



HUMBERSIDE FIRE & RESCUE SERVICE

Annual Performance Report 2025-2026



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Contents

1. Foreword	4
2. What is a Community Risk Management Plan (CRMP)?	5
3. Your Fire and Rescue Service	6
4. Increased Risk of Weather-Related Incidents	8
5. Our Operational Demand	9
6. Prevention	13
7. Protection	15
8. Response	16
9. Resilience	19
10. Our Projects	21
11. Emergency Call Handling	24
12. Availability of Fire Stations	25
13. Mutual Aid / Over Border Incidents	27
14. Recovery	28
15. Developing Our Organisation	29
16. Health and Safety	30
17. Occupational Health & Wellbeing	32
18. Governance	34
Abbreviations and Glossary	41

“ This Annual Performance Report provides an overview of how the Service has performed and delivered against its CRMP between 1 April 2025 to 31 March 2026. ”

1. Foreword

The Community Risk Management Plan (CRMP) defines how Humberside Fire and Rescue Service (the Service) will prevent, protect and respond to fires and other emergencies while improving outcomes for communities.

This Annual Performance Report provides an overview of how the Service has performed and delivered against its CRMP and corresponding strategic plan objective(s) between 1 April 2025 to 31 March 2026.

The Fire and Rescue National Framework for England requires Fire and Rescue Authorities to maintain effective arrangements to monitor delivery against CRMP, demonstrate value for money and provide transparent reporting to enable stakeholders and communities to review operational, financial and organisational performance.

Key Performance Areas 2025/26

The 2025/26 reporting year shows a Service continuing to perform strongly across several core areas, while also responding to changing community risk and increasing operational complexity. Emergency response performance remained a key strength, with the Service exceeding its overall targets for first and second appliance attendance at dwelling fires and road traffic collisions. Mobilisation to dwelling fires within 90 seconds also exceeded target, demonstrating

continued effectiveness in emergency call handling and operational deployment.

Prevention and protection activity remained central to the Service's risk-based approach. Prevention work continued to focus on vulnerable people, children and young people, with a significant increase in the number of school children engaged compared with 2024/25.

Protection activity also increased, with inspections rising and a high proportion of audits resulting in further action or enforcement, indicating that resources are being directed towards higher-risk premises.

The report also highlights areas requiring continued focus. Accidental dwelling fires increased and were outside the expected threshold, with cooking and combustible items too close to heat sources remaining prominent causes. Health and safety reporting shows an increase in both work-related accidents and near misses, while sickness absence improved overall but varied across workforce groups and absence categories.

Overall, the Service has demonstrated strong performance in emergency response, organisational learning, partnership working, governance and public communication. The key priorities for the remainder of the CRMP period are to sustain emergency response standards, strengthen prevention activity around dwelling fire risk, improve on-call availability, maintain workforce health and wellbeing, and continue embedding assurance and learning across the organisation.



Phil Shillito
Chief Fire Officer



Councillor Nigel Sherwood
Chair of Humberside Fire Authority

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.

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. As well as ways we plan to improve our service to our communities through the proposals we recently consulted upon.

3. Your Fire and Rescue Service

Humberside Fire and Rescue Service operates across a diverse geographic area including urban, rural, coastal and industrial environments. The Service uses risk-based planning informed by local and national risk registers to ensure resources align with identified threats.

Strategic Objective:

2.2 Enable an ongoing process towards building a Service that reflects the diversity of the communities we serve
3.1 Ensure a value for money service for our communities

Key risks include industrial hazards (COMAH sites), water safety risks, road traffic incidents, and emerging societal threats. The Service continuously reviews risk data to adapt to changing patterns of demand and maintains strong partnerships through the Local Resilience Forum.

How the service is funded

The 2025/26 budget requirement for Humberside Fire Authority was £60.131 million. There are three main sources of funding that the Service relies on to deliver its services to the community: the precept, which is the element of council tax raised locally, grant funding from central government, and our share of Business Rates collected locally in Humberside. The table below shows where the Service's funding comes from and how it has changed from last year.



Funding Source	2025/26 (£m)
Gross Expenditure	66.287
Income & specific grants	(3.726)
Use of Reserves	(2.430)
Budget requirement	60.131
Government Grant	
• Core Grant	(22.424)
• Funding Floor	-
Share of Business Rates	(7.013)
Council Tax (Surplus)/Deficit	(0.406)
Council Tax requirement	30.288



Workforce numbers

The total figure of 1,042 employees accounts for payments made to individuals of differing contract types, which exceeds the headcount figure of 914 (i.e. some individuals hold dual contracts).

Contract Group

	Whole time duty system	On-Call	Control	Fire Staff	Total	%
Female	42	16	26	146	230	22%
Male	389	324	8	77	798	77%
Prefer not to say	7	5	0	2	14	1%
Total	438	345	34	225	1042	100%

Age Groups (by head count)

	16-24	25-35	36-45	46-55	56-65	66+	Total
Female	11	55	58	51	36	7	218
Male	39	169	200	226	42	8	684
Prefer not to say	1	1	3	5	1	1	12
Total	51	225	261	282	79	16	914

Ethnicity and Gender (by headcount)

Ethnicity	Female	Male	Prefer not to say	Total
White	209	646	7	862
Ethnic minority	8	26	0	34
Prefer not to say	1	12	5	18
Total	218	684	12	914

4. Increased Risk of Weather-Related Incidents

Climate change is driving an increase in extreme weather events such as flooding, storms and wildfires. These risks are expected to intensify over time, requiring enhanced planning, training and equipment.

The Service works collaboratively with partners through resilience arrangements, invests in specialist vehicles and equipment, and supports communities to better prepare for weather-related emergencies.

Strategic Objective:

3.3 Ensure operational practices that minimise our environmental impact and support the sustainability of the Service.

Spate condition/climate related incidents

There were no specific spate conditions during 2025/26 that stand out, 2022 being most significant when spate conditions in July recorded temperatures nearing 40°C resulting in many rural fire.

	2022/23	2023/24	2024/25	2025/26
Wild Fire (Official)	30	4	8	8
Fire - Secondary - Grassland / Woodland / Crops	938	385	426	648
Flooding	9	137	43	21

The table shows the unpredictability of impacts, but when they do occur it is mostly significant.

Utility usage

Usage	2025/26	2024/25
Electricity	1,731,030 kWh	1,718,375 kWh
Gas	2,504,226 m3	3,560,762 m3
Water	10,009 m3	14,404 m3
Vehicle fuel	320,364 l	330,055 l
Litres of fuel drawn externally	102,415 l	109,372 l
Total fleet mileage	1,064,489 miles	1,179,603 miles

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.

The Service uses a risk matrix to assess trends and prioritise resources, identifying key risks such as vulnerable populations, health inequalities, deliberate fires and environmental hazards. These insights inform planning and service delivery priorities.

Strategic Objective:

1.5 Deliver exceptional emergency response and availability standards, helping our communities during their most urgent times of need.

Response

Response	Target	2025/26	2024/25
The first fire engine mobilised to Dwelling Fires or Road Traffic Collisions (RTC) is in attendance within the specified times:	90%	96.6%	97.77%
Dwelling Fires			
High Risk Areas 8 minutes			
Medium Risk Areas 12 minutes			
Low Risk Area 20 minutes			
RTC any area 15 minutes			
Second fire engine mobilised to a Dwelling Fire or a Road Traffic Collision (RTC) is in attendance within 5 minutes of the first fire engine arriving at the incident.	80%	91.53%	90.01%
Mobilising our resources to Dwelling Fires within 90 seconds of receiving an emergency call.	75%	82%	80.12%
Emergency First Responder		731*	1209
Hull F.I.R.S.T		1373	1392
Rescues from all incident types.	-	1516	1649
Total number of incidents attended.	-	13,910	13,678

*Reduction due to re-negotiation of contract provision

Incident data

Incident data	Threshold	2025/26	2024/25	Within threshold
Automatic fire alarm activations in non-domestic premises	Between 348 and 576	353	464	Yes
Number of Accidental Dwelling Fires	Between 252 and 372	398	316	No
Number of high severity Accidental Dwelling Fires*	Between 1 and 31	18	16	Yes
Number of other accidental fires	Between 72 and 180	132	255	Yes
Number of deliberate small fires	Between 1068 and 2040	1764	1557	Yes
Number of deliberate property fires (excludes prisons)	Between 336 and 492	418	411	Yes
Number of fatalities from Accidental Dwelling Fires	Aspirational 0	2	6	-
Total injuries from fire related incidents	Aspirational 0	25	32	-
Fire deaths	Aspirational 0	3	6	-

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

Deliberate Fires (Arson)

Primary arson has remained very stable for a long period of time, whilst secondary arson has shown more variation. The two most frequently ignited property types in deliberate secondary fires during 2025/26 were loose refuse and vegetation, accounting for 75 percent of all deliberate secondary fires. Compared to 2024/25, there have been 214 additional primary or secondary arson incidents, which equates to an increase of 11 percent.

Arson incidents	2025/26	2024/25
Primary arson	418	411
Secondary arson	1764	1557
TOTAL	2182	1968

Incident Activity by Unitary Authority

Incident Type	East Riding	Hull	North East Lincs	North Lincs	Out of County	Grand Total
Chimney Fires	16	2	2	3		23
Emergency First Responder	368			80	283	731
False Alarm - Apparatus	657	793	208	177		1835
False Alarm - Good Intent	355	439	230	255		1279
False Alarm - Malicious	8	54	29	8		99
Incident not recorded	6	3		2		11
Over Border	1	1		1	151	154
Primary - Accidental Dwelling Fires	126	135	72	65		398
Primary - Deliberate Dwelling Fires	5	25	21	8		59
Primary - Other	296	183	156	187	1	823
RTCs	198	73	88	130		489
Secondary - Accidental Fires	161	177	147	115		600
Secondary - Deliberate Fires	322	782	423	237		1764
Secondary - Other	1		1	2		4
Special Service - Falls Visits	181	1192				1373
Special Service - Other	1231	1434	854	749		4268
Grand Total	3932	5293	2231	2019	435	13910



Special Service

Special services means work the Service carries out outside its core emergency duties, such as fighting fires and responding to road traffic collisions. In simple terms, they are usually non-fire incidents or support activities where firefighters use their skills, equipment, or specialist training to protect people, property, animals, or the environment. Examples can include:

- Rescuing people from lifts, machinery, height, water, or confined spaces
- Animal rescues
- Flooding incidents
- Making structures safe after storms, crashes, or damage
- Hazardous materials incidents
- Assisting other emergency services, such as the police or ambulance service
- Gaining entry to premises where there is concern for a person's welfare
- Rescue from water or mud
- Incidents involving chemicals, fuel, or environmental risks

Special Service – Non-Fire	2025/26	2024/25
Advice Only	340	212
Animal Assistance Incident	121	128
Assist Other Agencies	987	995
Effect Entry/Exit	1153	1106
Evacuation (no fire)	2	1
Hazardous Materials Incident	61	36
Lift Release	103	62
Make Safe	126	126
Medical Incident – First Responder	1535	1539
Not required	596	562
Other Rescue/Release	71	99
Other Transport Incidents	74	61
Removal of Objects from People	256	239
Rescue/Evacuation from Water	21	23
Road Traffic Collision	489	503
Spills, Leaks and Flooding	159	166
Standby	26	24
Suicide	28	32

6. Prevention

Prevention activity focuses on reducing risk through education, engagement and targeted interventions. The Service prioritises vulnerable individuals, including those living alone, older people and those with complex needs.

Activities include home fire safety visits, school education programmes, youth engagement, and partnership work across health, social care and policing. Prevention also addresses road and water safety, as well as emerging risks linked to climate change.

Strategic Objective:

- 1.1 Deliver a Service that works with other agencies to help reduce injuries and save lives.
- 1.2 Deliver intelligence-led activities to prevent fires and other emergencies.

Prevention Activity

A Home Fire Safety Visit is a visit carried out by crews or Prevention Advisors to help reduce the risk of fire in someone's home. During the visit, trained staff assess the property, identify potential fire hazards, give practical fire safety advice, check or fit smoke alarms where needed, and discuss escape plans. The visit may also identify wider risks, such as vulnerability, mobility issues, smoking, cooking, electrical safety, or hoarding, and can lead to referrals to partner agencies where extra support is needed.

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. We also run cadet units (aimed at young people aged 13 to 17) across the four local authority areas.



Activity	2025/26	2024/25
Home Fire Safety Visits	8816	10,004
Fire Education	274	370
Fire Setter Intervention	130	81
Youth Engagement	757	633
Number of children engaged (schools)	59,742	45,636
Hotshot/Arson Leaflet drop	2898	3175
Fire Cadets (six units across the four local authority areas)	93	70
Other prevention activity*	3365	3324
Smoke and Sensory Alarms	6208	6380

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

Accidental Dwelling Fires (ADF)

The table below shows that 24% of the ADFs that we attended in 2025/26 involved articles too close to a heat source and 27% were cooking related (including chip pans). The kitchen is the place most fires start with 51% of ADFs starting in this location.

	2025/26	2024/25
Combustible articles too close to heat source (or fire)	96	78
Cooking (other)	84	61
Fault in equipment or appliance	46	40
Smoking Related	33	27
Faulty fuel supply – electricity	31	20
Overheating – unknown cause	24	21
Cooking – chip pan/deep fat fryer	23	21
Other	14	3
Careless handling – due to careless disposal	10	11
Accumulation of flammable material	9	10
Total	370	292

7. Protection

Protection ensures that businesses and premises comply with fire safety legislation. The Service operates a risk-based inspection programme targeting high-risk buildings such as high-rise, industrial and sleeping accommodation.

Through enforcement, advisory work and partnership with regulatory bodies, the Service promotes safety, reduces risk to life, and supports responsible persons in meeting their legal obligations.

Strategic Objective:

1.3 Deliver regulated activities to protect the public from fires and other risks, using enforcement actions when needed.

3.2 Ensure effective and transparent governance arrangements open to scrutiny and accountability.

Protection Activity

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 over 90 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.

Activity	2025/26	2024/25
Number of inspections	998	682
Number of inspections resulting in further action or enforcement	903	833
Fire safety enforcement notices issued	19	15
Prohibition notices issued	20	8
Alteration notices issued	9	12
Notices of deficiency issued	186	247



8. Response

Emergency response arrangements are designed to provide a timely and effective response based on risk. The Service maintains specialist capabilities to respond to a wide range of incidents including fires, rescues, hazardous materials and flooding. Operational response is supported by modern equipment, trained personnel and strong collaboration with partner agencies at local and national levels.

Strategic Objective:

1.5 Deliver exceptional emergency response and availability standards, helping our communities during their most urgent times of need.

Number of People Rescued from Incidents	2025/26	2024/25
Assist other agencies	597	536
Effecting entry/exit (to children, elderly and medical cases)	416	467
Removal of objects from people (excluding rings and handcuff removals)	131	150
Road Traffic Collision	131	131
Other rescue/release of persons (e.g. from height, in machinery etc.)	80	129
Primary Fire	44	35
Other transport incidents (e.g. people locked in vehicles)	46	29
Rescue or evacuation from water	23	26
Suicide attempts	16	19
Lift release (of children/elderly and medical cases)	20	16
Removal of people from objects	5	4
Advice only	2	2
No action (not false alarm)	0	0
Evacuation (no fire)	0	0



Road Traffic Collisions (RTC)

Area	2025/26	2024/25
East Riding of Yorkshire	198	228
Kingston upon Hull	73	98
North Lincolnshire	130	110
North East Lincolnshire	88	68
Service wide	489	504

Killed or Seriously Injured in RTCs Attended

Area	2025/26		2024/25	
	Injured	Killed	Injured	Killed
East Riding of Yorkshire	103	9	101	6
Kingston upon Hull	18	2	28	0
North Lincolnshire	54	5	36	3
North East Lincolnshire	35	0	26	2
Service wide	210	16	191	11

RTCs Persons Trapped Extrication Times

Extrication time	2025/26	2024/25
0-15 minutes	26	21
16-30 minutes	30	41
31-45 minutes	2	9
46-60 minutes	1	3
Over 60 minutes	0	1
Service wide	210	16

Average First Engine Response

Area	Target	2025/26 (%)	2024/25 (%)
East Riding of Yorkshire	90 %	92.26%	94.01%
Kingston upon Hull		95.06%	99.44%
North Lincolnshire		99.09%	97.92%
North East Lincolnshire		99.06%	100%
Total Average		96.37%	97.84%

Average Second Engine Response

Area	Target	2025/26 (%)	2024/25 (%)
East Riding of Yorkshire	80 %	83.54%	76.05%
Kingston upon Hull		95.00%	97.16%
North Lincolnshire		91.74%	91.67%
North East Lincolnshire		95.28%	96.05%
Total Average		91.39%	90.23%

Attendance Times – Dwelling Fires

Area	2025/26 (minutes)	2024/25 (minutes)
East Riding of Yorkshire	08:32	08:35
Kingston upon Hull	05:12	04:53
North Lincolnshire	07:34	06:12
North East Lincolnshire	05:53	05:50
Service Wide	06:37	06:03

Attendance Times – Road Traffic Collision

Area	2025/26 (minutes)	2024/25 (minutes)
East Riding of Yorkshire	10:50	12:34
Kingston upon Hull	05:24	06:40
North Lincolnshire	08:05	07:57
North East Lincolnshire	07:00	07:54
Service Wide	08:46	11:29

9. Resilience

The Service maintains a high level of preparedness through joint planning, training and exercises with partner agencies. This includes adherence to national interoperability standards and continuous learning from operational incidents. Preparedness activity focuses on improving resilience, enhancing capability and ensuring readiness for major and complex emergencies.

Strategic Objective:

4.1 Enhance a culture of continued learning and improvement.

4.3 Enhance collaborations locally, regionally and nationally leading on sector reforms and improvements.

By analysing past experiences, identifying lessons, and implementing changes, this approach enhances future operations, improving performance 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	2025/26	2024/25
Hot Debrief	594	209
Structured Debrief	7	10
Multi-Agency Debrief	0	3
Incident Monitoring	240	132



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.

Hot Debrief Categories	2025/26	2024/25
A- Animal Rescue	10	5
B - Fire	357	141
C – HazMat	16	5
D – Road Traffic Collision	73	30
E – Special Service	115	21
F – Water/Mud/Ice	23	7

Structured Debrief

Event	Date	Details	No. of Learning Points Identified	No. of Good Practice Identified
Building fire	30/06/25	10 x Appliances attended	1	4
Recycling waste site fire	31/05/25	Lithium-Ion Batteries. 7 x Appliances	2	3
Special service	25/06/2025	Female with hand trapped	1	2
Recycling waste site fire	11/07/2025	Several hours of firefighting	7	6
Waste recycling fire	13/05/2025	9 x Appliances attended	12	3
Cargo vessel fire	27/06/2025	Ship cargo on fire, Albert Dock, Hull	5	1
Public house on fire	28/06/2025	6 x appliances attended	2	1

Incident Monitoring

Category	Learning Identified	No learning identified	Notable Practice	No. of Good Practice Identified
Fire	41	125	5	4
Road Traffic Collision	9	17	3	3
Special Service	15	16	2	2
Animal Rescue	0	1	0	6
HazMat	3	3	0	3
Water/Mud/Ice	4	1	0	1

10. Our Projects



The Service has developed a programme of strategic projects aimed at improving operational efficiency, workforce flexibility and resource deployment.

These projects focus on areas such as fleet modernisation, workforce planning, optimisation of control room operations and data-driven decision-making to ensure the Service remains fit for the future.

Strategic Objective:

- 2.5 Enable a workplace environment where equality, diversity and inclusion thrive, empowering staff to collaborate, be heard and help shape the Service.
- 3.1 Ensure a value for money service for our communities.
- 3.5 Ensure productivity and efficiency practices inform Service activities.
- 4.2 Enhance communications and change management.
- 4.4 Enhance a culture of innovation to advance Service policies, processes and personnel development.

Project scope	Status
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.	Complete: 8 Watch Managers within Hull District, have been strategically repurposed from traditional station-based roles to dedicated day-based functions. Post-Implementation Review Evaluation to be completed in due course.
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.	Ongoing: Work continues on procuring the nine 7-tonne Rapid Response Vehicles (RRVs) between 2026 and 2029. A stakeholder group is overseeing the specifications of the vehicles and tender exercise. Work also is progressing to look at the vehicle replacement programme to make sure it meets future risks and demands.
Project 3 We are reviewing our wholetime shift system and trialling alternative shift patterns to improve workforce flexibility, effectiveness and wellbeing.	Ongoing: The flexible-rostering trial at Goole Fire Station commenced on 1 March 2026 and moved from development into operational testing. On completion of the trial an evaluation will be undertaken to consider whether this could be rolled out further across stations.
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.	Ongoing: The review of Control shift system is moving forward, and our engagement with staff continues to grow. Following the successful transition to Vision 5, this project will look to gather pace. 240
Project 5 We will keep reviewing and adjusting where specialist vehicles, equipment, and staff are placed based on risk.	Ongoing: The following assets continue to be progressed and introduced. Enhanced capability • Peaks Lane and Goole - use of water and specialist response units to facilitate enhanced rescue equipment • Peaks Lane and Bransholme - use of water and specialist rescue units with enhanced bariatric equipment. • Brough - second drone to release pressure on Operational Support Group and Kirton Partnership working • Manitou and teleporter owners invited to join the community asset register to facilitate large animal rescues Mobilisation change • Boats dynamically held on standby at Peaks Lane and Goole, enabling local risk mobilisation • Rescue Support Unit and Level 2 Officer from the Pre-Determined Attendance of bariatric incidents removed, subject to key questions through the control operator

Project scope	Status
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.	Ongoing: The sale of Cromwell Road Fire Station is nearing completion.
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 now complete.	Complete: The Service employed an external specialist data analytics company (Parallel) to: • Check if our current estate meets demand and risk. • Find better ways to analyse resource use. • Plan future estate needs to keep up with changing demands. • Create a stronger system for risk and resource modelling. The project delivered a mapping tool that combines Service and local data to assess risk and demand. This achieved the goal of exploring external solutions, and the next steps are now being discussed. Post-Implementation Review Evaluation to be completed in due course.
Project 8 On-Call staff are vital to our response. We are looking at ways to make their use more flexible to improve availability.	Ongoing: Objective 1 – Incident Support Teams and Combined Crewing: Policies, mobilisation guidance and training are now in place. Recall to duty arrangements are being finalised, and both Combined Crewing and Incident Support Teams are in a six-month evaluation phase. Objective 2 – Hub-based availability model: The initial hub concept has been developed with Cleethorpes and Waltham crews. Testing to commence.. Objective 3 – Data strategy: The on-call performance data strategy is complete and will now be developed into a functional reporting system by Digital Services. Objective 4 – Additional on-call cover and recognition/remuneration: This work is at an early stage, with research underway and staff engagement planned through focus groups, webinars and manager forums. Objective 5 – Recruitment and training efficiency: This objective is aligned with the wider training review to ensure recruitment and training improvements are progressed as one coordinated programme.

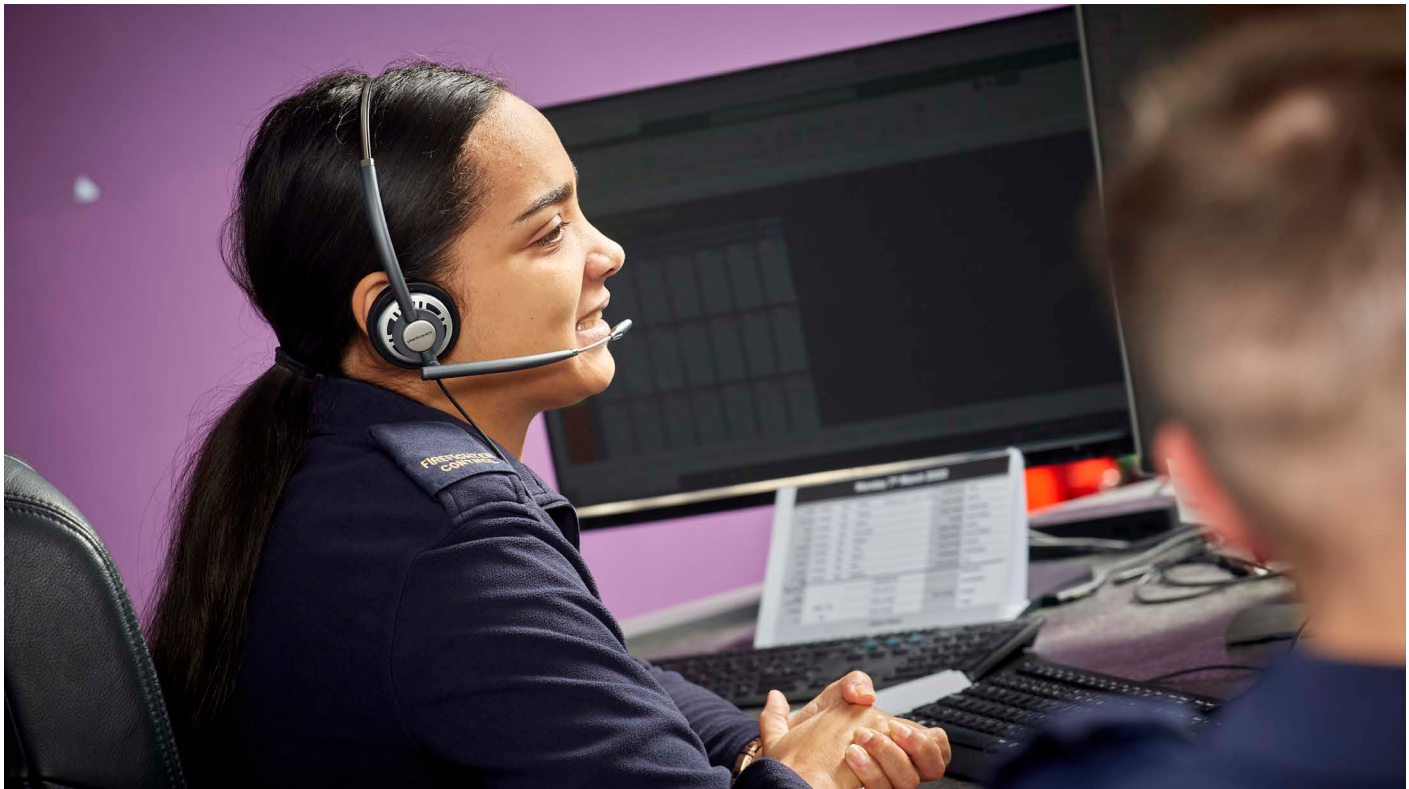
11. Emergency Call Handling

The Control Room is the first point of contact for emergency calls and plays a critical role in mobilising resources efficiently. Investment in technology, training and systems ensures accurate call handling, improved collaboration with partners and enhanced situational awareness for operational crews.

Strategic Objective:

1.4 Deliver a control room with the highest standards of communication, organisation, and empathy, providing critical support to our communities in times of need.

Resources mobilised within 0 to 90 seconds	Target	2025/26 (%)	2024/25 (%)
Dwelling Fire Incidents	75 %	83.33%	79.88%
Road Traffic Collision Incidents		40.63%	30.00%



12. Availability of Fire Stations

The Service maintains defined availability and response standards to ensure appropriate coverage across the region. Performance is measured against response times and appliance availability targets, reflecting the need to align resources with risk and ensure timely attendance at incidents.

Strategic Objective:

1.5 Deliver exceptional emergency response and availability standards, helping our communities during their most urgent times of need.

3.4 Ensure resources are effectively managed.

Availability of On-Call Fire Stations

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

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



On-Call First Fire Engine Availability

On-Call First Fire Engine Availability	Target	2025/26 (%)	2024/25 (%)
Beverley	95 %	99.85	99.47
Bridlington		N/A (74.24)	98.48
Brough		99.98	100
Driffield		99.92	99.92
Goole		N/A (83.72)	79.25
Hornsea		97.93	96.92
Howden		88.48	77.95
Market Weighton		99.59	99.64
Patrington		99.22	98.97
Pocklington		99.99	100
Preston		86.12	83.89
Snaith		94.68	95.64
Withernsea		98.90	99.19
Barton		64.79	65.12
Brigg		69.67	80.94
Crowle		94.52	84.54
Epworth		99.94	99.99
Kirton in Lindsey		67.04	80.51
Scunthorpe		N/A (87.95)	70.54
Winterton		70.77	73.89

13. Mutual Aid / Over Border Incidents

Mutual aid arrangements enable the Service to support and receive support from neighbouring fire and rescue services during large-scale or high-demand incidents. These agreements ensure resilience across regional and national emergency response frameworks.

Strategic Objective:

4.3 Enhance collaborations locally, regionally and nationally leading on sector reforms and improvements.

Over Border Activity

Over Border Area	Activity Category			Total
	Fire	False Alarm	Special Service (mostly RTCs)	
Lincolnshire	51	13	33	97
Nottinghamshire	1	0	0	1
North Yorkshire	22	2	11	35
South Yorkshire	10	3	6	19
Grand Total	84	18	50	152

Within these 3 grouped categories the top four incidents attended were:

Type	2025/26
RTC Persons Trapped Small Vehicle	18
Fire In Open Small	18
Building Fire Domestic	13
Building Fire Commercial/Industrial	12

Joint exercise/Training 2025/26

Type of exercise	Number of exercises
Neighbouring FRSs	13
Multi-Agency	21
National resilience training	12

14. Recovery

Recovery activity focuses on supporting individuals and communities affected by emergencies. The Service works alongside partner organisations, including voluntary agencies, to provide humanitarian assistance, advice and support to help people recover from incidents such as fires and flooding.



Strategic Objective:

1.1 Deliver a Service that works with other agencies to help reduce injuries and save lives.

The Service provided multi-agency support during the recovery phase of two significant incidents involving a fatal drowning and a carbon monoxide poisoning event affecting multiple individuals.

Working alongside partner agencies, the Service maintained a recovery presence to support affected communities, coordinate prevention and reassurance activities, and contribute to longer-term resilience and recovery outcomes.

This activity demonstrates the Service's commitment within the CRMP to supporting effective recovery arrangements following significant incidents. Through collaborative prevention, engagement and partnership activity, Humberside Fire and Rescue Service helps communities recover from emergencies, reduce future risks, and strengthen community resilience.

15. Developing Our Organisation

Organisational development focuses on workforce competence, leadership and continuous improvement. The Service invests in training, learning frameworks and professional development aligned to national standards. A strong focus on ethics, equality, diversity and inclusion supports a positive workplace culture and enables the Service to meet the needs of its communities effectively.

Strategic Objective:

2.1 Enable and nurture a positive, inclusive workplace culture guided by our Core Code of Ethics.

2.4 Enable the recruitment and retention of a highly trained, skilled and diverse workforce.

Summary of promotion, recruitment and workforce development activity undertaken between April 2025 and March 2026:

- Promotion activity took place across Crew Manager (both full-time and on-call), Watch Manager (both full-time and on-call), Station Manager, Control and principal officer roles.
- The Community Engagement Committee now supports consultation, recruitment and promotion activity, strengthening community input and scrutiny.
- Inclusive recruitment continues through targeted engagement, positive action and support for under-represented groups.
- Rookie Reds has been reinvigorated to support prospective Wholetime Firefighter applicants.
- The development portfolio continues to provide a structured pathway for operational progression.
- Recruitment and promotion cycles are planned around retirement profiles, leavers, skills gaps and workforce diversity.



16. Health and Safety

The Service is committed to maintaining a safe working environment through robust health and safety systems, continuous learning and strong governance.

An integrated approach ensures risks are minimised and supports both operational effectiveness and staff wellbeing, alongside a commitment to environmental sustainability.

Strategic Objective:

2.3 Enable the Health, Safety, and Wellbeing of our staff at all times.
 3.3 Ensure operational practices that minimise our environmental impact and support the sustainability of the Service.

Incidents	Target	2025/26	2024/25
Number of work-related accidents	Aspirational reduction to 0	89	63
Number of reported near misses	Aspirational increase	163	134

Accident Reporting	2025/26	2024/25
Training	14	20
Routine Activities	23	17
Water Rescue	22	15
Fire	22	6
Physical Training	2	2
Road Traffic Collision	0	2
Special Service	6	1
Total	89	63

Accidents by Cause	2025/26	2024/25
Exposed to, or in contact with, a harmful substance	12	15
Musculo Skeletal	13	10
Injured while handling, lifting or carrying	7	9
Slipped, tripped or fell on the same level	9	7
Other kind of safety incident	21	6
Hit by a moving, flying or falling object	4	6
Exposed to fire or heat	5	6
Hit something fixed or stationary	10	3
Fell from a height	0	2
Cut on/by sharp object	7	1
Contact with moving machinery	1	1
Contact with electricity or electrical discharge	1	1
Injured by an animal	0	0
RTC	1	0
Hit by a moving vehicle	1	0
Breathing apparatus malfunction or distress	1	0
Physical assault	1	0



17. Occupational Health & Wellbeing

Occupational Health and Wellbeing provision supports staff through health monitoring, mental health services and welfare initiatives. The Service promotes wellbeing through structured programmes, support services and continuous improvement aligned to national frameworks and internal priorities.

Strategic Objective:

2.3 Enable the Health, Safety, and Wellbeing of our staff at all times.

Occupational Health Activity

Activity	2025/26	2024/25
Counselling Referrals	31	50
Critical Incident Stress Management Defusing/Debriefing	13	6
Discharges	198	169
Employee Assistance Programme Contacts	99	56
Health Surveillance	1,370	800
Ill Health Retirement	3	2
Management Referrals	235	177
Physio Referrals	42	109
Return to work fitness tests	60	48
Self-referrals	60	62
Service Fitness Tests	1,460	1,599

Attendance and Sickness Absence

Attendance figures	2025/26	2024/25
Whole-time duty system	94.79%	93.54%
Control	95.64%	96.62%
Fire Staff	95.88%	95.13%

Average days' sickness absence per employee	2025/26	2024/25
Whole-time duty system	9.54	11.82
On-Call	5.76	6.89
Control	7.97	6.18
Fire Staff	10.75	9.82
Total Average	8.42	9.62

Sickness absence categories	Duty Days Lost 2025/26	Duty Days Lost 2024/25
Cancer	157	52
Cardiovascular other	270	154
Coronavirus	0	12
Dermatological	47	74
Endocrine	24	77
Gastro Intestinal	609	601
Mental Health	1536	2881
Musculo Skeletal - Back	1150	828
Musculo Skeletal - Knee	928	86
Musculo Skeletal - Lower Limb	1059	1494
Musculo Skeletal - Neck	26	7
Musculo Skeletal - Other	292	302
Musculo Skeletal - Shoulders	273	202
Musculo Skeletal - Upper Limb	427	481
Neurological	229	100
Other	560	966
Reproductive	78	395
Respiratory other	713	758
Senses - Hearing	6	95
Senses - Vision	44	25
Urological	13	19
Total	8441	9610

18. Governance

Strong governance frameworks ensure accountability, transparency and effective decision-making. The Service aligns with the Fire and Rescue National Framework for England, is subject to independent inspection, and operates robust audit and scrutiny arrangements to support continuous improvement and public assurance.

Strategic Objective:

- 3.2 Ensure effective and transparent governance arrangements open to scrutiny and accountability.
- 4.5 Enhance the Service by continuing to work against and achieve performance benchmarks and professional standards.

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 2025 and March 2026 the Service met all reporting deadlines, completing all 15 recommendations.

“ The Service continues to work in compliance with the 19 approved Fire Standards through established governance, performance and assurance arrangements. ”

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)
5. Monitoring of Working Hours (October 2025)
6. Joint Estates (November 2025)
7. Visibility of Senior Managers (December 2025)
8. Talent Development (February 2026)
9. Key Financial Controls (March 2026)
10. ICT Controls (March 2026)

Fire Standards

The Fire Standards provide a national framework of professional standards for fire and rescue services in England. They support the continued improvement and professionalism of the sector by setting out clear expectations across key areas of service delivery,

leadership, governance, prevention, protection, response, people and organisational learning.

The Service continues to work in compliance with the 19 approved Fire Standards through established governance, performance and assurance arrangements. Relevant standards are reviewed at least bi-annually by the appropriate departments and aligned to existing strategies, policies, procedures and improvement plans. Where gaps are identified, actions are recorded, monitored and progressed through the Service's governance framework to ensure there is clear ownership and accountability.

This work is not treated as a one-off assessment, but as part of the Service's wider approach to continuous improvement. Progress against the Fire Standards is considered alongside learning from inspection, audit, organisational learning and national sector developments. This helps ensure the Service remains aligned to recognised professional standards and continues to strengthen the way it prevents, protects and responds to risk across its communities.

Public Feedback

	2025/26	2024/25
Number of compliments	107	97
Number of complaints	35	43
Stage 1 acknowledged receipt within timescales	35	43
Stage 1 completed within timescales	31*	38
Stage 1 outcomes		
• Upheld	12	15
• Partially upheld	1	1
• Not upheld	22	27
Stage 2 (review) requests	9	2
Stage 2 acknowledged receipt within timescales	9	2
Stage 2 completed within timescales	9	2
Stage 2 outcomes		
• Decision upheld	7	2
• Decision partially upheld	0	0
• Decision overturned	2	0
Ombudsman referrals	2	0
No case to answer/investigation	2	0
Recommendations/Actions	0	0

*Due to either a lack of engagement from the complainant to carry out the investigation fully or the complexity of the investigation required a timeframe extension.

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 Regulation (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 DPIAs completed	Number in progress	Total
8 (Stage 1: 6) (Stage 2: 2)	11	19

Subject Access Requests (SARs)

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

	2025/26		2024/25	
	Requests received	Responded to within timescale	Requests received	Responded to within timescale
Total number of SARs received	23	19*	27	20
Total number of exemptions	93	81	108	89

* Timescale not met due to the complexity of the request or sheer quantity of data to analyse and ensure correct exemptions were applied.

Data Breaches

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).

	2025/26	2024/25
Reported breaches	26	19
Confirmed breaches	16	8
Actions identified	22	26
Number of breaches reported to the ICO	1	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.

Requests processed	2025/26		2024/25	
	FOI	EIR	FOI	EIR
Number of requests	155	2	111	5
Number processed within statutory deadline	147	2	111	5
Request withdrawn/clarification not received	5	0	6	0
Number requiring extended deadline	0	0	0	0
Information granted in full	98	1	61	0
Exemption applied in full	1	0	4	0
Information accessible elsewhere (Full or Part)	21	0	27	0
Information partly refused	19	0	9	0
Information not held	20	1	10	0
Number of requests referred for internal review	5	0	0	5
Totals	471	6	339	15

Corporate Risk & 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 during 2025/26.

Risk or Opportunity	Subject	Context	Risk Treatment
Risk	Financial Constraints: National Grant Funding	Significant pressures driven by inflation, pay awards and rising demands on our services. Alongside this, the Government's Fair Funding reduces grant allocation from April 2026.	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.
		Consequence: Use of £3.5 million from the reserves and identify savings of approximately £3.6 million, to balance its budget over the next three years.	Financial Sustainability Project launched (Mar 26) in accordance with MTFS and informed aims / objectives.

Disciplinary and Grievances

Disciplinary Cases	2025/26	2024/25
No case to answer	0	7
Written warning	4	2
Final warning	1	3
Dismissal	3	7
Total	8	19

Appeals Against Dismissal*	2025/26	2024/25
Upheld	1	1
Not Upheld	2	4
Total	3	5

*Heard by the Appeals Committee made up of four Fire Authority councillors.

Grievance Cases	2025/26	2024/25
Resolved informally	3	2
Upheld	1	2
Not Upheld	1	12
Partially Upheld	4	2
Withdrawn	2	6
Other	0	3
Total	11	27

Communications

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

Website		Facebook	
2025/26	899,811 total unique page views	2025/26	26,069 total followers 9,520,572 people reached
2024/25	530,000 total unique page views	2024/25	22,200 total followers 859,000 people reached
Instagram		TikTok	
2025/26	5,560 total followers 670,520 people reached	2025/26	3,369 total followers 370,500 videos viewed
2024/25	5,100 total followers 55,900 people reached	2024/25	3,236 total followers 321,000 videos viewed

'Reached' is the total number of people who see the content.

Abbreviations and Glossary

This table explains key abbreviations and terms used throughout the report.

Abbreviation / Term	Meaning / Explanation
AFA	Automatic Fire Alarm; an alarm activation, often used in relation to non-domestic premises.
ADF	Accidental Dwelling Fire; a fire in a home that was not started deliberately.
Alteration Notice	A fire safety notice requiring the responsible person to notify the fire and rescue authority before making specified changes to premises.
AMS	Assurance Management System; the system used to record, share and monitor organisational learning.
Bariatric equipment	Specialist equipment used to support the safe movement or rescue of people with higher body weight or specific mobility needs.
COMAH	Control of Major Accident Hazards; regulations covering sites with significant industrial hazards.
Control Room	The function that receives emergency calls, gathers information and mobilises appropriate resources.
CRMP	Community Risk Management Plan; the Service's strategic plan for identifying and managing risks to communities.
Deficiency Notice / Notice of Deficiency	A notice identifying fire safety failings that need to be addressed.
DPIA	Data Protection Impact Assessment; an assessment used to identify privacy risks when processing personal data.
EAP	Employee Assistance Programme; confidential support available to staff.
Enforcement Notice	A formal notice requiring improvements where fire safety law has not been complied with.
EDI	Equality, Diversity and Inclusion; work to support fairness, representation and inclusion across the Service.
EIR	Environmental Information Regulations; legislation giving public access to environmental information held by public authorities.
FOI	Freedom of Information; legislation giving public access to information held by public authorities.
Fire Safety Order	The Regulatory Reform (Fire Safety) Order 2005; the main fire safety law covering non-domestic premises in England and Wales.
Full-Time Duty System	A duty system where stations are staffed by full-time firefighters.
FRS	Fire and Rescue Service.
HazMat	Hazardous Materials; incidents involving substances that may present a risk to people, property or the environment.

Abbreviation / Term	Meaning / Explanation
HFRS	Humberside Fire and Rescue Service.
HFSC	Home Fire Safety Check; a visit or check to help reduce fire risk in the home.
HMICFRS	His Majesty's Inspectorate of Constabulary and Fire and Rescue Services; the inspectorate that assesses police and fire and rescue services.
Hot Debrief	A short debrief held soon after an incident to capture immediate learning.
ICO	Information Commissioner's Office; the UK regulator for data protection and information rights.
Incident Monitoring	The process of reviewing incidents to identify learning, good practice or assurance issues.
KSI	Killed or Seriously Injured; used in road traffic collision reporting.
kWh	Kilowatt hour; a unit used to measure electricity usage.
LRF	Local Resilience Forum; a multi-agency partnership that supports emergency planning and resilience.
Multi-Agency	Involving more than one organisation, such as fire, police, ambulance, local authorities or partner agencies.
MTRS / MTFS	Medium-Term Resource Strategy / Medium-Term Financial Strategy; planning tools for managing resources and finances over several years.
On-Call	Firefighters who respond when alerted, usually from home or work, rather than being based at a station full time.
Optimum Crewing Model	The model used to assess and manage appliance availability against agreed service standards.
PDA	Pre-Determined Attendance; the standard response sent to a particular incident type.
Prevention	Work to reduce the likelihood of fires and other emergencies, often through education, visits and targeted interventions.
Primary Fire	Serious fire involving a building, vehicle, or outdoor structure, or any fire resulting in casualties, rescues, fatalities, or significant operational resources. Primary fires are those most likely to cause harm to people, property, or the environment.
Protection	Work to improve fire safety in buildings and ensure compliance with fire safety legislation.
Prohibition Notice	A formal notice restricting or prohibiting use of premises where there is a serious fire safety risk.
RIDDOR	Reporting of Injuries, Diseases and Dangerous Occurrences Regulations; health and safety reporting requirements.
Responsible Person	The person or organisation legally responsible for fire safety in non-domestic premises.
Risk Based Inspection Programme	A programme that targets fire safety inspections towards higher-risk premises.
RRV	Rapid Response Vehicle; a smaller response vehicle used to support operational deployment.
RTC	Road Traffic Collision.

Abbreviation / Term	Meaning / Explanation
SAR	Subject Access Request; a request by an individual to access personal data held about them.
Secondary Fire	A generally smaller fire that does not meet the criteria of a primary fire, typically involving grass, refuse, heathland, woodland, or other outdoor materials. While usually lower risk, secondary fires can spread and place demands on Service resources.
Smoke and Sensory Alarms	Alarms used to alert people to fire, including specialist alarms for people with sensory needs.
Special Service	Non-fire incidents attended by the Service, such as rescues, flooding, hazardous materials or assisting other agencies.
Structured Debrief	A more formal debrief used to review incidents and identify learning or good practice.
TIAA	The internal audit provider commissioned to support the Service's audit programme.
UK GDPR	UK General Data Protection Regulation; legislation governing the use of personal data.
Unitary Authority	A local authority responsible for services in its area; in this report, areas such as Hull, East Riding, North Lincolnshire and North East Lincolnshire.
Wholetime Duty System	A duty system where fire stations are crewed by full-time firefighters on a continuous basis.

