Annual Performance Report 2024/25

HUMBERSIDE
Fire Authority

Contents

Access Statement

If you would like to request this document in another language or format, please email corporatecommunication@humbersidefire.gov.uk or telephone 01482 565333.

1.   Foreword

Welcome to the Humberside Fire Authority's Annual Performance Report for the period 1 April 2024 to 31 March 2025. This report outlines our performance and progress in delivering a fire and rescue service that meets the needs of our communities, in line with our Community Risk Management Plan (CRMP).

This year, we responded to 13,678 emergency incidents, very consistent to the previous year's figure of 13,708 while continuing to exceed our response targets. Our first fire engine arrived within the required time in 97.77 % of incidents, well above our 90 % target. We also achieved a 90.01 % success rate for second engine attendance within five minutes, and 80.12 % of all rescues were completed within our target times.

We are proud to have been rated 'Outstanding' by His Majesty's Inspectorate of Constabulary and Fire & Rescue Services (HMICFRS) in two key areas 'Understanding fires and other risks' and 'Preventing fires and other risks' following its inspection of the Service between July and September 2024. Additionally, we received eight 'Good' and one 'Adequate' ratings across the 11 inspection criteria - an achievement that reflects the dedication and professionalism of our entire workforce.

Our prevention and protection efforts remain central to our mission. We conducted over 10,000 Home Fire Safety Visits and engaged more than 51,000 children through school programmes. We also issued 15 enforcement notices, 8 prohibition notices and 12 alteration notices, continuing to target high-risk premises using data-driven risk models.

We continue to invest in our people, with a focus on wellbeing, diversity, and inclusion. Mental health support, occupational health services, and a new Wellbeing Hub have been key developments throughout 2024/25.

As we look ahead, we remain focused on continuous improvement, innovation, and collaboration. We thank our staff, partners, and communities for their ongoing support in helping us build a safer, more resilient region.

Chair of Humberside Fire Authority
Nigel Sherwood

Chief Fire Officer and Chief Executive of Humberside Fire and Rescue Service
Phil Shillito

2. Humberside Fire and Rescue Service

2.1 The Service

Governance

Fire and Rescue Authorities have a statutory duty to ensure provision of their core functions as required by the Fire and Rescue Services Act 2004. The Fire and Rescue National Framework for England details the governance requirements of the Fire and Rescue Authority. To effectively manage statutory governance requirements the Service implements a Business Planning Framework to review and schedule the required compliance activities to be completed annually. This includes the creation and / or review of documentation such as the Community Risk Management Plan (CRMP), Annual Statement of Assurance, Annual Governance Statement and Financial Plans (including the Medium Term Resource Strategy and Productivity & Efficiency Plan).

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

Operations

We have fire stations strategically placed throughout the Humberside area; 12 are purely Full-Time and 19 are purely On-Call. We also have three stations that have a mix of both Full-Time and On-Call firefighters. Our Control Room is located at Service Headquarters in Hull and operates 365 days a year, 24 hours a day. Support services are also based at Service Headquarters.

Our Emergency First Responder (Medical Response) personnel respond to immediate life-threatening calls received from the ambulance service to provide early intervention. Our Hull F.I.R.S.T. (Falls Intervention Response Safety Team) provides a 24/7 service to patients who have fallen with no injuries or low-level injuries, with an average response time of one hour. This service responds to patients registered with a Hull-based GP and those living within specific postcodes in the East Riding area. Emergency Services Fleet Management (Humberside) Ltd is a Jointly Controlled Company, staffed from both Humberside Police and Humberside Fire and Rescue Service (HFRS). The Company maintains all the vehicles and operational equipment of both organisations.

As well as responding to emergencies, we provide preventative services to the public to help them prepare for emergencies, reduce the likelihood of emergencies happening and reduce their impact if they do happen. This work includes Home Fire Safety visits (HFSV) to vulnerable people and the fitting of safety equipment where needed. Work is undertaken with partners to reduce the number of Road Traffic Collisions RTCs) in our area. We have a legal responsibility to enforce fire safety legislation and we provide advice to businesses to help them comply with the law. We will continue to deliver effective and efficient prevention services targeted at the most vulnerable in the community and a highly effective response service to deal with emergencies when they do occur.

2.2 Our Workforce

The total figure of 1,042 employees accounts for payments made to individuals of differing contract types, which exceeds the headcount figure of 918 (ie some individuals hold dual contracts). Our workforce (by headcount) is broken down to 23% female (210), 76% male (810) and 1% (12) prefer not to say. We have an ageing workforce which is predominantly white male.

Contract Groups

	Full-time duty system	On-Call	Control	Fire Staff	Total
Female	43	13	23	139	**218**
Male	408	313	8	81	810
Prefer not to say	7	5	0	2	**14**
Total	**458**	**331**	**31**	**222**	**1042**

Age Groups (by head count)

	16–24	25–35	36–45	46–55	56–65	66+	Total
Female	10	54	55	49	34	8	210
Male	32	180	191	236	48	9	696
Prefer not to say	0	1	4	5	2	0	12
Total	**42**	**235**	**250**	**290**	**84**	**17**	**918**

Ethnicity and Gender (by head count)

Ethnicity	Female	Male	Prefer not to say	Total
White	201	675	7	**883**
People of the global majority	9	21	5	**35**
				918

2.3 Equality, Diversity and Inclusion

We are committed to providing inclusive, accessible and effective services that meet the needs of all our communities. We work to remove barriers and ensure equal access, especially for those with protected characteristics under the Equality Act 2010.

We take our legal responsibilities seriously and aim to eliminate all forms of discrimination, harassment and unfair treatment. This includes discrimination based on age, disability, gender, race, religion, sexual orientation, other protected characteristics and other differences. We promote equality and inclusion both in the services we deliver and within our workforce.

We are building a diverse workforce that reflects the communities we serve. We aim to attract, support and retain people from underrepresented groups, creating an environment where all staff feel respected, valued, and able to thrive. Through initiatives such as Equality Ambassadors and staff networks, we actively promote inclusivity and engagement.

We lead by example, using data and best practice to inform our decisions, improve our services and embed equality across the organisation. We promote Humberside Fire and Rescue Service as an anti-discriminatory organisation committed to fairness. Internally, we foster a safe and equitable workplace. We provide training to support inclusive leadership and practices, and we prioritise staff wellbeing and equitable access to support.

We recognise that some individuals face greater risks from fire and other emergencies. We tailor our services to meet diverse needs and work with community leaders and partners to reduce these risks, ensuring everyone is protected and supported.

2.4 Our Community

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

The following table shows the population, area, sex profile and ethnicity of each of the Unitary Authorities.*

Unitary Authority	Population	Area square miles	Sex	Ethnicity
East Riding of Yorkshire	342,215	930	Female 174,368 (51%) Male 167,847 (49%)	White 333,162 (97.4%) All other ethnic groups 9,053 (2.6%)
Kingston upon Hull	267,014	28	Female 133,781 (50.1%) Male 133,233 (49.9%)	White 244,989 (91.8%) All other ethnic groups 22,024 (8.2%)
North East Lincolnshire	156,966	74	Female 80,154 (51.1%) Male 76,812 (48.9%)	White 151,030 (96.2%) All other ethnic groups 5,937 (3.8%)
North Lincolnshire	169,680	328	Female 85,970 (50.7%) Male 83,710 (49.2%)	White 160,052 (94.3%) All other ethnic groups 9,632 (5.7%)
Totals	**935,879**	**1,360**	**Female 474,273 (50.7)** **Male 461,606 (49.3%)**	**White 889,233 (95%)** **All other ethnic groups 46,646 (5%)**

* Office of National Statistics

3.   Key Performance Data

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

3.1 Key Incident Data	Threshold 2024/25	Actual 2024/25	Actual 2023/24	Within threshold
Automatic fire alarm activations in non-domestic premises	Between 385 and 569	**464**	477	Yes
Number of Accidental Dwelling Fires	Between 276 and 398	**316**	337	Yes
Number of high severity Accidental Dwelling Fires *	Between 5 and 27	**16**	16	Yes
Number of other accidental fires	Between 131 and 309	**255**	220	Yes
Number of deliberate small fires	Between 1179 and 1886	**1557**	1532	Yes
Number of deliberate property fires (excludes prisons)	Between 314 and 516	**411**	415	Yes
Number of fatalities from Accidental Dwelling Fires	Aspirational 0	**6**	5	
Total injuries from fire related incidents	Aspirational 0	**32**	36	

*Severity combines these factors into a score; injury/fatality, fire spread/damage, incident length/appliances required.

3.2 Prevention Activity	Actual 2024/25	Actual 2023/24
Home Fire Safety Visits	10,004	9836
Fire Education	370	203
Fire Setter Intervention	81	102
Youth Engagement	633	716
Number of children engaged (Schools)	51,622	57,523
Hotshot/Arson Leaflet drop	3175	2754
Other prevention activity *	3324	3238
Fire Cadets	70	

* includes Hull F.I.R.S.T. activity

3.3 Protection Activity	Actual 2024/25	Actual 2023/24
Fire safety enforcement notices issued	15	32
Prohibition notices issued	8	11
Alteration notices issued	12	7

3.4 Response	Target 2024/25	Actual 2024/25	Actual 2023/24
The first fire engine mobilised to Dwelling Fires or Road Traffic Collisions (RTC) is in attendance within the specified times: **Dwelling Fires** High Risk Areas 8 minutes Medium Risk Areas 12 minutes Low Risk Area 20 minutes RTC any area 15 minutes	**90%**	**97.77%**	97.33%
Second fire engine mobilised to a Dwelling Fire or a Road Traffic Collision is in attendance within 5 minutes of the first fire engine arriving at the incident	**80%**	**90.01%**	90.91%
Mobilising our resources to Dwelling Fires within 90 seconds of receiving an emergency call	**75%**	**80.12%**	80.62%
Rescues from all incident types	-	**1649**	1419
Total number of incidents attended	-	**13,678**	13,708

3.5 Environment	2024/25	2023/24
Electricity usage	**1,718,375 Kw/h**	1,797,579 Kw/h
Gas usage	**3,560,762 M^3**	3,584,646 M^3
Water usage	**14,404 M^3 ***	7,453 M^3 *
Vehicle diesel fuel usage	**330,055 ltrs**	300,577 ltrs

* Estimated figures from the water companies

3.6 People	Target	Actual 2024/25	Actual 2023/24
Average day's sickness absence per employee.	-	9.62	8.62
Number of work-related accidents.	Aspirational reduction to 0	63	83
Number of reported near misses.	Aspirational increase	134	137

4.   Prevention & Protection

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

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

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

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

4.1 Prevention

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

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

4.2 Children and Young People Activities

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

Aimed at young people aged 13 to 17, we run five cadet units across the four local authority areas with a total of 70 young people currently engaged.

4.3 Deliberate Fires

Primary arson has remained very stable for a long period of time, whilst secondary arson has shown more variation. The two most frequently ignited property types in deliberate fires during 2024/25 were loose refuse and vegetation, accounting for 69 % of all deliberate secondary fires. Compared to 2023/24, there have been 68 additional arson incidents, which equates to an increase of 4 %. During 2024/25 we continued to work closely with partners, such as Humberside Police to reduce these incidents when they start.

Deliberate Arson Fires
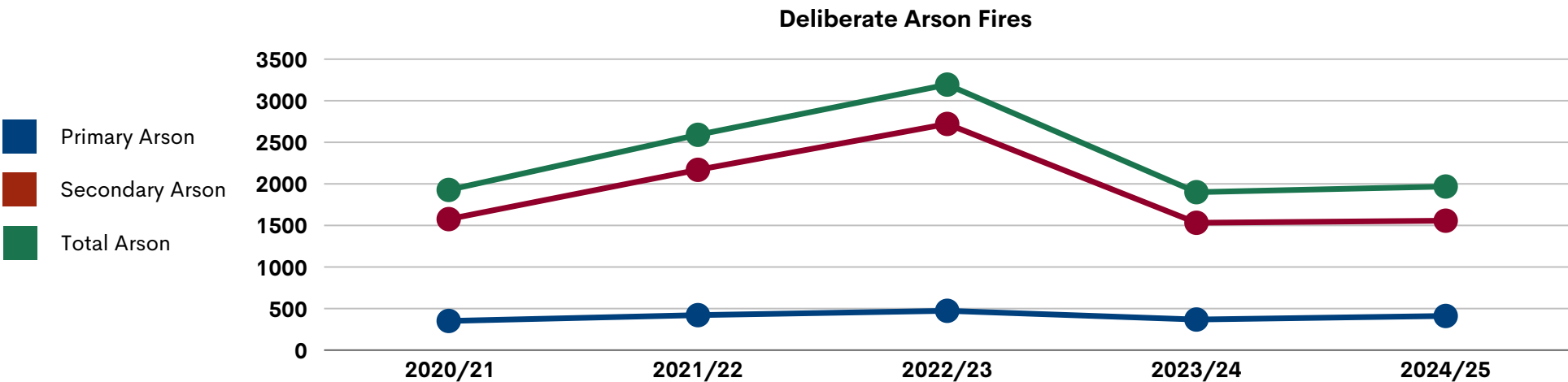
4.4 Fire Deaths

Sadly, during 2024/25, six people died in Accidental Dwelling Fires in our Service area and this is one more than the previous year. We know that there are large numbers of vulnerable people within our communities, and this continues to present the Service with some significant challenges. The number of people injured in Accidental Dwelling Fires (ADFs) was 20, 45 % lower than the previous year. We strive to reach the people who are most likely to be injured or die in a fire using data science models, with relevant data in conjunction with the NFCC home fire safety check online system, which has been specifically tailored for self and partner referral.

4.5 Accidental Dwelling Fires (ADF)

ADFs are the main cause of preventable fire deaths and injuries. In 2024/25, we attended 316 ADFs; this is a decrease of 6 % from the previous year's total of 337 incidents.

- 2024/25
- 2023/24

316   **337**

Dwelling Fire Incidents

4.6 Smoke and Sensory Alarms

You are four times more likely to die in a fire at home if you haven't got a working smoke alarm and escape plan (www.gov.uk/firekills). For this reason, we invest a large amount of our time in ensuring residents have a working smoke alarm and an escape plan. During 2024/25 we found that 84 % (267) of the homes where an accidental fire occurred had a smoke alarm fitted and 80 % of those smoke alarms activated during the fire. Typical reasons for not activating included missing or defective batteries and the smoke alarms being in a different room from where the fire started.

We fitted 6,380 smoke and sensory alarms during 2024/25. 6,141 of these alarms were fitted at Home Fire Safety Visits, with the remaining alarms fitted during re-visits to properties that have already had alarms fitted and from post incident attendances.

4.7 Causes of Accidental Dwelling Fires (ADF)

The chart below shows that 25 % of the ADFs that we attended in 2024/25 involved articles too close to a heat source and 19 % were cooking related. The kitchen is the place most fires start with 56 % of the ADFs involving a cooking appliance as the source of ignition.
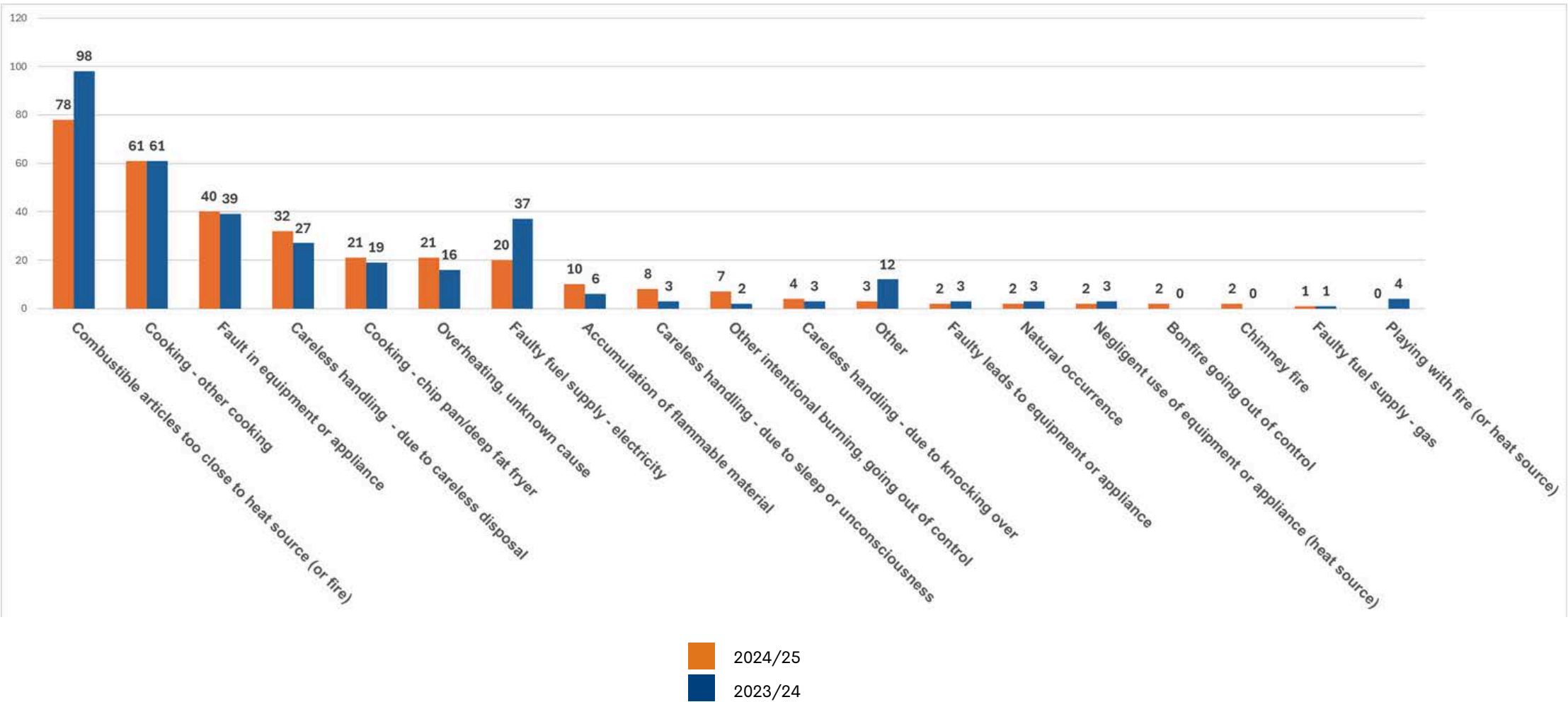
4.8 Protection

HFRS has implemented a data science model to ensure we carry out inspections at those premises which pose the greatest risk from fire; our inspections will continue to target premises to reduce that risk. Our crews also carry out engagement visits with lower risk premises to advise on fire safety, referring any problems to our inspectors who will then carry out an audit where necessary. For any fire safety deficiencies found, we will take informal or formal action to ensure that such premises are made safer for our communities.

To align ourselves with best practice within national and regional practice we continue to grade audit outcomes as unsatisfactory if even minor contraventions of the Fire Safety Order are found. As a result 92 % of premises audited were found to be unsatisfactory. This indicates that our Risk Based Inspection Programme is directing our resources at the right premises.

Fire Safety Enforcement

Legend:
- 2024/25
- 2023/24

Enforcement Notices Issued: 15 (2024/25), 32 (2023/24)
Prohibition Notices Issued: 8 (2024/25), 11 (2023/24)
Alteration Notices Issued: 12 (2024/25), 7 (2023/24)
Notifications of deficiency issued: 247 (2024/25), 245 (2023/24)

% of inspections resulting in further action or enforcement: 92% (2024/25), 80% (2023/24)
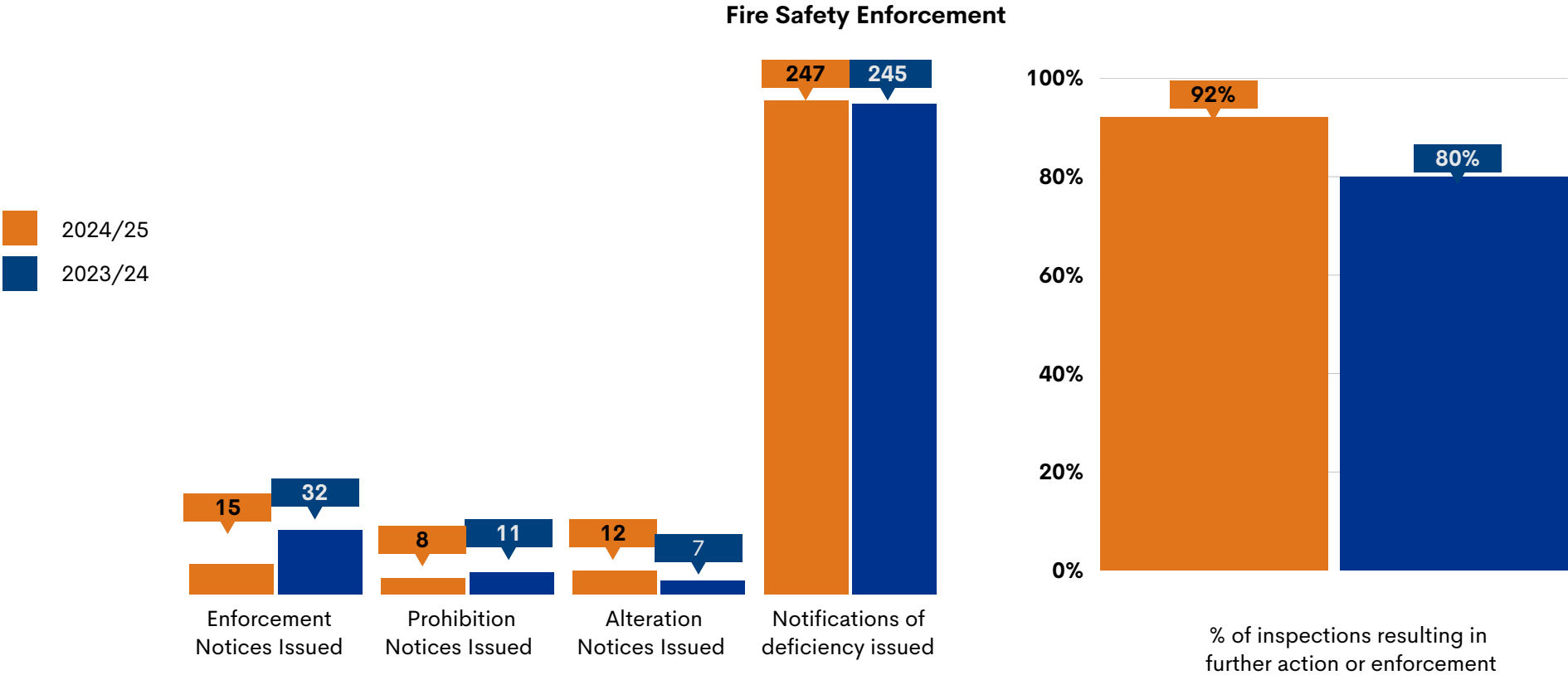
5.   Response

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

5.1 Response Standards

Our Response Standards tell us how quickly we aim to have a fire engine in attendance at an incident.

For dwelling fires, the service area is divided into equal grid squares to eliminate any historical bias from previous boundaries. To better align emergency response with prevention efforts, the number of households matching the highest-risk Fire Fatality Profile (FFP)* is assessed within each square. These areas are then categorised as High, Medium, or Low risk.

For Road Traffic Collisions (RTCs), the response standard is based on the 'golden hour' principle the critical first hour after a traumatic injury, during which the chances of survival are significantly improved if the casualty reaches a trauma centre. The response model includes three key time elements: a 15-minute attendance target for the fire engine to arrive on scene, an average of 15 minutes for casualty extraction based on historical incident data, and up to 30 minutes of travel time to reach a trauma centre. Trauma centres have been mapped and average travel times calculated, particularly in high demand areas, to support this standard.

*The FFP identifies the common characteristics found in households where fire fatalities are most likely. It is reviewed regularly and includes factors such as living alone, being over 50, smoking, and having restricted mobility."

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

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

Average First Engine Response

TARGET 90%

- 2024/25
- 2023/24

	East Riding of Yorkshire	Kingston Upon Hull	North Lincolnshire	North East Lincolnshire
2023/24	93.62%	98.78%	98.31%	98.59%

Average Second Engine Response

TARGET 80%

- 2024/25
- 2023/24

	East Riding of Yorkshire	Kingston Upon Hull	North Lincolnshire	North East Lincolnshire
2023/24	86.17%	98.94%	82.76%	95.77%
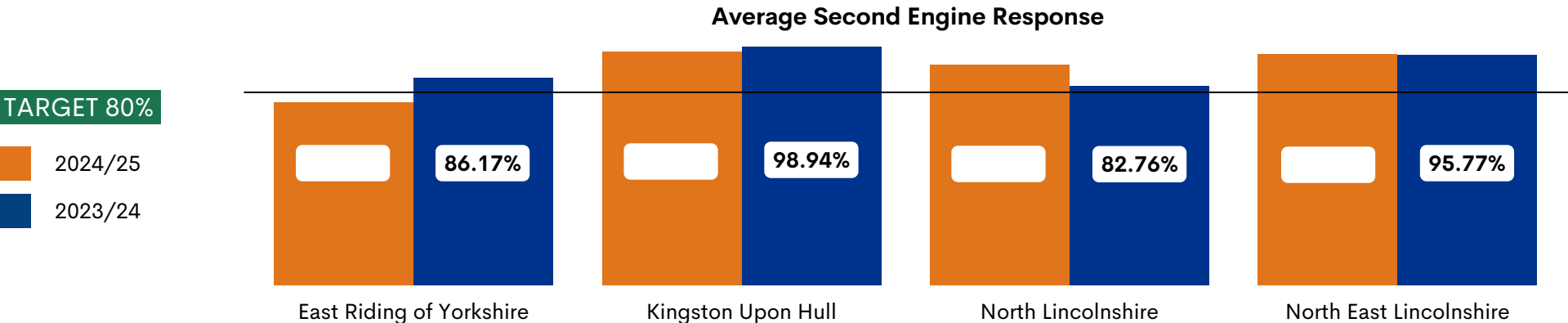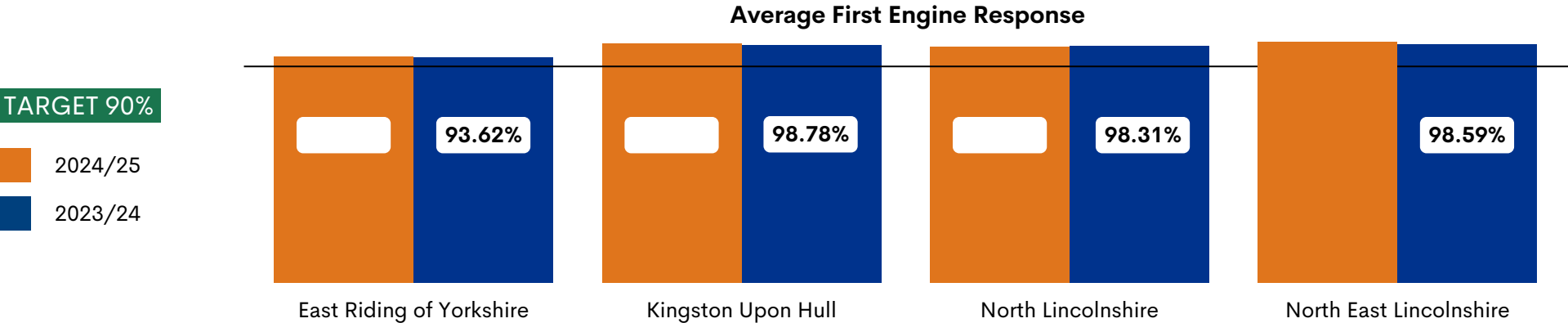
5.2 Attendance Times

Across the Service our average attendance time to Dwelling Fires is 6 minutes and 3 seconds for the year 2024/25. The time taken to attend a Road Traffic Collision was 8 minutes 45 Seconds. Attendance times in the East Riding of Yorkshire and North Lincolnshire are slower than other areas that we cover. The reason for this, is the rural landscape, and these areas have a higher percentage of On-Call duty system Fire Stations, compared to our more urban areas which are predominantly crewed by Full-time firefighters.

Average Attendance Times

Legend:
- Service Wide
- East Riding
- Hull
- North Lincs
- North East Lincs

Y-axis (Minutes): 2:50, 4:00, 6:00, 8:00

X-axis categories:
- 2023/24 average first fire engine to Dwelling Fires
- **2024/25 average first fire engine to Dwelling Fires**
- 2023/24 average first fire engine to Road Traffic Collision
- **2024/25 average first fire engine to Road Traffic Collision**
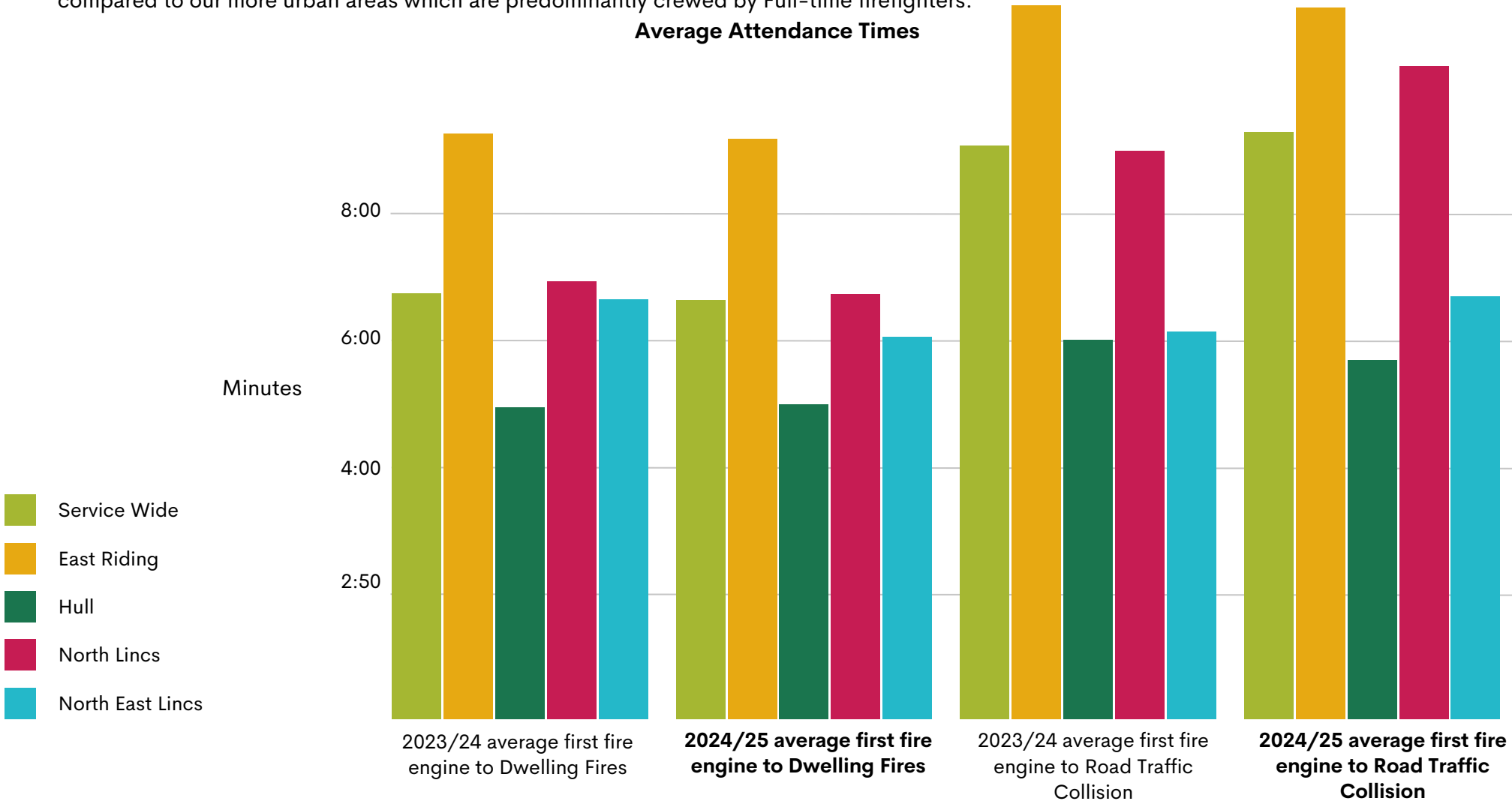
5.3 Emergency Call Handling

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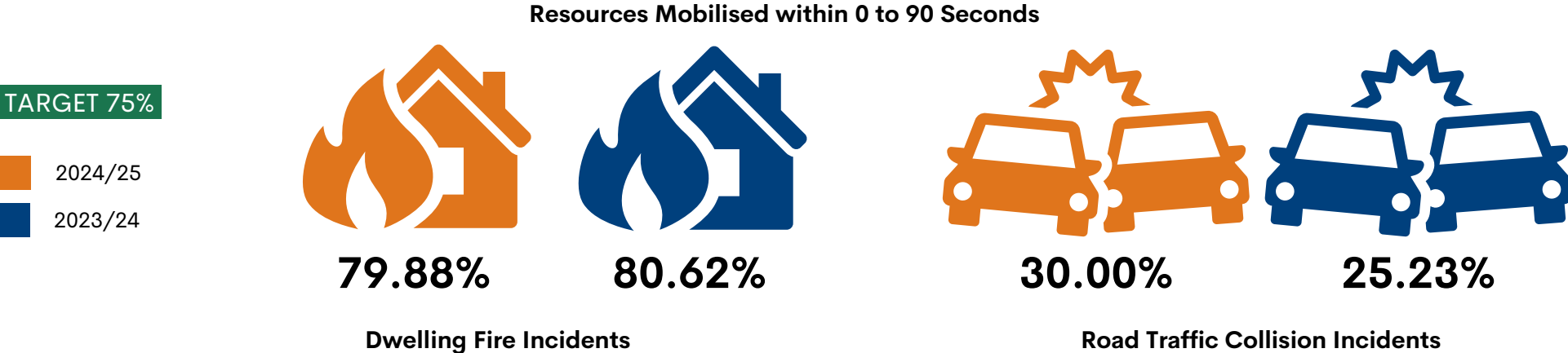Road Traffic Collision incidents are generally slower due to the need to establish accurate location details. This is particularly relevant in our rural communities, where street names and house numbers are not always as easily available or identifiable to the caller.

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

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

Resources Mobilised within 0 to 90 Seconds

TARGET 75%

■ 2024/25
■ 2023/24

79.88%   **80.62%**

Dwelling Fire Incidents

30.00%   **25.23%**

Road Traffic Collision Incidents

5.4 Availability of Fire Stations

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

On-Call Duty System Fire Stations - Our On-Call Duty System Fire Stations are crewed by individuals living and often working within the local communities around the Fire Station. The performance standard for the first fire engine (some Fire Stations have two fire engines) is 95 % availability, this has been achieved by 11 of the 20 Fire Stations in 2024/2025. (Cleethorpes and Waltham not included as Tactical Response Vehicle (TRV) only).

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

On-Call Duty System First Fire Engine Availability
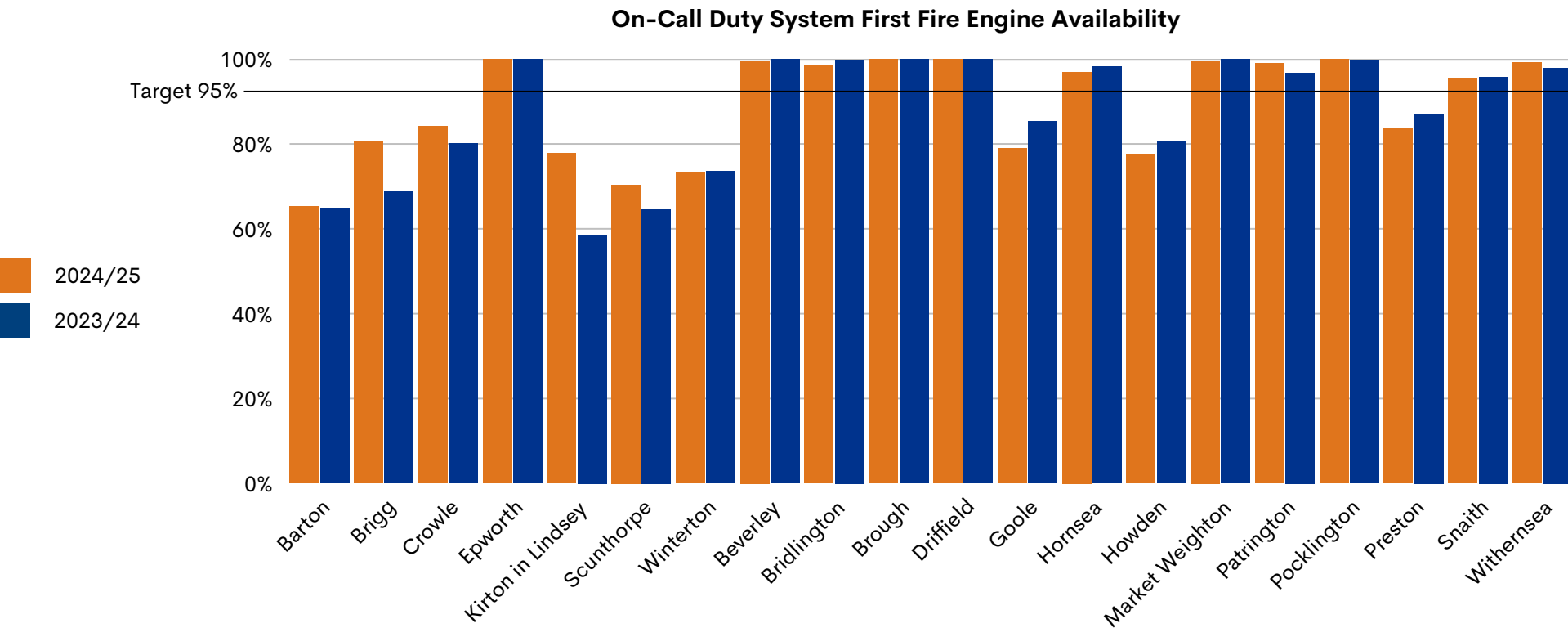
5.5 Incident Activity

Data identifies we have attended 78 fewer incidents from the previous year. There has been a further increase of 385 Special Service incidents in 2024/25, but a First Responder decrease of 668. False Alarms due to Apparatus held at a consistent level due to ongoing robust call challenge of commercial premises.
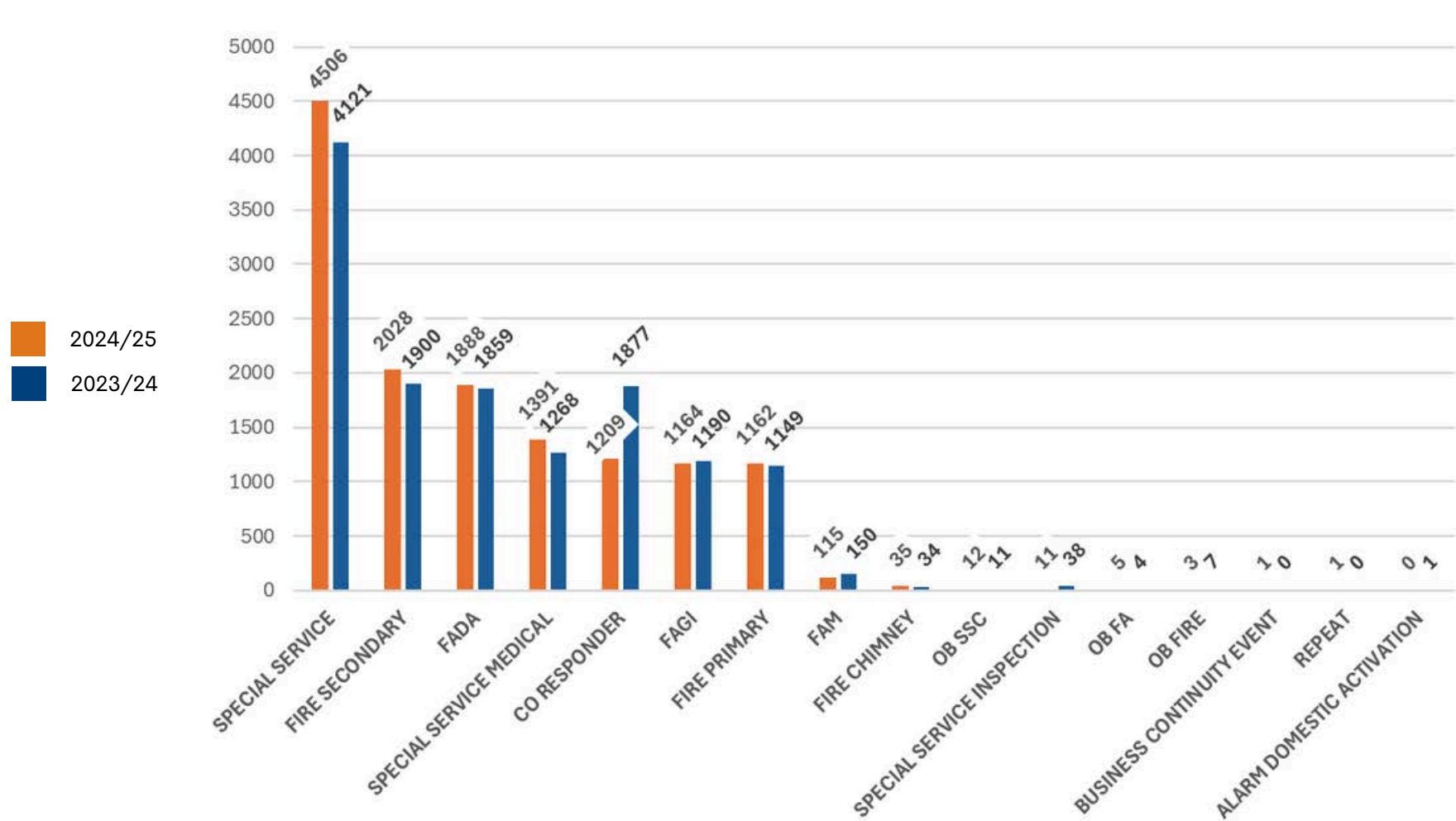
All the incident types stated above are expressed in terminology used by the Home Office to collate national statistics through our Incident Recording System (IRS). For a definition of these incident types please refer to the glossary section of this report.

Of the incidents we attended in 2024/25, 5908 were Special Service non-fire incidents. The highest percentage of these remained medical incidents and effect entry. However "Assist other agency" increased by 59% from 2024/25. The following graph shows the variety of non-fire incidents that we attend in our communities.

Special Service Non-Fire Incidents

Legend:
- 2024/25 (orange)
- 2023/24 (blue)

Category	2024/25	2023/24
Medical Incident - First Responder	1539	1390
Effect Entry / Exit	1106	1087
Assist Other Agencies	995	625
Not Required	562	540
Road Traffic Collision	503	516
Removal Of Objects From People	239	236
Advice Only	212	200
Spills, Leaks and Flooding	166	266
Animal Assistance Incident	128	99
Make Safe	126	124
Other Rescue / Release	99	77
Lift Release	62	89
Other Transport incidents	61	73
Hazardous Materials Incident	36	35
Suicide	32	23
Standby	24	20
Rescue / Evacuation From Water	23	14
Evacuation (no Fire)	1	12

Special Service Non-Fire Incidents – Emergency First Responder and Hull F.I.R.S.T.

The Emergency First Responder personnel and Hull F.I.R.S.T. (Falls Intervention Response Safety Team) are non-statutory working arrangements, established through collaboration between emergency services (aligned with the Fire and Rescue National Framework) and delivered in partnership with the Ambulance Service and local health partners to enhance public safety. The provision of medical interventions under these agreements does not compromise the Service's operational response capabilities or standards; quite the opposite, it strengthens the overall support available to the community.

Emergency First Responder

Our Emergency First Responder personnel respond to immediate life-threatening calls received from the ambulance service to provide early intervention.

Hull F.I.R.S.T. (Falls Intervention Response Safety Team) and Co-Responder

Hull F.I.R.S.T. provides a 24/7 service to patients who have fallen with no injuries or low-level injuries, with an average response time of one hour. This service responds to patients registered with a Hull-based GP and those living within specific postcodes in the East Riding area. The team has been provided with unique skin care training which has equipped them with the expertise and confidence needed to effectively deal with skin tears. This enhanced skill set ensures prompt, high-quality care whilst attending falls incidents.

We also have Co-Responders who, similar to a First Responders, assist another agency who maybe cannot lift or move a patient.

	Number of incidents attended
Emergency First Responder	1539 (of which 1393 are Hull F.I.R.S.T.)
Co-Responder	1209

5.6 Rescues

During 2024/25 we rescued 1544 people, with "assist other agencies" moving into the most frequent type which previously was "effecting entry / exit incidents".

Number of People Rescued from Incidents

Legend:
- 2024/25 (orange)
- 2023/24 (blue)

Incident Type	2024/25	2023/24
Assist other agencies	536	262
Effecting entry/exit (to children, elderly and medical cases)	467	563
Removal of objects from people (excluding ring and handcuff removal)	150	136
RTC	131	143
Other rescue/release of persons (e.g from height, in machinery)	129	90
Fire (Primary)	35	35
Other Transport incidents (e.g children locked in vehicles)	29	43
Rescue or evacuation from water	26	13
Suicide/attempts	19	16
Lift Release (of children/elderly and medical cases)	16	30
Removal of people from objects	4	4
Advice Only	2	1
No action (not false alarm)	0	2
Evacuation (no fire)	0	1

5.7 Road Traffic Collisions (RTC)

We work in partnership with Safer Roads Humber to try and reduce the number of RTCs, and the number of people killed or seriously injured. In 2024/25 the number of RTCs we attended was 504, which is a small decrease of 2 % compared to the 517 we attended in 2023/24.

Sadly, the number of people killed in RTCs we attended in 2024/25 remained at 11, the same as 2023/24. The total number of people injured decreased again from 211 in 2023/24 to 191 in 2024/25 (-9 %). We are not called upon to attend all RTCs, only those requiring our specialist intervention.
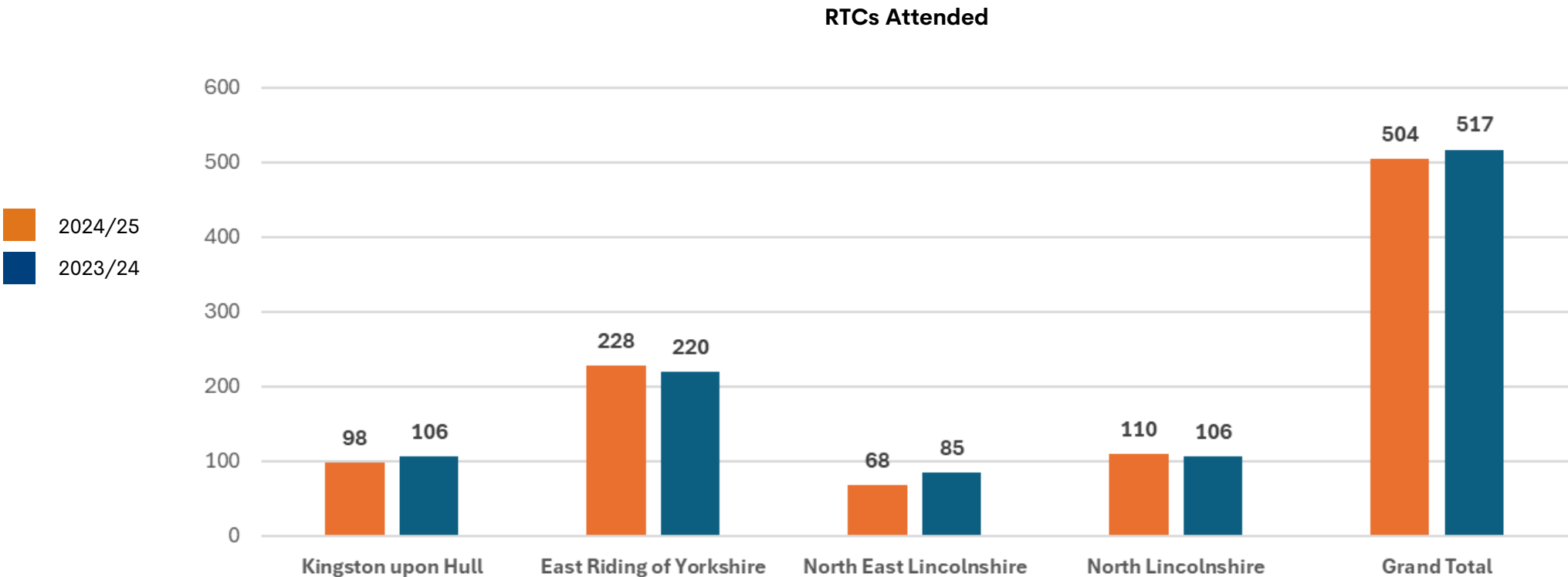
RTCs Attended

Killed or Seriously Injured in RTCs Attended

- 2024/25 Injured
- 2023/24 Injured
- 2024/25 Killed
- 2023/24 Killed

East Riding of Yorkshire: 101, 96, 6, 7

Kingston Upon Hull: 28, 32, 0, 1

North East Lincolnshire: 26, 37, 2, 1

North Lincolnshire: 36, 46, 3, 2
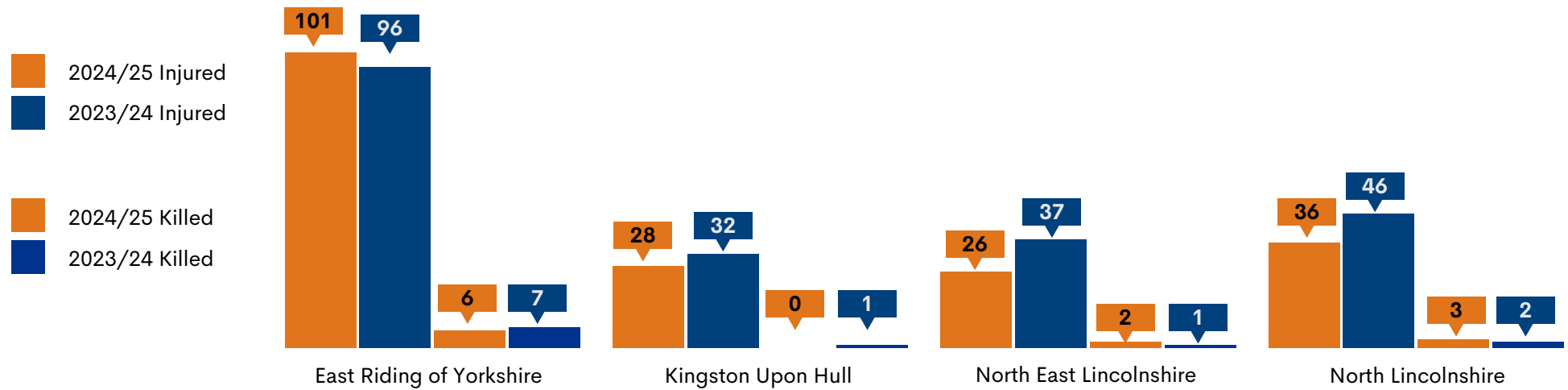
RTCs Persons Trapped

We employ a range of techniques using the specialist equipment for RTCs to rescue trapped persons, with a total of 62 people freed from their vehicles within 30 minutes or less from our arrival at the incident during 2024/25.

Rescues by Extrication time:

- 0–15 mins: 21
- 16–30 mins: 41
- 31–45 mins: 9
- 46–60 mins: 3
- Over 60 mins: 1
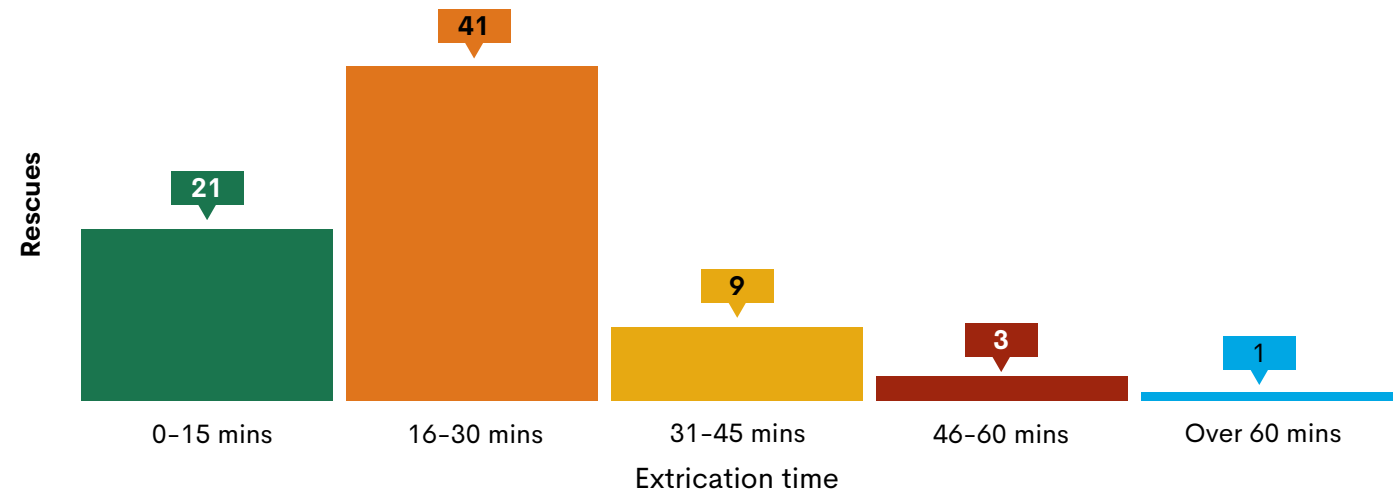
6. Incident Activity by Unitary Authority

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

6.1 East Riding

	False Alarm due to Apparatus	False Alarm Good Intent	False Alarm Malicious	Chimney Fire	Primary Fire	Secondary Fire	Special Service (including medical incidents)	Incidents in other Service Area	Total Incidents Attended
Beverley	107	41	1	2	38	28	173	0	**390**
Brough	43	14	0	0	85	19	67	0	**228**
Market Weighton	46	14	0	4	62	12	66	0	**204**
Pocklington	55	15	0	0	31	8	93	0	**202**
Bridlington	127	64	0	2	60	71	270	0	**594**
Driffield	47	20	1	3	35	18	134	1	**259**
Hornsea	39	14	0	3	17	12	67	0	**152**
Withernsea	19	9	1	1	14	24	66	0	**134**
Patrington	9	5	1	0	16	3	23	0	**57**
Preston	25	16	0	3	23	28	40	0	**135**
Goole	69	38	3	3	49	29	168	1	**360**
Snaith	1	3	0	1	11	3	886	1	**906**
Howden	7	7	1	1	27	10	88	0	**141**
Totals	**594**	**260**	**8**	**23**	**468**	**265**	**2141**	**3**	**3762**

6.2 Hull

	False Alarm due to Apparatus	False Alarm Good Intent	False Alarm Malicious	Chimney Fire	Primary Fire	Secondary Fire	Special Service (including medical incidents)	Incidents in other Service Area	Total Incidents Attended
Central	418	114	21	0	215	116	384	0	**1268**
Clough road	356	160	22	3	202	279	530	0	**1552**
Calvert lane	344	137	16	2	198	235	440	0	**1372**
Hull East	215	93	17	0	151	206	320	0	**1002**
Bransholme	185	70	10	1	110	200	1659	0	**2235**
Totals	**1518**	**574**	**86**	**6**	**876**	**1036**	**3333**	**0**	**7429**

6.3 North East Lincolnshire

	False Alarm due to Apparatus	False Alarm Good Intent	False Alarm Malicious	Chimney Fire	Primary Fire	Secondary Fire	Special Service (including medical incidents)	Incidents in other Service Area	Total Incidents Attended
Peaks Lane	194	181	24	0	192	405	628	7	**1631**
Cleethorpes	0	16	2	0	15	46	47	0	**126**
Immingham East	23	24	2	2	54	38	108	2	**253**
Waltham	2	17	0	0	15	37	37	0	**108**
Totals	**219**	**238**	**28**	**2**	**276**	**526**	**820**	**9**	**2118**

6.4 North Lincolnshire

	False Alarm due to Apparatus	False Alarm Good Intent	False Alarm Malicious	Chimney Fire	Primary Fire	Secondary Fire	Special Service (including medical incidents)	Incidents in other Service Area	**Total Incidents Attended**
Barton	12	11	1	0	29	23	52	0	**128**
Scunthorpe	158	141	17	1	162	197	494	3	**1173**
Crowle	5	6	0	0	13	9	22	0	**55**
Epworth	7	14	0	2	22	19	237	4	**305**
Kirton in Lindsey	5	6	0	0	7	1	41	1	**61**
Winterton	10	15	0	2	23	8	55	0	**113**
Brigg	15	15	0	0	24	13	53	1	**121**
Totals	**212**	**208**	**18**	**5**	**280**	**270**	**954**	**9**	**1956**

6.5 Further Breakdown of Specific Sample of Special Service Categories

East Riding	Effecting Entry/Exit	No action taken (not false alarm)	Road Traffic Collision
Beverley	50	18	22
Brough	12	5	22
Market Weighton	12	3	15
Pocklington	24	12	31
Bridlington	81	43	36
Driffield	9	9	30
Hornsea	16	4	18
Withernsea	19	4	7
Patrington	7	4	6
Preston	12	1	9
Goole	27	18	37
Snaith	4	1	5
Howden	7	1	15
Totals	**280**	**123**	**267**

Hull	Effecting Entry/Exit	No action taken (not false alarm)	Road Traffic Collision
Bransholme	46	29	38
Calvert lane	122	44	78
Central	84	47	53
Clough road	136	64	187
Hull East	83	43	39
Totals	**471**	**227**	**395**

North East Lincolnshire	Effecting Entry/Exit	No action taken (not false alarm)	Road Traffic Collision
Peaks Lane	186	99	82
Cleethorpes	24	12	4
Immingham East	19	14	27
Waltham	20	6	5
Totals	**249**	**131**	**118**

North Lincolnshire	Effecting Entry/Exit	No action taken (not false alarm)	Road Traffic Collision
Barton	13	4	7
Scunthorpe	112	74	152
Crowle	2	2	9
Epworth	6	3	17
Kirton in Lindsey	0	2	5
Winterton	8	4	7
Brigg	11	3	15
Totals	**152**	**92**	**212**

7.

People

7.1 Establishment

The total figure of 1,042 employees accounts for payments made to individuals of differing contract types, which exceeds the headcount figure of 918 (ie some individuals hold dual contracts).

Full-Time Duty System	On-Call	Control	Fire Staff	Total
458	331	31	222	**1,042**

7.2 Disciplinary and Grievances

Disciplinary Cases 2024/25	
No case to answer	7
Written warning	2
Final warning	3
Dismissal	7
Total	**19**

Grievance Cases 2024/25	
Resolved informally	2
Upheld	2
Not upheld	12
Partially upheld	2
Withdrawn	6
Other	3
Total	**27**

Dismissal Appeals *	
Upheld	1
Not upheld	4
Total	**5**

* Appeals against dismissals are heard by the Appeals Committee, made up of four Members of the Fire Authority

7.3 Attendance and Sickness Absence

There has been a decrease in the average number of days absence in three contract groups in 2024/25 compared to 2023/24, but an increase in one contract group (full-time duty staff). Combined absence has seen 1,040 duty days lost which is a 12.13 % increase compared to 2023/24.

The Service has an extensive range of policies, support mechanisms, and consultation avenues to support and improve absence management. The Human Resources Service Partners continue to work closely with line managers to support and promote employee wellbeing at work and to ensure that unreasonable absence is promptly and effectively addressed.

Contract Group	Attendance figures	
	2024/25	2023/24
Full-Time Duty System	93.54%	95.71%
Control	96.62%	93.36%
Fire Staff	96.24%	95.13%

Contract Group	Average days absence per person	
	2024/25	2023/24
Full-Time Duty System	11.82	7.86
Control	6.18	12.15
Fire Staff	9.81	12.71
On-Call	6.89	7.28

Sickness absence category	Duty days lost 2024/25	Duty days lost 2023/24
Mental Health Anxiety/Depression	2761	2031
Musculo Skeletal Lower Limb	1494	1667
Other	966	1140
Musculo Skeletal Back	828	521
Respiratory other	758	878
Gastro Intestinal	601	410
Musculo Skeletal Upper Limb	481	670
Reproductive	395	222
Musculo Skeletal other	302	84
Musculo Skeletal Shoulders	202	240
Cardiovascular other	154	124
Mental Health other	120	106
Neurological	100	38
Senses Hearing	95	-
Musculo Skeletal Knee	86	111
Endocrine	77	30
Dermatological	74	24
Cancer	52	176
Senses Vision	25	20
Urological	19	9
Coronavirus	12	40
Musculo Skeletal Neck	7	30
Total	**9610**	8570

Mental Health Anxiety/Depression and Musculo Skeletal Lower Limb are the top two reasons for absence, accounting for 44.27 % of total reasons for absence during 2024/25.

Some categories have seen significant increases compared to 2023/24, these being:

- Mental Health Anxiety\Depression
- Musculo Skeletal Back
- Musculo Skeletal Other
- Gastro Intestinal
- Reproductive.

The largest absence decreases are in the categories of:

- Musculo Skeletal Upper Limb
- Other
- Musculo Skeletal Lower Limb
- Respiratory Other

The category of "Other" contains absences due to Hospital, Operations, and Post Op Recovery, which accounts for 399.06 duty days lost, making up nearly half of this category's reason for absence.

Whilst Mental Health absence levels are concerning for any organisation, they do however demonstrate that the Service has been successful in its commitment to dismantling the stigma attached to what is a key health issue, with staff clearly being sufficiently confident to declare and seek help for their issues.

The numerous support routes offered by the Service ensure that employees can identify a support mechanism that meets their bespoke individual needs and will help facilitate a swifter recovery and return to full health.
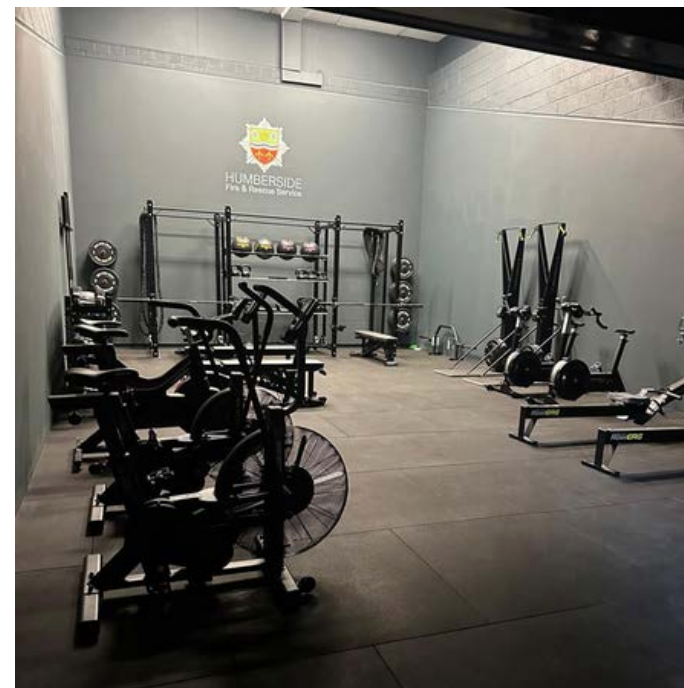
7.4 Occupational Health and Wellbeing

During April 2024 to March 2025 the Occupational Health and Wellbeing section recruited a Workplace Wellbeing Manager, Occupational Health Technician and Occupational Health Administrator, reaching full capacity. This has enabled the team to enhance its offer, undertaking the following activity throughout the year.

- Facilitated medical and fitness testing for firefighter recruits.
- Conducted regular health surveillance for operational staff.
- Delivered presentations on mental resilience, fitness, and nutrition.
- Reviewed third-party services and the Employee Assistance Programme to enhance rehabilitation and counselling services.
- Held complex case meetings to improve return-to-work processes.
- Developed an app for end-stage rehabilitation.
- Wellbeing garden at Beverley Fire Station further utilised on a regular basis to help staff decompress when experiencing difficult times throughout the year.
- New Health and Wellbeing Hub opened at Service Headquarters.
- Establishment of a mobile wellbeing hub at Pocklington Fire Station.

New mobile wellbeing hub at Pocklington Fire Station

Inside the new health and wellbeing hub

Occupational Health and Wellbeing Activity

Activity	2024/25	2023/24
Management Referrals	241	177
Self–Referrals	67	62
Discharges	227	169
Ill Health Early Retirement	3	2
Critical Incident Stress Management Defusing/Debriefing	15	6
Physio Referrals	83	109
Counselling Referrals	36	50
Employee Assistance Programme Contacts	72	56
Health Surveillance	1070	800
Service Fitness Tests	1352	1599
Return to work fitness tests	62	48

8. Health, Safety and Environmental Sustainability

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

8.1 Accidents and Near Misses

Overall, there has been a 24% reduction in total accidents, reflecting a positive trend in safety performance.
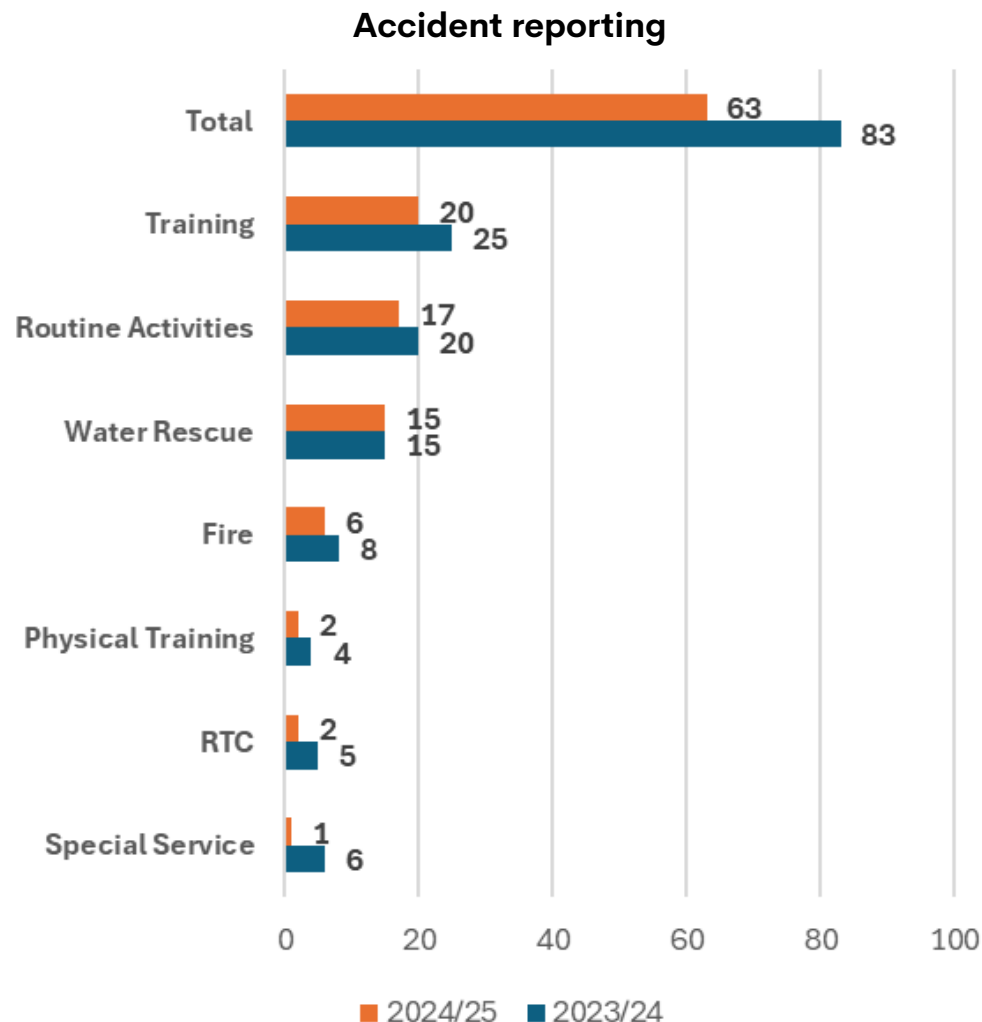
Overall, the data reflects continued progress in improving workplace safety, underpinned by targeted interventions and collaboration with operational teams and District management.

Near Miss reporting

	2024/25	2023/24
Near Miss reported	134	137

Near miss reports have decreased by three compared to last year. Despite this slight reduction, the Service continues to demonstrate a strong and proactive safety culture. Notably, the number of near miss reports still exceeds the number of recorded accidents, with a near miss to accident ratio of 2:1.

By analysing near miss data, the Service is better positioned to take proactive action, target training needs, and allocate resources effectively, contributing to the aim of reducing the likelihood of accidents.

Accident reporting

Category	2024/25	2023/24
Total	63	83
Training	20	25
Routine Activities	17	20
Water Rescue	15	15
Fire	6	8
Physical Training	2	4
RTC	2	5
Special Service	1	6

8.2 Accidents by Cause

Category	2024/25	2023/24
Exposed to, or in contact with, a harmful substance	15	11
Musculosletal	10	19
Injured while handling, lifting or carrying	9	13
Slipped, tripped or fell on the same level	7	6
Other kind of safety incident	6	4
Hit by a moving, flying or falling object	6	3
Exposed to fire or heat	6	8
Hit something fixed or stationary	3	11
Fell from a height	2	3
Cut on/by sharp object	1	3
Contact with moving machinery	1	1
Contact with electricty or electrical discharge	1	0
Injured by an animal	0	3
RTC	0	3
Hit by a moving vehicle	0	1
Beathing apparatus malfunction or distress	0	1

The leading cause of injury during this period was "Exposure to, or contact with, a harmful substance," which saw a significant increase. This rise can be attributed to the swift water rescue training sickness accidents.

Although "Musculoskeletal injuries" and "Injured whilst handling, lifting or carrying" reduced significantly, by 47% and 31%, respectively, they remain two of the most common causes of injuries. These injuries typically arise from manual handling activities, which are widespread in both training and operational environments when rescuing casualties or moving and utilising equipment.

8.3 Vehicle Fleet

The Service's fleet of vehicles continues to be used for a wide variety of purposes, including responding to emergency incidents, training, prevention, and protection activities.

The Service's vehicle telematics system continues to be utilised to ensure all vehicles are used efficiently and effectively.

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

Fuel use and the associated mileage driven have risen slightly this year; however, most of this increase can be attributed to a rise in community safety visits undertaken by the Service.

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

	2024/25	2023/24	Change
Litres of fuel drawn externally	109,372	92,303	18.4% increase
Total litres of fuel used	330,055	300,577	9.1% increase
Total fleet mileage	1,179,603	1,087,556	8.9% increase

9.   Organisational Learning

Organisational learning is a structured approach to improving performance by analysing past experiences, identifying lessons, and implementing changes to enhance future operations and service delivery. It involves capturing, sharing, and embedding learning from incidents, evaluations, staff feedback, and other sources to foster a culture of continuous improvement.

Organisational learning is facilitated through the Assurance Management System (AMS), a management system that captures, distributes, and helps embed learning throughout the organisation. By focusing on continuous improvement, our system encourages teams to effectively utilise knowledge, driving innovation and growth.

Organisational Learning Activity 2024/25	Number conducted
Hot Debrief	209
Structured Debrief – Operational	8
Structured Debrief – Corporate	2
Multi-Agency Debrief	3
Incident Monitoring	132

9.1 Hot Debrief

Hot Debrief reports are recorded on AMS and provide a platform for incident commanders to feedback learning identified from operational incidents. The form must be completed if two or more appliances attended, a specialist team or appliance attended, or a person is reported/trapped.

The report is broken down into three key areas:

- Local issue learning – The recommended improvement only impacts the immediate station/area
- Service Wide learning – The recommended improvement potentially impacts all stations.
- Notable Practice – Actions that taken that are not captured in National Operational Guidance (NOG), e.g. "operational discretion"

Activity Area / Incident Type	Total
A – Animal Rescue	5
B – Fire	141
C – HazMat	5
D – Road Traffic Collision (RTC)	30
E – Special Service	21
F – Water/Mud/Ice	7
G – Other	0
Total	**209**

9.2 Structured Debrief – Operational

Event	Date	Details	Learning points identified	Good Practice identified
Princess Quay	7 April 2024	Control received a call from the Ambulance service about a person in the water at Princess Quay. Early reports indicated a male had entered the water and not resurfaced. Crews arrived and faced the challenge of locating the submerged individual. Four firefighters initially entered the water for search and rescue, with Bransholme using their boat and the drone to assist. The Hazardous Area Response Team (HART) and the police dive team later joined the efforts.	1	2
Northfield Farm	7 April 2024	Control received a call about a barn fire with propane cylinders inside. Pumps from Pocklington and Market Weighton were mobilized, and additional pumps were requested due to the remote location and lack of water supply. Firefighters faced significant challenges as the building was fully engulfed in flames, with farm machinery, straw, and an adjacent chemical building complicating effort.	7	2
Brigg Metal Recycling	4 July 2024	Control received a call about a fire at Brigg Metal Recycling, possibly involving crushed cars and explosions. Appliances from Brigg and Scunthorpe were mobilised. Water supplies were an issue, so the Water Support Unit and an aerial appliance were requested. Access was challenging due to a single access road. Despite these difficulties, crews prevented the fire from spreading to nearby buildings and other stored recycling materials.	8	1
Hull City centre	3 August 2024	The city of Hull was subject to riots that were incited by a tragic incident in Southport on July 29th. The magnitude, intensity, and rapid progression of these disturbances were unparalleled in the city's recent history. Following the incidents, debriefing sessions were conducted to evaluate the events which highlighted key learning points while also commending the actions of response staff, middle managers, and senior managers. This reflects the strong coordination, effective communication, and professional execution of duties under challenging conditions. We also held a tactical debrief.	5	1
Wallingfen House Farm, Newport	11 September 2024	Multiple calls reported a barn fire at Wallingfen House Farm. Initially, two fire appliances were mobilised from Brough, with an additional appliance from Goole due to the high volume of 999 calls. Market Weighton on-call personnel were also mobilised.	2	5
Ash Grove, Hull	12 September 2024	Crews were mobilised to a domestic building fire at Ash Grove, Hull. This was a significant fire in the property which compromised the internal structure, creating hazardous conditions for firefighters. Crews overcame these conditions to resolve the incident and limit fire spread using main lines and an aerial appliance.	8	1
Uniper Uk, North Killingholme	12 November 2024	Two appliances from Immingham and one from Peaks Lane were mobilised to a developing fire within a gas turbine unit at the Uniper power plant on Chase Hill Road, North Killingholme, with reports of site personnel unaccounted for. The incident was marked by strong communication and collaboration between emergency services and site personnel.	1	6
Farrow and Sons recycling	25 February 2025	Crews were mobilised to Farrow and Sons recycling for a large amount of scrap metal and vehicles on fire. This was a protracted and challenging incident involving multiple appliances, the HVP, Command Unit, and aerial appliances. The hard work and commitment of all involved enable us to minimise the damage and resolve the incident without injury.	6	5
Total			**38**	**24**

9.3 Structured Debrief - Corporate

We held two debriefs during this period for:

- Recruitment Process 2024
- DBS checks

These were structured debriefs that were facilitated by the Organisational Learning team and held after the completion of projects or significant activities to review outcomes, processes, and performance. These debriefs are crucial as they provide a platform for team members to reflect on successes and identify areas for improvement. By openly discussing what worked well and what didn't, HFRS can capture valuable insights and lessons learned, fostering a culture of continuous improvement. This process not only enhances future project execution by avoiding past mistakes but also promotes knowledge sharing and collaborative problem-solving, ultimately driving greater efficiency, innovation, and competitive advantage.

The debriefs identified 16 areas for development and 9 examples of good practice.

9.4 Multi-Agency Debriefs

A multi-agency debrief is a valuable platform for all agencies to reflect on their responses, share experiences, and enhance collaboration. The Organisational Learning team held three multi-agency debriefs that commenced with a comprehensive overview of the incident, highlighting its scope, challenges, and the agencies involved. The incidents were:

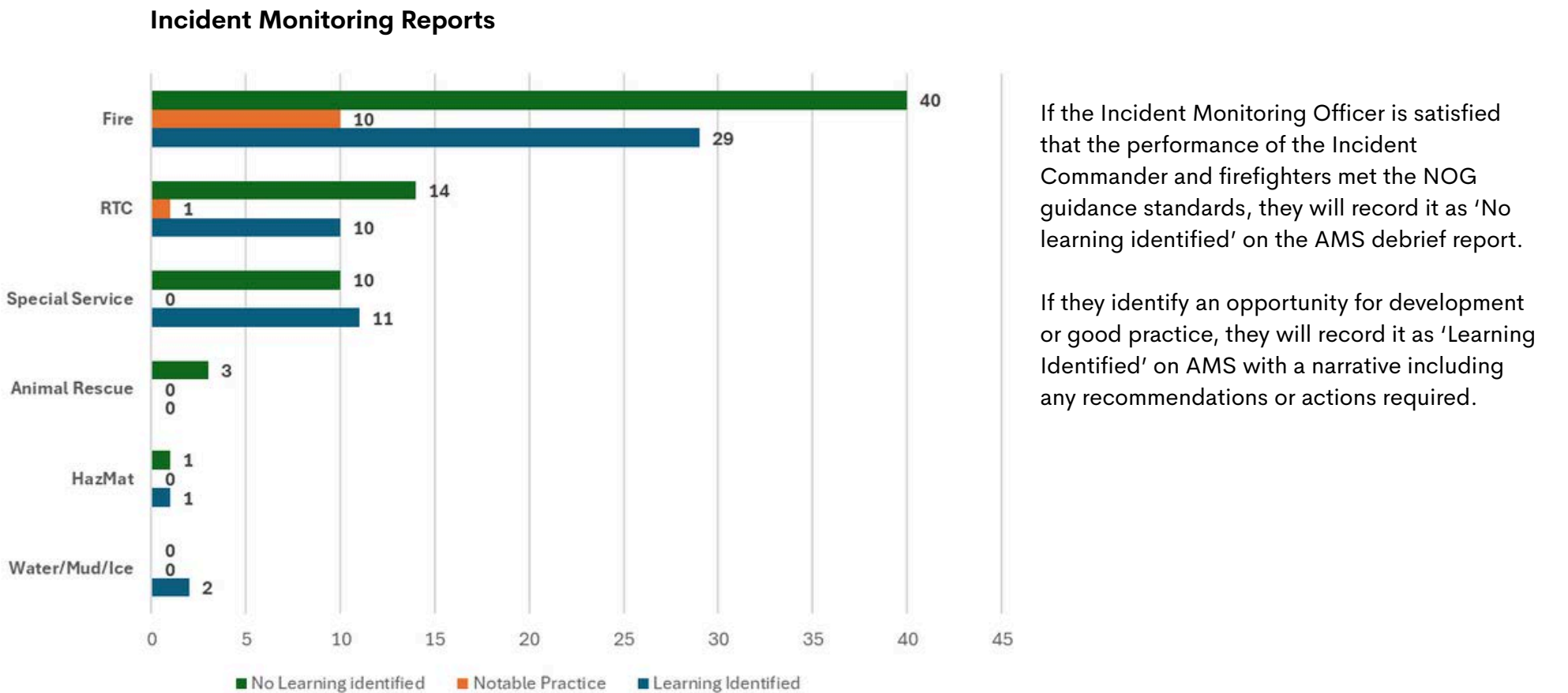| Incident	Detail
HazMat Exercise - Humber Bridge Car Park	A multi-agency training exercise to test Initial Operational Response (IOR) for a release of a hazardous material
Sutton Bridge, Hull	A multi-agency response to reports of a male last scene in the River Hull.
Staveley Road	Attended along with Humberside Police and YAS to a male trapped under a bulk storage locker

9.5 Incident Monitoring

Monitoring firefighters during incidents helps ensure their safety, assess their performance, identify areas for improvement, and enhance future response. It can identify gaps in training, equipment, Personal Protective Equipment and procedures to develop, innovate and improve the safety of all personnel and, therefore, provide the best service to the public.

Incident Monitoring is undertaken by an Incident Monitoring Officer (Flexible Duty System Officer, Station Manager and above) who evaluates the effectiveness, efficiency and safety of the Incident Commander and firefighters at operational incidents against Service and national policy, guidance, good practice, and the expectations set out in the Community Risk Management Plan.

The Service will continue to improve if learning from incidents is consistently captured, and the lessons are shared effectively. This is particularly important with declining exposure to operational incidents.

We captured 132 Incident Monitoring reports during this period compared to 51 from the previous reporting period.

Incident Monitoring Reports

If the Incident Monitoring Officer is satisfied that the performance of the Incident Commander and firefighters met the NOG guidance standards, they will record it as 'No learning identified' on the AMS debrief report.

If they identify an opportunity for development or good practice, they will record it as 'Learning Identified' on AMS with a narrative including any recommendations or actions required.

10. Corporate

10.1 His Majesty's Inspectorate of Constabulary and Fire and Rescue Services (HMICFRS)

The Service was inspected by HMICFRS between July and September 2024 and rated us as Outstanding in 'Understanding fires and other risks' and in 'Preventing fires and other risks.' In addition, under the 11 areas of inspection criteria, the Service achieved eight Good ratings and one Adequate rating.

During the inspection the Service was also recognised for a number of promising and innovative practices.

The principal findings from the latest inspection were:

- The Service has a Service Improvement Plan which is used to record, manage, monitor and assess the delivery of actions aligned to the areas for improvement. The plan is reported at strategic performance meetings and is also subject to independent scrutiny through Internal Audit and the Governance, Audit and Scrutiny Committee. These arrangements have contributed to the Service moving from good to outstanding in both understanding the risk from fire and other emergencies and preventing fires and other risks.
- The Service analyses a range of data to develop the Community Risk Management Plan which clearly identifies areas of risk. There is awareness of emerging issues and changes that affect risk.
- The Service has a clear prevention plan which links to the risks identified in the Community Risk Management Plan. Prevention services are aligned to the respective level of risk.

The full inspection report can be viewed on HMICFRS website.

10.2 Internal Audit

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

1. Management of Statutory Building and Licensing Consultations
2. Application and Management of Disciplinary Procedures
3. Firefighter Development Pathway
4. Staff Forums and EDI Steering Group
5. Application and Management of Tactical Plans
6. Training Records
7. Contingency Fire Crews
8. ICT Management Controls
9. Key Financial Controls

The Head of Internal Audit annual opinion for the period 1 April 2024 to 31 March 2025 was satisfied that, for the areas reviewed during the year, the Service has reasonable and effective risk management, control and governance processes in place.

For each review an assessment of the combined effectiveness of the controls in mitigating the key control risks was provided. Each review received an assurance rating, a summary of which is set out below.

Assurance Rating	Assurance Assessments 2024/25
Substantial Assurance	3
Reasonable Assurance	4
Limited Assurance	2
No Assurance	0

10.3 Public Feedback

PUBLIC FEEDBACK	Target	Actual 2024/25	Actual 2023/24
Number of Complaints.	Aspirational decrease	43	39
Number of Complaints upheld.		15	21
Number of Complaints partially upheld.		1	0
Number of Complaints not upheld.		27	18
Number of Compliments.	Aspirational increase	97	97

The types of complaints received are broken down into the following categories:
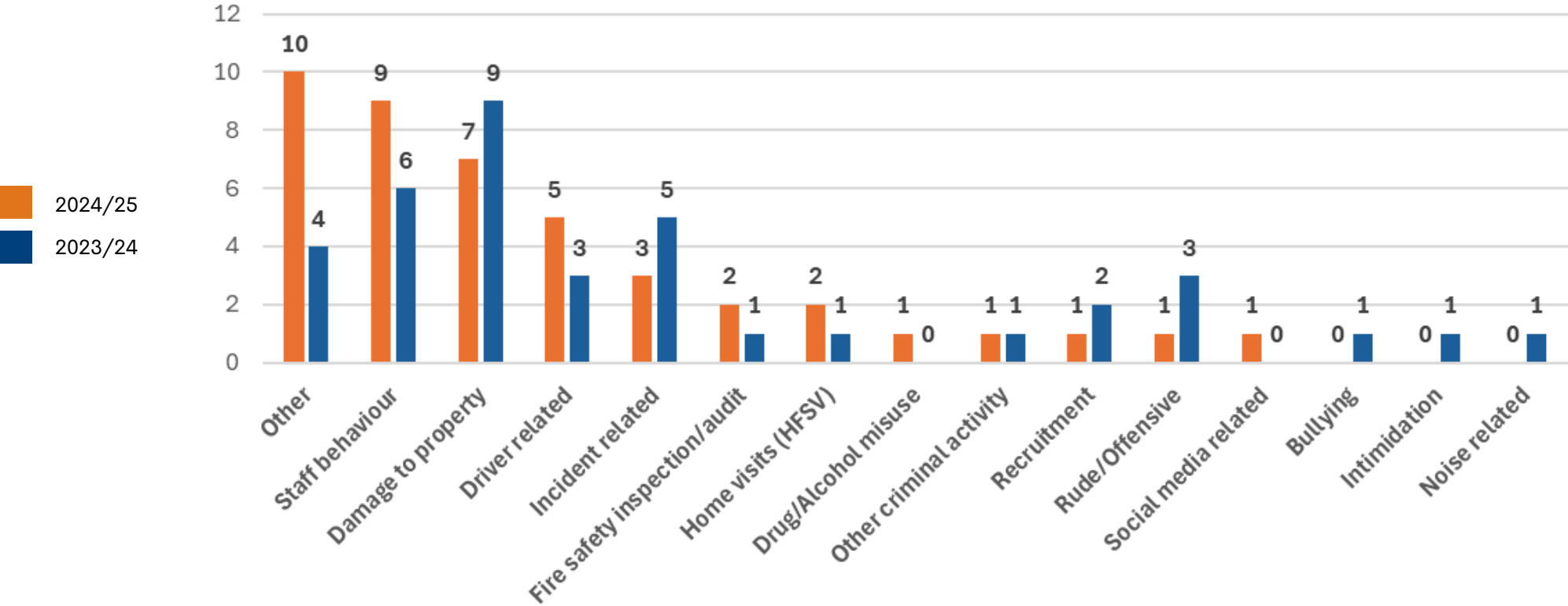
In its annual letter to the Service, the Local Government and Social Care Ombudsman confirmed that between 1 April 2024 and 31 March 2025, it dealt with 0 complaints and carried out 0 investigations against the Service.

10.4 Information Governance

Information governance is the management of information within an organisation. It balances the use and security of information and helps with legal compliance and operational transparency. It encompasses a number of aspects such as data protection, governance and compliance, records management and privacy.

Data Protection

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

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

Data Protection Impact Assessments (DPIA)

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

Number of DPIA's Completed	Number in Progress	Total
15 (9 Stage 1) (6 Stage 2)	37	52

Privacy Notices

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

www.humbersidefire.gov.uk/about-us/access-to-information/data-protection

Subject Access Requests (SARs)

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

SARS	Requests Received 2024/25	Responded to within Timescale 2024/25	Requests Received 2023/24	Responded to within Timescale 2023/24
Total Number of SARs received	**27**	**20**	27	22
Total Number of exemptions (eg Police)	**108**	**89**	76	68

Personal Data Breach

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

Year	2024/25	2023/24
Reported breaches	19	18
Confirmed breach	8	13
Actions identified	26	33
Number of breaches reported to ICO	1	0

Freedom of Information (FOI) and Environmental Information Regulations (EIR)

The Freedom of Information Act 2000 and Environmental Information Regulations 2004 provide general access to information held by public authorities. It does this in two ways:

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

During 2024/25 the Service processed slightly fewer number of requests (354) compared with the previous year (404):

Requests processed	2024/25		2023/24	
	FOI	EIR	FOI	EIR
Number of requests	111	5	129	4
Number processed within statutory deadline	111	5	129	4
Request withdrawn/clarification not received	6	0	2	0
Number requiring extended deadline	0	0	0	0
Information granted in full	61	0	60	1
Exemption applied in full	4	0	7	2
Information accessible elsewhere (Full or Part)	27	0	23	1
Information partly refused	9	0	17	1
Information not held	10	5	22	1
Number of requests referred for internal review	0	0	1	0
Totals	**339**	**15**	390	14

All FOI and EIR requests are available to view on the 'Access to Information' area of the Service website: www.humbersidefire.gov.uk/about-us/access-to-information/freedom-of-information

10.5 Strategic Risk and Opportunity

The Service acknowledges the importance of risk management at all organisational levels. Corporate Risk Management ensures we take reasonable measures to identify, record, analyse and manage risks and opportunities related to our aims and objectives in a controlled and consistent manner. We also assess their potential for material or reputational harm and manage opportunities to maximise benefits. The Risk and Opportunity Register documents, tracks, and manages potential risks and opportunities impacting a operations, projects, or service wide delivery. It includes descriptions, likelihood, impact, mitigation strategies, and responsible persons or teams.

- **Risk** –The combination of the probability of an event and its impact that should it occur, would have a negative effect on the achievement of Service objectives.
- **Opportunity** – The combination of the probability of an event and its impact that should it occur, would have a positive effect on the achievement of our objectives.
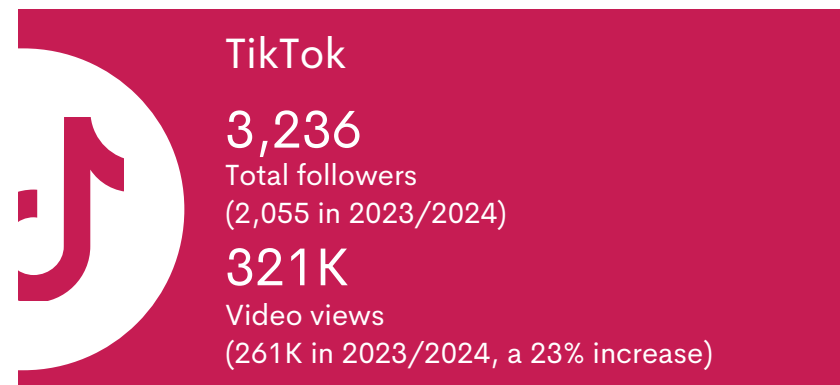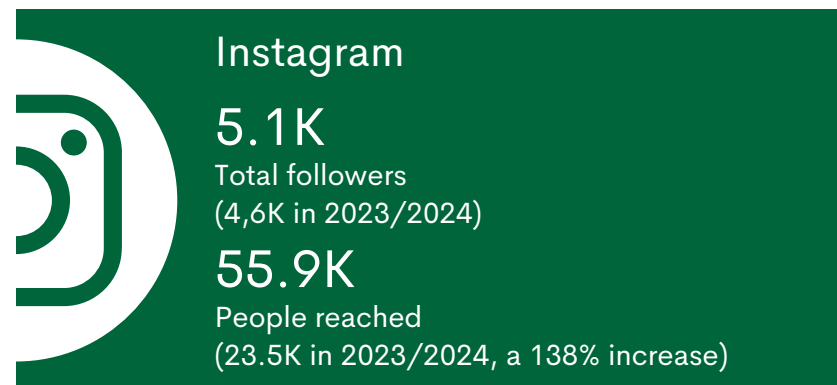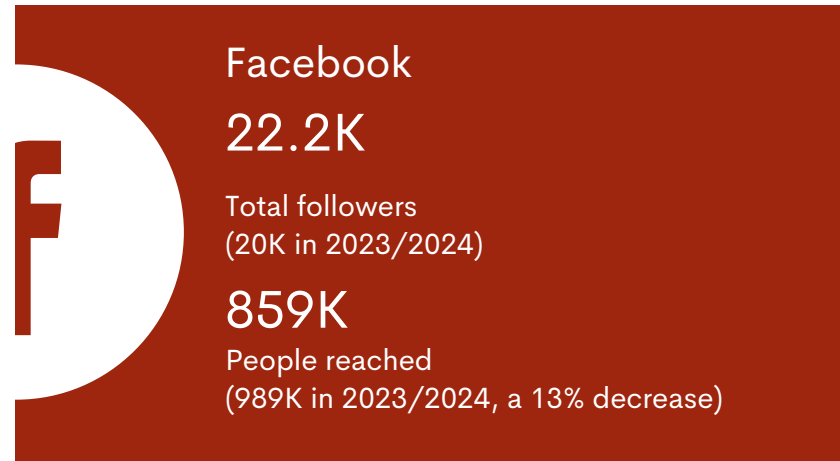
The following areas were deemed as a critical strategic or opportunity risk during 2024/25.

Critical Risk or Opportunity	Subject	Context	Risk Treatment
Opportunity	Vision 2040	By 2040 the Service aims to have a workforce made up of 40 % female employees to further represent the communities of the Humberside region. The risk is that as a result of the increase in females in the Service, the the infrastructure of the Service would not be developed sufficiently, resulting in inadequate facilities to support the gender diversity of staff.	Multi year investment plan to realise identified areas for improvement (part of a wider plan to improve whole Estate to make the Service fit for the future).
Risk	Financial Constraints Around National Grant Funding	Constraint in National Grant Funding and Precept increase capping over the forthcoming Comprehensive Spending Review period, which reduces the level of funding available to the Authority. Scenario planning undertaken to provide mitigation for any reduction in funding. Medium Term Resource Strategy regularly updated.	The Medium-Term Resource Strategy (MTRS) is regularly updated with the latest information; scenario planning is undertaken to provide mitigations for any reduction in funding.
Risk	Joint Estates Service Provision	Lack of capability/capacity within the JES may result in failure to deliver large scale capital projects within agreed timescales, increasing health & safety risks, detriment to operational response, financial implications and reputational damage.	6 facet inspection programme and delivery against the capital programme.

10.6 Communications

The Service uses various ways to communicate with its communities. By using different digital tools, it can share information in clear and accessible formats that meet both individual and group needs.

Website

530K

Total unique page views
(427K in 2023/2024)

Top 3 pages/areas:
- Incidents (209K views, 35% increase from previous year)
- Homepage (54K views, 23% increase from previous year)
- Vacancies (33K views, 43% increase from previous year)

Facebook

22.2K

Total followers
(20K in 2023/2024)

859K

People reached
(989K in 2023/2024, a 13% decrease)

Instagram

5.1K

Total followers
(4,6K in 2023/2024)

55.9K

People reached
(23.5K in 2023/2024, a 138% increase)

TikTok

3,236

Total followers
(2,055 in 2023/2024)

321K

Video views
(261K in 2023/2024, a 23% increase)

Reach is the total number of people who see your content.

X (formally known as Twitter) is not included in our reporting, as it is used solely for warning and informing messages.

11. Glossary

ADF	Accidental Dwelling Fire.
CISM	Critical Incident Stress Management.
Co-Responder	Similar to a First Responder where an individual assists another agency who maybe cannot lift or move a patient.
CRMP	Community Risk Management Plan - identifies and assesses all foreseeable fire and rescue related risks and sets out how we plan to mitigate them.
DPIA	Data Protection Impact Assessment.
Effect entry/ exit	Forcing entry to a property using tools or ladders. For example forcing a lock/door, removing windows, or accessing higher windows using a ladder.
F.I.R.S.T.	Falls Intervention Response and Safety Team. An early response falls pick up team provided by competent firefighters in Hull.
First Responder	A member of staff (usually a firefighter) trained in emergency medical care who responds to medical emergencies in a bespoke vehicle.
FOI	Freedom of Information.
Fire Staff	Non operational staff.
Full-Time	Always crewed (Whole-time).
GDPR	General Data Protection Regulation.
HART	Hazardous Area Response Team (Ambulance Service).
HAZMAT	Hazardous materials.
HFRS	Humberside Fire and Rescue Service.
HMICFRS	His Majesty's Inspectorate of Constabulary and Fire & Rescue Services.
HR	Human Resources.
HRSP	HR Service Provider – provides dedicated HR support for Districts and teams within Humberside Fire and Rescue Service.

ICO	Information Commissioner's Office.
ICT	Information and Communication Technology.
IRS	Incident Recording System.
Make safe	Ensuring public safety, for example by isolating utility supplies until other agencies assist (water/electrics/gas). Securing/Removing Objects (roof tiles/signage/highway blockages).
NOG	National Operational Guidance.
On-Call	Responds/crewed when required.
Open Data Set	Data that is openly accessible and can be freely used.
PPE	Personal Protective Equipment.
Property / Primary Fire	A fire involving property of high value or life risk i.e. dwelling, building or car.
PSED	Public Sector Equality Duty.
RTC	Road Traffic Collision.
SAR	Subject Access Request.
Small / Secondary Fire	A fire involving property of lesser value i.e. wheelie bin, rubbish or tree.
SPI	Service Performance Indicators.
Social Segmentation	Social, cultural, economic or lifestyle traits which can be determined by location, education, age and sex.
Special Service	Non-fire incident i.e. Lift Rescue, Road Traffic Collision or Water Rescue.
Standby	Attending an incident ground usually with other agencies who may need support with specialist equipment during their intervention, but no action taken
TRV	Tactical Response Vehicle.
What3Words	A system that is designed to identify any location with a resolution of about 3 metres (9.8 ft).

12. Contact Details

Online:

www.humbersidefire.gov.uk

Email us at:

**consultation@
humbersidefire.gov.uk**

**www.facebook.com/
humbersidefireandrescue**

**www.instagram.com/
humbersidefire**

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

**www.tiktok.com/
@humbersidefirerescue**

Postal Address

Service Headquarters
Summergroves Way
Kingston upon Hull
HU4 7BB

Tel: 01482 565333

Freedom of Information (FOI)

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

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

Safety Enquiries

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

Complaints Procedure

Any complaints against the Service or the services we provide can be made by completing the <u>complaints form on our website</u>, by email to complaints@humbersidefire.gov.uk, by telephone on (01482) 565333 and asking for the Complaints Manager, or by writing to:

The Complaints Manager, Corporate Assurance
Humberside Fire and Rescue Service
Service Headquarters
Summergroves Way
Kingston Upon Hull
HU4 7BB

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:

Local Government and Social Care Ombudsman
PO Box 4771
Coventry
CV4 0EH
Helpline: 0300 061 0614
Website: <u>https://www.lgo.org.uk</u>

Data Protection Procedures

To discuss a data protection issue you can email dataprotection@humbersidefire.gov.uk, telephone (01482) 565333 and ask for the Information Governance Officer, or write to:

Information Governance Officer
Humberside Fire and Rescue Service
Service Headquarters
Summergroves Way
Kingston Upon Hull
HU4 7BB

14.   Other Documents

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

You may be interested in the following documents that relate to this Annual Performance Report:

- Community Risk Management Plan
- Strategic Plan
- Medium Term Resource Strategy
- Productivity and Efficiency Plan
- Bi-Annual Performance Report