location when not fully known.

During events such as extreme flooding and large incidents, emergency Control Rooms can become inundated with a high volume of emergency calls. The consortium arrangements between Humberside, Lincolnshire, Hertfordshire and Norfolk Fire and Rescue Services deliver an integrated call handling and mobilising solution, with significantly improved resilience and partnership working.

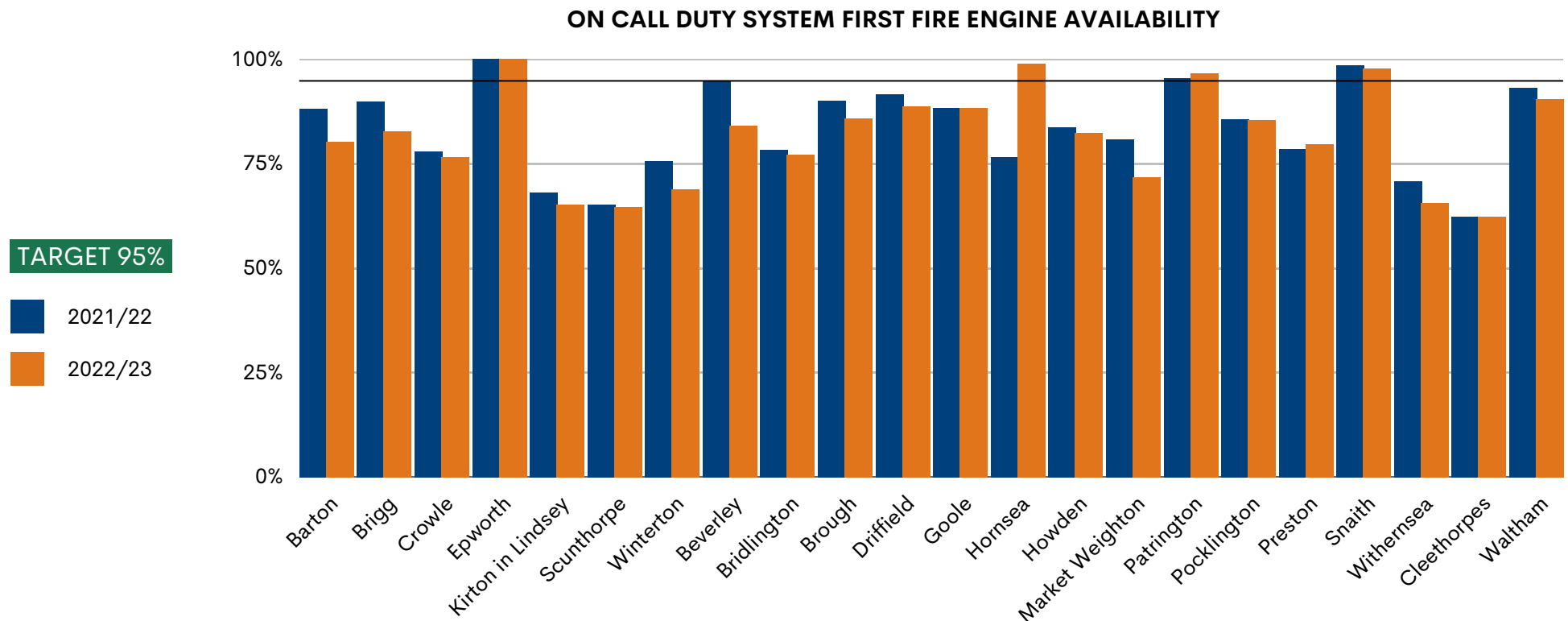


6.4 AVAILABILITY OF FIRE STATIONS

Optimum Crewing Model – Our optimum crewing availability model is informed and managed against Service response standards which are: 100% Full-Time, 95% On-Call (First Fire Engine) and 80% On-Call (Second Fire Engine).

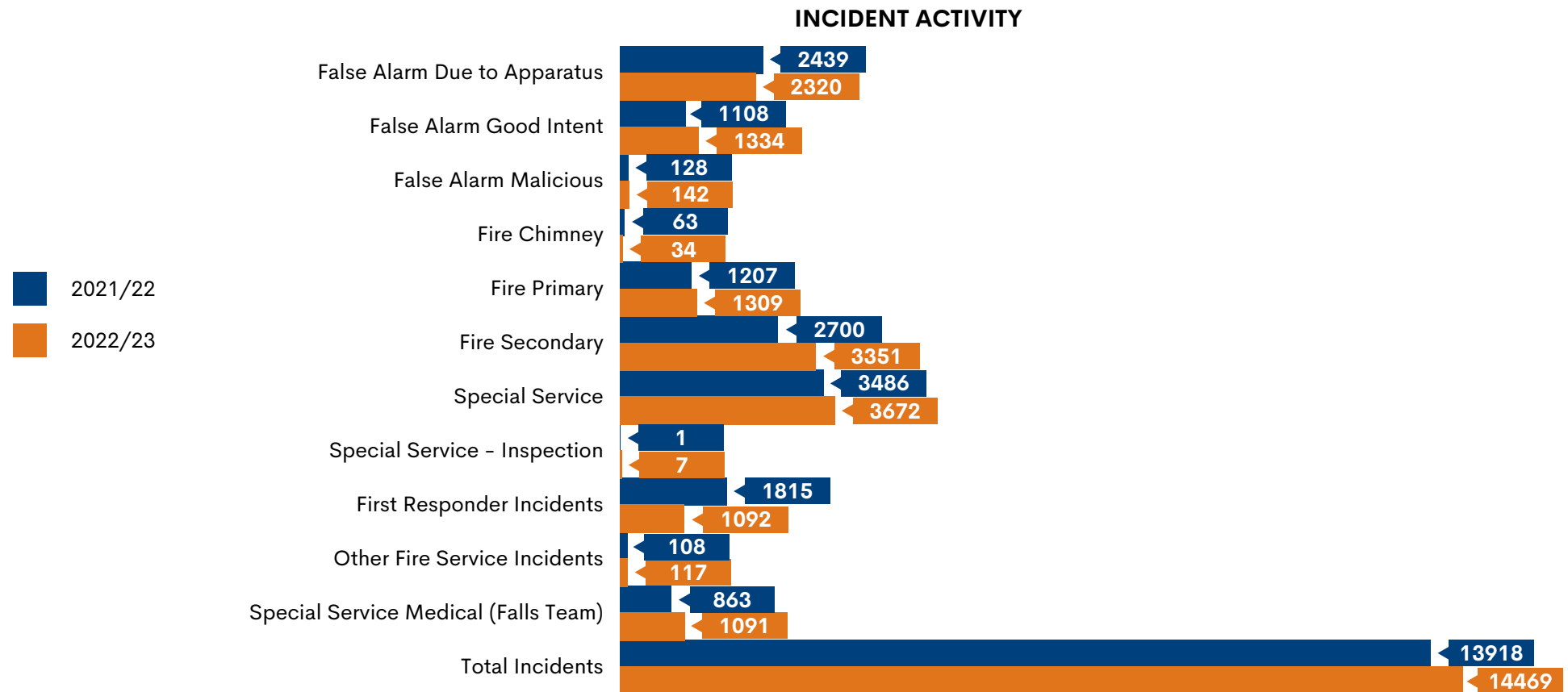
On-Call Duty System Fire Stations – Our 22 On-Call Duty System Fire Stations are crewed by individuals living and often working within the local communities around the Fire Station. The performance standard for the first fire engine (some Fire Stations have two fire engines) is 95% availability, this has been achieved by 18% of our Fire Stations in 2022/23.

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



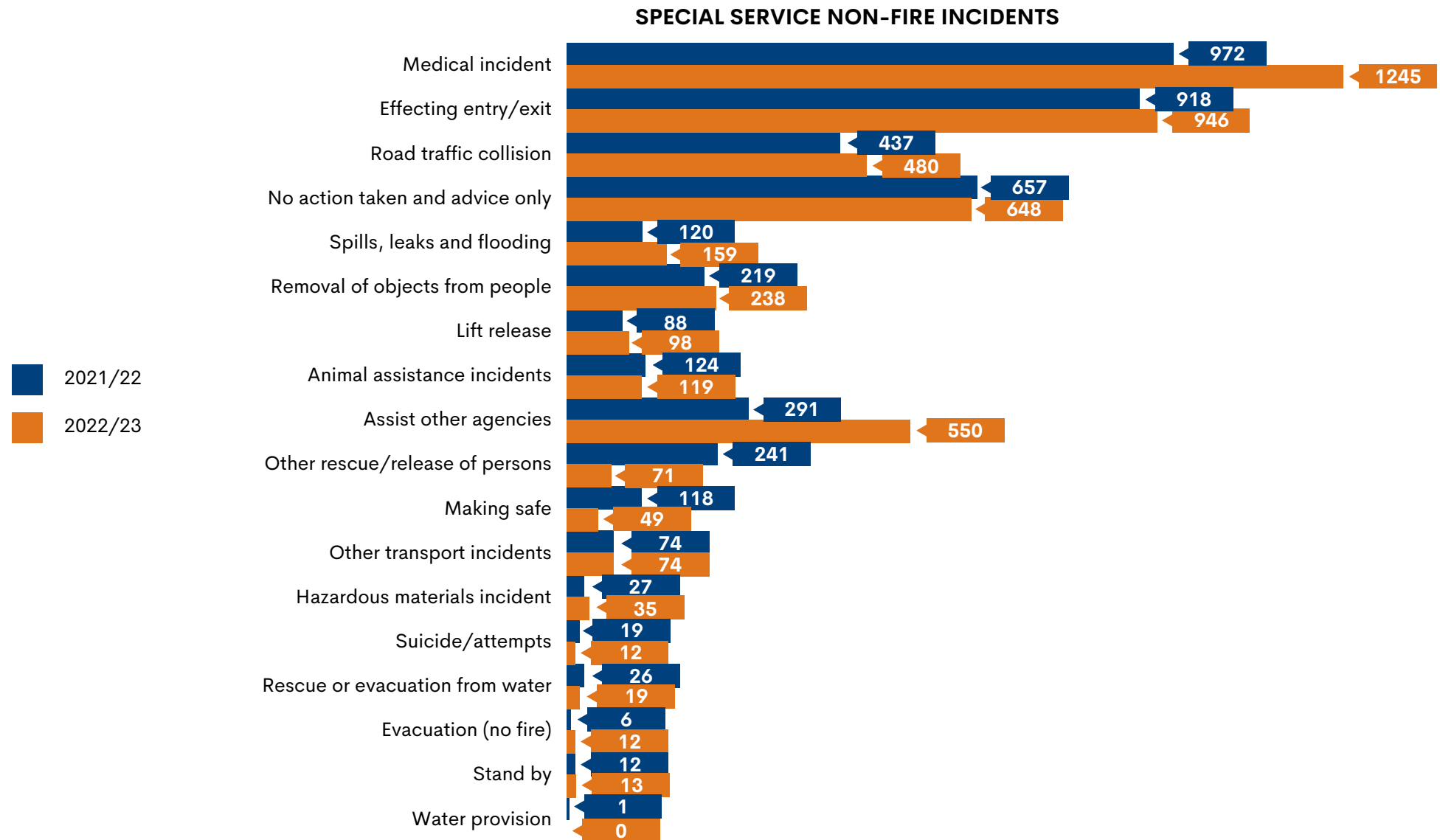
6.5 INCIDENT ACTIVITY

Data identifies we have attended 551 more incidents, resulting in a total increase of 102 primary fires and a total increase of 651 secondary fires in 2022/23 compared to 2021/22. There has been a total increase of 185 Special Service incidents in 2022/23 compared to 2021/22. Overall, there has been a 4% increase in total number of incidents in 2022/23 compared to 2021/22.



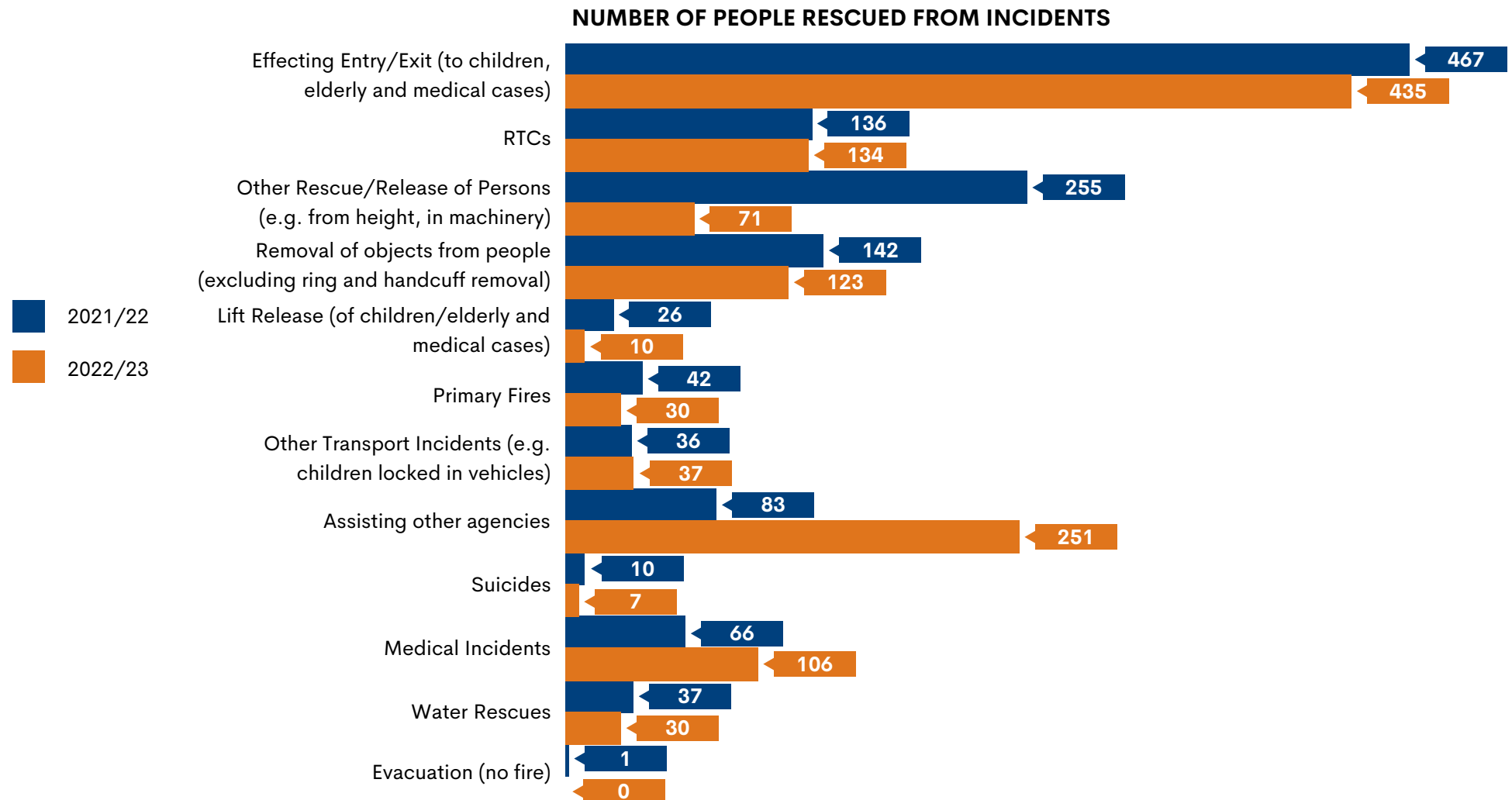
All the incident types stated above are expressed in terminology used by the Ministry of Housing, Communities and Local Government (MHCLG) to collate national statistics through our Incident Recording System (IRS). For a definition of these incident types please refer to the glossary section of this report.

Of the incidents we attended in 2022/23, 4768 were Special Service non-fire incidents. The highest percentage of these were medical incidents; the following graph shows the variety of non-fire incidents that we attend in our communities.



6.6 RESCUES

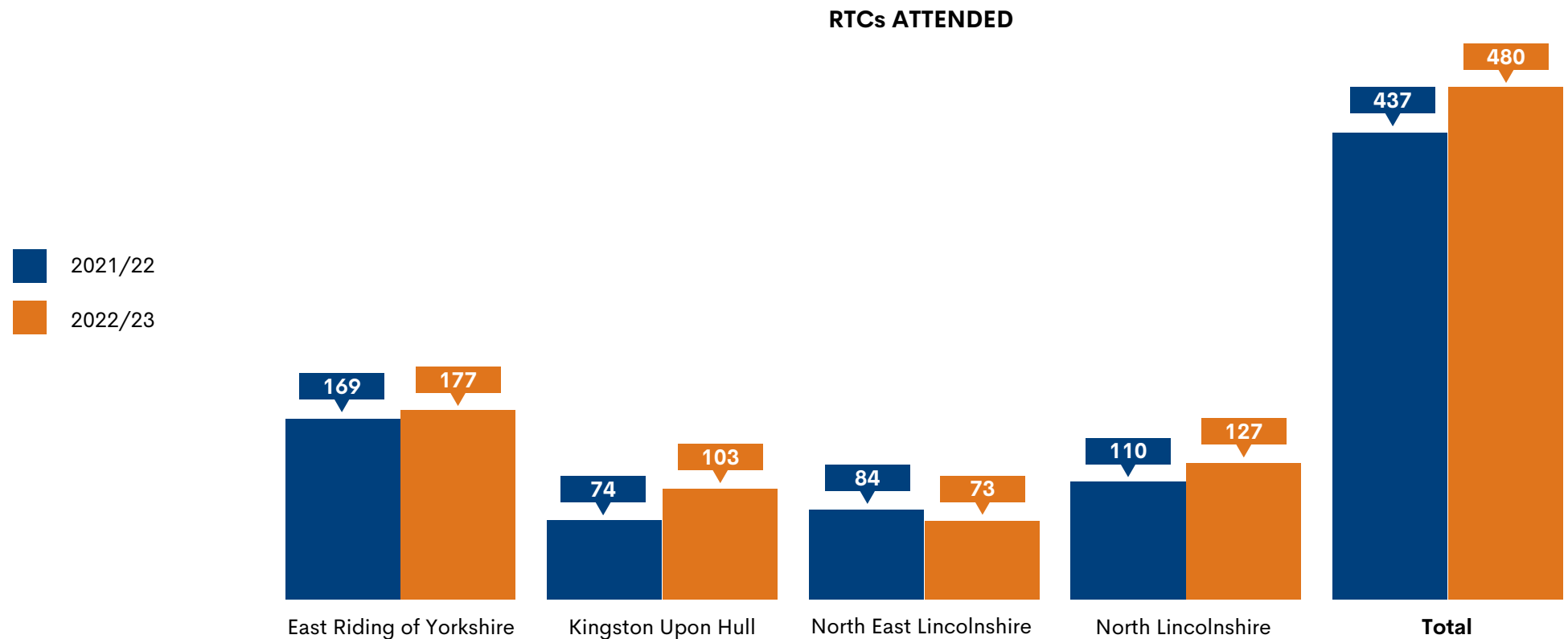
During 2022/23 we rescued 1234 people, with effecting entry / exit incidents accounting for 35% of the overall total. Assisting other agencies showed a increase of 168 rescues with 251 in 2022/23 compared to 83 in 2021/22.



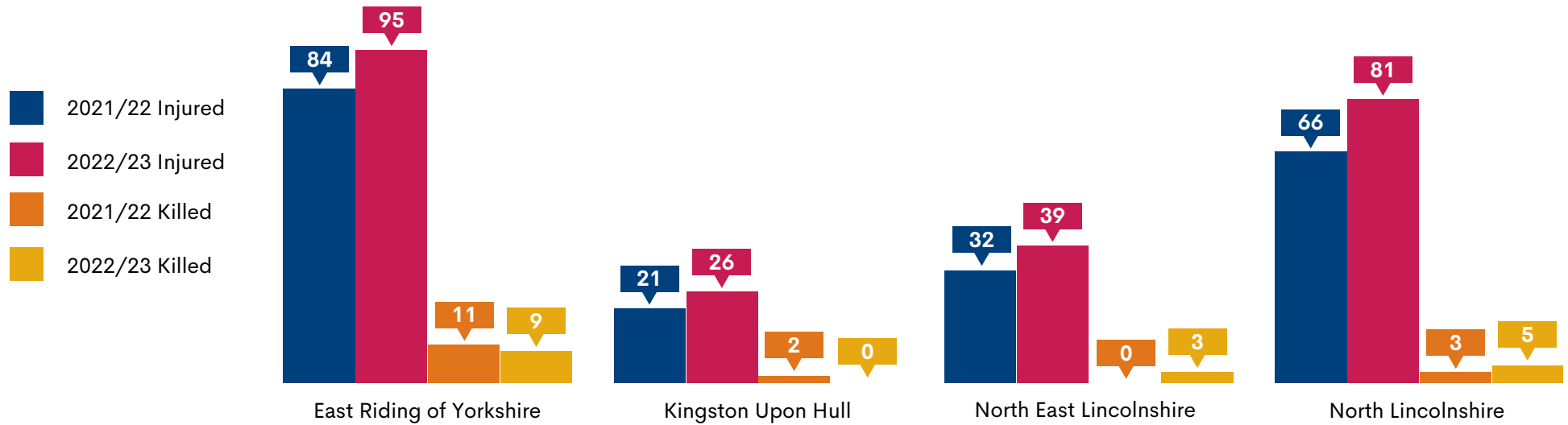
6.7 ROAD TRAFFIC COLLISIONS (RTC)

We work in partnership with Safer Roads Humber to try and reduce the number of RTCs, and the number of people killed or seriously injured. In 2022/23 the number of RTCs we attended was 480, which is an increase of 43 compared to the 437 we attended in 2021/22.

Sadly, the number of people killed in RTCs we attended in 2022/23 was 17, an increase of 1 compared to 2021/22. The total number of people injured increased from 203 in 2021/22 to 241 in 2022/23 (18%). We are not called upon to attend all RTCs, only those requiring our specialist intervention.

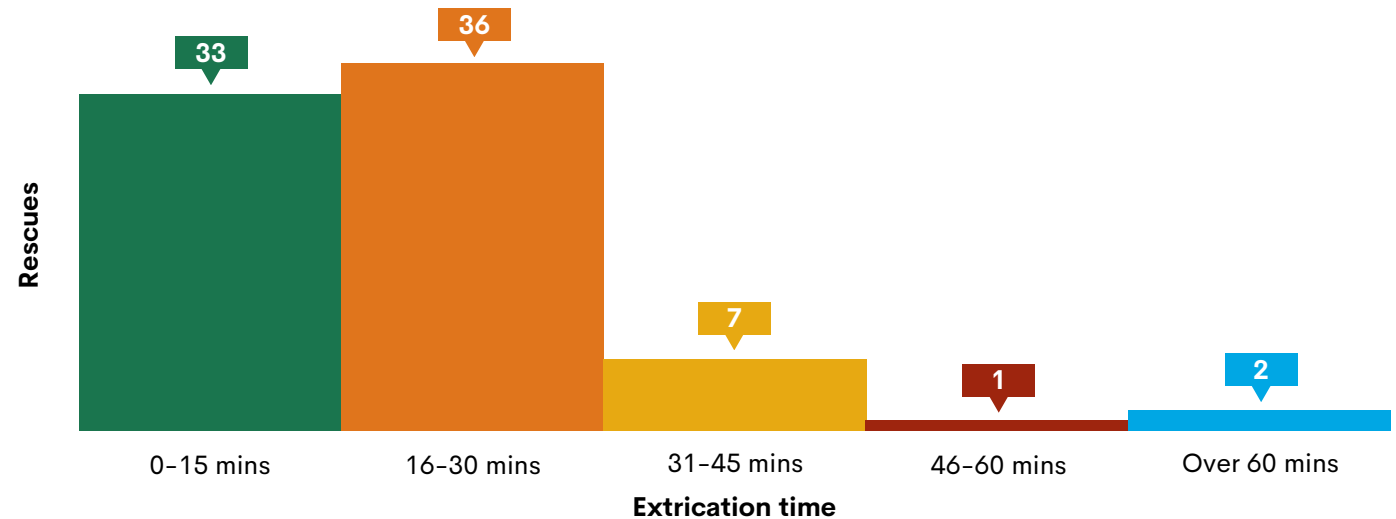


KILLED OR SERIOUSLY INJURED IN RTCs ATTENDED



RTCs PERSONS TRAPPED

We employ a range of techniques using the specialist equipment for RTCs to rescue trapped persons, with a total of 69 people freed from their vehicles within 30 minutes or less from our arrival at the incident during 2022/23.



7. INCIDENT ACTIVITY BY UNITARY AUTHORITY

The following tables show the number of times a station has been recorded as in attendance at an incident and do not directly relate to the number of incidents that occur in and around our Service area; i.e. a single incident could be attended by multiple stations. Attendances at False Alarm due to Apparatus includes both domestic and non domestic properties.

7.1 HULL

	False Alarm due to Apparatus	False Alarm Good Intent	False Alarm Malicious	Chimney Fire	Primary Fire	Secondary Fire	Special Service (including medical incidents)	Incidents in other Service Area	Total Incidents Attended
HULL CENTRAL	419	95	18	2	167	214	344	0	1259
HULL NORTH	308	203	17	1	202	631	359	0	1721
HULL WEST	427	154	14	3	190	421	418	0	1627
HULL EAST	229	96	22	2	135	376	261	0	1121
BRANSHOLME	167	97	14	0	116	381	1277	0	2052
TOTALS	1550	645	85	8	810	2023	2659	0	7211

7.2 NORTH EAST LINCOLNSHIRE

	False Alarm due to Apparatus	False Alarm Good Intent	False Alarm Malicious	Chimney Fire	Primary Fire	Secondary Fire	Special Service (including medical incidents)	Incidents in other Service Area	Total Incidents Attended
PEAKS LANE	220	208	22	0	252	497	546	35	1780
CLEETHORPES	1	31	5	0	22	74	24	0	157
IMMINGHAM EAST	56	41	1	1	85	53	113	6	356
WALTHAM	1	14	3	0	12	35	12	0	77
TOTALS	278	294	31	1	371	659	695	41	2370

7.3 NORTH LINCOLNSHIRE

	False Alarm due to Apparatus	False Alarm Good Intent	False Alarm Malicious	Chimney Fire	Primary Fire	Secondary Fire	Special Service (including medical incidents)	Incidents in other Service Area	Total Incidents Attended
BARTON	11	19	4	0	27	34	53	1	149
SCUNTHORPE	198	128	22	0	165	292	401	9	1215
CROWLE	2	4	0	0	15	8	23	3	55
EPWORTH	8	17	2	0	28	43	330	8	436
KIRTON IN LINDSEY	6	5	1	1	5	10	37	10	75
WINTERTON	12	4	0	1	16	11	19	0	63
BRIGG	33	13	0	1	35	19	62	7	170
TOTALS	270	190	29	3	291	417	925	38	2163

7.4 EAST RIDING

	False Alarm due to Apparatus	False Alarm Good Intent	False Alarm Malicious	Chimney Fire	Primary Fire	Secondary Fire	Special Service (including medical incidents)	Incidents in other Service Area	Total Incidents Attended
BEVERLEY	166	61	1	2	53	65	117	1	466
BROUGH	38	40	0	2	46	34	48	0	208
MARKET WEIGHTON	48	14	2	6	41	10	58	0	179
POCKLINGTON	56	16	6	3	34	22	54	0	191
BRIDLINGTON	135	78	0	4	76	85	249	2	629
DRIFFIELD	52	19	0	3	39	24	101	3	241
HORNSEA	33	14	0	3	29	24	47	0	150
WITHERNSEA	56	5	3	1	16	13	76	0	170
PATRINGTON	41	6	0	1	13	2	19	0	82
PRESTON	17	12	1	1	23	46	39	0	139
GOOLE	92	42	0	1	62	45	120	17	379
SNAITH	11	9	0	0	16	15	398	12	461
HOWDEN	20	9	0	1	30	10	330	1	401
TOTALS	765	325	13	28	478	395	1656	36	3696

7.5 FURTHER BREAKDOWN OF SPECIFIC SAMPLE OF SPECIAL SERVICE CATEGORIES

HULL	Effecting Entry/Exit	No action taken (not false alarm)	Road Traffic Collision
HULL CENTRAL	87	49	44
HULL NORTH	80	39	79
HULL WEST	125	61	57
HULL EAST	72	39	37
BRANSHOLME	43	28	28
TOTALS	407	216	245

NORTH EAST LINCOLNSHIRE	Effecting Entry/Exit	No action taken (not false alarm)	Road Traffic Collision
PEAKS LANE	142	97	55
CLEETHORPES	11	11	1
IMMINGHAM EAST	16	13	29
WALTHAM	4	2	2
TOTALS	173	123	87

NORTH LINCOLNSHIRE	Effecting Entry/Exit	No action taken (not false alarm)	Road Traffic Collision
BARTON	14	5	15
SCUNTHORPE	97	62	84
CROWLE	1	6	8
EPWORTH	5	4	25
KIRTON IN LINDSEY	2	1	5
WINTERTON	5	0	4
BRIGG	12	4	20
TOTALS	136	82	161

EAST RIDING	Effecting Entry/Exit	No action taken (not false alarm)	Road Traffic Collision
BEVERLEY	29	14	15
BROUGH	10	1	15
MARKET WEIGHTON	9	1	19
POCKLINGTON	19	5	16
BRIDLINGTON	69	39	21
DRIFFIELD	21	6	23
HORNSEA	12	5	10
WITHERNSEA	15	5	6
PATRINGTON	5	1	6
PRESTON	9	1	12
GOOLE	30	15	25
SNAITH	2	1	5
HOWDEN	13	2	7
TOTALS	243	96	180

8.

PEOPLE

8.1 ESTABLISHMENT

During 2022/23 our workforce by contract group is broken down in the table below. (The figures below total 1027 accounting for payments made to individuals of differing contract types, which exceeds the headcount figure of 890: 122 Full-Time duty staff, six Fire Staff, and two Control staff member also fulfil On-Call duties. seven other Fire Staff also have dual contracts).

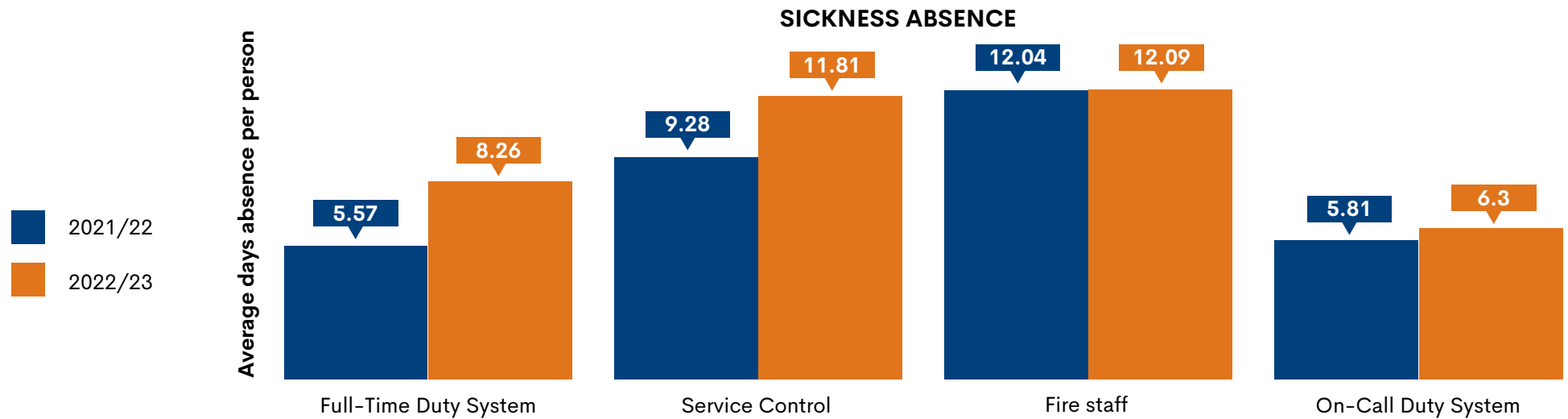
Full-Time Duty System	On-Call Duty System	Control Room	Fire Staff
438	343	28	218

8.2 SICKNESS ABSENCE

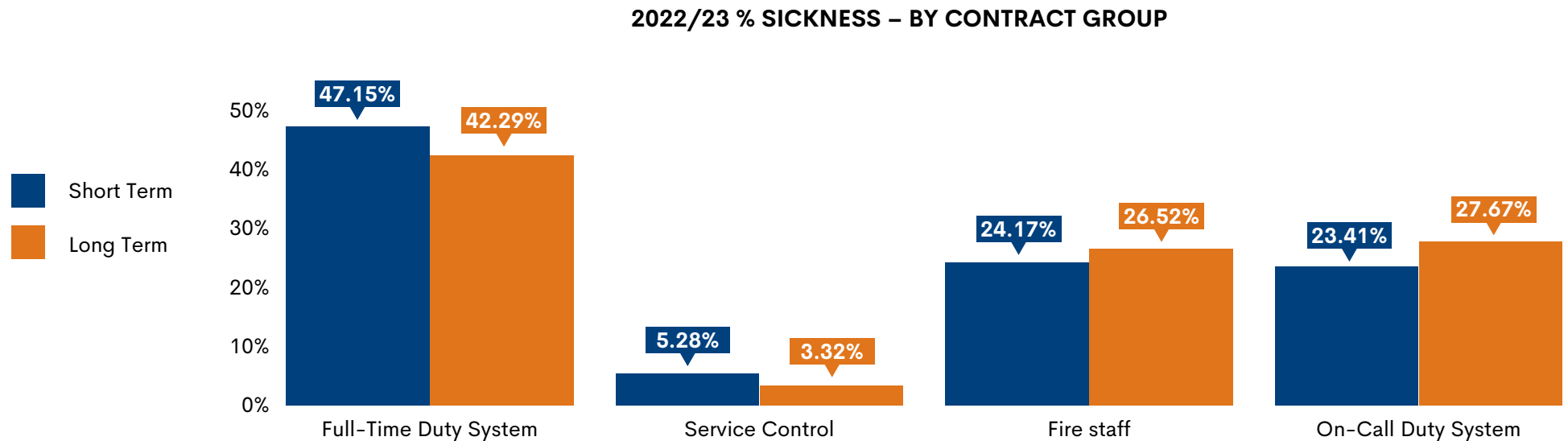
(figures exclude secondments, career breaks and casual contracts)

There has been an increase in the average number of days absent across all contract groups in 2022/23 compared to 2021/22. Our HR partners work closely with line managers to support and promote employee wellbeing at work and effectively manage unreasonable absence.





Represented below is the percentage split of the total number of duty days for short and long-term absence by contract group.



The top five reasons for absence across the Service during 2022/23 in order were, Mental Health Anxiety/Depression, Muscular skeletal Lower Limb, Respiratory Other, Other, and Musculoskeletal Shoulders.

The Absence Management Policy was reviewed in 2021 and continues to provide the framework and guidance to address absence issues across the organisation in a consistent and supportive manner. The case review process has been embedded for long term and modified absence, taking place on a more local level with line managers, supported by Human Resources Service Partners (HRSPs) and the Head of Human Resources (HR), again to discuss absence concerns and address them at an earlier stage.

Short term absence continues to be addressed locally via managers, supported by HRSPs, and has recently been subject to increased focus to provide more robust and timely intervention and support.

Both long and short term absence has increased during 2022/23, with 286 more days lost in long term absence (7.21%) and 1041 more days lost in short term absence (75.19%). These latest absence percentages reflect a return to a more 'normal' absence profile.

The largest increases in absences attributed to the groups of Respiratory Other, Other, Muscular skeletal Lower Limb, and Cardiovascular other health issues. Whilst Mental Health absence levels are concerning, this does indicate that we have been successful as a Service in breaking down the stigma attached to this important health issue, with more staff being prepared to declare and seek help for their issues.

Blue Light Champions



The profile and importance of mental health has also been raised within the Service prompting more staff to seek help through the Blue Light Mental Health Champions scheme, and with the launch of the Zero Tolerance to Bullying campaign which aims to address the source of some stressful workplace issues.

Given the level of absence attributed to mental health issues, this important concern will remain a high-profile matter and will be subject to further review via the Health and Wellbeing Steering Group and via targeted services provided by Occupational Health. The Occupational Health and Wellbeing Team recognise the importance of promoting wellbeing and supporting staff during periods of sickness absence and on their return to work. The team is currently developing the wellbeing input into the sickness absence policy which covers ill-health prevention, health promotion, infection control and supporting staff welfare.

In order to ensure continued, appropriate, and timely management of both long term and short term absences, the Service continues to utilise a multi-party approach via local/line managers, Human Resources, Occupational Health and Senior Management, all of whom have a significant part to play in the support of staff and resolution of absence issues. This approach ensures focus and consistency are maintained and provides clarity for all parties on the way forward for their individual cases or trends that may occur.



9.

HEALTH, SAFETY AND ENVIRONMENT



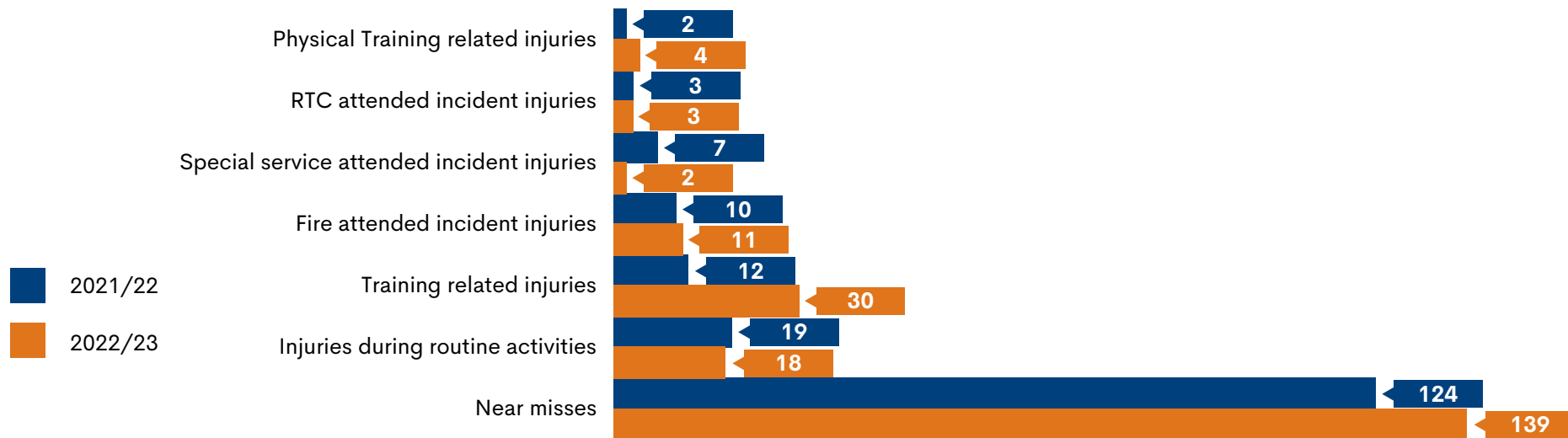
9.1 HEALTH AND SAFETY OVERVIEW

As a Fire and Rescue Service we sometimes must operate in hazardous environments, however, our incidents and injuries typically reflect most other industries. As may be expected, we also have other less common injury/incident types due to the nature of some of the emergency work undertaken, such as exposure to fire or heat. Every reported accident is appropriately investigated to allow lessons to be learnt for future improvement towards a safer working environment for all staff.

9.2 ACCIDENTS AND NEAR MISSES

The number of overall accidents reported has increased in 2022/2023 when compared to last year's data; this has been driven by a significant rise in accidents during training activities. The rise is concerning but is reflective of the increased amount of courses run by training due to additional demand in the recruitment and training of contingency crewing. This initiative although increasing the demand in training enables the Service to strengthen our response resource, aligned with the CRMP, for periods of high demand and business continuity requirements. Alongside this BA refresher training and water rescue revalidation had to be scheduled and delivered.

ACCIDENTS AND NEAR MISSES

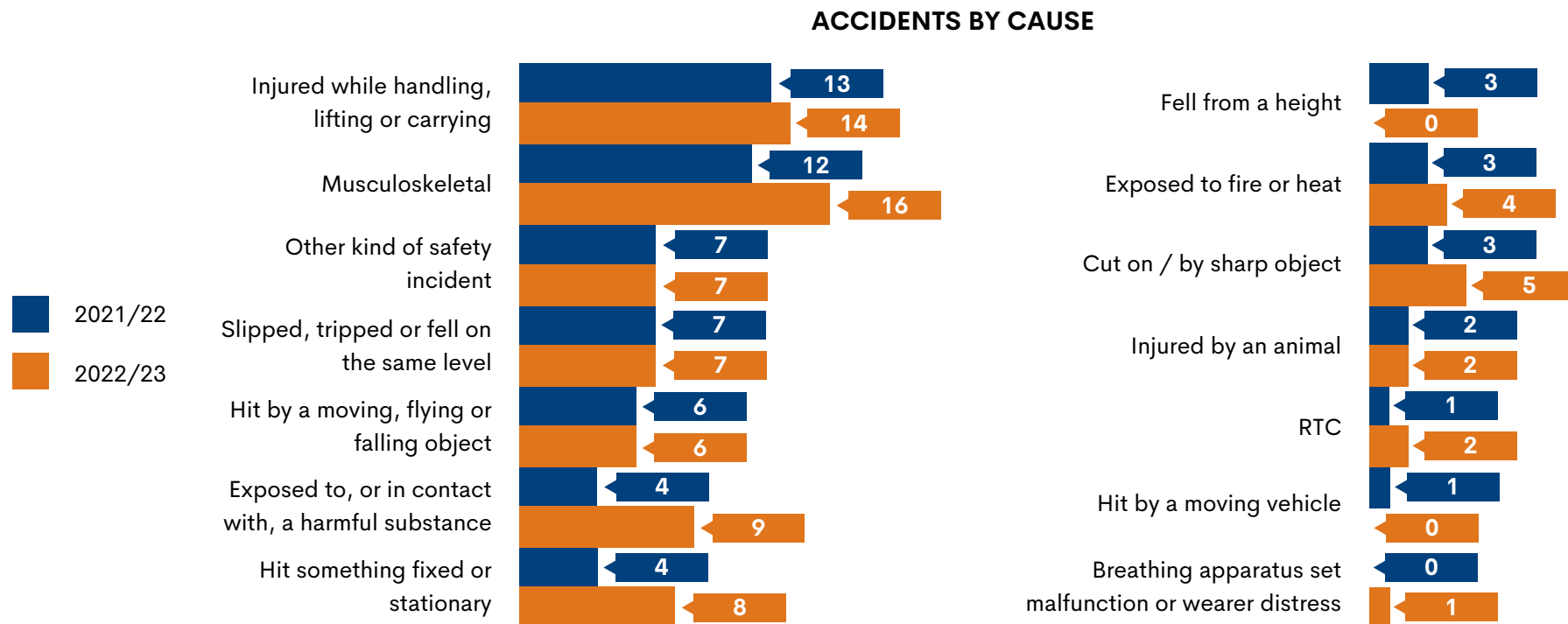


Near miss reports have increased by 13% in comparison to last year. This is a continuous rise over the last two years identifying that the Service has a positive reporting culture for safety related incidents. There are more than double the amount of near miss reports compared to accidents for the year; this supports the Heinrich safety triangle theory which identifies that near miss reports prevent accidents occurring.

9.3 ACCIDENTS BY CAUSE

The top two reported accident causes in 2022/2023 were the same as last year "Injured whilst handling, lifting or carrying" and "Musculoskeletal" related, most of these occurred due to manual handling activities either in training or operational environments. For comparison this is in line with the latest published HSE statistics which show manual handling being responsible for 27% of all reported incident type to cause injury to a worker, the highest after Stress, Anxiety and Depression (51%).

The "Other kind of incident" includes (or comprises of) any type of incident which cannot be categorised in the criteria below, an example being an individual getting plaster dust into their eye whilst fitting a smoke alarm. "Exposed to, or in contact with, a harmful substance" has reduced back to a level of less concern following a large spike in reports due to workplace Covid-19 transmissions last year and a suspected food poisoning occurrence at Bridlington Fire Station. Staff are still reporting appropriate exposures in line with our reporting mechanisms for exposure to harmful substances.



9.4 VEHICLE FLEET

The Service fleet of vehicles continues to be used for a wide variety of purposes including responding to emergency incidents, training, prevention and protection activities. The fleet has positively procured three hybrid vehicles, with further plans to introduce electric vehicles.

The Service vehicle telematics system is utilised to support and review fleet numbers to ensure all vehicles are used efficiently and effectively, with the supporting aim to reduce the number of fleet vehicles required.

Where it is necessary to procure vehicles for the Service fleet they now come with blue technology (AdBlue), to help reduce damage to the environment from Nitrogen Oxide (NOx) including Nitrogen Dioxide (NO₂).

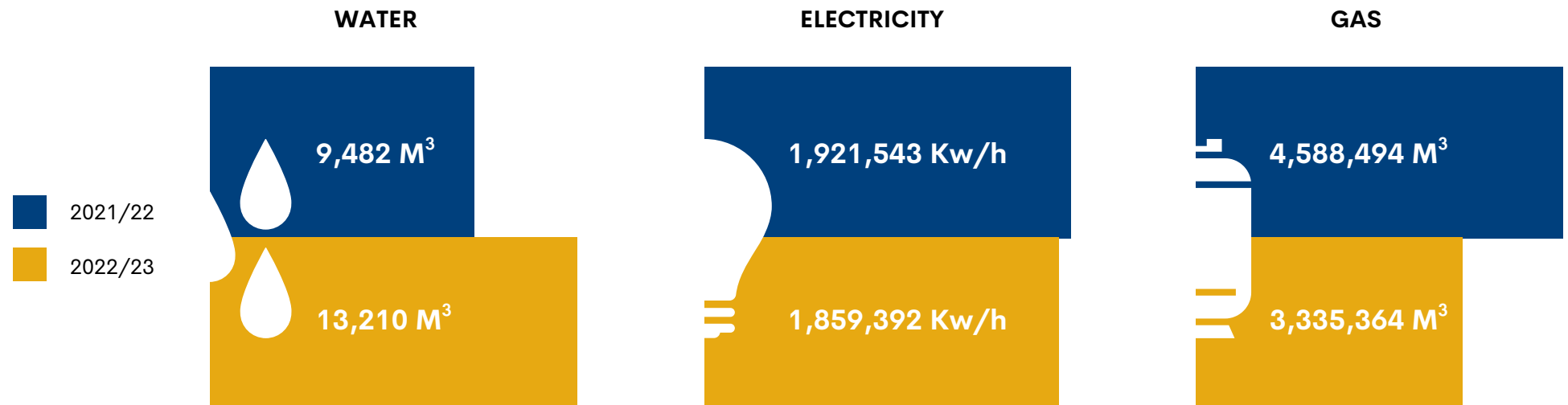
Service stock levels of diesel fuel continue to be held and managed at strategic locations, primarily to ensure a high level of response and resilience. With many of the vehicles fuelled locally this supports a reduction in the Services carbon footprint.

	2021/22	2022/23	Change
Litres of fuel drawn externally	86,434	106,859	24%
Total litres of fuel used	274,764	311,981	14%
Total fleet mileage	1,004,618	1,129,240	12%



9.5 WATER AND ENERGY USE

The Service continues to operate through a Joint Estates Team, in partnership with the Police, and it remains a Service objective to drive down energy consumption through education and planned replacement programmes. Such an approach has positively resulted in a decrease for both gas and electricity usage during 2022/23.



10. CORPORATE

10.1 HMICFRS

The Service are proud to report that having received our HMICFRS Round 2 inspection report we achieved 'Good' ratings for each of the three pillars of effectiveness, efficiency, and people, and also individually across each of 11 judgement criteria.

Effectiveness – Good

- Understanding fires and other risks
- Preventing Fires and other risks
- Protecting the public through fire regulation
- Responding to fires and other emergencies
- Responding to major and multi-agency

Efficiency – Good

- Making best use of resources
- Future affordability

People – Good

- Promoting the right values and culture
- Getting the right people with the right skills
- Ensuring fairness and promoting diversity
- Managing performance and developing leaders

Roy Wilsher, HM Inspector of Fire and Rescue Services identified and summarised the following regarding HFRS performance during their inspection.

“I am pleased with the performance of Humberside Fire and Rescue Service in keeping the people safe and secure from fires and other risks. It created a service improvement plan using the areas for improvement highlighted in our 2018 inspection with the aim of improving the service it provides to the public. It was clear throughout our inspection that this has worked.”

10.2 INTERNAL AUDIT

The role of internal audit is to provide independent assurance that an organisations risk management, governance, and internal control processes are operating effectively. For 2022/2023 the Service commissioned TIAA to conduct the internal audit programme, agreed and approved by the Fire Authority, against the following subject areas:

- Equality Impact Analysis
- Firewatch (systems based)
- Prevention & Protection Quality Assurance
- Evaluation of Collaborations
- Secondary Contracts
- GDPR
- Key Financial Controls
- Fire Service Rota (ICT System)
- Mid and end of year reviews

10.3 FREEDOM OF INFORMATION

The Freedom of Information Act 2000 provides access to information held by public authorities.

It does this in two ways:

- public authorities are obliged to publish certain information about their activities; and
- members of the public are entitled to request information from public authorities.

Summary of freedom of information applications

Number of Requests	108
Number Processed Within Statutory Deadline	105
Number Requiring Extended Deadline	*3
Information Granted in Full	81
Exemption Applied in Full	4
Information Accessible Elsewhere	*10
Information Partly Exempted	6
Information Not Held	*7
Number of Requests Referred for Internal Review	1

*A technical issue caused a delay or we were unable to provide some information.

All FOI requests are available to view on the 'Access to Information' area of the Service website here.

www.humbersidefire.gov.uk/about-us/access-to-information/freedom-of-information

10.4 DATA PROTECTION

The Data Protection Act 2018 and UK General Data Protection Regulations (UK GDPR) place responsibilities on all organisations who control and process information about people to do so in a way that protects the rights and freedoms of those individuals. The Service takes these data protection responsibilities seriously and makes every effort to ensure technical and organisational measures are taken to protect the information about individuals.

The Service has access to and processes a large amount of personal data, not only that of our employees, but also information about members of the public with whom we come into contact.

The regulations require that where a controller is processing personal data, they must assess the impact of the processing activity to identify and highlight risks to the rights and freedoms of the data subjects. This is called a data protection impact assessment (DPIA).

Summary of Data Protection Impact Assessments			
In progress	Completed at stage 1	Completed at stage 2	TOTAL
18	12	12	42

The rights of individuals outlined in the UK GDPR includes the Right to be Informed. To comply with this regulation, the Service publish a number of Privacy Notices which describe, for a particular activity, what personal information we have and how we use that information.

The regulations also provide individuals with the right to ask the Service if it is processing their data and to provide a copy of all the personal data about them which the Service holds. This is known as a Subject Access Request (SAR). In the last year, the Service has received a number of such requests, and responded to them within the one month timeframe, as follows:

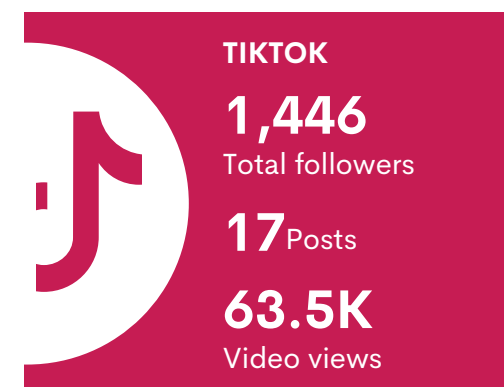
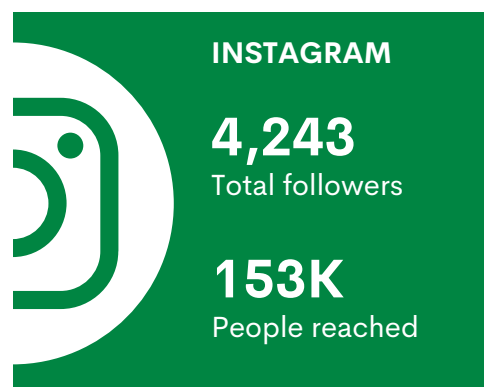
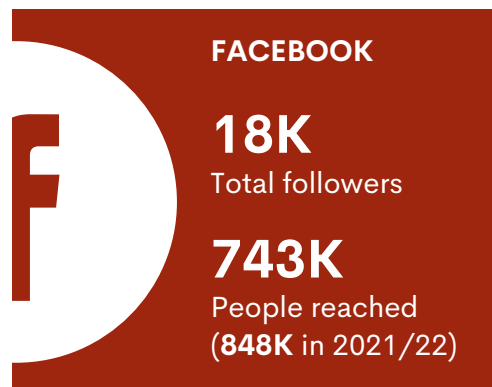
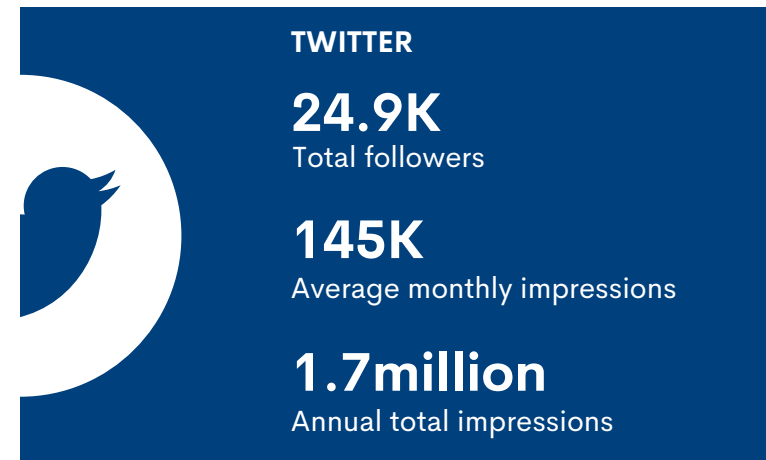
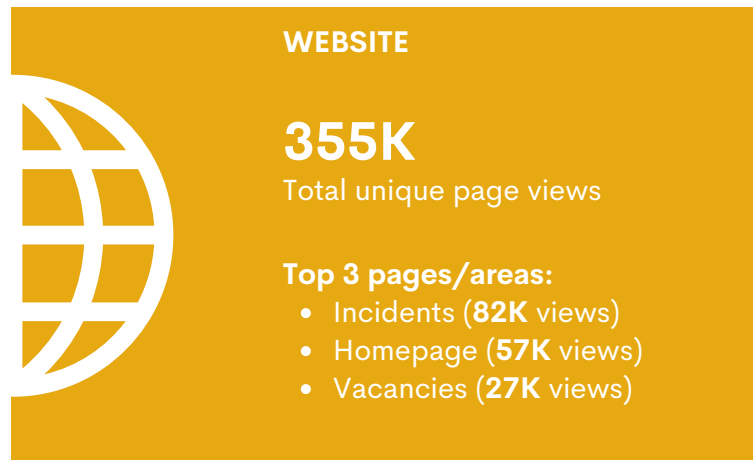
Summary of SAR requests	Requests received	Responded to within timescale
Total number of SARs received	10	10
Total number of exemptions (eg. Police, HMRC)	60	60

From time to time events take place which mean information may not have been managed in full compliance with the legislation. When this occurs, it is called a Personal Data Breach. Each reported incident is investigated, evaluated and actions implemented to prevent a recurrence. Any confirmed breach which presents a risk to the rights and freedoms of data subjects must be reported to the ICO.

Summary of Personal Data Breaches					
Reported	Investigated	Confirmed	Unconfirmed / no breach	Actions	Reported to ICO
14	14	9	5	46	1

10.5 COMMUNICATIONS

The Service uses a range of communication methods to engage with local communities. The diversity in approaches, using different digital communication tools, enables the Service to provide information in suitable and accessible formats, to meet with individual and collective requirements.



**Reach is the total number of people who see your content. Impressions are the number of times your content is displayed, no matter if it was clicked or not. Think of reach as the number of unique people who see your content.*

11. HOW CAN YOU MONITOR OUR PERFORMANCE?

We report our performance to Humberside Fire Authority for scrutiny on a bi-annual basis, this includes the Annual Performance Report. The 'Bi-Annual Performance and Risk Reports' are published, with any other non-exempt Humberside Fire Authority meeting papers, on our website.

12. GLOSSARY

ADF	Accidental Dwelling Fire.	MHCLG	Ministry of Housing, Communities and Local Government.
Co / First Responder	A firefighter trained in emergency medical care who responds to medical emergencies in a bespoke vehicle.	Near Miss	An event not causing harm, but has the potential to cause injury or ill health.
Falls Team / Hull First	An early response falls pick up team provided by competent firefighters in Hull.	NFCC	National Fire Chief's Council – is the professional voice of the UK fire and rescue service.
FOI	Freedom of Information.	On-Call	Responds/crewed when required.
Fire Staff	Non operational staff.	Open Data Set	Data that is openly accessible and can be freely used.
Full-Time	Always crewed.	Property / Primary Fire	A fire involving property of high value or life risk i.e. dwelling, building or car.
GDPR	General Data Protection Regulation.	SAR	Subject Access Request.
HFRS	Humberside Fire and Rescue Service.	Small / Secondary Fire	A fire involving property of lesser value i.e. wheelie bin, rubbish or tree.
HMICFRS	Her Majesty's Inspectorate of Constabulary and Fire & Rescue Services.	Social Segmentation	Social, cultural, economic or lifestyle traits which can be determined by location, education, age and sex.
HR	Human Resources.	Special Service	Non-fire incident i.e. Lift Rescue, Road Traffic Collision or Water Rescue.
HRSP	HR Service Provider – provides dedicated HR support for Districts and teams within Humberside Fire and Rescue Service.	What3 Words	A system that is designed to identify any location with a resolution of about 3 metres (9.8 ft).
HSE	Health and Safety Executive.		
ICT	Information and Communication Technology.		
CRMP	Community Risk Management Plan – identifies and assesses all foreseeable fire and rescue related risks and sets out how we plan to mitigate them.		
IRS	Incident Recording System.		

13.

CONTACT DETAILS

ONLINE:

www.humbersidefire.gov.uk

EMAIL US AT:

consultation@humbersidefire.gov.uk



www.twitter.com/humbersidefire



www.facebook.com/humbersidefireandrescue



www.instagram.com/humbersidefire



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



www.youtube.com/user/HumbersideFRS



www.tiktok.com/@humbersidefirerescue

POSTAL ADDRESS

Service Headquarters

Summergroves Way
Kingston upon Hull
HU4 7BB

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.

COMPLAINTS PROCEDURE

Any complaints against the Service or the services we provide can be made it writing to:

The Complaints Manager, Corporate Assurance

Service Headquarters Summergroves Way
Kingston Upon Hull
HU4 7BB

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

LOCAL GOVERNMENT OMBUDSMAN

We endeavour to deal with all our complaints in a satisfactory manner, however, where this is not achieved you should seek independent advice or contact:

The Local Government Ombudsman

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

DATA PROTECTION PROCEDURES

To discuss a data protection issue, submit a Subject Access Request or report a Personal Data Breach, write to:

Information Governance Officer

Service Headquarters, Summergroves Way
Kingston Upon
Hull
HU4 7BB

By email to **dataprotection@humbersidefire.gov.uk** or by telephone on (01482) 565333 and asking for the Information Governance Officer.

14.

OTHER DOCUMENTS

We provide links to other relevant planning documents via our website at: www.humbersidefire.gov.uk.

Alternatively, we welcome requests via any of the contact details provided in the previous section. You may be interested in the following documents that relate to this Annual Performance Report:

- Bi-Annual Performance Reports
- Strategic Plan
- Community Risk Management Plan (formally named the Integrated Risk Management Plan)
- Medium Term Financial Plan
- Productivity and Efficiency Plan

We welcome your questions regarding our performance; contact details are provided in section 14 of this Report.

Humberside Fire and Rescue Service

Service Headquarters
Summergroves Way
Kingston upon Hull
HU4 7BB

Tel: 01482 565333

www.humbersidefire.gov.uk

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