



HUMBERSIDE FIRE AUTHORITY

COMMUNITY RISK MANAGEMENT PLAN 2021 – 2024

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If you see our red megaphone in the document, this highlights work we are investigating and was also raised in the feedback from our communities during consultation.



FOREWORD

Welcome to our Community Risk Management Plan (CRMP), covering the period 2021 -2024.

Our Plan is both an information source for our communities and a planning tool for ourselves.

The Plan explains the risks within our communities and the things we do to help manage and reduce those risks, including the standards you can expect from us when we respond to emergency incidents. We consult with our staff and communities each time we review or refresh our plan and this feedback helps both our understanding of risk and our planning. Our consultation in 2020 highlighted that our communities are very aware of environmental issues and also share our concerns that events such as flooding and wildfires are becoming more commonplace.

We were also reminded of other local threats such as coastal erosion. The Plan provides assurances regarding our capability, but we are also considering our environmental impact including our fleet of vehicles and our buildings. The public also recognised our evolving role including the work we do to support medical response, particularly in rural areas; consultation responses clearly endorsed that we should continue to provide and develop this additional service.

Her Majesty's Inspectorate of Constabulary and Fire and Rescue Services (HMICFRS) conducted its latest inspection of the Service at the end of 2021 into 2022 and rated the Service as 'Good' across all three of its inspection criteria. This means it is Good at preventing and responding to emergencies, Good at efficiently spending its money and Good at looking after its people. The inspection praised the Service for its work to keep communities safe from fire and to create a fair and inclusive workplace. The findings represent an improvement on the last routine inspection in 2018, which suggested the Service needed to do more



Chief Fire Officer and Chief Executive
Phil Shillito

in how it developed its workforce and increase the diversity of the people it employs.

Nationally HMICFRS witnessed a variety of approaches to developing CRMPs and as a result the National Fire Chiefs Council (NFCC) were asked to research and then define a standard methodology that will result in greater consistency. We have been contributing towards this work, termed the Community Risk Programme. As a result of this work the Service's Plan has been renamed from the Integrated Risk Management Plan (IRMP) to the Community Risk Management Plan to keep it inline with all other Fire and Rescue Services' Plans and compliant with the developing Fire Standard 'Community Risk Management Planning'.

We continue to work with partners within our communities to better pool resources to achieve improved outcomes for the public we serve, an example being data and intelligence sharing to align resources to the most vulnerable. This work continues to be focused around the "place" rather than each organisation and so we sit on the Place Board within each Local Authority area, alongside a wide range of partners from other Emergency Services to the Community and Voluntary Sector. You will see that our plan is wide ranging and provides the reader with a comprehensive picture of the risks we face and our professional capability to



Chairperson Humberside Fire Authority
John Briggs

prevent, protect and respond.

COVID-19

Throughout this terrible event we have continued to collaborate closely with our partners in the Local Resilience Forum to assist the most vulnerable members of our communities in a range of actions, from delivering medication, PPE and food parcels, supporting planning and preparation, helping the Ambulance Service with transportation, to assisting at Vaccination Centres and many other activities. By March 2022, we had reached the delivery of 7 million items of PPE across the Humber region.

As you would expect many of our working practices during this time have had to be adapted to ensure that the public safety and emergency response services we provide continued, and that our staff groups, who have to come into work, are protected and do so in safe working environments.

A focused inspection was carried out by HMICFRS into the national response of the Fire and Rescue sector to the global COVID-19 Pandemic during 2020. We are extremely proud to say that the inspection of our Service resulted in a very positive report, that recognised and praised the hard work and dedication of our staff and the planning and adaptations put in place to enable business continuity and ensure the wellbeing and protection of our staff.

INTRODUCTION 2021 -2024

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

The Framework stipulates that every FRA in England must produce an Community Risk Management Plan (CRMP) that identifies and assesses all fire and rescue related risks that could affect their communities, including those of a cross-border, multi-authority and/or national nature. The Plan must have regard to the Community Risk Register produced by each Local Resilience Forum (LRF) and any other appropriate local risk analysis.

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



[Download our Strategic Plan >](#)

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

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

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

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

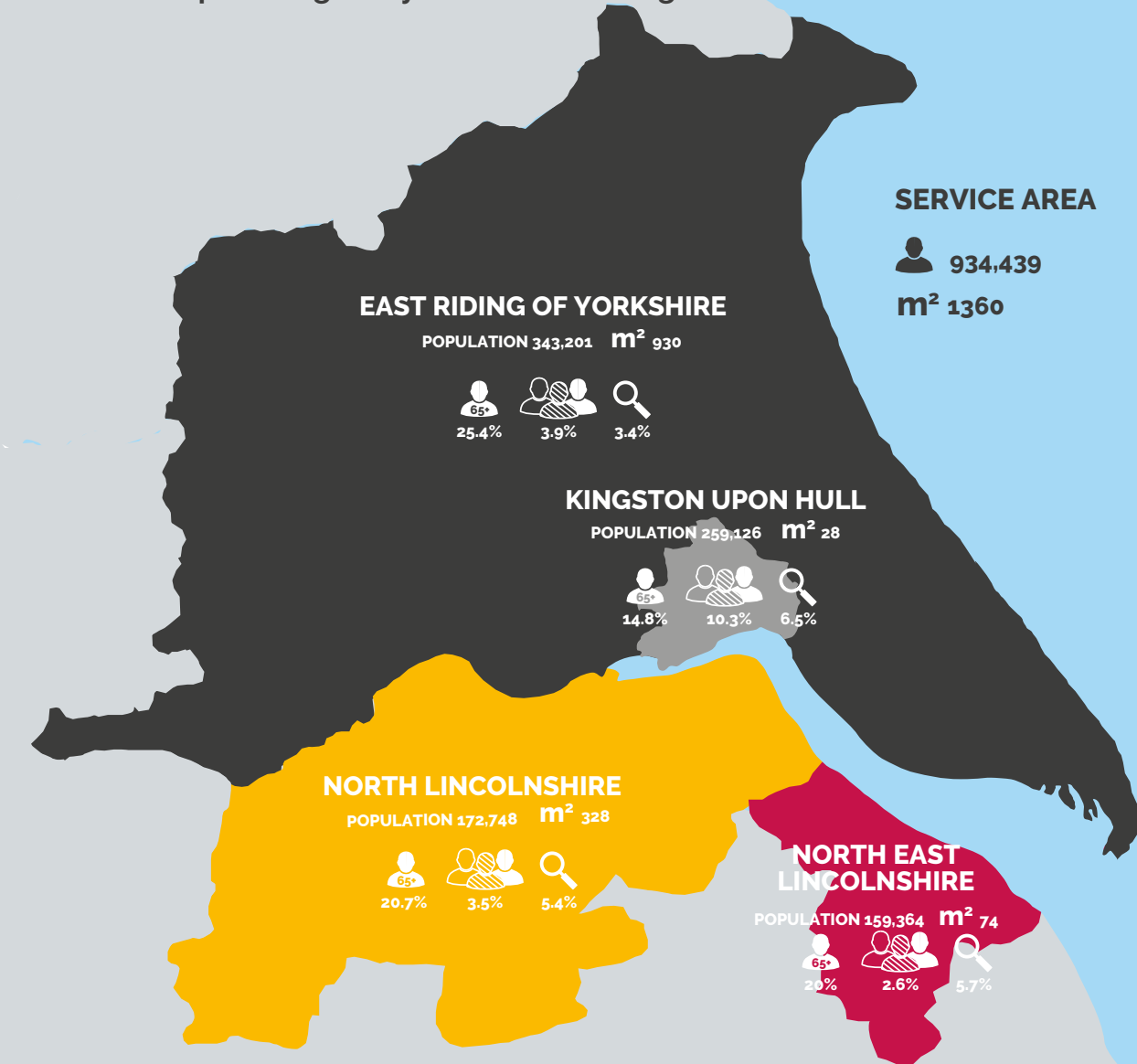
The CRMP covers a number of areas, all of which are intended to provide you with background information about the risks in your area and what we do to manage them.

There are also opportunities for you to access more detailed information if you need to. We are of course also available by telephone, email or in person if you have any questions that remain unanswered after reading this Plan. Our contact details are provided in the Contact Details section and on our website.

[Visit our website >](#)

SERVICE AREA

The area has a total population of 934,439 people and covers a geographical area of 1360 square miles. Each of the four Unitary Authorities is very different, and this makes the Service area very diverse, consisting of urban, rural and coastal communities providing many different challenges to HFRS.



Key



Ethnic Diversity



Age 65+



Unemployment



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



Hull is the third most deprived area in England for the amount of neighbourhood areas that fall within this category. The most deprived ward in Humberside is Orchard Park and Greenwood in Hull.



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

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

EMERGENCY RESPONSE RESOURCES

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

East Riding of Yorkshire



Resources					
Station	Fire Engines	Water Rescue	Specialist Response Capabilities	Medical	Prevention and Protection
Bridlington	3	2 Flood Rafts	1 Aerial Ladder Platform	Yes	Prevention and Protection Teams
Goole	2	1 Boat		Yes	
Hornsea	2		Rapid Intervention Vehicle		
Driffield	2			Yes	
Pocklington	2				
Market Weighton	2			Yes	
Beverley	2		High Volume Pump	Yes	
Howden	1			Yes	
Snaiith	1			Yes	
Brough	2		Incident Command Support Unit		
Withernsea	2		Rapid Intervention Vehicle	Yes	
Preston	1				
Patrington	1				

Hull



Resources					
Station	Fire Engines	Water Rescue	Further Response Capabilities	Medical	Prevention and Protection
Bransholme	1	2 Boats, 2 Flood Rafts		Yes	Prevention and Protection Teams
Clough Road	1		1 Rescue Support Unit, 1 Tactical Response Vehicle		
Calvert Lane	2		1 Aerial Ladder Platform		
East Hull	1				
Central	1		1 Detection, Identification & Monitoring Vehicle (National Asset)		

North Lincolnshire



Resources					
Station	Fire Engines	Water Rescue	Further Response Capabilities	Medical	Prevention and Protection
Scunthorpe	3	1 Boat, 2 Flood Rafts	1 Aerial Ladder Platform, 1 Rescue Support Unit		Prevention and Protection Teams
Immingham West	Training centre for operational staff				
Barton Upon Humber	1	Water Support Unit			
Winterton	1			Yes	
Crowle	1				
Epworth	1			Yes	
Brigg	1				
Kirton in Lindsey	1		Drone	Yes	

North East Lincolnshire



Resources					
Station	Fire Engines	Water Rescue	Further Response Capabilities	Medical	Prevention and Protection
Peaks Lane	3	1 Boat, 2 Flood Rafts	1 Hydraulic Platform		Prevention and Protection Teams
Immingham East	2		2 Foam Delivery Sleds, 1 Technical Rescue Unit 1 Environmental Pod, 1 Mass Decontamination Unit (National Asset), Animal Rescue Unit (ARU)		
Cromwell Road	Operational Fire Station in the evening				
Cleethorpes			1 Tactical Response Vehicle, Welfare Vehicle		
Waltham			1 Tactical Response Vehicle		

- **Fire Engine:** Water delivery and pumping capacity, foam application, cutting capability, water rescue support, hazardous materials, environmental protection, working at height, trauma care, community safety advice and support.
- **Technical Rescue:** Confined space, water rescue, working at height, large animal rescue.
- **Rescue Support Unit (RSU):** Heavy rescue equipment, shoring equipment, cutting equipment, Bariatric Response.
- **DIM:** Detection Identification and Monitoring.

- **Tactical Response Vehicle (TRV):** Smaller vehicle, fast response to mitigate protraction of incidents, supports fire engines at larger incidents.
- **Incident Command Support Unit:** Improved electronic incident ground information collation and distribution.
- **High Reach Capability:** Unmanned Aerial Vehicles (UAV)/Drone/Aerial Platform/High Volume Pump: additional high-volume pumping capabilities.
- **Water Support Unit:** Carries all necessary equipment to support incidents involving delivery or removal or large quantities of water.
- **Rapid Intervention Vehicle:** Compact vehicle, supports dynamic

On-Call crewing model, in addition to the first engine.

- **MDU:** Mass Decontamination Unit.
- **Environmental Pod:** Range of equipment to stop, stem, prevent. Contain leaks and spills.
- **Welfare Vehicle:** is a dedicated multi-use vehicle that provides an air conditioned place of respite and welfare provisions such as a toilet, hand washing and changing area. It is mobilised to specific incidents within Service area and can be used for cross border incidents and further afield at flooding or moorland fire relate incidents. The vehicle has also been used to support COVID-19 vaccine roll out with our partners.

HORIZON SCANNING – AREAS TO CONSIDER IN THE FUTURE

To enable us to plan the services we provide now and in the future, we have a District structure to enable us to work with our partners, monitor our areas and plan as necessary.

North Lincolnshire

Lincolnshire Lakes is an exciting development that will see a series of village settlements created and is one of the largest business and development investment opportunities in the UK.

The Lincolnshire Lakes development is the construction of one of the largest residential developments, not just in the Yorkshire and Humber Region but in the whole of the UK. Within North Lincolnshire on land west of Scunthorpe, it is creating new building jobs plus thousands more as new businesses are opened.

This exciting development will include the creation of new homes, a high-quality business park and office accommodation. It will also incorporate opportunities for:

- Tourism
- Leisure
- Recreation and sport

All of which will be set within a unique lakeside setting with several large artificially created lakes connected by water channels.

A new M181 junction has been created to improve routes to the motorway network and make the area more accessible as a place to live, work and visit.

[Find out more >](#)

North East Lincolnshire – Grimsby Town deal

Nearly 10,000 new homes and 8,800 new jobs will be created in Great Grimsby as part of the stage 1 Town deal. This will improve key roads and establish Enterprise Zones which will attract and support businesses to the area.

Flood prevention

Work has just concluded on the £5.2 million tidal defence scheme aimed at reducing the risk of flooding to properties in Paull, on the north bank of the Humber Estuary. Flood defence remains a priority for all Local Authorities in this area.

A study commissioned by the Living with Water partnership based on the devastating floods of 2007, is being used to establish community based projects and advice to increase the number of dwellings and people protected from the effects of flooding in Hull and the East Riding.

Hull City Council recently published its Local Flood Risk Management Strategy 2022 - 2028 following a period of consultation. Plans for flood risk management in and around Hull are available to view on the Living with Water website.

[Find out more >](#)



MANAGEMENT OF CURRENT AND ARISING RISKS

HUMBER COMMUNITY RISK REGISTER

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

LRFs prepare their Community Risk Register in accordance with Central Government guidance and take into account the National Risks identified by the Government, outlined within the National Risk Register. Community Risk Registers are made available to the public and describe the local risks that could result in a major emergency and the potential impact upon the community, economy and environment should such an emergency occur. The risks identified within the Humber Community Risk Register (HCRR) are a key consideration in producing this CRMP, as are those National Risks that are most likely to impact on our communities. Fully integrating National, Local and Fire and Rescue Service specific risks enables emergency responders to plan for emergencies collectively, rather than in isolation. The three highest risks, detailed within the HCRR, have been identified as: Pandemic Influenza, Severe Weather Including Flooding and Industrial Accidents.

Climate change

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

demands resulting from warmer and wetter winters, leading to increased instances of flooding, storms and hotter drier summers, which will lead to increased numbers of secondary fires and more specifically field, grassland and wildfires (further details can be found on page 25).

Pandemic influenza

A pandemic refers to a global disease outbreak. A Flu Pandemic occurs when a new influenza virus emerges for which people have little or no immunity and for which there is no vaccine. The disease spreads easily from person to person causes serious illness and can sweep across the country and around the world in a very short time. The role of the Fire and Rescue Service will be to use our resources in support of the Health Services and other partner agencies in the most efficient and effective way we can, co-ordinated through the LRF. We have also made contingency plans to ensure that our Service can still function during such an event, when our own employees may also be affected. Details regarding our contingency arrangements can be found on page 19. Further information and guidance is provided via the GOV. UK website.

Flooding

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

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

Industrial accidents

Some communities in the HFRS area live in close proximity to major industrial complexes. Stringent safety, control and planning measures help to significantly reduce the likelihood of an industrial accident occurring. We work closely with the operators of high-risk complexes and our partner agencies to jointly plan and train for potential events. Details regarding our response arrangements can be found in the Response section of this Plan. You can find advice on how to protect yourself from the risks identified in the Humber Community Risk Register in their 'Get Ready for the Unexpected' handbook and on the Humber Emergency Planning Service website.



HOW WE ASSESS RISK IN YOUR AREA – DWELLING RISK RATINGS

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

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

- Living Alone
- NHS Exeter data 65 +
- Smokers
- Restricted Mobility
- Rented Accommodation
- Alcohol Dependency
- HFRS attendance time

The risk levels are determined by using the factors above in a weighted calculation, the highest risk households are then counted and put into risk bands; High, Medium and Low.

No factor is used in isolation, it is only when the correct combination is used that a household is categorised as higher risk.

Using this methodology is a dynamic way of profiling vulnerable people and communities and the aim is to tailor response arrangements to households we understand to be at a higher risk of death from fire. This also serves to align the response standards to Public Safety delivery and prevention activity. This year we are also prioritising our proactive Home Fire Safety visits (by crews) to those over 80 years old in high-risk dwelling groups, because analysis has shown that this group of people have the highest risk.

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

INTERVENTION STANDARDS: DWELLING FIRES

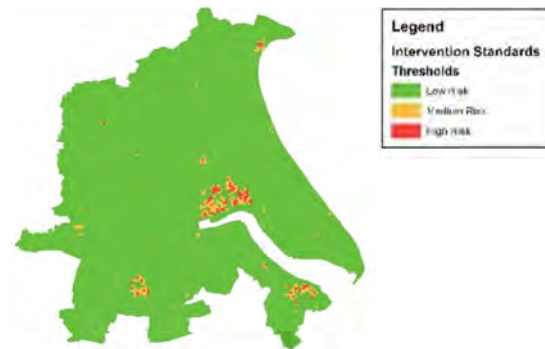
Our 'intervention standards' are the time it takes to get a fire engine to a dwelling fire according to the risk rating.

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

We will mobilise two fire engines to dwelling fires; the first fire engine will be in attendance within the following times, on a minimum 90% of occasions:

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

The risk areas are reviewed annually, the map below shows the current risk areas:



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

Worst case scenario planning

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

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

Emergency incident overview (2021/22)



False alarms

3690



Fires

3970



Road traffic collisions

437

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

ROAD TRAFFIC COLLISIONS

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

The Service sets a 15-minute response time based on research around the 'golden hour'.



The Service's emergency response standards are aligned with research carried out in the medical world stating that casualties have a greater chance of survival if they are treated within one hour of the incident occurring.

This research is not new and has been around for many years, the one-hour window of time is commonly known as the 'Golden Hour'.

Research has shown that if the casualty can reach a trauma centre within the 'Golden Hour' that they have a greater chance of survival.

The timeline is based upon the 15-minute response time set by the Service, a 30-minute extrication time and a 15-minute travel time to a trauma centre. The nature and severity of any trauma injury suffered as a result of involvement in an RTC and/or the remote location, may necessitate the need to use an Air Ambulance to achieve the 'Golden Hour'. This is done in partnership with Yorkshire Air Ambulance.

Trauma Centres covering the Service Area are:

- Hull
- York
- Scarborough
- Grimsby
- Scunthorpe

The Golden Hour



PREVENTION & PROTECTION

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



FIRE SAFETY

Arson prevention

We will collaborate with the Police, Local Authorities and other partners to reduce the number of incidents and the impact of arson. We will deliver services to protect individuals and properties (included unused and derelict premises) identified as being 'at risk' from arson, as well as focusing resources in areas identified as hotspots from our incident trends and public feedback, utilising our communication tools for the public to inform us such as the arson text line, website contact and freephone non-emergency number as well as promoting Firestoppers and Crimestoppers contact number use. We will adopt the Objective, Scanning, Analysis, Response and Assessment (OSARA) model as a means of monitoring the effectiveness and efficiency of our interventions,

Fire investigation

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

Fire safety engagement

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

businesses in relevant fire safety topics, as well as engaging with businesses in other areas such as arson risk, flood risk and business continuity.

Fire safety enforcement

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

NFCC building safety group

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

ROAD SAFETY

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

Further information on the road safety partnership is available through the Safer Roads Humber strategy.

[Download the strategy >](#)



WATER SAFETY

We will work with partners to educate the community on the risks in and around water across our area, including from the risk of flooding. We will work together to consider what safety measures could be put in place to prevent incidents or mitigate the impact from incidents. This will be done working in partnership with others, including through the Local Resilience Forum.

WELLBEING

Home Fire Safety

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

Read more about MECC here.

[Find out more >](#)



Children and young people education



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

Safeguarding

We detail our safeguarding approaches in Policy and continually improve our training, information, advice and guidance throughout the Service area with our partners. Through delivery of all activities we will raise awareness of safeguarding issues, including the sharing of information with our partners where appropriate to ensure vulnerable members of our community are Home Fire Safe.

As part of our safeguarding, we carry out Enhanced DBS checks on all staff who have a position with access to sensitive systems and information. Anyone joining the Service in a public facing role such as Firefighters or Prevention and Protection staff is also subject to the same.

Serious Incident Review

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

CROSS-CUTTING PREVENTION AND PROTECTION DELIVERY

Community inclusion

We will engage with our partners and the public to develop a greater understanding of our area and ensure that our activities are responsive and accessible to the needs of the community. We will ask our community how we are doing and use this information to improve. We will work toward successful outcomes within our Public Sector Equality Duties.

Collaboration and partnership

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

Post Grenfell Tower



In the immediate aftermath of the Grenfell Tower Fire, HFRS set up a Building Safety Group to coordinate the HFRS response, alongside a gap analysis. The group co-ordinated immediate inspections across all high-rise residential buildings and NHS Building stock in the HFRS area. In addition, the group also provided support to stakeholders assisting them to provide timely and accurate responses to information being sought from lead Government departments, and specifically, the Fire sector coordinated through NFCC. The building safety group was stood down in November 2017, following the completion of the required inspections and coordination of the immediate response. Grenfell related workstreams have since continued within the Protection Team. Other work around reassuring our communities around High rise living have taken place too.

District exercise programs included an increased focus on residential high-rise buildings. This reinforced and refreshed firefighter knowledge of our existing procedures, the visual presence and actions of firefighters also served to inspire community confidence in the HFRS response. Operational Pre-Plans were developed during the same period for all 27 residential high-rise buildings within the HFRS area.

The Service has been proactive in encouraging the use of sprinkler systems to help minimise damage from fire and to save lives. The Service has a 45 metre Aerial Ladder Platform (ALP); one of only two in the country, allowing a higher reach capability than previous. An aerial appliance and three fire engines are sent to all reports of fires or fire alarms at high-rise buildings.

[Find out more on high rise living >](#)

ENFORCEMENT

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

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

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



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

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

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

Engagement

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

Audits

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

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

Advice

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

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

Working with others

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

Concerns

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

Enforcement and prosecutions

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

We will use the powers of legal enforcement and prosecution available to us, where this is appropriate to ensure public safety, using a 'firm but fair' approach.

We will ensure that we monitor all enforcement activity and share our experiences across the Service, the region and, where appropriate, nationally. Further information on our Inspection and Enforcement Procedures can be found on our website and our Prevention and Protection delivery plan 2021-2024. Where individuals are unhappy with our Protection and Enforcement role, there remains in place a route for challenges (appeals) and complaints.

Advice for business

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

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

[Checklist >](#)

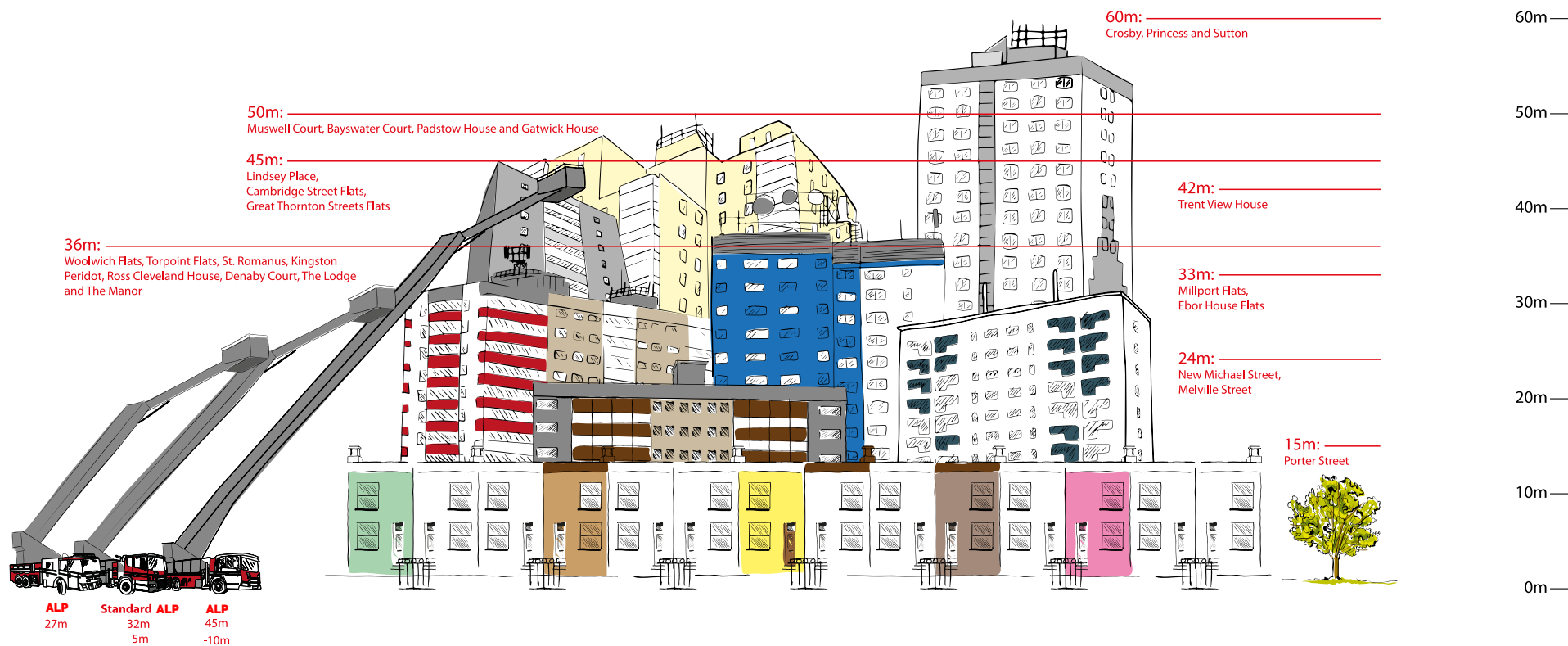
Risk based inspection programme

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

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



HIGH RISE REACH



EMERGENCY RESPONSE

LOCAL AND NATIONAL RESILIENCE ARRANGEMENTS

How do we ensure our communities can prepare and plan?

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

A great deal of information to help local communities and the business community has been provided on our website www.humbersidefire.gov.uk.

We are proactive in working with our partner emergency responders and local authorities within the LRF to provide assistance before predictable disruptive incidents occur, such as severe weather, local flooding or the impact of protracted emergencies on local communities. Our emergency response and safety teams worked with the Environment Agency on assisting the community in South Ferriby to offer advice, guidance and support in preparing for flooding.

Emergency response – business continuity:

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

National resilience

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

government departments, the devolved administrations, and other relevant partners.

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

High Volume Pump (HVP):

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

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

Waste Fire Tactical Advisors (WFTA):

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

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

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

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

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

Mass Decontamination Unit (MDU):

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

National Inter-agency Liaison Officer (NILO):

The Service has eight trained and qualified Officers who can advise and support multi agency Incident Commanders including; Police, Health, Military and other Government departments on the operational capacity and capability to reduce risk and safely resolve incidents at which a fire and rescue service attendance may be required. A minimum of two NILO's are on duty at all times and act as the primary liaison between HFRS and other agencies in relation to dynamic risk.

Detection, Identification and Monitoring (DIM):

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



EMERGENCY CALL HANDLING



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

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

Emergency call handling and mobilising

We have invested heavily in this function, which has improved the effectiveness, efficiency and resilience of our emergency call handling and resource mobilising.

We are now a member of the East Coast & Hertfordshire Control Room Consortium (ECHCRC), which consists of Humberside, Lincolnshire, Norfolk and Hertfordshire Fire and Rescue Services;

HFRS is now live on the shared ECHCRC network and has successfully completed robust testing. This added resilience ensures we are even better equipped to deal with major incidents and emergencies and demonstrates efficiency, extra resilience and shared procurement.

We set high performance standards for our call handling function, which requires that all emergency calls to dwelling fires have a response mobilised within 90 seconds from receipt of call on 75% of occasions.

Each of our emergency vehicles is fitted with a Vehicle Location System linked to the computerised mobilising system providing our Control Room with the exact location of all our emergency response resources at all times. Mobile Data Terminals (MDT's), which are installed in all our fire engines, provide instant access to map data and risk critical information, which our firefighters use to pre-prepare whilst responding to an incident and as a source of information at the incident location.

IF YOU HAVE TO DIAL 999, OR 112 AND ASK FOR THE FIRE AND RESCUE SERVICE

You will be answered by a telephone exchange operator who will ask you which emergency service you require and the telephone number from which you are dialling. Stay on the line and you will then be connected to an Operator in our centrally located Fire and Rescue Control Room, not your local fire station.

On connection to a Control Room Operator you will be asked 'Where is the emergency?'

The Service uses 'language line' to assist in telephone interpreting.

We will need the following information from you

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

Why do we need this information?

- We need to know the address or location of the emergency.
- This information is entered into our computer to search for the location and find the fastest appropriate responding fire engine(s).
- Using a postcode can save time when we search for an address in our computer.
- The nearest main road helps us narrow the search, which also saves time.
- We cover the whole of our service area from one Control Room and sometimes receive calls for other areas of the country, so we need to confirm which town you are in. This will complete the search and locate the correct address.
- We need to know what is on fire or what other emergency you have, to enable us to decide what kind of assistance we can provide and which other services we will inform.
- We need to confirm the telephone number that you are calling from and your name and address both to assist in confirming your location and so that we can contact you again if we need any more information from you.

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

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

CAPABILITIES

Response to fires

All of our fire stations, which are located in line with areas of risk, have a rapid response capability to respond to fires. For dwelling fires, which are the fires that present the greatest risk to life or are likely to cause injury, we have clearly defined intervention standards which describe the speed of response required. To determine this, we have broken down the Humber area into areas of risk and identified a risk banding for each area. The speed of response has been aligned to the risk banding given to each risk area. More detailed information on our intervention standards is provided in 'Management of current and arising risks, Intervention Standards Dwelling Fires' on page 13.

Major incidents and fires

We also assess the risk for major fires in our area and plan response arrangements. We work with partner agencies via the Humber Local Resilience Forum to assess the risk to the Humber area and produce the Humber Community Risk Register. This document identifies significant risks to the Humber area which include the risk of major industrial accidents and those which could involve fires or explosions. The Humber area has 33 sites that are classified as top tier Control of Major Accident Hazards (COMAH sites and as such require specific arrangements and plans to be put in place by relevant agencies. We position our fire engines to meet a specific intervention standard for major incidents and fires, this links closely with our Reasonable Worst Case Scenario Planning described on page 13.

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

Waste fires

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

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

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

Road traffic collisions (RTCs)

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

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

Technical rescue

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

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

Our qualified rescue boat operators have enhanced flood and swift water capabilities and can be deployed into flood water or water courses locally and nationally. All operations strictly adhere to standards provided by the Flood Rescue Concept of Operations, from the Department for Environment, Food and Rural Affairs (DEFRA). We have deployed our boat crews, Water Incident Managers and Flood Tactical Advisors as part of a national response to significant floods in Cumbria and York.

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

Wildfires

An analysis of wildfire risk based upon geographical data and historical incident data, shows HFRS area to be of a relatively low risk for this type of incident when assessed against the current National Fire Chiefs Council (NFCC) criteria for classifying a wildfire. However, we maintain a generic capability to respond to this risk on all fire engines and use National Resilience for Tactical Advisors when necessary. We use this capability to provide assistance when required to other Fire and Rescue Services who have a higher risk of such incidents in their area. Our Emergency Response personnel assisted at over the border wildfires in Winter Hill, Bolton and Hatfield Moor in South Yorkshire.



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

Maritime emergencies

By virtue of being a coastal Fire and Rescue Service we have a statutory responsibility to attend fire, chemical and industrial rescue incidents involving shipping in ports, at jetties and in the Humber Estuary. In order to meet HFRS statutory responsibilities within our Service boundaries, we have developed a two-level marine response framework. The framework seeks to use all operational staff, including the provision of five dedicated Marine Response Fire Stations and the Service's Fire and Rescue Marine Response Team (FRMR). A level 1 response will be to marine incidents

'alongside' for HFRS purposes the definition of an incident alongside will be any incident that does not involve boarding a tug to access the vessel. All incidents within the Humber Estuary will be deemed a level 2 response and will be responded to by the Service's FRMR Team. Six fire stations have been identified, through a risk-based approach, to receive enhanced marine firefighting training in order to support initial attendance to incidents alongside and improve inter-liaison with the FRMR team. These fire stations are:

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

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

Water rescue

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

Flood response

Coastal and inland flooding continue to figure as some of the highest risks to the UK as identified by the Cabinet Office National Risk Register 2013. Planning for coastal flooding emergencies has achieved significant progress over the last 12 months and is

reaching an advanced stage in the delivery of national and local tidal inundation plans.

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

HFRS continues to maintain its flood rescue capability and has continued to support National Resilience Capabilities by maintaining a FRS Flood Tactical Advisor role and a number of Water Incident Manager roles. In addition, the provision of four powered rescue boats and Type B boat Operators are available locally with two boats available on the National Assets Flood Rescue Register for out of county deployment if required.

These teams and individuals all conform to the standards within DEFRA's Flood Rescue Concept of Operations and are available to deploy across the UK to support large scale flooding events. Our flood response capability is enhanced further with ten 15 person flood rafts and are strategically located across the Service boat and water rescue stations. They principally perform the role of lead out craft in the rescue and recovery of persons from flooded properties. The procurement of the rafts was supported by DEFRA monies and acquired as part of a collaborative funding bid, together with Lincolnshire FRS and Norfolk FRS.

Marauding Terrorist Attacks (MTA)

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



THE AVAILABILITY OF OUR FIRE STATIONS

Rota and Availability System

The Service has a Rota and availability system to capture availability across the Service. The system is being embedded across the organisation and is a consistent approach to availability for all duty systems.

Full-Time Duty System fire stations

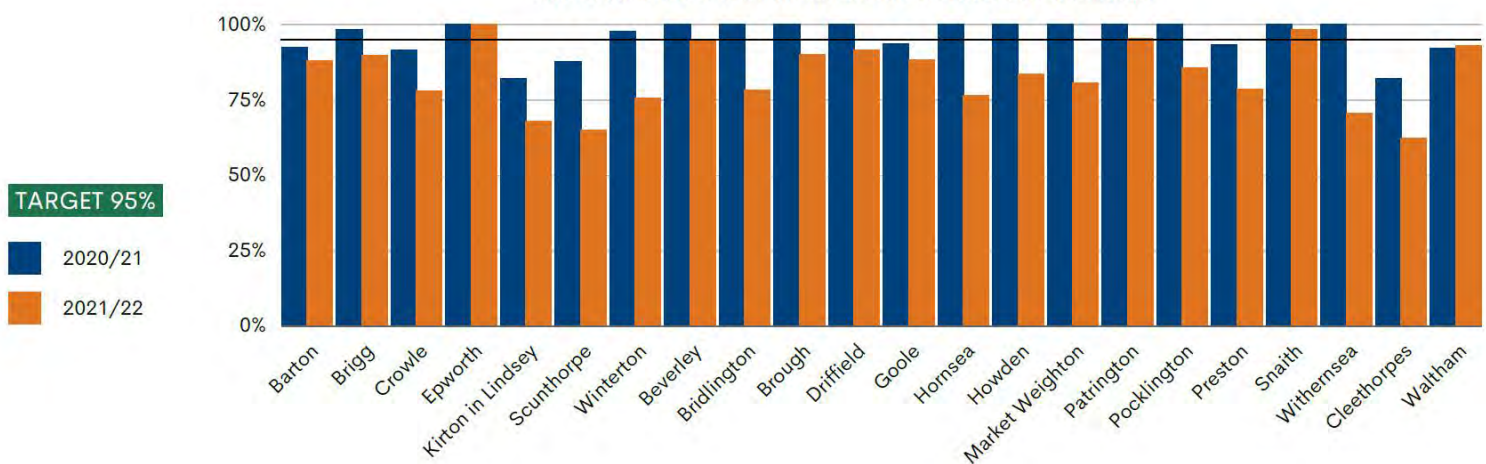
Our Full-Time Duty System fire stations are crewed 24/7 by Full-Time firefighters. Availability for first and second fire engines is consistently achieved by all fire stations. Our innovative, efficient and effective approach to crewing Full-Time fire stations has continued to evolve. Flexible capacity generated by our shift system is now used more effectively to support prevention and protection activity and our On-Call fire stations.

On-Call Duty System fire stations

Our On-Call Duty System fire stations are crewed by individuals living and often working within the local communities around the fire station. The performance standard for the first fire engine is 95% availability. The performance standard for the second fire engine is 80% availability.

On-Call Duty System First Fire Engine Availability

ON CALL DUTY SYSTEM FIRST FIRE ENGINE AVAILABILITY



Optimum Crewing Model

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

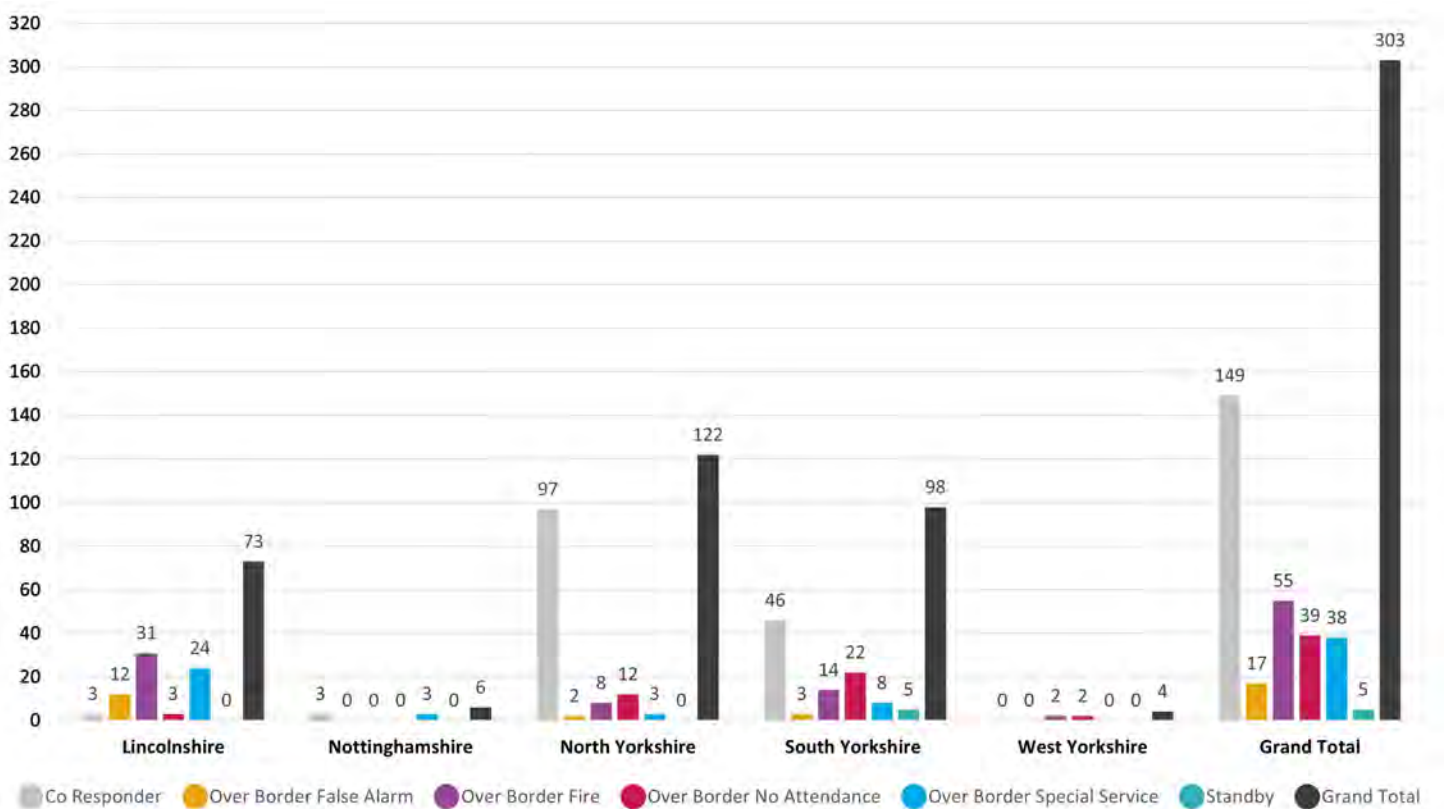
In order to meet these challenges, we continue to promote our recruitment campaign, #BeOurFuture and the NFCC On-Call Firefighter Campaign #NeedMore, can you help us with our challenge?

MUTUAL AID / OVER BORDER INCIDENTS

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

Over border incident statistics

We also attend incidents that are over the Humberside Fire and Rescue Service border. Below is a breakdown of the location of incidents we were mobilised to in 2021 to 2022.



Over the Border arrangements

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

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

INTEROPERABILITY

Interoperability is critical to our response plans; in liaison with our blue light partners, a number of agreements have been formally reached to share resources. We continue to plan for water related incidents requiring an underwater dive team and terrorist incidents, as well as those of a criminal or more technical nature.

The Joint Emergency Services Interoperability Programme (JESIP) is embedded to ensure all emergency services work together to provide a more effective response. JESIP was commissioned to ensure that "Blue Light" services are trained and exercise to work together as effectively as possible at all levels of command, in order to respond to major or complex incidents (including fast moving terrorist scenarios). All operational personnel have undertaken JESIP training, with the majority of these staff trained in a multi-agency environment. This training is refreshed on a 3-yearly cycle, allowing the Service to continue to embed its operating principles within our Incident Command methodology.

The Major Incident Policy has been produced to assist the Service to deal effectively with the most serious and demanding incidents, often in conjunction with partner agencies. The policy seeks to ensure that all HFRS staff are aware of the requirements and procedures that will need to be implemented in the event of a major incident or declared emergency as defined in the Civil Contingencies Act 2004. It is specific to HFRS and does not replace the emergency plans or procedures which may be invoked by other agencies.

RECOVERY



The Red Cross Fire and Emergency Support Service (FESS) is a team of dedicated volunteers who are available to assist members of the community after they have been affected by fire, flooding or other emergencies.

The Red Cross have a vehicle that can offer shelter and facilities to those who need it, which is based at Bransholme Fire Station in Hull. A second vehicle has been provided through funding raised by HFR Solutions CIC. This vehicle is based at Cromwell Road Community Fire Station in Grimsby, North East Lincolnshire. The two vehicles now provide extended and quicker cover to the whole of our Service area. The team play an important role offering humanitarian assistance to those who may have suffered trauma from a fire or flood and help people deal with emotions associated with the loss of their home or belongings.

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

Red Cross Services

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

COLLABORATION

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

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

Health and Safety

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

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

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

generating formal recommendations for Service improvement.

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

The Health, Safety and Environment team work with regional partners and representative bodies to proactively address relevant evolving issues and minimise the impact on the health, safety and welfare of our staff. An example of our forward thinking and collaborative approach is the long-term project to reduce the risk from contamination to firefighters following exposure to fires. This is a national campaign linked to research indicating a disproportionate number of firefighters develop cancer in later life

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



The Hull F.I.R.S.T (Falls Intervention Response Safety Team) are sub-contracted by City Health Care Partnership (CHCP) to provide a rapid 24/7 response to patients with a Hull GP.

who have fallen and need non-emergency medical support. The team provides a holistic approach to picking people up safely, taking observations, assessing their needs and in partnership with CHCP Hull Falls Prevention Team, resolving any instant problems that may have caused the fall. The team offer the patient a Home Fire Safety visit.

HFRS provide the scheme with a mixture of trained HFRS Grey and Green Book staff. It is operated from Bransholme Fire Station with two Full-Time firefighters, Prevention Advocates and on-call Falls staff responding from home. The team is managed by the Hull F.I.R.S.T Prevention Manager.

Medical response

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

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





Ark project

The Ark project is to build a facility that will give a clean water environment to the Service's water rescue training, providing multi-agency and multi-level opportunities.

Both Sponsors Board and Project meetings continue with a view to progressing the project. Discussions are also ongoing with other partners. Funding opportunities are also actively being pursued. An external review of the arrangements to date has also been undertaken which will inform the future direction of the project.

A formal plan of action is been developed by the project manager for approval by the Project Team and Sponsors Board.

Fire dogs

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

Drone

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

PEOPLE

SERVICE TRAINING

Training

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

To support this our Service Training Plan 2021-24 is reviewed annually in line with the CRMP and the Strategic Plan to ensure that it meets the needs of our communities and our staff.

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

National Standards

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

Operational Training

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

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

Training also supports the acquisition, maintenance, and assessment of operational core and specialist skills such as Breathing Apparatus, Marine Firefighting, Road Traffic Collision, Hazmat, Immediate Emergency Care, Technical Rescue, and Water Rescue.

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

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

Service Training

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

To improve our learning materials the L&D team has recently developed a range of innovative solutions so that training can be accessed by all staff on the move and support a range of different learning styles.

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

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

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

New ways of working

We constantly explore new ways of delivering and developing our training; taking learning from how the COVID-19 Pandemic has impacted us, we have developed new ways of working. The use of technology has been important, using eLearning videos, remote training and assessments, alongside more traditional practical training we have developed a more blended approach. We have been able to deliver effective and efficient training that has improved our service competence whilst at the same time being able to reach a wider audience, reducing the need for travel, and improving our carbon footprint.

ORGANISATIONAL DEVELOPMENT

Personal Development Review (PDR) and Core Skills Framework

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

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

In addition to the Core Skills Framework, career ladders for each function have been developed including role specific training outlines. These assist the PDR process and provide transparent information and guidance for career progression and development.



OUR WORKFORCE

During 2021/2022 we employed over 1000 people, predominantly in a permanent capacity but we also used temporary staff where that was more efficient. Our workforce can be broken down as per the diagram on the right.

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

Our workforce plan is supported and underpinned by local plans that are developed with local line managers and driven by Heads of Service in their respective areas. We continue to develop our vision of "Safer Communities, Safer Firefighters".



30



214



431



335

OCCUPATIONAL HEALTH & WELLBEING (OH)

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

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

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

Welfare

As part of our Blue Light Pledge we have developed several workstreams around, health and wellbeing. These

include a new section contained within the modified Performance and Development Reviews (PDR) documentation and guidance, which encourages a wellbeing discussion and welfare check between the manager and individual. The revised Health and Wellbeing Steering Group which consists of dedicated individuals who are proactively embedding the principles and cultural changes to the Service, are there to champion health and wellbeing in the workplace and lead the direction of projects and workstreams linked to the continuous improvement in services to support staff including the organisational commitment to The Healthy Workplace Scheme.

We have introduced high-quality progressive support for staff and extended family, including an externally sourced Employee Assistance Programme for a variety of support needs, introduced a Critical Incident Stress Management Policy and trained 16 HFRS staff to provide

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

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

HFRS have recently acquired it's first ever 'wellbeing and trauma dog' to offer a variety of support to staff who may experience trauma.



Control Room



Full-Time Duty System



Fire Staff



On-Call Duty System

EQUALITY, DIVERSITY & INCLUSION

The Service continues to recognise its legal responsibilities under the Equality Act 2010.

Specifically, the Public Sector Equality Duty (PSED) to eliminate unlawful discrimination, harassment and victimisation, advance equality of opportunity; and foster good community relations and have an engaged, fairly treated and motivated workforce. During 2020/2021 these priorities were reviewed and refreshed.

The feedback we received through consultation established that our priorities were still current and relevant and supported the refresh of the actions to be undertaken for each Equality and Inclusion Priority for 2021 to 2024. The five key areas of priority and the lead functions are:

Priority 1: Leading by example on equality – People and Development lead

HFRS has always had a priority focus on equality, diversity, and inclusion (EDI) in all we do. We do this by using tools such as the LGA Equality Standard, NFCC frameworks and by undertaking equality impact assessments. As well as approaches to promoting EDI in employment and the delivery of services we define and 'mainstream' EDI responsibilities to all our Heads of Function, so EDI is considered across all functions in the Service. Heads of Function report on progress against the PSED action plans to the EDI Steering Group and through the EDI annual report. Proactive leadership is provided by our Senior Leadership Team through their role as Senior Equality Ambassadors, and by members of Staff Forums for Disabled Staff, Women and LGBTQ+ with lived experience of wide range of issues.

Also ensuring we 'pay due regard' to equality in all we do via a refreshed approach to undertaking Equality Impact

Assessments using NFCC approach, which we have training our managers in. These are provided for Senior Leadership Team and Fire and Rescue Authority papers to inform decisions.

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

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

Priority 2: Increasing diversity throughout our workforce – People and Development lead

Becoming an Employer of Choice for diverse communities and underrepresented groups.

Work led by Human Resources, Organisational Development and Occupational Health and Wellbeing teams, has been focused on ensuring HFRS becomes an 'employer of choice'. This includes policy development, recruitment, talent pipelines for progression and positive attraction/action events and programmes as we aspire to have a workforce that is representative of the communities that we serve. We want to encourage people of diverse backgrounds, experience and beliefs, who share our values and want to make a difference in the community to consider working for us.

The Service continues to meet its legal duty by publishing its annual Gender Pay Gap Report. This year the Service has produced and published Pay Gap reports for Gender, Ethnicity and Disability. HFRS have led an implemented a Regional Partnership Pilot for Women's Mentoring.

Priority 3: Ensuring a safe and fair workplace for all staff – People and Development and Support Services lead

HFRS Estates Team have a long term planned approach to improving Stations and workplace facilities at HFRS. Work focuses on accessibility, and providing privacy for sleeping, changing, and working as well as improving HFRS assets for effectively providing services to communities.

March (2021) saw the successful completion of the re-modelling and refurbishment schemes at both Bridlington and Scunthorpe Stations. The focus of both schemes was to improve dignity and privacy on station, with shared dormitories being replaced with individual sleeping rooms and individual shower/wc pods replacing communal welfare facilities. Works also included improvements to on-call changing facilities.

Workplace risk assessments and staff impact assessments conducted during and after COVID-19 enabled the Service to ensure staff health well-being and safety during this time, in particular these assessments enabled older workers and staff with caring commitments to work differently in order to support a home working balance during these unprecedented times.

HFRS Occupational Health and Wellbeing Team have been at the forefront of promoting EDI work at HFRS during 2020-21 including supporting a wide range of EDI principles and issues within their services to staff and within the Health and Wellbeing plan for 2021-2024.

Priority 4: Continuing to improve our knowledge of our diverse communities and how we engage with them – Public Safety and Community Safety lead

This is a continuing PSED priority for HFRS. We have a range of specialist

staff including Community Safety Advocates who work hard to engage with communities and keep abreast of changing which may affect communities' resilience and their needs from us for instance through the Pandemic there was many changes in support arrangements for vulnerable people, at the same time there was an increasing need for mental health and domestic abuse services and support.

Priority 5: Identifying the fire and other emergency risks linked to multiple disadvantage and discrimination – Public Safety and Community lead

The Prevention and Protection Delivery Plan has four key themes of Fire Safety, Road Safety, Water Safety and Wellbeing and are delivered by frontline response personnel, supported by specialist Prevention and Protection teams and individuals.

Many of our safety campaigns are adapted and targeted to reach a wide range of groups such as fire safety for students, water safety and families with children, road safety for young drivers, and in this way, we reach groups in the population most at risk from these dangers.

Over the past year during the Pandemic, we have enhanced our work with vulnerable people to support those who are shielding to ensure they have food, medicines and essentials as well as offering Home Fire Safety visits. We have also been involved in supporting the roll out of COVID-19 vaccination via seconded staff both at Mass Vaccination Site in Hull and at local pop-up sites where there is a high incidence of COVID-19 infections.

Positive action for recruitment

#BeOurFuture

We aspire to have a workforce which is representative of the people and communities we serve. We recognise that there are underrepresented groups

within many areas of our workforce, with the widest gap in representation between the local population being the gender and ethnicity profile imbalance in our uniformed workforce.

We are committed to addressing all areas of underrepresentation within the workforce and to broadening the workforce profile. We want to encourage people of diverse backgrounds, experience and beliefs, who share our values and want to make a difference in the community to consider working for us. We have a Positive Action Framework identifying four key objectives:

- Ensure the provision of robust workforce monitoring data
- Identifying and removing barriers to attraction
- Enhancing HFRS employer brand as an inclusive employer of choice
- Facilitating meaningful career and personal development



Positive action for progression

We recognise that HFRS is particularly underrepresented by women in operational roles and that one of the best ways to develop self and career is to gain support through mentorship.

We have led the way locally and regionally to establish a women's

mentoring programme which has trained male and female mentors (with both operational and corporate experience) available now for mentoring.

These are spread across the four FRS in Yorkshire and women can choose a mentor from any Service thus providing plenty of choice of style and experience.



Our Ethical Principles and Behaviours

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

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

HEALTH AND SAFETY

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

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

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

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

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

Injuries and near misses

The total number of reported injuries for 2021/22 has decreased by more than 27% compared to the previous year. The most frequently reported activity type was routine activities which are carried out by all staff irrespective of their role.

The health, safety and welfare of all our employees, contractors, visitors and members of the public remains of paramount importance during all activities we undertake.

We continue to ensure that all our duties, including those outside of incident response, are adequately supervised and resourced to prevent even minor injuries wherever possible.

By means of a database of shared risk assessments and ongoing training, we support and promote ownership and application of appropriate risk control measures to each delegated Section Head.

Near misses have increased by more than 31% in comparison to last year. These reports are actively encouraged from our staff as a means for identifying potential for harm before it is realised. They are also indicative of a proactive safety culture. Our aspiration is to increase reporting of near misses even further in proportion to accidents and injuries.

Incidents by cause

Almost half of all the injuries reported were caused by activities relating to manual handling. This reflects the national statistics published for this period by the Health and Safety Executive (HSE) as the most common cause across all UK work sectors.

These injuries ranged from minor sprains and strains to more serious injuries which resulted in sickness absence of the affected individual. In accord with the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995 (RIDDOR), all relevant injuries were reported to the HSE within the prescribed timescales.

Environmental Strategy

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

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

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

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

ACCOUNTABILITY

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



HMICFRS

Her Majesty's Inspectorate of Constabulary Fire and Rescue (HMICFRS) assess the performance of each Fire and Rescue Service in England. They grade performance against three main areas, Effectiveness, Efficiency, and People.

Each area is graded as either outstanding, good, requires improvement or inadequate. The first inspection of HFRS took place in 2018, we were graded Good in Effectiveness, Good in Efficiency and Requires Improvement in People. The full Report is available on the HFRS and HMICFRS websites.

HMICFRS undertook an Inspection of the response of the Fire and Rescue sector to the COVID-19 Pandemic. HFRS's inspection took place in October 2020. Whilst the Inspection findings were not graded, the Report gave a very positive view of the work carried out by HFRS during the Pandemic in 2020. The full Report is available on the HFRS and HMICFRS websites.

HMICFRS conducted its round 2 inspection of the Service at the end of 2021 into 2022. The inspection was conducted through a hybrid approach including on-site assessments of operational activities and remote interviews with Service managers over a period of six weeks. The Inspectorate rated the Service as 'Good' across all three of its inspection criteria. This means it is Good at preventing and responding to

emergencies, Good at efficiently spending its money and Good at looking after its people. The findings represent an improvement on the last routine inspection in 2018, which suggested the Service needed to do more in how it developed its workforce and increase the diversity of the people it employs. The full report is available on HMICFRS website.

National Operational Guidance NOG

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

Operational assurance

To continually improve and develop our Operational Preparedness and Emergency Response, HFRS has resilient processes in place to monitor and review a wide range of operational activities, including incident attendance, training and exercises. These processes ensure that our procedures, actions and decision making, during emergencies, training or station based activities are safe and effective with the overarching aim of maximising improvement. This includes the facilitation of a robust debriefing process, which provides HFRS with an opportunity to learn from both successful innovative practices, and areas identified as opportunities to develop. Significant incidents are subject to a structured debrief with the

staff and areas identified as opportunities to develop. Significant incidents are subject to a structured debrief with the intended outcome of generating formal recommendations for Service improvement.

We also identify and learn lessons from external sources. These include regional and national incidents of note and the recognised bodies of National Operational Learning for the Fire Sector and Joint Organisational Learning for the wider emergency services. All learning is analysed and shared across the Service with resultant actions allocated to the appropriate section for implementation. This enables us to continuously review and develop our policies, procedures, use of emerging technology, vehicles, equipment and personal protective equipment.

A station planning, monitoring and reviewing process is in place to ensure that the right outcomes are being delivered, in the most effective manner, for our communities and our staff, based upon the objectives of our Strategic Plan. Station heat maps allow dynamic focus on the key areas of competence, prevention, protection, risk management, resource availability and equality and inclusion.

Practically, the operational assurance framework is embedded within daily work with key deliverables of:

- The Service has a safe and competent workforce capable of meeting the demands placed upon them.
- The Emergency Response element of the Service is effectively achieving aims of the Strategic Plan.
- The Service is able to demonstrate continuous improvement by sharing good practice both internally and externally using lessons learned.
- The Service is able to support and react to National and Joint Operational Learning.

Independent audit

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

Customer Service Excellence Award

The Government wants services for all that are efficient, effective, excellent, equitable and empowering, with the citizen always and everywhere at the heart of service provision. With this in mind, Customer Service Excellence® was developed to offer a practical tool for driving customer-focused change in organisations.

The foundation of this tool is the Customer Service Excellence® standard which tests in great depth those areas that research has indicated are a priority for customers, with particular focus on delivery, timeliness, information, professionalism and staff attitude. There is also emphasis placed on developing customer insight, understanding the user's experience and robust measurement of service satisfaction. The Service again achieved the Customer Service Excellence Award for the twelfth year.

The formal Customer Service Excellence assessment report can be read on our website.

Consultation and feedback

At the start of 2022, HFRS consulted on its Environmental Sustainability Plan 2021 - 2024, which picked up themes and feedback from this Plan's consultation in 2020. Acknowledging the feedback across communities in the Humber region regarding flooding and grassland fires due to the changes

of our climate and how the Service is prepared to respond to these risks. This Plan was consulted upon between September to November 2020 and we received 759 responses. We have also consulted upon our Strategic Plan, Equality and Inclusion Priorities and Council Tax Precept.

Annual Governance Statement and Statement of Assurance

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

Fire Standards Board

The role of the Fire Standards Board is to oversee the identification, organisation, development and maintenance of professional Standards for fire and rescue services in England. The Board is responsible for approving Standards and the approach to their development. We are aware and are working towards the Community Risk Management planning framework standard for this document (CRMP).

[NFCC CRMP WEBSITE >](#)

The FRS National Framework Document

This Community Risk Management Plan (CRMP) complies with the requirements for CRMPs described in the National Framework Document.

The Fire and Rescue Service National Framework sets out HM Government's priorities and objectives for Fire and Rescue Authorities in England:

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

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

The National Framework is available to download on the Department for Communities and Local Government website:

[Download the Framework >](#)

Governance Audit and Scrutiny Committee (GAS)

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

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

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

[More information on the GAS Committee >](#)

Financial Planning

Please find a link to our Mid term financial plan.

[Mid term financial plan >](#)

LIST OF ABBREVIATIONS

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

GLOSSARY OF TERMS

1. Civil Contingencies Act 2004

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

2. District

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

3. Community Risk Register

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

4. Fire and Rescue Services Act 2004

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

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

6. Indices of Deprivation

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

7. Intervention Standards

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

8. Local Resilience Forum (LRF)

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

Further information regarding the work of the LRF can be found at www.letsgetready.org.uk

9. Mobile Data Terminal (MDT)

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

10. National Assets

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

11. Operational Resources

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

12. On-Call Duty System

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

13. Full-Time Duty System

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

14. OSARA

Is an evaluation tool and stands for objective, scanning, analysis, response and assessment.



Captured in our consultation

If you see our red megaphone in the document, this highlights work we are investigating and was also raised in the feedback from our communities during consultation.

CONTACT DETAILS

POSTAL ADDRESS

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

COMPLAINTS PROCEDURE

Any complaints against the service we provide can be made in writing to:

The Complaints Manager
 Service Headquarters
 Summergroves Way
 Kingston Upon Hull
 HU4 7BB

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

Local Government and Social Care Ombudsman

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

The Local Government and Social Care Ombudsman
 PO Box 4771
 Coventry
 CV4 0EH
 Tel: 0300 061 0614

Online

www.humbersidefire.gov.uk

Email us at

consultation@humbersidefire.gov.uk



Follow us on Twitter

www.twitter.com/humbersidefire



Follow us on Facebook

www.facebook.com/humbersidefireandrescue

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

LET US KNOW

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

OTHER DOCUMENTS

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

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

- [Strategic Plan](#)
- [Annual Performance Report](#)
- [Medium Term Resource Strategy](#)

Humberside Fire and Rescue Service

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www.humbersidefire.gov.uk

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