HUMBERSIDE FIRE & RESCUE SERVICE

Community Risk Management Plan

2025-2028



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" In our recent and third inspection by His Majesty's Inspectorate of Constabulary and Fire and Rescue Services (HMICFRS) the Service was rated as **'Outstanding'** for its understanding and prevention of fires and other risks. "

1. Foreword

Welcome to our Community Risk Management Plan (CRMP).

Our Plan serves as a valuable source of information for our communities and a planning tool for our organisation. It highlights the risks within our communities, the steps we currently take to manage and reduce those risks, and the areas of work we plan to focus on to help keep our communities safe as they evolve. Additionally, the Plan outlines the standards you can expect from us when we respond to emergency incidents. We actively engage with our staff and communities during each review and update of the Plan, using their feedback to enhance our understanding of risk and to shape our future planning.

Our recent consultation revealed that our communities are increasingly aware of environmental issues and their impact on the incidents we attend, as well as the specialist equipment and vehicles involved. They value our role in the community in keeping people safe and the education we provide on fire prevention. As a Service, we are committed to continuous improvement through effective practices.

In our recent and third inspection by His Majesty's Inspectorate of Constabulary and Fire and Rescue Services (HMICFRS) the Service was rated as 'Outstanding' for its understanding and prevention of fires and other risks. The inspection report highlighted our innovative initiatives that help both the community and its staff, including the Service's partnership with local health bodies and a falls response team, which has successfully reduced demand on health services over the past 10 years.

The inspection praised our adaptability to local needs, our commitment to staff wellbeing and mental health, and its ongoing efforts to evolve and improve for the benefit of all. Our Plan provides a thorough overview of the risks we face and shows our professional capability to prevent, protect and respond effectively.

- **Strategic Plan** – Objectives to achieve the requirements of the CRMP.
- **Medium Term Financial Strategy** – Financial governance and management arrangements to deliver an efficient service, driven by our CRMP and reflects increased financial pressures following the changes to the fair funding formula.
- **Analysis of Risks (Key Risks –** Detailed analysis of the current understanding of the risks affecting Humberside Fire and Rescue Service and the community it serves.



Chief Fire Officer and Chief Executive
Niall McKiniry



Chairperson Humberside Fire Authority
Councillor Nigel Sherwood

2. What is a Community Risk Management Plan (CRMP)



Under the Fire and Rescue National Framework for England, a Community Risk Management Plan (CRMP) should identify risks facing the community and describe how a fire and rescue authority will address those risks and prevent and respond to fires and other emergencies.

A CRMP should have a lifespan of at least three years and be produced in consultation with the public, fire and rescue staff, local partners and representative bodies.

The first sections of this document provide an overview of the Humber region and explain the way our fire and rescue service is organised to deliver prevention, protection and response activities. Under the Fire and Rescue Services Act 2004, "Fire and Rescue Authorities must work to prevent fires, protect people and property from fires, and respond to other emergencies. They should also educate the public about fire safety and take steps to reduce the risk of fires happening."

We then describe the demands on our Service and outline the key fire and rescue risks facing Humberside and how we propose to address them. In addition to the initiatives, we have planned to enhance our service to our communities, as outlined in the proposals consulted on.

3. Your Fire and Rescue Service



3.1 Humberside overview

Humberside is an area around the Humber Estuary, covering parts of Yorkshire and Lincolnshire. The River Humber, formed by the Trent and Ouse, divides the region, joined by the River Hull and smaller outlets. It has a North Sea coastline with sandy beaches, eroding cliffs, and notable features like Spurn Point. Major roads include the M62, A63, A15 (which crosses the Humber Bridge), and A180. The Humber region is served by five major ports, offering access for leisure travel and the transportation of goods nationwide and beyond. Key towns are Kingston upon Hull, Grimsby, Scunthorpe, Goole and Beverley.

Landmarks include the Humber Bridge, the Yorkshire and Lincolnshire Wolds, international ports and a strong tradition of fishing and agriculture.

3.2 Understanding risks in our area

Under the Civil Contingencies Act 2004, we help create the Humber Community Risk Register. The Humber Local Resilience Forum (LRF) manages this process by compiling, approving and publishing the register. The LRF includes local emergency services, public bodies, private sector representatives and other organisations. It also considers National Risks identified by the Government in the National Risk Register.

The risks in the Humber Community Risk Register (HCRR) help shape this plan, along with the National Risks most likely to affect our communities, such as the National Security Risk Assessment (NSRA). By combining National, Local and fire and rescue service-specific risks, we work together to plan for emergencies.

Some risks could also affect our day-to-day services. These include power cuts, cyber threats, fuel shortages and staff shortages. We reduce these risks through our Business Continuity plans.

Reasonable Worst Case Scenario Planning helps us make sure our response and command teams are ready for the most serious fires and other emergencies across the region.

We use different systems to check that our resources match the risks and planning includes incidents in four main areas:

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

Over the past ten years, the risks to our communities have changed a lot. Incidents like the Manchester Arena attack, severe weather causing wildfires and floods, the Grenfell Tower fire and the COVID-19 pandemic show how emergencies are becoming larger, more complex and lasting longer. We continuously monitor data to assess potential risks from changes in industry and road networks across the region. This has also changed the types of emergencies we now respond to more often.

Fires

The number of fires in homes and businesses is beginning to remain stable each year, rather than reduce. Due to emerging risks amongst communities, for example Lithium Batteries and more people living alone. We ensure our Fire Fatality Profile and the work of our Prevention teams and firefighters do is continually reviewed to ensure everyone stays safe from fire. We have heritage risks in the area where many of the buildings would be irreplaceable should they be destroyed or damaged. Our heritage risks include a mix of religious sites in urban and rural locations, such as historic market towns and stately homes, such as Burton Agnes Hall.



Industry and COMAH (Control of Major Accident Hazards)

The Humber area has many sites classified as upper-tier COMAH sites, which means they need specific safety plans from the relevant agencies. The area has the most COMAH sites in the UK, with 26 of these being upper-tier sites. Strict safety rules and careful planning help reduce the risk of major accidents. We work closely with site operators and partner agencies to plan and train together for potential incidents. As new industries emerge in the Humber region, the number of COMAH sites may increase. We will continue monitoring this with partner agencies.

Water risks in Humberside

The Humber area has different bodies of water, both inland and coastal. These include rivers (like the Humber, Hull, Trent and Ouse), drains, lakes, ponds and other still bodies of water. Many of these run through areas where people live. In rural areas, there are also lakes and meres (shallow lakes). These areas naturally attract swimmers and bathers, especially during warm weather. However, they also provide risk to life due to the danger of drowning and accidents in and round the water.

Road

The Humber area has a well-connected road network, with the M62 providing a key east-west route linking Hull to Leeds and Manchester. The A63 connects Hull to the M62, while the A15 runs north-south, crossing the Humber Bridge. The A180 links Grimsby and Cleethorpes to the wider national motorway network. To improve road safety, we work closely with Safer Roads Humber, supporting local initiatives and awareness campaigns.





Key

30 fire stations

8 Full-Time ■
3 Full-time/On-Call ▲
19 On-Call ●

4. Increased Risk of Weather-Related Incidents

Our analysis shows that the impact of climate change is producing more extreme weather. Predictions say that in the UK, we will see more wildfires, floods, storms, strong winds and rising sea levels in the future.







Flooding

About 1.6 million people are at high risk of flooding from rivers and the coast. By the 2080s, this could rise to between

2.3 and 3.6 million

Hull has the most homes at risk outside of London.

Extreme Weather

Heavy rain, more than 20mm in one hour, which can cause floods, is expected to happen four times more often by the 2070s if emissions stay high. For every degree the temperature rises, extreme rainfall could become

5-15%

more intense.

Wildfires

In 2022, there was an unusually high demand for fire services because of long dry spells and hot weather. Wildfires are becoming a

bigger risk

in the UK, and we need to prepare for this by taking action.



Working together to prepare

To help reduce these risks, we are working more closely with other agencies:

- Flood Plans: The Local Resilience Forum (LRF) has identified three types of flooding as the most dangerous and pre-planning helps to reduce these risks. Regular training and practice means we stay prepared.
- Emergency Plans: In collaboration with our Partners, we are actively developing comprehensive strategies to address flooding and enhance community resilience. Established protocols ensure a timely response to flood incidents, including measures such as rescue and evacuation and the movement of water with our pumps.
- Mutual Aid Agreements: Fire services in England have agreements to help each other at time of need. This means we can send or request resources like rescue boats and flood equipment when needed.

What we plan to do

We are reviewing our vehicles to make sure we have the best resources for weather-related emergencies:

- Specialised Vehicles: We are looking into vehicles that can handle specific weather problems, like high-capacity water pumps for floods and off-road vehicles for wildfires in remote areas.
- Modernising Our Fleet: We will update our vehicles, making sure they have the latest equipment and technology for safe and efficient for responding to different emergencies.
- Helping Our Communities to help themselves: We will continue to support our communities by providing information about how to prepare for more weather-related incidents. This information is available in accessible formats on our website and as printed leaflets for visits and events.

5. Our Operational Demand

The types of incidents we respond to have changed over time. While fire-related incidents have decreased, other emergencies are rising, reflecting broader societal challenges and operational changes. Increased working with other emergency services highlights the evolving role of the fire and rescue service.

5.1 Top five incident types

Special Services are types of incidents where we support blue light partners. Our analysis shows significant changes over the past five years, (58% increase when compared to previous 5 years). We will continue to monitor this data with partner agencies and actions will be part of the identified projects, described on page 21.

Helping other agencies and suicide-related incidents have risen sharply and are expected to continue growing. Rescues of people with obesity, medical incidents and falls response are also on an upward trend. Entry and exit aid, hazardous materials incidents, and fires at waste processing sites are becoming more frequent. Some incident types, such as standby with no action, suicide attempts and road traffic collisions, have shown unchanged patterns. Meanwhile, deliberate fires in commercial buildings, malicious false alarms and emergency first responder calls are decreasing. These shifts highlight the evolving role of the fire and rescue service in responding to a wider range of emergencies across the community.

We use a community risk matrix to find and score different risks based on harm and likelihood. This helps us understand the potential impact on individuals, communities, the environment and the economy, while also considering public concerns.

We also assess how these risks affect Humberside Fire and Rescue Service, looking at:

- Trends in incidents
- Our ability to respond
- Effects on our employees
- Costs and reputation risks

Alongside this, we have found key risks in our community that influence our response and resource planning:

- **Lone living** – A major fire risk, particularly among vulnerable people.
- **People with disabilities** – Including mental, physical and sensory impairments, who may face specific fire safety challenges.
- **Health and mortality** – Higher rates of illness and death compared to other areas, impacting fire risk and emergency response.
- **Alcohol-related harm** – A significant fire risk, with higher prevalence in our region.
- **Smoking** – A leading cause of fires, though rates are projected to decline.
- **Road collisions** – Assessed using collision data from the National Fire Chiefs Council (NFCC).
- **Heritage sites** – Important, irreplaceable community assets at fire risk.
- **Waste site fires** – An increasing concern, requiring targeted prevention.
- **Crime and deliberate fire-setting** – A threat to people, property, and community safety.
- **Sleeping risks** – Fire dangers in care homes, high-rise buildings, and other residential settings.
- **Emerging trends** – Accidental house fires linked to poor housing conditions and shifting demographics.

These insights help us plan and reduce risks in our communities.

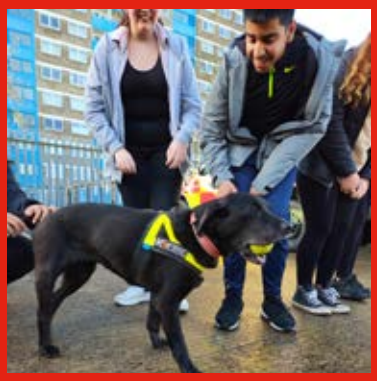
New tool to identify risks

We are developing a new tool to help us find and compare risks across different areas of Humberside. It will allow us to look at small 1km by 1km areas, showing where incidents happen most often and how well we can respond. This smarter way of calculating demand will enable decision making to be more aligned to impacts on resource.

We are also developing a premises timeline to support evalution of our Prevention and Protection interventions. To understand the most successful way of collaborating with our communities and improving our service delivery.

6. Prevention

6.1 Prevention and Risk Reduction



Prevention is a key part of our work in keeping people safe. We look to reduce risk through advice, interventions and education of communities to adopt safer behaviours, improving their safety, health and wellbeing.

This includes delivering fire safety and health and wellbeing advice to households, road and water safety education, reducing deliberate fires, engaging with schools and young people.

What are the risks

National and local data consistently shows that the older you get, the more likely you are to suffer a serious injury or die if you have a fire in your home. This risk increases even more if you live alone or are over 65.

Older people are also more likely to live with conditions like dementia, have poor mobility or experience health problems which put them at risk of having a fire or an accident.

There are other risk factors that impact people under the age of 65 that put them at higher risk of injury or death, such as lifestyle and living conditions. We have seen an increased risk of fire death and injury in males, over 50, who live alone often with mental health issues and alcohol and/or drug dependencies.

At the other end of the age spectrum, we are seeing an increase in the number of young people living with mental health issues. Young people are often responsible for deliberately setting fires, wasting firefighters' time and putting property and lives at risk.

Raising public awareness and improving public education on the risks that could result from climate change impacts, and how to avoid them, is central to our prevention work in local communities.

Influencing how the public behaves in an environment where risks are exacerbated because of climate change impacts is an important part of prevention activity. For example, irresponsible use of barbeques can result in wildfires and cooling off in water in hot summer temperatures comes with water safety risks.

How our Prevention work reduces risk

- Our prevention activity focuses on reducing both the likelihood and the impact of incidents across our communities. By targeting those most at risk, we intervene early to prevent fires and other emergencies from occurring.
- Where incidents do happen, our work helps reduce their severity and the harm caused to individuals.
- Through intelligence-led Home Fire Safety Visits, partnership working, and targeted education, we:
  - Reduce accidental dwelling fires and fire-related injuring and deaths.
  - Minimise the severity of fires by improving early detection and safer behaviours.
  - Protect vulnerable people by addressing the factors that increase risk, including health, mobility and living conditions.

- Reduce demand on emergency response and wider public services by preventing incidents before they occur.
- This approach ensures our resources are directed where they have the greatest impact, improving community safety, supporting health and wellbeing, and building more resilient communities.

What we currently do

- We deliver prevention activity aligned to identified risk, with a clear focus on reducing incidents and improving outcomes:
- We deliver targeted Home Fire Safety Visits to those most at risk using data-led profiling and our Online Home Fire Safety Check referral tool. This reduces the likelihood of fire and limits fire growth, contributing to fewer incidents and reduced severity.
- We work with partners across health, social care, housing and policing to identify and support vulnerable individuals. This addresses underlying risk factors, reduces repeat incidents and improves safety and wellbeing.
- We deliver safeguarding activity to ensure individuals at risk are referred to appropriate services, preventing escalation and supporting longer-term stability.
- We use targeted interventions and education to reduce arson and deliberate fire setting, reducing risk to communities and firefighters.
- We engage children and young people through education, Fire Cadets and early intervention programmes, promoting safer behaviours and reducing future risk.
- We deliver a commissioned falls response service and wider health activity, reducing demand on ambulance and health services and preventing repeat incidents.
- We work with partners to deliver road and water safety education, helping to reduce serious injuries and fatalities.
- We deliver targeted advice and support on key safety themes throughout the year in collaboration with the National Fire Chiefs Council (NFCC).
- We work with our partners across health, social care, housing and the police to make sure that people are safeguarded and get the support they need.
- We engage with young people, with partners through our Inspiration 3-day delivery programme, which aims to provide meaningful work experience opportunities, positive behaviours and good citizenship.
- Our falls response service supports vulnerable individuals and reduces demand on ambulance services and hospitals. It also prevents repeat incidents and improves overall safety within the home environment.



Accidental dwelling fires



2023/24

337



2023/24

359

Dwelling fire incidents

Medium-severity fires have seen the most significant changes and are likely where our prevention efforts can have the greatest impact. These fires also peaked in 2010 but have shown a statistically significant decline since. Additionally, medium and low-risk fires are converging. This indicates that dwelling fires are becoming less severe. Accidental dwelling fires (ADFs) have experienced a similar and significant decrease, following the trend seen in medium-severity fires.

What we will do

- We will strengthen our prevention approach to maximise impact and ensure activity is clearly linked to risk reduction and improved outcomes:
- Increase Home Fire Safety Visits, maintaining a focus on those most at risk to further reduce fire incidence and severity.
- Refine risk identification processes to improve targeting accuracy and ensure activity is directed where it has the greatest impact.
- Strengthen partnership working to address complex and interconnected risks, reducing repeat demand and improving outcomes.
- Expand early intervention with children and young people to reduce future risk behaviours.
- Develop our approach to arson reduction to reduce deliberate fire setting and associated demand.
- Develop volunteering opportunities to extend reach and increase delivery capacity.
- Explore opportunities to expand the falls response service to further reduce demand on health services.
- Incorporate emerging risks, including lithium-ion battery safety, into prevention activity.
- Support national and local campaigns on seasonal and climate-related risks, using them to reinforce targeted, year-round delivery.

> We track the severity of dwelling fires to help reduce their impact, even though they cannot be completely prevented. High severity fires, those causing injury or death, are rare. The number of these incidents peaked in 2010 but has still been stable at 15 to 25 per year since 2016, with an overall decreasing trend.

6.2 Road and Water Safety



Keeping people safe on our roads and around water is a key part of prevention. We work with partners to reduce the likelihood of serious injury or death by improving awareness, influencing behaviour, and targeting activity at those most at risk.

This work aligns to our prevention model, using risk data to target interventions and delivering consistent, year-round activity. Activity is focused on reducing incidents and harm, rather than delivering standalone awareness campaigns.

Understanding risks

Humberside has an extensive road and water network, including major transport routes and a wide range of waterways across urban and rural areas. These environments present ongoing risks, particularly during periods of increased use.

Risk is influenced by behaviour, including speed, distraction, alcohol use and risk-taking around water. These behaviours increase the likelihood of serious incidents and fatalities, particularly among younger people and other higher-risk groups.

What we currently do

- We deliver targeted road and water safety activity aligned to identified risk:
- Work with the Safer Roads Humber partnership to deliver coordinated education and intervention activity to reduce collisions and serious injuries.
- Deliver targeted education programmes to high-risk groups to influence behaviour and improve understanding of risk.
- Engage communities in water safety through targeted interventions in high-risk locations.
- Support national campaigns to reinforce key safety messages at times of increased risk.
- This activity reduces the likelihood of incidents and supports safer behaviours in high-risk environments.

What we will do

- We will strengthen this approach to maximise impact and align with our prevention delivery model:
- Implement the Road Safety Vision Zero Strategic Plan with partners, focusing on reducing those killed or seriously injured on our roads.
- Expand water safety education and interventions in high-risk locations to reduce accidental drowning.
- Strengthen partnership delivery to ensure consistent, targeted activity aligned to identified risk.
- Implement the Road Safety Vision Zero Strategic Plan with partners, focusing on reducing those killed or seriously injured on our roads.
- Expand water safety education and interventions in high-risk locations to reduce accidental drowning.
- Strengthen partnership delivery to ensure consistent, targeted activity aligned to identified risk.

7. Protection



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

We have invested in our Fire Protection Team which allows us to assign the correct resources to the areas which are most at risk. We make sure inspecting officers have the capacity to deal with new and emerging risks within our service area. Our Risk- Based Inspection Programme (RBIP) uses data and intelligence to direct our resources towards those premises which present the greatest risk to occupants should a fire occur.

What are the risks

Across our service area, the built environment presents a wide range of fire risks influenced by building design, occupancy type and the vulnerability of people who may be present.

Those premises in which people sleep present the greatest risk to occupants, for example care homes, hotels and hostels, hospitals etc.

Tall buildings, whether residential, commercial, or mixed-use, are designed and built to resist fire and limit smoke spread. While the likelihood of a fire is not increased, their complexity can amplify risks. Factors such as layout, occupancy and environmental conditions can impact evacuation and firefighting operations. We work collaboratively with partners to ensure compliance with fire safety regulations.

Although the risk of a fire starting is not increased, the unique challenges posed by tall buildings can amplify hazards. Factors such as layout, occupancy type, and environmental conditions can affect evacuation and firefighting efforts. We collaborate with partners to make sure compliance with fire regulations. High-rise buildings, defined as those 18 metres or taller, require additional fire safety measures, including rising mains and protected lobbies.

Other types of premises particularly manufacturing, waste and recycling facilities present higher levels of risk and challenges in the event of an incident. Fires in these buildings can draw on significant resources and impact local communities and the environment.

What we currently do

- Protection activity is a critical component of our approach to reducing risk, supporting safer communities and resilient businesses through regulation, enforcement, guidance and partnership working.
- Our RBIP prioritises those premises where a fire is more likely or would pose the greatest risk to life. Inspections carried out under this programme are carried out by experienced and qualified Protection Inspectors.
- Planned visits with businesses ensures staff competency is maintained and enhanced, while fostering strong, collaborative relationships with the business



community. Inspections provide a valuable opportunity to build and reinforce these relationships.

- We are statutory consultees regarding the Building Regulations via either the Local Authority or an Approved Inspector. Through effective consultation with these building control bodies, we aim to make sure that buildings are safe for their intended occupiers on completion.
- We use the powers of legal enforcement and prosecution available to us where this is appropriate, to ensure public safety in a fair, equitable and consistent manner in line with the Enforcement Concordat. We support other regulatory bodies in maintaining the safety of persons through licensing, event safety, housing and public health.
- We support smaller, local businesses to meet their fire safety duties individually and through the engagement visits carried out by our operational crews. We also support those responsible for buildings with a significant heritage impact, such as listed buildings and those of historical importance.

Further information is available on our website.

- We will carry out appropriate post fire activity in commercial premises to identify trends and reduce risk.
- We apply a risk-based approach to fire safety concerns raised by members of the public; Concerns are assigned to officers with the appropriate level of competence and authority in relation to the nature of the concern, and the type of premises. Our work to reduce unwanted false alarms has resulted in a significant decline in numbers over the last six years.

What we plan to do

- We will continue to evaluate our RBIP annually to make sure we are targeting our inspection activity at the right premises and remain responsive to emerging risks. Delivering measurable reductions in fire risk across the built environment.
- We will invest in the training and development of our Protection teams to make sure they gain and maintain the highest level of competence.

This will be backed up by a robust internal quality assurance framework to monitor the activity delivered.

- We will strengthen the use of data to continue risk reduction, by identifying trends, informing inspection activity and responding to emerging risks.
- We will continue to provide accredited training for our operational staff to make sure our biggest resource is able to engage effectively with our business communities.
- We will ensure fire safety regulation is consistent, proportionate and intelligence-led, applying enforcement powers where necessary and progressing serious non-compliance through to prosecution where appropriate.
- We will continue to support the Building Safety Regulator as more of our buildings come into their scope of inspection. Linked to this will be our continued support for NFCC emerging issues to drive local and national improvement.

8. Response



In the Humber area, we identify and manage different risks to make sure we are always ready to respond quickly in an emergency.

This document outlines these risks, which guide how we allocate resources for emergency responses. As risks change, our plans must adapt.

What we currently do

- We have clear targets for how quickly we respond to emergencies. Our response times depend on the risk level in each area. We are also reviewing where our fire stations and specialist equipment are located to make sure they meet future demand and the types of emergencies we respond to.
- We work with partner agencies to assess the risk of major fires and develop response plans for industrial accidents, including incidents involving explosions. We also have mutual aid agreements with neighbouring services to support large-scale incidents.
- Climate change is making wildfires more likely in the Humber area, so we make sure we are ready to respond. But we don't take this for granted. We are reviewing the equipment we have and could need for emergency response in the future. Additionally, we help other services using specialist equipment and expertise from National Resilience when required.
- Fires at landfill and recycling facilities are becoming more frequent. To address this, we have Waste Fire Tactical Advisors who help Incident Commanders, providing tactical support and ensuring pollution control measures are implemented in collaboration with the Environment Agency.
- All our fire engines carry specialist rescue tools and we keep heavy rescue equipment in key locations for major road traffic collisions. We continue to review these locations to make sure they meet future needs. We work closely with the Police, Ambulance Service and other agencies, participating in joint training exercises.
- We manage high-risk rescue scenarios, including confined space, water, and height rescues, often in coordination with other agencies. We have trained rescue boat operators for flood and water rescues, following Department for Environment, Food and Rural Affairs (DEFRA) Flood Rescue Concept of Operations.
- The waterways in the Humber area present significant risks to life. All firefighters are trained in water rescue techniques, and we have Water Rescue Technicians and equipment available for rescues from fast flowing water. Flooding is a major concern. We work with the Humber Local Resilience Forum to ensure effective planning and response. Our flood response resources include powered rescue boats, flood rafts, and teams trained to DEFRA standards for both local and national emergencies.

- We are enhancing our response capabilities for terrorist attacks through improved training, equipment and collaboration with emergency service partners.
- As a coastal service, we also respond to fires, chemical incidents and rescues involving shipping in the Humber Estuary. Our marine response framework makes sure that our firefighters are well-trained and supported by our own marine firefighting training facility.

Specialist equipment and resources

We hold a variety of assets to tackle different risks. Some of these are part of National Resilience arrangements and can be deployed nationally when required:

- A range of different vehicles with water for firefighting, such as fire engines, compact fire engines and tactical response vehicles.• Detection Identification and Monitoring (DIM): A specialist vehicle to identify hazardous materials and support multi-agency decision-making.
- Environmental and Decontamination Unit: Stores equipment to contain leaks and spills, and decontaminate firefighters.
- Drones (UAVs): Used for aerial assessment and supporting partner agencies.
- Aerial Ladder Platforms: For rescues and firefighting at height.
- High Volume Pumps (HVP): Move large volumes of water for major fires and floods.
- Incident Command Support Unit: Supports larger incidents with real-time electronic information sharing.
- Mass Decontamination Unit (MDU): Provides decontamination facilities for hazardous material incidents involving members of the public.
- Rescue Support Units (RSU): Enhance the rescue equipment and capability on our fire engines to meet the needs of more complex rescue scenarios.
- Tactical Response Vehicles (TRV): Smaller 4x4 vehicles to provide tactical options to a range of incidents.
- Welfare Vehicles: Multi-use vehicles to support mental health, safety and welfare of our staff whilst managing incidents.

What we plan to do

We have consulted on key areas for improvement. Based on feedback, we are launching eight projects to improve our response to emerging risks, such as extreme weather events.

- We will review our flood and water rescue response across the Humber region to meet emerging needs.
- We will review new technology to improve firefighter safety, such as new Personal Protective Equipment (PPE).
- Following positive consultation feedback we are reviewing our resources and their locations as part on our projects, see page 21.
- We will explore expanding our response to medical emergencies to better serve our communities.



9. Resilience



Handling large-scale incidents requires joint planning and training with other emergency services. We work closely with the Humber Local Resilience Forum and other agencies to share knowledge, reduce risks, and improve response strategies.

We conduct regular joint training with emergency services, following the Joint Emergency Services Interoperability Protocol (JESIP), which ensures a coordinated response during major emergencies.

A key part of emergency preparedness is learning from past incidents, both our own and those from other services. We use national operational guidance to refine our procedures and keep our emergency responders safe.

What we currently do

- Keeping People Safe: We train firefighters to handle high-risk scenarios, including fires in tall buildings, floods, and terrorist attacks.
- Risk and Information Management: We collect, analyse, and share risk data to improve our operational response.
- Business Continuity: We regularly review and exercise our plans to ensure resilience during disruptions.
- Preplanning – we will maintain operational pre plans for key risks, buildings and locations across the Humber area.
- Equipment and Innovation: We invest in modern fire engines, tools, and technology to enhance safety.
- Event Safety: We help plan and coordinate safety measures for public events.

What we plan to do

- Strengthening Partnerships: We will work more closely with the Local Resilience Forum to improve information sharing.
- Refining Procedures: We will update operational policies based on best practices and lessons learned.
- Control Operator Training: We will invest in control room staff training to enhance decision-making in emergencies.



10. Our Projects

Following consultation, our projects are aimed at improving the effectiveness of our Service in key areas. These projects have been created following detailed analysis of incident data, which helps us understand the resources we have and make sure we can respond effectively to specific risks. Each project will be managed separately, but they are all interconnected and will strengthen our ability to respond to future demands and risks.

Project 1

We are reviewing and testing new ways to use Watch Managers so we can balance operational and corporate need without reducing response capability.

PROJECT COMPLETED

Project 2

We are reviewing the types of vehicles we use and trialling new, more effective options to support our response to incidents and future demand.

Project 3

We are reviewing our wholetime shift system and trialling alternative shift patterns to improve workforce flexibility, effectiveness and wellbeing.

Project 4

We are reviewing our Control Room shift system to create a system that offers more flexibility for staff while maximising time for essential training.

Project 5

We will keep reviewing and adjusting where specialist vehicles, equipment, and staff are placed based on risk.

Project 6

We are reviewing unused assets to see whether repurposing or selling them could help fund improvements in other parts of the Service. Consultation feedback has strongly supported this approach to make sure we remain fit for the future.

Project 7

Many of our projects rely on predictive data. Consultation has shown that our community believes we already have the tools for this and we are working with an external data company to help inform our decisions, considering factors like population growth and local demographics. This independent analysis will help make sure our fire stations are in the right places to serve our communities.

PROJECT COMPLETED

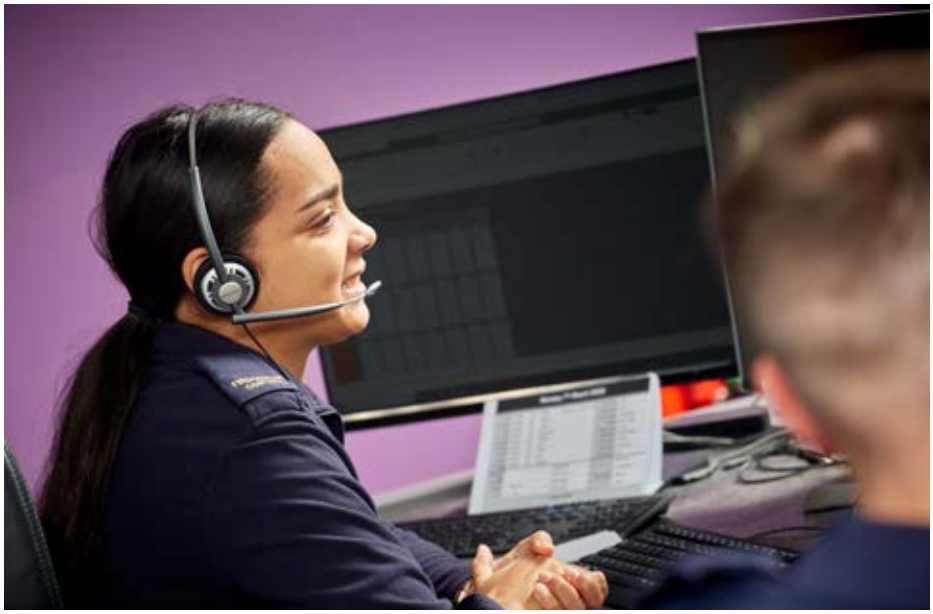
Project 8

On-Call staff are vital to our response. We are looking at ways to make their use more flexible to improve availability.

11. Emergency Call Handling

Our Control Room is the first point of contact when requesting emergency help from the Service.

Our highly trained staff use advanced equipment to pinpoint incident locations and quickly find the right resources to respond. If you are trapped in a building during a fire, they are trained to guide you through safety steps until help arrives. After learning from events like Grenfell, our staff now have specialised training in Fire Survival Guidance and High-Rise fire risks specific to Humberside.



11.1 Emergency call handling and mobilising

We've made significant investments to improve how we handle emergency calls and mobilise resources, ensuring greater efficiency and resilience, through procurement of the latest technologies available. We are working with other response organisations to continually improve collaboration in responding to incidents, including major incidents.

All our emergency vehicles are equipped with a Vehicle Location System that is linked to our mobilising system, allowing our Control Room to always know the exact location of resources.

Additionally, Mobile Data Terminals (MDTs) in each fire engine provide firefighters with instant access to maps and crucial information, helping them prepare and respond effectively when arriving at the scene.

One way in which we are improving how we handle emergency calls is the utilisation of technology to communicate with callers with hearing impairments or do not speak English.

> "We will continue to watch and identify improvements to our 999 Control function."

12. The Availability of Our Fire Stations

12.1 Optimum Availability Model

At all times Full-Time first and second engines require 100% availability, On-Call first engines require 95% availability and On-Call second engines require 80% availability.



100%

Full-Time (First and Second Fire Engines)



95%

On-Call (First Fire Engine)



80%

On-Call (Second Fire Engine)

Our intervention standards also relate to the time it takes to get a fire engine to a fire in the home based on areas of risk.

High Risk Incident Area	8 minutes
Medium Incident Area	12 minutes
Low Risk Incident Area	20 minutes
Road Traffic Collision	15 minutes
2nd Engine Response	5 minutes after the arrival of the first engine

13. Mutual Aid/Over Border Incidents

Our Service shares borders with neighbouring Services, including Lincolnshire, Nottinghamshire, North Yorkshire, and South Yorkshire. Mutual aid agreements are in place to cover Sections 13 and 16 of the Fire Services Act, which allow each Service to request resources from neighbouring areas during times of high demand. These arrangements are further supported by National Resilience provisions.

The Service is committed to working with neighbouring fire and rescue services and is prepared to respond to cross-border incidents. We keep risk information from our partner areas and share our own risk data with neighbouring Services within a 10km radius for Very High and High-Risk information, and 20km for Lincolnshire.

14. Recovery

The British Red Cross Fire and Emergency Support Service (FESS) is a team of dedicated volunteers who assist members of the community following incidents such as fires, flooding, or other emergencies. They have been working alongside Humberside Fire and Rescue Service for over 30 years.

The team of volunteers runs two vehicles that provide shelter and facilities for those in need following an incident, on both the north and south banks of the River Humber. They play a vital role in offering humanitarian support to individuals who may have experienced trauma due to a fire or flood and help people cope with the emotional impact of losing their home or belongings. More advice and guidance are available on our website, *What to Do After a Fire*, or upon request, to support recovery from the effects of emergencies.

15. Developing Our Organisation

15.1 Training

Humberside Fire and Rescue is committed to making sure that its staff are confident and competent in performing their roles in often highly challenging and time-pressured environments. To support this, the Service is making significant investment into expanding Training facilities across the Service. This supports our Training plan, which is reviewed annually in line with this Plan and the Strategic Plan to make sure it meets the needs of our communities and staff. To maximise our effectiveness and efficiency, we apply a flexible and bespoke approach to our training delivery, making sure it is as accessible as possible to all staff.

National standards

Our training is aligned with national standards. We have adopted the National Operational Training Framework and Fire Standards in Competence and Driving.

Operational training

Our Incident Command team provides a focused approach to the development of our Incident Commanders at all levels within the Service, giving them the skills and knowledge needed to deal with operational incidents safely and effectively. We have a comprehensive training framework, our training teams comprise of highly skilled and experienced staff who support our workforce throughout the entirety of their career. This includes the acquisition of skills, taking recruit firefighters from development to competent, the revalidation of skills and qualifications, to meet the needs of our divers response and risk profile.

Service training

The Learning and Development Support Hub was launched in April 2020. As well as developing learning materials, the hub is responsible for coordinating all staff training and managing and developing staff competence records. Due to the diverse training requirements of our staff, training is also delivered by other teams. For example, our Prevention team provides safeguarding training for all staff, and our Health, Safety and Environment team offers manual handling training.

Our service competence and the quality of our training delivery are regularly monitored and reviewed using dashboards. We support continuous improvement and will continue to review our performance and horizon scan to provide our staff with new and innovative learning approaches.

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



15.2. Core Code of Ethics

The Service was an early adopter of the national Fire Standard and the ethical principles outlined in the Core Code of Ethics in June 2021. These principles have since been fully integrated into all Service practices, playing a key role in fostering a positive, inclusive workplace culture.

Putting our communities first

We put the interests of the public, the community, and service users first.

Integrity

We act with integrity including being open, honest, and consistent in everything that we do.

Leadership

We are all positive role models, always demonstrating flexible and resilient leadership. We are all accountable for our behaviour, decisions, and actions, and challenge all behaviour that falls short of the highest standards.

Dignity and respect

We treat people with dignity and respect, making decisions objectively based on evidence, without discrimination or bias.

Equality, diversity, and inclusion (EDI)

We continually recognise and promote the value of EDI, both within FRSs and the wider communities in which we serve. We stand against all forms of discrimination, create equal opportunities, promote equality, foster good relations, and celebrate difference.





15.3 Behaviours

- We acknowledge and care about people's diverse needs so they can access the Services they need.
- We provide an environment where everyone has an equal voice.
- We acknowledge our own unconscious bias and consider everyone's perspective.
- We behave in a way that celebrates diversity in all its forms, everywhere.
- We tackle discriminatory behaviour, policy, and procedure.
- We do all we can to encourage people from underrepresented groups to join our Service and feel welcome.
- We help everyone to be their best and to always learn from one another.

15.4 Equality, diversity and inclusion commitments

As part of our review cycle, which takes place every four years, our priorities were assessed and consulted on from the end of 2024 to early 2025. Effective from 1 April 2025, our Equality, Diversity, and Inclusion Priorities for 2025-2029 are:

- Priority 1: Lead by example on equality.
- Priority 2: Increase workforce diversity.
- Priority 3: Foster a safe, fair and engaged workplace that benefits our community and workforce.

Evaluation and outcomes arising from our previous EDI priorities are reported in our **Equality, Diversity and Inclusion report.**

15.5 Continuous development and improvement

Using the established Core Code of Ethics and EDI priorities as the catalysts for promoting a positive and inclusive culture, the Service will continue to develop and improve through the delivery and learning of key Service activities:

- Creation and application of Equality Impact Assessments for all Service policies and related activities.
- Staff forum groups used to inform Service EDI priorities supporting continual improvement working in collaboration with the Service Culture Working Group.
- Completion of the HMICFRS recommendations issued in their Spotlight Report: Values and culture in the fire and rescue services and Standards of behaviour: The handling of misconduct in fire and rescue service.
- Application of a comprehensive communications and engagement plan reflective of staff and stakeholder needs.
- Support regional and national sector networks including the NFCC, contributing to positive and inclusive culture practices.
- Continue to invest in our people, making sure that everyone can reach their full potential, nurturing a workforce which is fit for the future.
- Conducting detailed workforce planning to make sure our attraction, recruitment, training and development activities are coordinated and agile.
- Provide structured learning and development for the entire workforce in line with the requirements of the Service's Core Skills Framework in relation to leadership, management, EDI, Safeguarding, Welfare and Wellbeing, Health and Safety and Communications.
- Conduct Performance Development Reviews (PDR's) with all staff annually, providing opportunities for managers to hold maximising potential conversations with individuals who are considering career progression or have been identified as talent.
- Utilising the development portfolio, providing an open, honest and transparent promotion process, where Operational staff, Fire staff and Control staff can evidence the fantastic work that they do. This process also assists us to identify talented individuals, carry out effective workforce planning and ensures we promote the right people to the right positions.
- Conduct 360-degree feedback for all leaders with line management responsibility linked to the four quadrants of the NFCC Leadership Framework.
- Continued use of apprenticeships to support professional development and core skills requirements, whilst considering the most appropriate apprenticeship routes to support vacancy management.
- Develop our approach to coaching and mentoring by providing accredited training for mentors and mentees, whilst continuing to develop our mentor network both locally and nationally.
- Continued application and development of our reasonable adjustment passport process to support staff with disabilities; whilst working with neurodiversity experts to complete Workplace Needs Assessments to support our neurodivergent staff.
- Provide training to staff and managers in relation to fair and inclusive recruitment, neurodiversity awareness and how to complete detailed Equality Impact Assessments.
- Continuing to strengthen the ways in which we support the health and wellbeing of our staff through occupational health, mental health awareness, wellbeing initiatives, supporting national campaigns and working with staff groups.
- Supporting our staff as they prepare for and embark on their retirement, to make sure a smooth transition whilst keeping high levels of both physical and mental health and wellbeing.



16. Health and Safety

The Service understands that the health, safety and wellbeing of its staff are fundamental to its operations. Not only do we follow recognised best practices and sector-specific guidance to make sure we are compliant with legal requirements; we endeavour to go beyond this and seek opportunities to create a positive health and safety culture for all. This approach is intrinsically linked with our moral duty to protect all staff and anyone else affected by our activities. As part of the Service's commitment to collaboration, we also provide a Health and Safety service for Humberside Police.

It is recognised that our staff often work in hazardous and rapidly changing environments. However, our positive health and safety culture makes sure that this is mitigated to the lowest practicable risk. This is directly reflected within our governance and reporting mechanisms, which demonstrates that injuries sustained at or while responding to emergency incidents are less common than those occurring during training or routine activities. All of which suggests that our safety measures and supervision at incident scenes are effective.

In support of the above, the Service is committed to maximising all opportunities to learn and improve. This means that every near miss or accident is thoroughly investigated to ensure that lessons are learned, contributing to a safer working environment for all. Find out more in our annual performance report on our website.

16.1 Environmental Sustainability Strategy

Building on the previous Environmental Sustainability Plan, Humberside Fire and Rescue Service have worked with sector specialists to create a new and updated Sustainability Strategy for 2025-2030. The strategy details an ambitious vision that aims to challenge our own organisation to be the best it can be, whilst also contributing to wider United Nations Sustainability Development goals (such as carbon neutrality). Practically, this will be achieved by applying environmental, social, and economic considerations in all of our decision-making processes, and the subsequent actions we take. By reviewing our plans and actions through these three lenses we can identify opportunities to make all our activity more sustainable.



17. Occupational Health and Wellbeing (OH&W)

Our Occupational Health and Wellbeing (OH&W) team provides professional health advice and support to all employees, offering confidential appointments tailored to individual and service needs. The services they deliver include:

- Service fitness assessments, including wellbeing advice and fitness programmes.
- Health promotion activities and health surveillance
- Physical and psychological support
- Access to specialist advice including physiotherapy, counselling and optician assessments.
- Management and self-referrals supporting staff with long term absences
- Critical Incident Stress Management (CISM)

> **Referrals:** Staff can be referred through a clinical system, with managers able to check staff appointments and health data via a dashboard.

17.1 Welfare

As part of our Blue Light Pledge our focus on health and wellbeing, includes a wellbeing discussion and welfare check in the annual personal development review for all staff, as well as the Health and Wellbeing Steering Group, which drives cultural changes to support staff health. The group champions continuous improvement in services, aligned with the National Fire Chief's Council health and wellbeing framework.

We offer high-quality support for staff and their families, including an externally sourced Employee Assistance Programme (EAP). Our Critical Incident Stress Management team provides support after traumatic events, and we are the first UK fire and rescue service to be Henpicked Menopause accredited, offering education and awareness sessions. We have also expanded our menopause and menstrual health policy, initially launched in 2019. The Service has also invested in Supplementary health care to support all staff, this service offers fast tracked MRI scans, Consultant appointments and surgery where required.



Mental health support has been strengthened with the development of wellbeing ambassadors and a workplace wellbeing manager.
All staff have access to resources and guidance through the internal OH&W portal. Our OH&W team is committed to delivering health and wellbeing training, and we have achieved Gold level in the Healthy Workplace Award Scheme, working towards the Platinum award.

18. Governance

Fire and Rescue National Framework England (FRNF)

The FRNF outlines the government's priorities and objectives for fire and rescue authorities (FRAs) in England. Under the FRNF, FRAs must make sure they provide the core functions specified by the Fire and Rescue Services Act 2004.

Humberside Fire Authority

The Fire Authority is made up of members appointed from four councils: East Riding of Yorkshire, Hull, North Lincolnshire and North East Lincolnshire, and is based on the number of registered electors and the political composition of each council, along with the Police and Crime Commissioner for Humberside. It is responsible for ensuring a well-trained and equipped Fire and Rescue Service to carry out fire prevention, firefighting, rescue operations, road traffic collision extrication, and responses to major emergencies such as flooding and terrorist incidents. The Fire Authority is governed by a formal Constitution document that sets out how it operates, makes decisions, and ensures transparency and accountability.

Governance Audit and Scrutiny Committee (GAS)

The GAS Committee provides independent, non-political advice and recommendations on governance, risk management, internal controls, financial reporting, and audits, in line with its constitutional roles and responsibilities.

Each year, it sets its own scrutiny programme to provide constructive feedback, which is reported back to the FRA to support service improvement.

Annual Governance Statement and Statement of Assurance

We publish an Annual Governance Statement and Statement of Assurance, offering transparency about our corporate governance, financial planning, and operational service. These documents are available on our website for public viewing.

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

HMICFRS is an independent body that assesses fire and rescue services in England. It evaluates three key areas:

1. **Effectiveness:** How well services protect the public and respond to emergencies.
2. **Efficiency:** How well services use their resources.
3. **People:** How well services support and care for their staff.

HMICFRS conducted its third inspection of Humberside Fire and Rescue Service 2023-2025. The inspection assessed 11 areas with each receiving a graded judgment.

Subject	Judgment
Understanding fires and other risks	Outstanding
Preventing fires and other risks	Outstanding
Protecting the public through fire regulation	Good
Responding to fires and other emergencies	Good
Responding to major and multi-agency incidents	Good
Making best use of resources	Good
Future affordability	Good
Promoting the right values and culture	Adequate
Getting the right people with the right skills	Good
Ensuring fairness and promoting diversity	Good
Managing performance and developing leaders	Good

HMICFRS values and culture in fire and rescue services

Published in March 2023, examines the principles, standards of behaviour, and cultural practices within all 44 fire and rescue services (FRSs) in England. The report had 35 recommendations which the Service has evidenced compliance.

HMICFRS standards of behaviour: the handling of misconduct in fire and rescue services

Published in August 2024, the report focuses on how FRSs handle misconduct with 15 recommendations all of which the Service actively demonstrates and evidences compliance with.

Corporate Governance, Risk and Improvement Framework

This framework is a central part of our approach to risk management and continuous improvement. It integrates risk management principles to proactively manage risks, opportunities, performance, compliance, and improvements, by achieving the following objectives:

- Embed a structured and accountable improvement approach.
- Defining accountabilities for risk management.
- Informing continuous improvement and fostering a learning culture.
- Recording and communicating corporate risks and mitigation strategies.
- Implementation of a Service Improvement Plan.

Independent audit

Our annual plans for internal and external audits assess compliance and show areas for improvement across key activities, including finance, digital services and service operations.

The Fire Standards Board

The Fire Standards Board oversees the development and maintenance of professional standards for fire and rescue services in England. The Service demonstrates assurance in managing and embedding these standards, with progress and compliance actively monitored to enable continuous tracking of maturity and sustained improvement over time.

Financial planning

Further information and our Mid-Term Financial Plan are available on our website.

Procurement

Procurement is all about how we buy equipment and services for the fire and rescue service to make sure we get the best value for money and meet our needs. We follow strict rules to make sure everything is fair and transparent, and we work with other emergency services to share ideas and save money. Our main goals are to get good value, buy the right things and comply with procurement regulations.

National Operational Guidance (NOG)

To ensure best practices, we align our procedures, processes, and operational information with National Operational Guidance. This alignment provides clear guidance and risk information to our front-line responders, enhancing effectiveness, efficiency, and safety.

Organisational learning

We are committed to investing in the learning and development of our organisation and our people. Creating a supportive learning environment is essential for helping our employees to adapt and respond to challenges in an agile and effective manner. This commitment spans across all key areas: Prevention, Protection, Response, and People, and aligns with the objectives of our Strategic Plan. It makes sure that the Service is well-equipped to predict and prepare for the complexities and evolving challenges of our environment.

humbersidefire.gov.uk