



HUMBERSIDE
Fire Authority

Bi-Annual Performance Report 2025



Contents

1	Foreword	3	5	Response	16	9	Organisational Learning	35
2	Humberside Fire and Rescue Service	4	5.1	Response Standards	16	9.1	Hot Debrief	35
2.1	The Service	4	5.2	Attendance Times	18	9.2	Structured Debrief – Operational	36
2.2	Our Workforce	5	5.3	Emergency Call Handling	19	9.3	Multi-Agency Debrief	36
2.3	Equality, Diversity and Inclusion	6	5.4	Availability of Fire Stations	20	9.4	Incident Monitoring	36
2.4	Our Community	6	5.5	Incident Activity	21	10	Corporate	38
3	Key Performance Data	7	5.6	Special Service Non-Fire Incidents	23	10.1	HMICFRS	38
3.1	Key Incident Activity	7	5.7	Rescues	24	10.2	Strategic Risk and Opportunity	39
3.2	Prevention Activity	8	5.7	Road Traffic Collisions	25	10.3	Internal Audit	40
3.3	Protection Activity	8	6	Incident Activity by Unitary Authority	27	10.4	Reward and Recognition	41
3.4	Response	9	7	People	28	10.5	Community Engagement	42
3.5	Environment	9	7.1	Establishment	28	10.6	Public Feedback	43
3.6	People	10	7.2	Disciplinary and Grievances	28	10.7	Information Governance	44
4	Prevention & Protection	11	7.3	Attendance and Sickness Absence	29	10.6	Communications	47
4.1	Prevention	11	7.4	Occupational Health and Wellbeing	31	11	Glossary	48
4.2	Children and Young People Activities	11	8	Health, Safety and Environmental Sustainability	33	12	Contact Details	49
4.3	Deliberate Fires	12	8.1	Accidents and Near Misses	33	13	Other Documents	51
4.4	Fire Deaths	12	8.2	Accidents by Cause	34			
4.5	Accidental Dwelling Fires	13						
4.6	Smoke Alarms	13						
4.7	Causes of Accidental Dwelling Fires	14						
4.8	Protection	15						

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

We are pleased to present the Humberside Fire Authority's Bi-Annual Performance Report for the period 1 April to 30 September 2025. This report reflects our continued commitment to delivering a fire and rescue service that meets the needs of our communities, in line with our Community Risk Management Plan (CRMP) 2025-28.

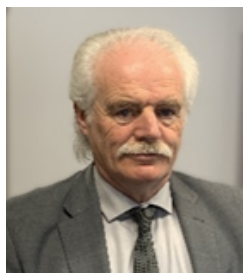
A crucial part of supporting the delivery of our CRMP involves eight specific projects focused on enhancing the efficiency of our Service in important areas. Now that we have reached the midpoint of the year, all eight projects have completed their initial (options appraisal) phase and are progressing into the second (implementation) phase, which will ultimately advance greater effectiveness in key operational sectors.

During the first half of this financial year, we have continued to perform strongly across our core functions of prevention, protection, and emergency response, while embedding equality, diversity, and inclusion throughout the organisation. Our achievements during this period demonstrate resilience, adaptability, and a clear focus on community safety.

Key highlights include:

- Incident Activity: Continuing effective response to emergencies with first engines attending Dwelling Fires or Road Traffic Collisions (RTC) within the specified times on 96.51% of occasions and second engines on 92.94% of occasions.
- Prevention and Protection: increased engagement with school children (33,639 compared to 23,088 for the same period in 2024) and continuing action being taken against business who fail to meet the necessary standards of the Fire Safety Order; 73 per cent of inspections resulted in further action or enforcement.
- People and Workforce: Investment in wellbeing and development initiatives, which at the same time has seen a reduction in average days sickness absence per employee (3.45 days down from 5.17 days for the 2024 corresponding period).

These achievements are a testament to the dedication of our staff and the support of our partners and communities. While challenges remain, particularly in adapting to evolving risks and resource pressures, we remain focused on continuous improvement and organisational learning.



**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

Humberside Fire Authority provides a Fire and Rescue Service to the communities of Kingston upon Hull, the East Riding of Yorkshire, North Lincolnshire and North East Lincolnshire, a population of more than 900,000 people. The Service has 30 fire stations spread across the Humberside area.

What we do as a fire and rescue service

- Preventing fires and other emergencies occurring, by successfully engaging with our communities, and minimising the effects if they do occur by promoting safety measures.
- Protecting our communities, through advice to businesses and legal enforcement against those who do not comply with fire safety legislation.
- Preparing our communities to be able to deal with the effects of fires and other emergencies that do occur so they are able to help themselves, and those who are most vulnerable.
- Responding to emergencies quickly, with highly effective people, equipment and procedures.
- Recovering by helping our communities get back to normal when fires and other emergencies do occur.

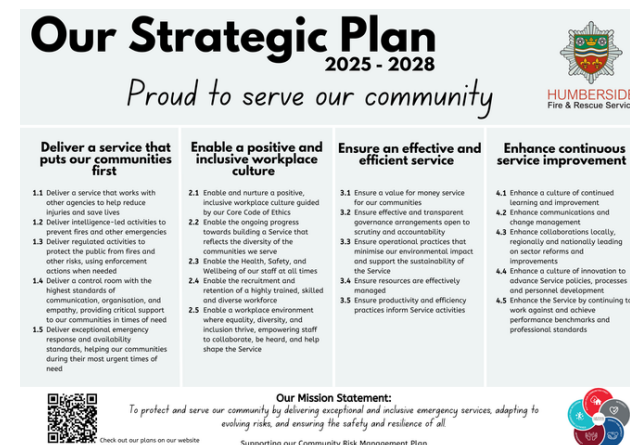
Community Risk Management Plan (CRMP) 2025-28

Our new CRMP was launched in April 2025 and is the Service's main strategic document, meeting the requirements of the National Framework. It explains the biggest risks in our area and how we use data intelligence to make sure our prevention, protection, and emergency response work is focused where they're needed most.



Strategic Plan 2025-28

Our new Strategic Plan was launched in April 2025 and is the Service's main roadmap for turning the Community Risk Management Plan (CRMP) into action. While the CRMP identifies the biggest risks and how we keep people safe, the Strategic Plan sets out the vision, priorities, and steps we take to deliver those commitments.



2.2 Our Workforce

The total figure of 1,036 employees accounts for payments made to individuals of differing contract types, which exceeds the headcount figure of 911 (ie some individuals hold dual contracts).

Contract Groups

	Full-time duty system	On-Call	Control	Fire Staff	Total
Female	42	14	25	141	222
Male	398	313	9	81	801
Prefer not to say	6	5	0	2	13
Total	446	332	34	224	1036

Age Groups (by head count)

	16-24	25-35	36-45	46-55	56-65	66+	Total
Female	10	56	55	46	35	8	210
Male	33	185	194	223	47	8	690
Prefer not to say	1	1	3	4	1	1	11
Total	44	242	252	273	83	17	911

Ethnicity and Gender (by head count)

Ethnicity	Female	Male	Prefer not to say	Total
White	201	667	7	16
People of different ethnicity	8	12	0	875
Prefer not to say	1	11	4	16
				911

2.3 Equality, Diversity and Inclusion

At Humberside Fire and Rescue Service, our vision is to be a truly inclusive and anti-discriminatory organisation – one that reflects and serves the diverse communities of our region with fairness, respect, and integrity.

We are committed to removing barriers to access, eliminating discrimination in all its forms, and tailoring our services to meet the needs of those most at risk. Our workforce is becoming increasingly representative of the communities we serve, and we continue to foster an environment where every individual feels safe, supported, and empowered to thrive.

Through inclusive leadership, data-driven decision-making, and strong community partnerships, we are embedding equality at every level of our organisation. Initiatives such as Equality Ambassadors and staff networks help us drive meaningful change and promote engagement across our teams.

We remain dedicated to protecting lives and promoting wellbeing, ensuring that everyone, regardless of background or circumstance, receives the support and service they deserve.

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%) People of different ethnicity: 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%) People of different ethnicity: 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%) People of different ethnicity: 5,937 (3.8%)
North Lincolnshire	169,680	328	Female 85,970 (50.7%) Male 83,710 (49.2%)	White: 160,052 (94.3%) People of different ethnicity: 9,632 (5.7%)
Totals	935,879	1,360	Female 474,273 (50.7%) Male 461,606 (49.3%)	White 889,233 (95%) People of different ethnicity: 46,646 (5%)

* Office of National Statistics – 2021 Census

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 Activity	Threshold April - September 2025	April - September 2025	April - September 2024	Within threshold
Automatic fire alarm activations in non-domestic premises	Between 176 and 288	187	233	Yes
Number of Accidental Dwelling Fires	Between 129 and 187	187	141	Yes
Number of high severity Accidental Dwelling Fires *	Between 0 and 16	5	6	Yes
Number of other accidental fires	Between 78 and 178	147	163	Yes
Number of deliberate small fires	Between 535 and 1022	1271	844	No
Number of deliberate property fires (excludes prisons)	Between 167 and 243	264	240	No
Number of fatalities from Accidental Dwelling Fires	Aspirational 0	0	3	
Total injuries from fire related incidents	Aspirational 0	13	12	

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

3.2 Prevention Activity	April - September 2025	April - September 2024
Home Fire Safety Visits	3508	3843
Fire Education	129	210
Fire Setter Intervention	61	47
Youth Engagement	326	270
Number of children engaged (Schools)	33639	23088
Hotshot/Arson Leaflet drop	1347	1210
Other prevention activity *	1688	1777

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

3.3 Protection Activity	April - September 2025	April - September 2024
Fire safety enforcement notices issued	13	12
Prohibition notices issued	11	4
Alteration notices issued	6	3

3.4 Response	Target	April - September 2025	April - September 2024
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%	96.51%	98.327%
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%	92.94%	89.18%
Mobilising our resources to Dwelling Fires within 90 seconds of receiving an emergency call	75%	83.98%	73.58%
Rescues from all incident types	-	806	802
Total number of incidents attended	-	7666	6918

3.5 Environment	April - September 2025	April - September 2024
Total fuel usage	136,497 litres	173,972 litres
Fuel drawn externally	50,994 litres	55,081 litres
Fleet mileage	562,563 miles	567,850 miles

3.6 People	Target	April - September 2025	April - September 2024
Average day's sickness absence per employee.	-	3.45	5.17
Number of work-related accidents.	Aspirational reduction to 0	39	35
Number of reported near misses.	Aspirational increase	79	64

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.

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

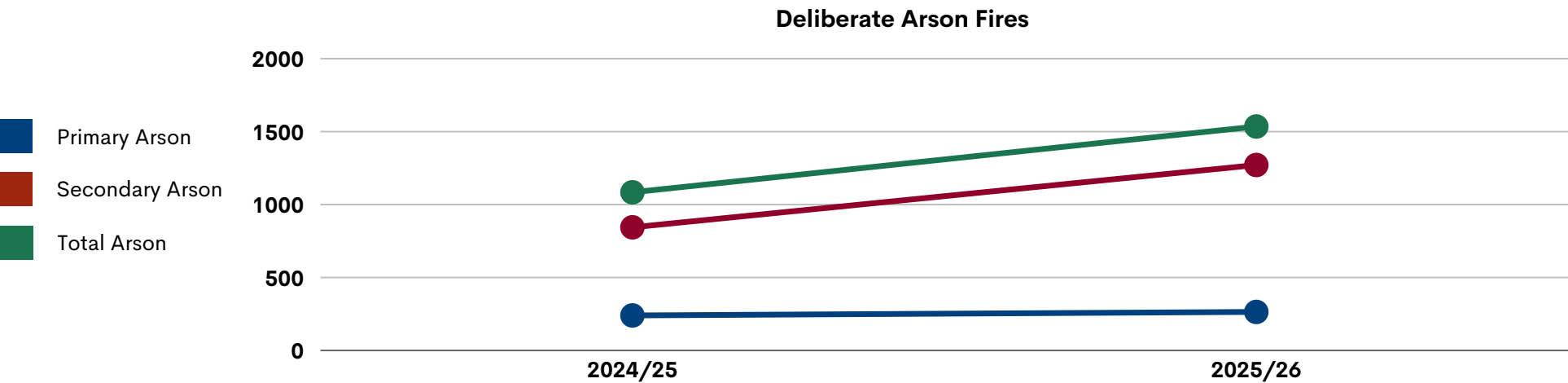
Our targeted School Education and Youth Engagement programmes form an integral part of our delivery to young people on issues around fire, road, and water safety. We target schools on a risk basis and consider themes that may be current on social media platforms to be included in our educational talks. 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 young people frequently engaged.



4.3 Deliberate Fires

Primary arson has remained stable for a long period of time, whilst secondary arson has shown more variation. The two most frequently ignited property types in deliberate secondary fires between April and September 2025 were loose refuse and vegetation, accounting for 82 per cent of incidents. Compared to the same period in 2024, there have been 451 additional arson incidents, which equates to an increase of 41 per cent. This was due to a prolonged and exceptionally dry and hot spring and summer.



4.4 Fire Deaths

Between April and September 2025, 0 people died in Accidental Dwelling Fires in our Service area, compared with three the previous year’s period. 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 9 (25% 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. Between April and September 2025, we attended 187 ADFs; this is an increase of 33 per cent from the previous 6 month period of 141 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). We therefore invest a large amount of our time in ensuring residents have a working smoke alarm and an escape plan. Between April and September 2025 we found that 81 per cent (152) of the homes where an accidental fire occurred had a smoke alarm fitted and 67 per cent of those smoke alarms activated during the fire.



4.7 Causes of Accidental Dwelling Fires (ADF)

The chart below shows that 22 per cent of the ADFs that we attended between April and September 2025 involved articles too close to a heat source and 21 per cent were cooking related. At 52 per cent, the kitchen is the place where most fires start.

Cause	April - September 2025	April - September 2024
Combustible articles too close to heat source (or fire)	47	37
Cooking - other cooking	40	24
Careless handling - due to careless disposal	23	16
Fault in equipment or appliance	18	18
Faulty fuel supply - electricity	13	10
Cooking - chip pan/deep fat fryer	11	9
Other intentional burning, going out of control	7	3
Overheating, unknown cause	7	10
Other	5	1
Natural occurrence	5	2

Cause	April - September 2025	April - September 2024
Accumulation of flammable material	5	2
Playing with fire (or heat source)	2	0
Bonfire going out of control	1	2
Faulty leads to equipment or appliance	1	1
Careless handling - due to knocking over	1	2
Careless handling - due to sleep or unconsciousness	1	1
Chimney fire	0	1
Negligent use of equipment or appliance (heat source)	0	1
Faulty fuel supply - gas	0	1

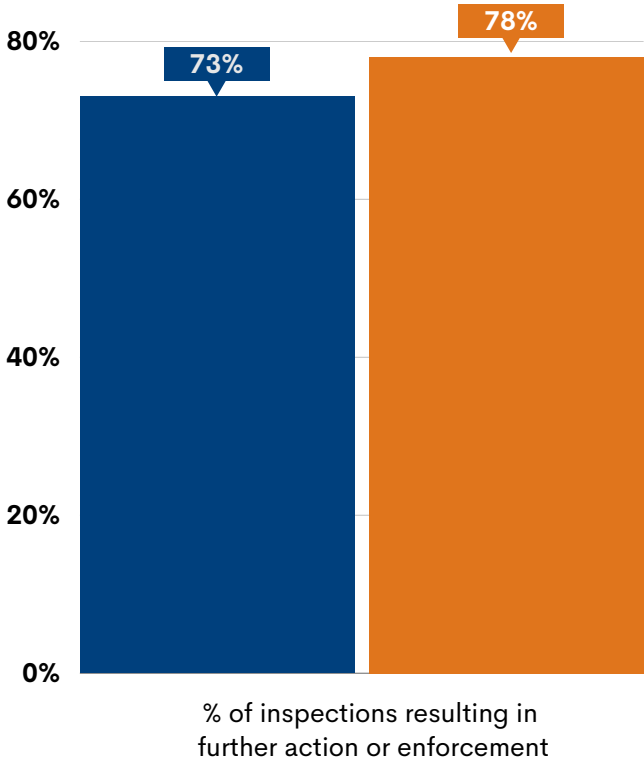
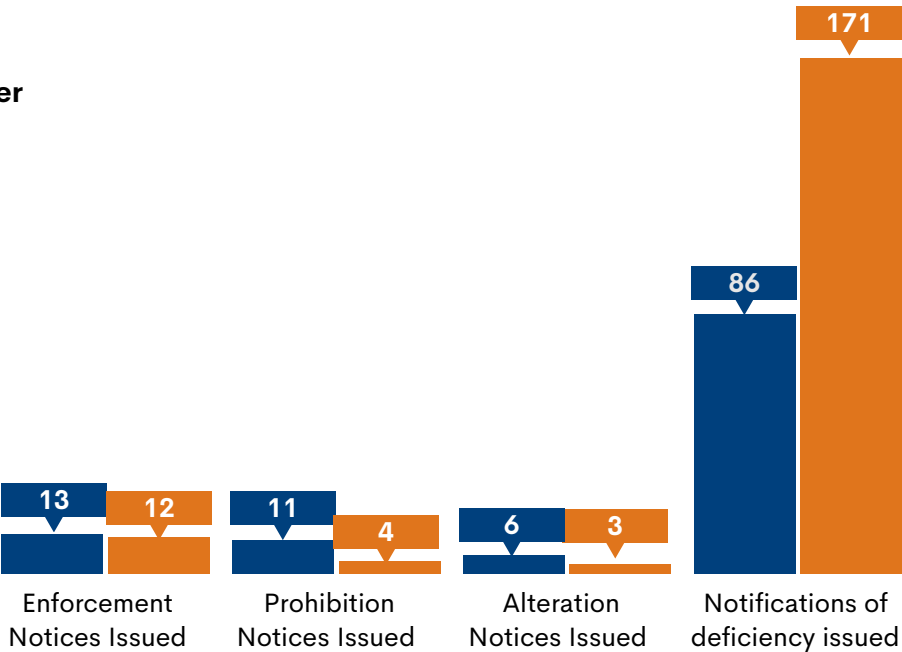
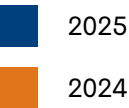
4.8 Protection

The Service implements 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 73 per cent 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

April - September



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, we assess the number of households matching the highest-risk Fire Fatality Profile (FFP) within each square.

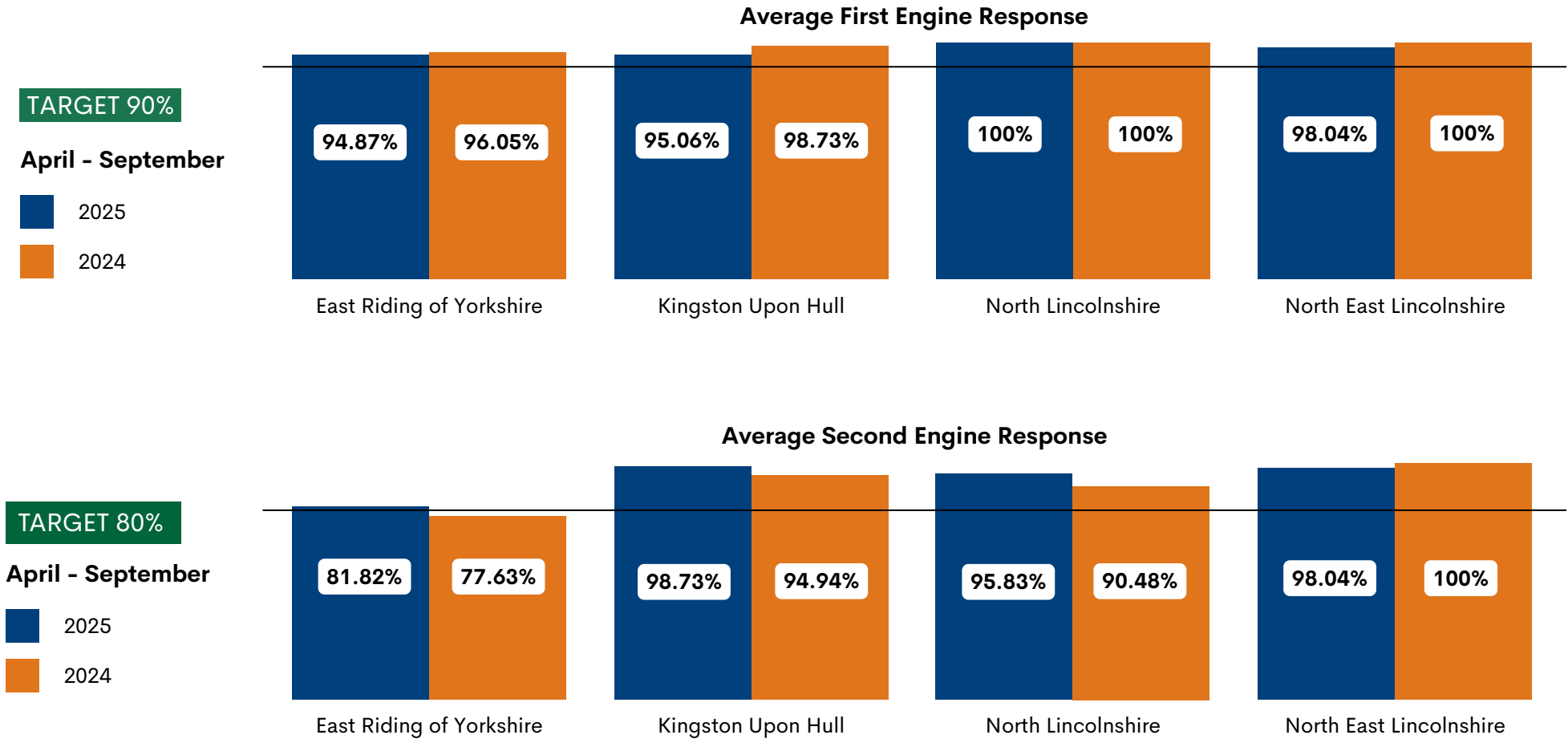
*The FFP identifies the common characteristics found in households where fire fatalities are most likely. It is reviewed regularly and includes factors such as living alone, being over 50, smoking, and having restricted mobility."

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

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 first fire engine mobilised to a Dwelling Fire or Road Traffic Collision (RTC) aims to be in attendance within the specified times on a minimum of 80 per cent of occasions.

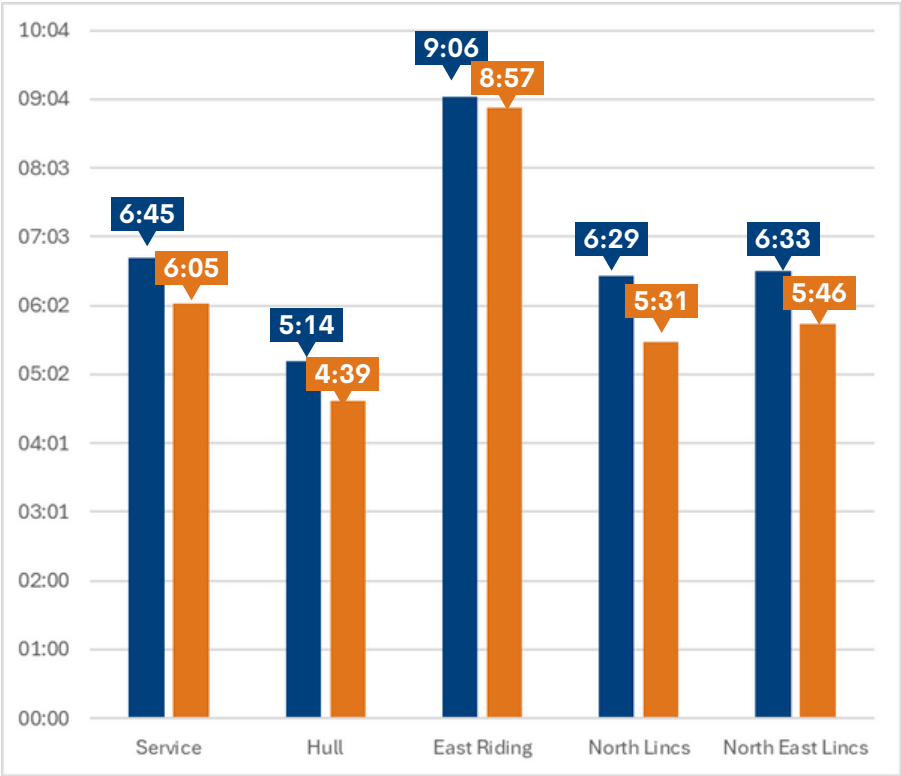
The second fire engine mobilised to a Dwelling Fire or Road Traffic Collision, aims to be in attendance within five minutes of the first fire engine arriving at the incident, on a minimum of 80 per cent of occasions. Despite the standards we set for attending incidents across the Service area being some 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.



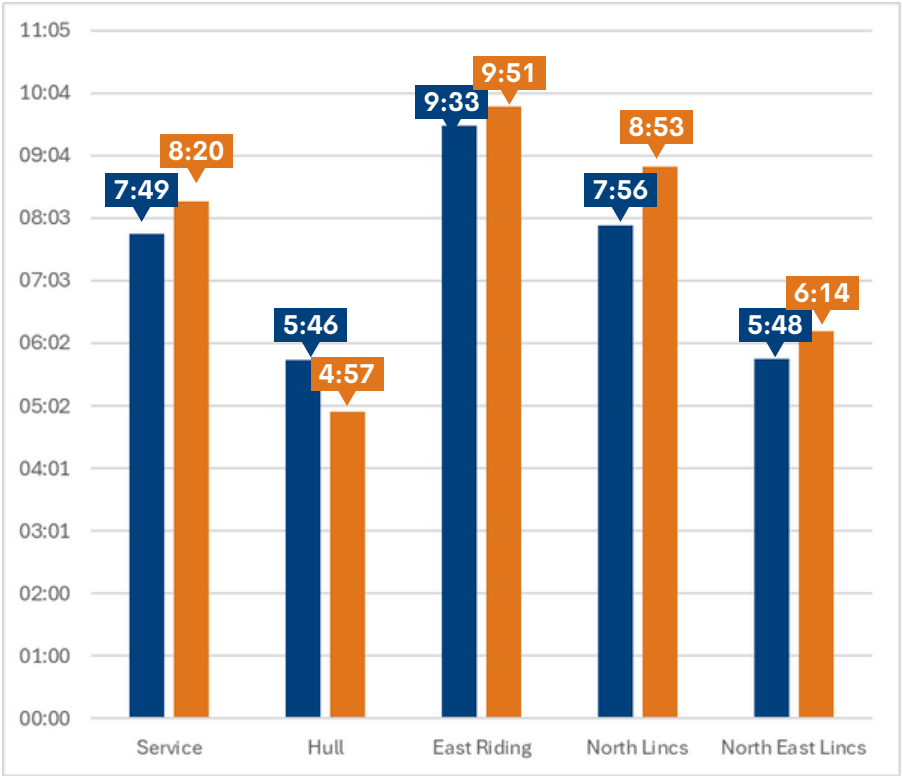
5.2 Attendance Times

Across the Service our average attendance time to Dwelling Fires is 6 minutes and 45 seconds between April to September 2025. The time taken to attend a Road Traffic Collision was 7 minutes 49 Seconds. Attendance times in the East Riding of Yorkshire and North Lincolnshire are slower than other areas that we cover, particularly for RTCs. 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.

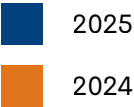
Average Attendance Times (M:SS)



Dwelling Fire - 1st Appliance



RTC - 1st Appliance



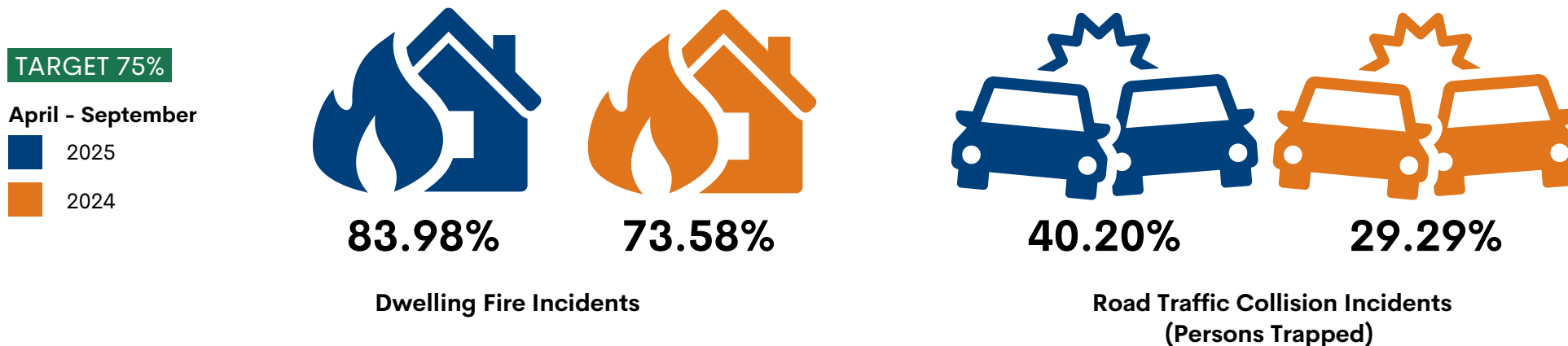
5.3 Emergency Call Handling

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 per cent 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

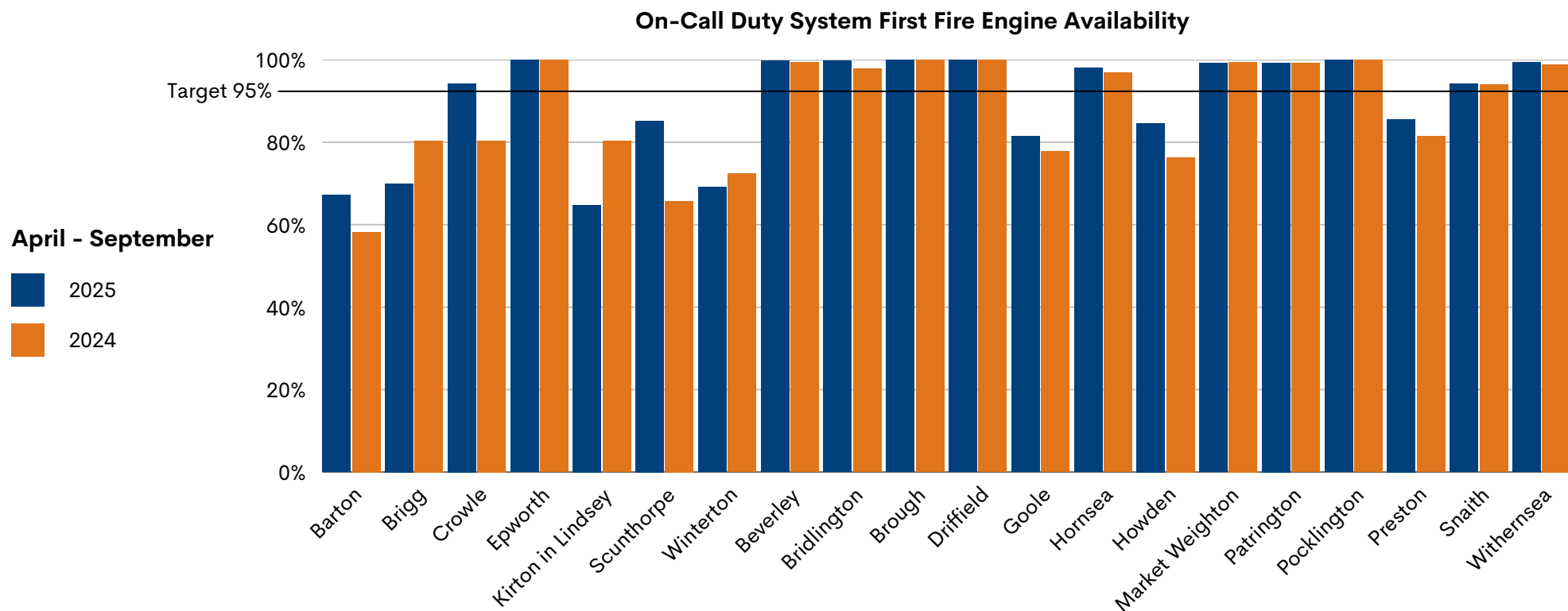


5.4 Availability of Fire Stations

Optimum Crewing Model – Our optimum crewing availability model is informed and managed against Service response standards which are: 100 per cent Full-Time, 95 per cent On-Call (First Fire Engine) and 80 per cent 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 per cent availability, this has been achieved by 11 of the 20 Fire Stations between April and September 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.



5.5 Incident Activity

Data identifies we have attended 647 more incidents from the previous year. This was almost exclusively down to a 49 per cent increase in all secondary fires during a prolonged warm and dry summer. Alarms due to Apparatus held at a consistent level due to ongoing robust call challenge of commercial premises.

Incident Type	April - September 2025	April - September 2024
Special Service	2368	2131
Fire (Secondary)	1688	1135
False Alarm Due to Apparatus (FADA)	904	915
Fire (Primary)	724	634
Special Service (Medical)	714	694
False Alarm Good Intent (FAGI)	711	577
Co Responder	305	693
False Alarm Malicious (FAM)	62	49
Fire Chimney	4	10
Over Border False Alarm	4	2
Over Border Fire	4	1
Over Border Special Service	3	5
Repeat	1	0
Special Service (Inspection)	1	0

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 between April and September 2025, 3112 were Special Service non-fire incidents. The highest percentage of these remained medical incidents, effect entry and Assist other agency – accounting for 60 per cent. The following table shows the variety of non-fire incidents that we attend in our communities.

Special Service Non-Fire Incidents

	2025	2024
Medical Incident – First responder	796	759
Effecting entry/exit	566	534
Assist other agencies	507	447
No action (not false alarm)	311	260
RTC	241	226
Advice Only	153	82
Removal of objects from people	134	138
Animal assistance incidents	80	84
Spills and Leaks (not RTC)	67	61

	2025	2024
Lift Release	60	25
Making Safe (not RTC)	51	63
Other rescue/release of persons	46	61
Other Transport incidents	34	24
Hazardous Materials incident	20	15
Suicide/attempts	19	20
Stand By	12	8
Rescue or evacuation from water	12	11
Flooding	3	7

5.6 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 may not be able to lift or move a patient.

	Incidents attended April – September 2025	Incidents attended April – September 2024
Falls / Medical Special Service	796 (of which 718 are Hull F.I.R.S.T.)	759 (of which 694 are Hull F.I.R.S.T.)
Emergency First Responder	308	692

5.7 Rescues

Between April and September 2025 we rescued 806 people, with "assist other agencies" continuing to be the most frequent type.

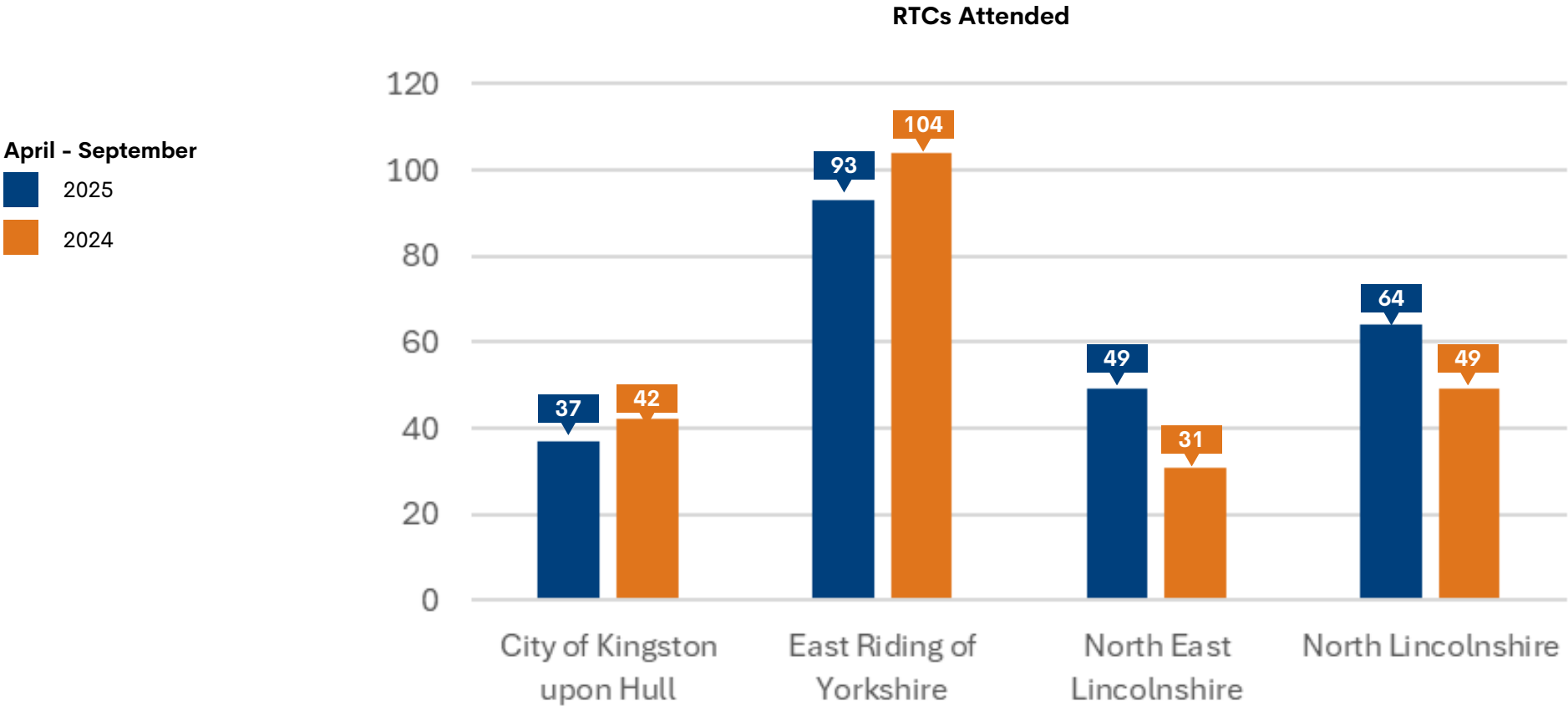
Number of People Rescued from Incidents

Incident Type	April - September 2025	April - September 2024
Assist other agencies	285	245
Effecting entry/exit	213	234
Removal of objects from people	74	90
Other rescue/release of persons	55	83
RTC	58	56
Medical Incident - First responder	52	48
Other Transport incidents	21	14
Rescue or evacuation from water	16	14
Suicide/attempts	10	12
Removal of people from objects	3	3
Lift Release	15	2
Medical Incident - Co-responder	0	1
Advice Only	2	0
Hazardous Materials incident	2	0

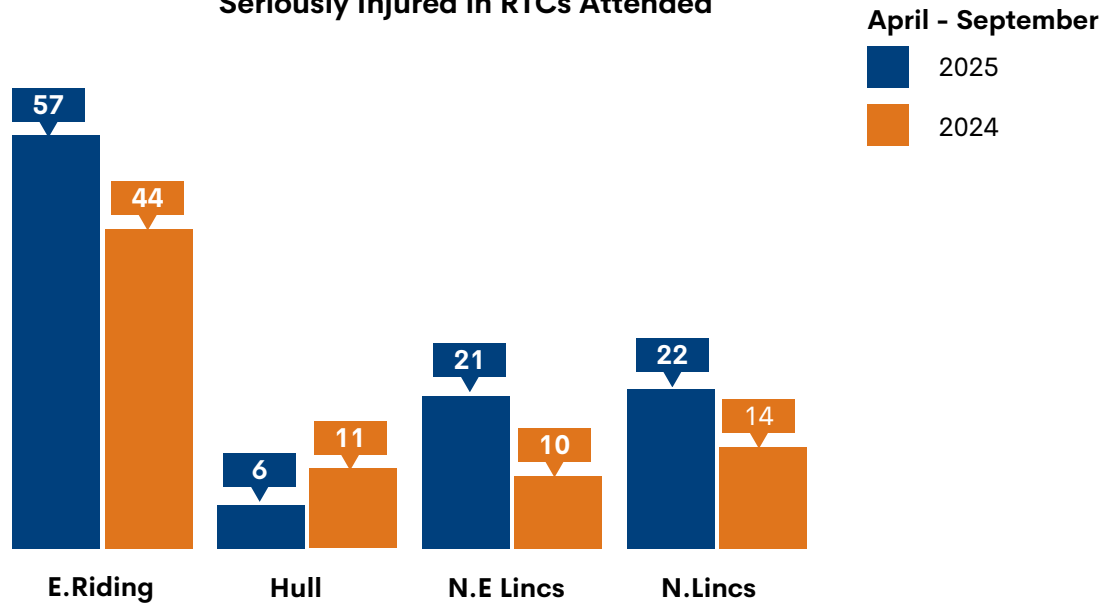
5.8 Road Traffic Collisions (RTC)

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. Between April and September 2025 the number of RTCs we attended was 243, which is a small increase of 8 per cent compared to the 226 we attended during the same period in 2024.

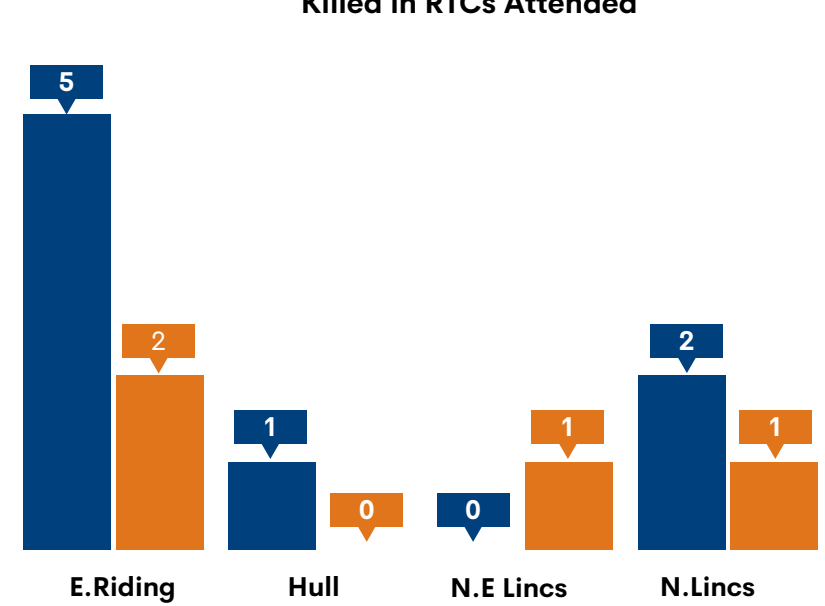
Sadly, the number of people killed in RTCs we attended between April and September 2025 increased to 8, double the amount for the same period in 2024. The total number of people injured increased from 79 in the 2024 period to 106 in the first half of 20256 (+34 per cent). We are not called upon to attend all RTCs, only those requiring our specialist intervention.



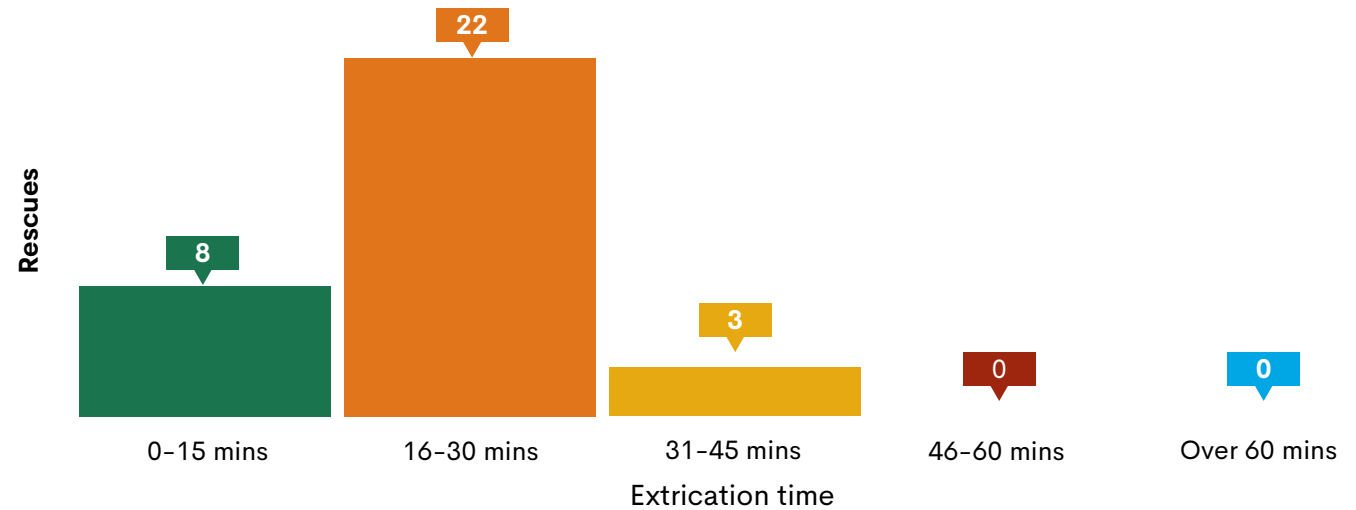
Seriously Injured in RTCs Attended



Killed in RTCs Attended



RTCs Persons Trapped



We employ a range of techniques using the specialist equipment for RTCs to rescue trapped persons, with a total of 30 people freed from their vehicles within 30 minutes or less from our arrival at the incident between April and September 2025.

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.

	False Alarm due to Apparatus	False Alarm Good Intent	False Alarm Malicious	Chimney Fire	Primary Fire	Secondary Fire	Special Service (including medical incidents)	Total Incidents Attended
Hull	403	226	32	1	190	643	1414	2909
East Riding	345	208	5	2	260	391	793	2004
North Lincs	67	143	4	0	149	264	441	1068
North East Lincs	103	144	21	1	128	403	466	1266
Out of County								208
Total	918	721	62	4	727	1701	3114	7455

Local Authority area	Effecting Entry/Exit	No action taken (not false alarm)	Road Traffic Collision
Hull	216	101	37
East Riding	160	59	93
North Lincolnshire	70	55	62
North East Lincolnshire	120	66	49
Totals	566	281	241

7.

People

7.1 Establishment

As of 30 September 2025 the Service had 1,036 employees accounting for payments made to individuals of differing contract types, which exceeds the headcount figure of 911 (ie some individuals hold dual contracts).

Full-Time Duty System	On-Call	Control	Fire Staff	Total
446	332	34	224	1,036

7.2 Disciplinary and Grievances

Disciplinary Cases	
No case to answer	0
Written warning	1
Final warning	1
Dismissal	0
Resigned prior to formal action	1
Pending	1
Total	4

Grievance Cases	
Resolved informally	3
Upheld	0
Not upheld	1
Partially upheld	2
Withdrawn	0
Other	0
Total	6

Disciplinary Appeals *	
Upheld	1
Not upheld	1
Total	2

* Appeals against disciplinaries 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 between April and September 2025 compared to the corresponding period in 2024, but an increase in one contract group (Control). Combined absence has seen 3,434 duty days lost which is a reduction of 34.36 per cent.

There has also been a decrease in long- and short-term sickness episodes between April and September 2025 compared to the corresponding period in 2024, with 114 fewer sickness episodes. This is a 21.47 per cent total decrease.

These reductions are a positive reflection on the work that is continually being undertaken by the Human Resources team, managers and the Occupational Health team to support and manage absences.

Contract Group	Attendance figures	
	April - September 2025	April - September 2024
Full-Time Duty System	95.88%	92.97%
Control	95.68%	97.25%
Fire Staff	96.65%	96.04%

Contract Group	Average days absence per person	
	April - September 2025	April - September 2024
Full-Time Duty System	3.77	6.43
Control	3.95	2.52
Fire Staff	4.38	5.17
On-Call	2.42	3.66

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.

Case Conferences, chaired by the Deputy Chief Fire Officer and attended by senior managers and members of the Human Resources team, ensure that complex matters relating to absence and sickness are discussed and managed in a supportive and timely manner.

Absence Categories	April - September 2025	April - September 2024
Mental Health Anxiety/Depression	665	1506
Musculoskeletal Back	576	411
Musculoskeletal Lower Limb	363	1064
Gastro Intestinal	270	273
Other	259	528
Respiratory Other	219	380
Musculoskeletal Other	186	167
Musculoskeletal Knee	179	15
Musculoskeletal Shoulders	161	184
Neurological	149	56
Cardiovascular Other	147	133
Musculoskeletal Upper Limb	119	289
Mental Health Other	53	84
Dermatological	27	17
Senses Vision	19	18
Musculoskeletal Neck	16	7
Reproductive	15	81
Endocrine	8	-
Senses Hearing	2	-
Urological	2	3
Coronavirus	-	16
Grand Total	3435	5232

Mental Health Anxiety/Depression, Musculoskeletal Back, and Musculoskeletal Lower Limb are the top three reasons for absence, accounting for 46.68 per cent of total reasons for absence.

While Mental Health Anxiety/Depression is the top reason for absence, it is pleasing to note that this category had the most significant reduction in the first 6 months of 2025, with a reduction of 840.96 duty days lost – a 56 per cent decrease compared to same period in 2024. This is as a result of managers, Human Resources and Occupational Health teams working closely together to provide a holistic approach to absence management.

The largest increase was in the Musculoskeletal Back category, accounting for 165.26 more absences compared to the same period in 2024. This is an increase of 40 per cent. As a result, Human Resources will be working with Occupational Health and line managers to collaborate on targeted interventions that aim to support employees and reduce absence in this category.

The other larger increases were in categories of Musculoskeletal Knee, and Neurological absence and again, targeted interventions will be implemented to support employees in this regard.

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

From April to September 2025, the Occupational Health and Wellbeing team has been firing on all cylinders, delivering a robust service that's driving down illness and injury across the Service. With every vacancy filled, our team is at full strength, powering the recent Firefighter recruitment drive. Our Occupational Health Technicians, Advisors, and Fitness Managers have teamed up with the People Directorate to deliver medical and fitness testing for all new recruits – full-time and on-call. We've taken this further, equipping recruits with essential health and wellbeing knowledge for their firefighting careers.

We're proud to be trailblazers; the Service led the way as the first Fire and Rescue Service to earn the Henpicked Friendly Menopause Accreditation in January. Thanks to years of dedication, we've now trained 16 Menopause Champions and set the standard for the sector. Menopause Awareness is now part of every recruit's journey, and our Voices for Women group has launched the Menopause Moments Channel to spark uplifting conversations and support.

Wellbeing is a strategic priority and our commitment shows. We've rolled out a new Private Health Care scheme for all staff, joining a small group of Fire and Rescue Services Nationally investing in their people with supplementary health care. Our Health and Wellbeing hub is a regular haven for staff to decompress, with group events like Yoga and Fire Fit Games.



Wellbeing Ambassadors receiving Mental health First Aid Qualification



Firefit games held for all staff in August 2025

Occupational Health and Wellbeing Activity

Activity	April - September 2025	April - September 2024
Management Referrals	101	129
Self-Referrals	19	44
Discharges	141	146
Ill Health Early Retirement	2	2
Critical Incident Stress Management Defusing/Debriefing	7	(data not available due to the new way in which it is now recorded)
Physio Referrals	21	51
Counselling Referrals	5	22
Employee Assistance Programme Contacts	24	42
Health Surveillance	470	557
Service Fitness Tests	683	682
Return to work fitness tests	32	31

Health surveillance is on the rise, – up significantly from last year, our team is now delivering medicals not just at Beverley, but also at our brand-new South Bank clinic in Scunthorpe, expanding our reach and impact.

Did Not Attends (DNAs) continue in the department which likely reflects the spike in operational sickness and referrals. We're tackling this head-on: our admin team is actively refining how DNAs are flagged to managers, aiming to drive those numbers down.

Looking ahead, clinical appointments are set to drop as we roll out private health care and launch a robust peer support model. Wellbeing ambassadors have been trained to support colleagues early and signpost them to the right help.

Critical Incident Stress Management (CISM) debriefs are gaining momentum, thanks to ongoing education and new staff training. We're committed to breaking down barriers and destigmatising mental health support, progress that will only accelerate in the years to come.

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 an 11 per cent increase in total accidents year-on-year over the reported period, reflecting a potential rise in workplace hazards or unsafe behaviours; however, it also shows an improved reporting culture and awareness.

Overall, the data call for continuous reassessment of current safety measures, training programmes, and resource allocation, underpinned by targeted interventions and collaboration with operational teams and District management.

Near Miss reporting

	April - September 2025	April - September 2024
Near Miss reported	79	64

Near miss reports have increased by 15 compared to same period last year. While an increase in near-miss reporting can initially appear concerning, it reflects proactive safety engagement. Near misses are valuable indicators that help prevent actual incidents, and an increase in reporting can signal that employees are more vigilant and committed to maintaining a safe workplace. Notably, the number of near-miss reports exceeds the number of recorded accidents, with a near-miss-to-accident ratio of 2:1.

Analysing near-miss data helps the Service take proactive action, focus training needs, and allocate resources to prevent accidents before they occur.



8.2 Accidents by Cause

Category	April - September 2025	April - September 2024
Exposed to, or in contact with, a harmful substance	0	12
Musculoskeletal	7	4
Injured while handling, lifting or carrying	5	6
Slipped, tripped or fell on the same level	3	4
Other kind of safety incident	8	3
Hit by a moving, flying or falling object	2	1
Exposed to fire or heat	4	3
Hit something fixed or stationary	7	1
Fell from a height	0	2
Cut on/by sharp object	4	0
Contact with moving machinery	1	1
Contact with electricity or electrical discharge	0	0
Injured by an animal	0	0
RTC	0	0
Hit by a moving vehicle	1	0
Beathing apparatus malfunction or distress	1	0
Physically Assaulted by Person	1	0

Notably, "Other kind of incident" more than doubled, increasing from three to eight cases, suggesting a broader range of less-defined hazards may be emerging and warrant further investigation.

Going further, we see that "Exposed to, or in contact with, a harmful substance" saw a 100 per cent decrease, with no reported cases this period compared to 12 incidents in the same period last year.

Although "Injured while handling, lifting or carrying" and "Musculoskeletal injuries" showed mixed trends, reducing by one and increasing by three, respectively. They remain among the most common causes of injury.

These incidents typically arise from manual handling activities, which are prevalent in both training and operational environments, particularly during casualty rescues or equipment movements.

"Slipped, tripped or fell on the same level" decreased slightly, while "Exposed to fire or heat" rose marginally.

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	Number conducted April - September 2025	Number conducted April - September 2024
Hot Debrief	283	26
Structured Debrief - Operational	5	8
Structured Debrief - Corporate	0	2
Multi-Agency Debrief	1	3
Incident Monitoring	102	76

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	Number conducted April - September 2025	Number conducted April - September 2024
A - Animal Rescue	5	0
B - Fire	234	24
C - HazMat	3	0
D - Road Traffic Collision (RTC)	20	0
E - Special Service	1	1
F - Water/Mud/Ice	20	1
G - Other	0	0
Total	283	26

9.2 Structured Debrief – Operational

Event	Date	Details	Learning points identified	Good Practice identified
My Group Waste Recycling, Morley St Hull	13 May 2025	Commercial waste fire on Morley Street, Stoneferry area.	12	3
Enva Battery Recycling, Manby Rd, Immingham	31 May 2025	Seven fire engines were called to control a Lithium-Ion batteries fire at the recycling building.	2	3
Ermina, Hainton Ave, Grimsby, Special Service	25 June 2025	Crews attended to assist with the extrication of one female who had her hand trapped inside a meat mincing machine. This incident was also attended by Ambulance Crews and a doctor.	1	2
Cargo Vessel Altay, Hull Dock, Hull	27 June 2025	Crews attended a Cargo Vessel fire which was located at Albert Dock, Hull. Upon arrival crews were faced with a large quantity of scrap metal, within a hold located within the Vessel which was heavily involved in fire. This incident was protracted and was ongoing over several days.	5	1
Farrow & Sons, Pocklington	11 July 2025	Initially a TRV and two fire engines from Pocklington and Market Weighton were mobilised. As the scale of the fire escalated, further resources were dispatched accordingly.	7	6
Total			27	15

9.3 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.

Incident	Detail			
Exercise – Craven Park, East Hull, 16 July 2025	The exercise consisted of a two stage approach to a Hazmat incident with an Initial Operational Response phase, followed by Specialist Operational Response utilising appropriate assets from multi agency partners. The scenario was hazmat themed with a large number of casualties with varied injuries requiring decontaminating, triage and treatment.			
	Learning points identified:	8	Good Practice identified	3

9.4 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.

Incident Monitoring Reports

Incident Monitoring / Incident Type	Learning Identified	No learning identified	Notable practice	Total
A – Animal Rescue	0	0	0	0
B – Fire	16	42	18	76
C – HazMat	1	2	0	3
D – Road Traffic Collision (RTC)	1	7	1	9
E – Special Service	4	7	2	13
F – Water/Mud/Ice	0	1	0	1
Total	22	59	21	102

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)

Between October 2023 and January 2024 HMICFRS carried out an inspection into the handling of misconduct in fire and rescue services (FRSs) in England.

The terms of reference were to carry out an inspection of the handling of misconduct in FRSs in England. This was to include examining:

- the extent to which services are identifying and investigating misconduct;
- the effectiveness of misconduct processes and how consistently they are applied;
- how confident FRS staff are in raising concerns and in misconduct processes; and
- the role of fire and rescue authorities and other organisations in handling misconduct.

The Inspectorate selected 10 Fire and Rescue Services (FRS), of which Humberside Fire and Rescue Service was one, as a representative sample of FRS across England in terms of size, location, governance structures and performance, carrying out a three-week thematic inspection of those 10 services. As part of this piece of work the Inspectorate also analysed data provided by all 44 FRS in England about their grievance and discipline cases.

In August 2024, resulting from this piece of work HMICFRS published its report 'Standards of behaviour: The handling of misconduct in fire and rescue services' which contained 15 recommendations for all 44 FRS to action.

The Inspectorate set various deadlines against each recommendation; between April and September 2025 the Service met all reporting deadlines, completing 13 out of the 15 recommendations – the remaining two due for completion outside this reporting period.



Standards of behaviour
The handling of misconduct in fire and
rescue services

10.2 Strategic Risk and Opportunity

Humberside Fire and Rescue Service (HFRS) operate a structured and systematic approach to risk and opportunity management, embedded across all directorates and projects. The framework ensures:

- **Comprehensive risk identification:** Risks are described, rated for likelihood and impact, and assigned clear ownership.
- **Prioritisation:** A risk matrix is used to focus resources on the most critical risks and opportunities, in line with the Service's risk appetite.
- **Treatment and control:** Each risk is assigned a treatment strategy (accept, treat, transfer, avoid) and control type (preventative, detective, directive). Controls are documented, tested, and regularly reviewed.
- **Residual risk monitoring:** Post-control risk ratings are monitored with set review frequencies (monthly, quarterly, bi-annually), and assurance activities track progress and emerging issues.
- **Opportunities:** The register captures not only threats but also opportunities, supporting strategic decision-making and enabling the Service to leverage positive outcomes.
- **Alignment with risk appetite and quality assurance:** All risks are managed in line with defined appetite statements (financial, people, environment, security), underpinned by audits and performance reviews for continuous improvement.

The following subject was deemed as a critical strategic risk between April and September 2025.

Critical Risk or Opportunity	Subject	Context	Risk Treatment
Risk	Financial Constraints Around National Grant Funding	Constraints in National Grant Funding and the capping of precept increases over the forthcoming Comprehensive Spending Review period reduce the level of funding available to the Authority. Impact: Funding reductions would require equivalent reductions in expenditure which is likely to significantly impact the Service.	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.

10.3 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 subject areas:

1. Multi-Agency Training (April 2025)
2. Workforce Planning Arrangements (July 2025)
3. Organisational Learning Governance (July 2025)
4. Confidence in using Staff Feedback Mechanisms (September 2025)

For each review an assessment of the combined effectiveness of the controls in mitigating the key control risks was provided and each review received an assurance rating, as indicated in the table

Assurance Rating	Assurance Assessments April - September 2025
Substantial Assurance	0
Reasonable Assurance	3
Limited Assurance	1
No Assurance	0

10.4 Reward and Recognition

The Service values and supports its staff, partner agencies and the communities within the Humber area and aspires to be an employer of choice. It believes in offering praise and gratitude to motivate and raise morale within the workplace and throughout the year puts on a series of events aimed at valuing and commending outstanding contributions by members of the Service.

Activity	Details of subject
Long Service Good Conduct Friday 16 May 2025	Number of Awards issued: 20 Year Fire Brigade Medal – 18. 20 Year Fire Staff Award – 1. 30 Year Long Service Clasp – 12. 30 Year Fire Staff Award – 2. 40 Year Long Service Clasp – 1. 50 Year Award – 2.
Pass Out Parades Tuesday 3 June 2025	Number of Recipients: On-Call Recruits – 19 Fire Staff – 6
Health & Wellbeing Conference Wednesday 30 April 2025	Topics: Private Health Care, Menopause, Men's Mental Health, The Fire Fighters Charity, Injury Rehabilitation, Nutrition Number of attendees (157): • Fire Staff – 63 • Full-Time Shift System – 39 • On-Call Shift System – 1 • Day Duty Shift System – 38 • External – 14 • Retired Staff – 2

Activity	Details of subject
Retired Network Tuesday 24 June 2025	Number of attendees: 31
Commendations / Appreciation Certificates Friday 16 May 2025 Wednesday 10 September 2025	Number of Chief's Commendation – 2 (to members of the Public)
Certificate of Appreciation	Number of Staff Appreciation Certificates – 21 Emergency Response – 10 Prevention – 5 Protection – 4 Occupational Health and Wellbeing – 1 Member of the Public – 1
Humberside Fire Fit Games Friday 22 August 2025	22 members of staff participated in a variety of fitness competitions.

10.5 Community Engagement

Station Open Days/Events	Proceeds raised
Calvert Lane Fire Station – Saturday 14 June 2025	£1,441.65 raised for The Fire Fighters Charity.
Brough Fire Station – Sunday 22 June 2025	£2,440 raised for Humber Wellbeing HUB and The Fire Fighters Charity.
Beverley Fire Station – Saturday 12 July 2025	Proceeds to British Red Cross and The Fire Fighters Charity.
Pocklington Fire Station – Sunday 3 August 2025	£342.91 raised for The Fire Fighters Charity.
Preston Fire Station – Saturday 21 June 2025	£600 raised for The Fire Fighters Charity.
Scunthorpe Fire Station – Friday 29 August 2025	£1,114 raised for The Fire Fighters Charity. Approx 2,000 people attended.
Peaks Lane Firefighters Fete – Saturday 12 July 2025	£14,500 raised for The Fire Fighters Charity/St Andrews Hospice. Approx 5,500 people attended.
Scunthorpe Fire Station, Coffee Morning – Friday 11 April 2025	£178.48 raised for The Fire Fighters Charity. Approx 250 people attended.
Fire Cadets	Tuesday 22 July 2025, 10 cadets completed training in Fire Aid/Fire Safety/Community Work/The Science of Fire/Water Safety.

10.5 Public Feedback

	April - September 2025	April - September 2024
Number of complaints received	20	30
Stage 1 completed within timescales	18	25
Stage 1 outcome - upheld	5	9
Stage 1 outcome - not upheld	15	21
Stage 2 (review) requests	6*	1
Stage 2 completed within timescales	5	1
Stage 2 outcome - Stage 1 decision upheld	4	1
Stage 2 outcome - Stage 2 decision overturned	1	0
Ombudsman referrals	2	0
Ombudsman Outcome - No case to answer	0	0
Ombudsman Outcome - Recommendation/ Action Required	2	0

* One case ongoing

	April - September 2025	April - September 2024
Number of compliments	60	49

10.6 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 (April - September 2025)	Number in Progress (April - September 2025)	Total
10 (10 Stage 1) (0 Stage 2)	38	48

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)

UK GDPR provides individuals with the right to ask the Service if it is processing their data and to provide a copy of the personal data the Service holds on them; this is known as a Subject Access Request (SAR). The table below sets out number of such requests and response time-frames between April and September 2025 compared with the same period the previous year.

SARS	Requests Received April - September 2025	Requests Received April - September 2024	Responded to within Timescale April - September 2025	Responded to within Timescale April - September 2024
Total Number of SARs received	11	7	10	6
Total Number of exemptions (eg Police)	45	51	43	49

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).

	April - September 2025	April - September 2024
Reported breaches	16	8
Confirmed breach	11	2
Actions identified	24	10
Number of breaches reported to ICO	0	1

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.

Between April and September 2025 the Service processed 222 number of requests compared with the same period the previous year (244):

Requests processed	April - September 2025		April to September 2024	
	FOI	EIR	FOI	EIR
Number of requests	74	2	60	2
Number processed within statutory deadline	72	2	59	2
Request withdrawn/clarification not received	2	0	1	0
Number requiring extended deadline	0	0	0	0
Information granted in full	41	1	34	0
Exemption applied in full	0	0	3	2
Information accessible elsewhere (Full or Part)	12	0	12	0
Information partly refused	11	0	3	0
Information not held	4	1	7	2
Number of requests referred for internal review	0	0	0	0
Totals	216	6	238	6

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

10.7 Communications

We use different ways to keep in touch with our communities. One of the most effective is through digital channels, which help us share information timely and in ways that work for different people.

This report shows how our social media and website performed between 1 April and 30 September 2025. It includes how many people we reached (the number of people who saw our content) and how they interacted with our content. This is the first time we are reporting these figures on a biannual basis.

X (formerly Twitter) is not included in this report, as we only use it for urgent updates and warnings.

Period: 1 April – 30 September 2025

Instagram

- Total Followers: 5,300
- People Reached: 27,000

Website

- Top 3 Most Viewed Pages:
 - a. Incidents – 139,000 views
 - b. Homepage – 29,000 views
 - c. Vacancies – 19,000 views
- Total Unique Page Views: 289,500

Facebook

- Total Followers: 23,500
- People Reached: 817,000

TikTok

- Total Followers: 3,300
- Video Views: 22,000



11. Glossary

ADF	Accidental Dwelling Fire.	ICO	Information Commissioner's Office.
CISM	Critical Incident Stress Management.	ICT	Information and Communication Technology.
Co-Responder	Similar to a First Responder where an individual assists another agency who maybe cannot lift or move a patient.	IRS	Incident Recording System.
CRMP	Community Risk Management Plan – identifies and assesses all foreseeable fire and rescue related risks and sets out how we plan to mitigate them.	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).
DPIA	Data Protection Impact Assessment.	NOG	National Operational Guidance.
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.	On-Call	Responds/crewed when required.
F.I.R.S.T.	Falls Intervention Response and Safety Team. An early response falls pick up team provided by competent firefighters in Hull.	Open Data Set	Data that is openly accessible and can be freely used.
First Responder	A member of staff (usually a firefighter) trained in emergency medical care who responds to medical emergencies in a bespoke vehicle.	PPE	Personal Protective Equipment.
FOI	Freedom of Information.	Property / Primary Fire	A fire involving property of high value or life risk i.e. dwelling, building or car.
Fire Staff	Non operational staff.	PSED	Public Sector Equality Duty.
Full-Time	Always crewed (Whole-time).	RTC	Road Traffic Collision.
GDPR	General Data Protection Regulation.	SAR	Subject Access Request.
HART	Hazardous Area Response Team (Ambulance Service).	Small / Secondary Fire	A fire involving property of lesser value i.e. wheelie bin, rubbish or tree.
HAZMAT	Hazardous materials.	SPI	Service Performance Indicators.
HFRS	Humberside Fire and Rescue Service.	Social Segmentation	Social, cultural, economic or lifestyle traits which can be determined by location, education, age and sex.
HMICFRS	His Majesty's Inspectorate of Constabulary and Fire & Rescue Services.	Special Service	Non-fire incident i.e. Lift Rescue, Road Traffic Collision or Water Rescue.
HR	Human Resources.	Standby	Attending an incident ground usually with other agencies who may need support with specialist equipment during their intervention, but no action taken
HRSP	HR Service Provider – provides dedicated HR support for Districts and teams within Humberside Fire and Rescue Service.	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

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.



www.facebook.com/humbersidefireandrescue



www.instagram.com/humbersidefire



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



www.tiktok.com/@humbersidefirerescue

Complaints Procedure

Any complaints against the Service or the services we provide can be made by completing the [complaints form on our website](#), 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: <https://www.lgo.org.uk>

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](#)

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