

HUMBERSIDE FIRE AUTHORITY



**INTEGRATED RISK MANAGEMENT PLAN
2015 - 2018**

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1. Foreword

Welcome to our Integrated Risk Management Plan (IRMP), covering the period 2015-18. The Plan is both an information source for our communities and a planning tool for ourselves. It ensures that the Fire Authority identifies and efficiently manages the risks facing our communities.

The Plan is interactive and is designed to be viewed via our website; throughout you will find links to web based sources and video footage to give you more detailed information marked [Like This.](#)

You will find that the Plan not only reflects the risks we face but also the things we do to help manage and reduce those risks as well as the response standards you can expect from us when we do turn out to emergencies

Delivering our objectives and priorities to improve the safety of our communities and Firefighters continues to provide the focus for all our strategic planning. The austerity measures imposed by the Government have meant a considerable reduction in funding for the Fire and Rescue Service. This has become a very real consideration when deciding how we use our resources to meet the risks identified within this plan. We must remain flexible and resilient in delivering and developing your Fire and Rescue Service to ensure that we continue to meet the varied demands placed upon us and to maintain the high standards you expect and deserve from a Service you can trust and continue to rely upon.

Through a combination of intelligence led community fire safety initiatives, education programmes, technical fire safety inspection programmes and safety industry innovation the number of emergency incidents, particularly fire related, have reduced considerably. However the consequences of emergency incidents remain the same. To respond as effectively and safely as possible our training facilities, methods and frequencies must take account of the diminishing number of opportunities that our Firefighters have to experience real incidents. Therefore in order to address this a number of enhancements to our training facilities and capabilities have and are taking place to make them as realistic as reasonably practicable, these are detailed within this plan.

We will always ensure that the methods we use to maintain the required number of Firefighters to crew our fire engines, the types of fire engines, the specialist equipment we provide and the skills of the people who we employ are all efficiently and effectively aligned to the risks that we face.

This Plan is the result of a consultation and engagement process with our communities and our staff. We would still welcome your feedback and your input in helping us shape the future of your Fire and Rescue Service.



Councillor John Briggs
Chair, Humberside Fire Authority



Dene Sanders
Chief Fire Officer and Chief Executive

2. Introduction

The Fire and Rescue Services Act 2004 requires a Fire and Rescue [National Framework](#) for England to be put in place that sets out the Governments priorities and objectives for Fire and Rescue Authorities in connection with the discharge of their functions, the Act also requires that Fire and Rescue Authorities have regard to the Framework in exercising their functions. The National Framework stipulates that every Fire and Rescue Authority in England must produce an Integrated Risk Management Plan, that identifies and assesses all fire and rescue related risks that could affect their communities, including those of a cross-border, multi-authority and/or national nature. The Plan must have regard to the Community Risk Registers produced by Local Resilience Forums and any other appropriate local risk analysis.

To deal effectively with the outcomes of the IRMP a Strategic Plan has been developed to focus our organisation through five key strategic objectives:

1. Preventing loss of life, injuries and the community impact from emergency incidents.
2. Responding quickly and effectively to emergencies when requested.
3. Reducing risk in our communities.
4. Making the best use of the resources we have.
5. Continuing to develop a committed, skilled and safe workforce.

Follow the link to view our [Strategic Plan 2015-18](#) in more detail.

Each IRMP must be accompanied by an Annual Action Plan, ours takes the form of work-stream priorities which detail more specifically how and when the various sections of our organisation will manage the outcomes of the IRMP and as a result achieve our strategic objectives. Our work-stream priorities are specific to each section of the Service, they are amended regularly as the various work-streams are completed and new ones are added. For this reason they are not available through the website but can be made available on request. However specific projects relating to how we deliver our service to you are available in the form of a [Register of Strategic Projects](#)

Community Risk identification, analysis and reduction informs our planning and decision making to help us determine how we allocate our operational resources and operational support, across our four service delivery areas. We call our service delivery areas Community Protection Units (CPU), they are aligned to the political boundaries of the four Unitary Authorities that combine to form our Fire Authority, namely the East Riding of Yorkshire Council, Kingston upon Hull City Council, North Lincolnshire Council and North East Lincolnshire Council. Each Community Protection Unit management team works closely with the partner organisation and local partnerships/forums within its area, enabling our resources to be more effectively and efficiently targeted into addressing local issues.

The Plan covers a number of areas, all of which are intended to provide you with background information about the risks in your area and what we do to manage them, there are also opportunities for you to access more detailed information if you need to. We are of course also available by telephone, email or in person if you have any questions that remain unanswered after reading the Plan, our contact details are provided in the Consultation/Feedback section.

The Plan is divided into four main sections for ease of reference:

1. [Service Overview](#)

As the title suggests, a snapshot of the area we cover as your Fire and Rescue Service, including background information regarding the social and economic issues within each CPU area.

2. [The Risks Facing our Communities.](#)

Information about how we identify risks from national sources via the National Risk Assessment and how we assess risks at a more local level in partnership with our Local Resilience Forum (LRF) to produce the Humber Community Risk Register. We also discuss our own analysis and risk issues and how data is used to create geographical Risk Areas that are used to plan our response to incidents.

3. How we manage the Risks in our Communities

The risk information and intelligence that we gather helps us to ensure we have the most appropriate resources in the right areas at the right time. This section of the Plan describes the various ways we use our resources to make our communities safer.

4. How we provide Assurance

This area provides information about how we use internal self-assessment and independent scrutiny to ensure that the service we provide is effective and efficient.

3. Service Overview

Humberside Fire and Rescue Service covers the four Unitary Authority areas of Kingston upon Hull, the East Riding of Yorkshire, North Lincolnshire and North East Lincolnshire. The area has a total population of 921,190 people and covers a geographical area of 1358 square miles. Each of the four Unitary Authorities is very different and this makes the Humberside area very diverse, consisting of urban, rural and coastal communities providing many different challenges to Humberside Fire and Rescue Service. Our own service delivery areas, called Community Protection Units (CPUs), geographically match the political boundaries of our Unitary Authorities and share the same names to identify them.

The East Riding of Yorkshire

The East Riding of Yorkshire has 171 Parishes and 26 Wards, covering 929 square miles. With a resident population of 335,887, the proportion of population within each broad age band is 0-15 years 17%, 16-64 years 61% and 65+ years 23%. The population density is 364 people per square mile. There are approximately 165,000 households. 3.8% of the population of the East Riding of Yorkshire were black, minority, ethnic (BME) at the time of the 2011 census. The unemployment rate for the East Riding of Yorkshire in December 2012 was 6.9%, which is lower than the national average of 7.8%. The CPU headquarters is based at Beverley Fire Station.

Kingston upon Hull

Kingston upon Hull has two Parishes and 23 Wards covering 28 square miles. With a resident population of 257,204 it has one of the highest densities of population in England at 9,185 people per square mile. The proportion of population within each broad age band is 0-15 years 19%, 16-64 years 67% and 65+ years 14%, there are approximately 126,00 households. The BME population within Kingston upon Hull was 5.9% at the time of the 2011 census. The unemployment rate for Kingston upon Hull in December 2012 was 15.6%, which is higher than the national average of 7.8%. The CPU headquarters is next to Bransholme Fire Station.

North East Lincolnshire

North East Lincolnshire has 21 Parishes and 15 Wards covering 74 square miles. With a resident population of 159,727 the population density is 2021 people per square mile, the proportion of population within each broad age band is 0-15 years 19%, 16-64 years 63% and 65+ years 18%. There are approximately 72,000 households. The BME population within North East Lincolnshire was 4%, at the time of the 2011 census. The unemployment rate for North East Lincolnshire in December 2012 was 11.7% which is higher than the national average of 7.8%. The CPU headquarters is next to Peaks Lane Fire station, Grimsby.

North Lincolnshire

North Lincolnshire has 49 Parishes and 17 Wards covering 327 square miles. With a resident population of 168,372 the population density is 488 people per square mile the proportion of population within each broad age band is 0-15 years 19%, 16-64 years 63% and 65+ years 19%. There are approximately 74,000 households. The BME population within North Lincolnshire was 2.6% at the time of the 2011 census. The unemployment rate for North Lincolnshire in December 2012 was 7.9%, which is slightly higher than the national average of 7.8%. The CPU headquarters is next to Scunthorpe Fire Station.

Indices of Deprivation

The Indices of Deprivation provide a relative measure of deprivation in small areas across England. They are based on the concept that deprivation consists of more than just poverty. Poverty is not having enough money to get by on whereas deprivation refers to a general lack of resources and opportunities. The Indices of Deprivation is the collective name for a group of 10 indices which all measure different aspects of deprivation. The most widely used of these is the Index of Multiple Deprivation which is a combination of a number of the other indices to give an overall score for the relative level of multiple deprivation experienced in every neighbourhood in England.

All the small areas in England can be ranked according to their Index of Multiple Deprivation score; this allows us to identify the most and least deprived areas in England and to compare whether one area is more deprived than another.(updated figures should be available mid 2015)

Indices of Deprivation Rank for 2010 Compared to 2007				
Authority	2007 Rank (of 354, 1 being the worst)	2010 Rank (of 326, 1 being the worst)	% of Areas that have Worsened	% of Areas that have improved
Kingston Upon Hull	11	15	37%	63%
East Riding of Yorkshire	232	216	69%	31%
North East Lincolnshire	49	78	39%	61%
North Lincolnshire	132	129	66%	34%

Information sources: Indices of deprivation 2007.. East Riding of Yorkshire Data Observatory (facts and figures). ONS 2010 midyear population estimates. Humber Economic Partnership, Progress in the Kingston Upon Hull and Humber Ports City Region – Statistical Update March 2010. NOMIS Official Labour Market Statistics

There are 30 fire stations across the Humberside Fire and Rescue Service area, incident activity is not restricted to the local area around a fire station. Our fire engines are mobilised to any location where they will be the fastest appropriate resource, attending alone or with the support of other resources. As well as responding to emergency incidents our firefighters carry out prevention and protection activities and also contribute to local communities in other ways such as raising money for charity and attending local events.

More detailed information about your local fire station, including the types of incidents they attend can be found within our [Website](#) and our [Annual Performance Report](#).

4. The Risks Facing our Communities

National and Local Level Risk

The Civil Contingencies Act 2004 requires emergency responders in England and Wales to co-operate in maintaining a public Community Risk Register. These are collated, approved and published by Local Resilience Forums (LRFs), which include representatives from local emergency responders as well as public, private and voluntary organisations. LRFs prepare their [Community Risk Register](#) in accordance with [Central Government guidance](#) and take into account the National Risks identified by the Government outlined within the [National Risk Register](#). Community Risk Registers are made available to the public and describe the local risks that could result in a major emergency and the potential impact upon the community, economy and environment should an emergency occur. The risks identified within the [Humber Community Risk Register](#) (HCRR) are a key consideration in producing this IRMP, as are those National Risks that are most likely to impact on our communities. Fully integrating National, Local and Fire and Rescue Service specific risks enables emergency responders to plan for emergencies collectively, rather than in isolation.

The three highest risks, detailed within the HCRR, have been identified as:

1. Pandemic Influenza
2. Severe Weather – Including Flooding
3. Industrial Accidents

Pandemic Influenza

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

Further information and guidance is provided via the [Department of Health Website](#).

Useful Telephone Number: NHS 111

Severe Weather and Flooding

Our rural communities are at greater risk of being cut off for days because of heavy snow. If you live in a rural area you should consider the sensible precautions you could take to reduce the need to leave home for shopping, fuel etc. Severe weather warnings and weather predictions are issued by the [Met Office](#), severe weather conditions and any impact upon transport is also widely reported on local radio and television. Our area is at risk of flooding from the sea, river and heavy prolonged rainfall. Details regarding our response arrangements can be found in the 'Managing the Risks Facing our Communities' section of this Plan.

Please visit the [Environment Agency Website](#) to check if you live in a flood risk area, advanced flood warnings can be provided by the Environment Agency if you are.

Useful Telephone Number: Floodline 0845 988 1188

Industrial Accidents

Some communities in the East Riding of Yorkshire, Kingston Upon Hull, North Lincolnshire and North East Lincolnshire live in close proximity to major industrial complexes. Stringent safety, control and planning measures help to significantly reduce the likelihood of an industrial accident occurring. We work closely with the operators of high risk complexes and our partner agencies to jointly plan and train for potential events. Details regarding our response arrangements can be found in the 'Managing the Risks

Facing our Communities' section of this Plan. You can find advice on how to protect yourself from the risks identified in the Humber Community Risk Register in their '[Get Ready for the Unexpected](#)' handbook and on the [Humber Emergency Planning Service](#) website

Our Fire and Rescue Service Risk Analysis

Specific Fire and Rescue Service risks are those which Humberside Fire and Rescue Service has statutory responsibility to respond to. These risks may also feature on the HCRR. The key current and emerging Fire and Rescue Service risks facing our communities are:

- Fire Deaths (In the home)
- Accidental Fires (In the home)
- Deliberate Fires
- Road Traffic Collisions (RTCs)

Fire Deaths (In the Home)

Sadly during 2013/14 three people died in fires in the Humberside area. It is well known that there are large numbers of vulnerable people within our community and this continues to present the Service with some significant challenges. We are pleased to report that the number of people injured in fires has reduced from 45 in 2012/13 to 38 in 2013/14.

Our concern remains that vulnerable people within our communities continue to be affected by domestic fires, caused by smoking materials. Our statistical analysis and risk assessments have identified, that the highest risk groups in our communities are:

- Over 55
- Smoker/Heavy Smoker
- Living Alone
- Have an impairment such as physical disability or long term illness.
- Substance dependency (prescription or otherwise, including alcohol)
- Lifestyle

Our Fire Deaths and Injury Panel (FDIP) is well embedded and continues to critically evaluate all deaths and serious injuries. We use social profiling to identify high risk members of our community to ensure that they receive appropriate intervention as a priority wherever possible. This is just a small part of the risk analysis we undertake to ensure that we are mitigating the risk of the vulnerable becoming victims of fire. We also continue to work closely with our partner agencies, through these routes it has been possible to raise the profile of fire deaths leading to closer working and a more responsive joined up approach.

[General safety advice for members of our community](#)

[Fire Safety advice, with Sign Language](#)

[Fire Safety advice for young children, with Sign Language](#)

[Making a 999 call via a Text Message](#)

[Safety advice for smokers](#)

[Reducing alcohol related harm](#)

[Fire safety information for non-English speaking people](#)

Accidental Fires (In the Home)

Accidental Dwelling Fires (ADFs) are the main cause of preventable fire deaths and injuries both nationally and in our local area. In 2013/14 we attended 477 Accidental Dwelling Fires. This is a decrease on the previous year of 4% (497 incidents in 2012/13) and is reflective of the priority and focus placed upon reducing such incidents.

The highest cause of accidental fires in the home were caused by cooking, nearly 42% of the Accidental Dwelling Fires that we attended in 2013/14 were cooking related

Incidents involving carelessly discarded smoking materials accounted for 9.9% which is a slight decrease on last year's figure of 10.5%.

Combustible articles placed too close to a heat source accounted for 12.4% of the total number of incidents.

In the Humberside area the 3 deaths in accidental dwelling fires for 2013/14 were caused by cooking, careless handling of a heat source (not smoking related) and Smoking.

Safety advice when Cooking

Advice regarding what to do after a fire

Deliberate Fires

Deliberate fires, or arson, are still a big problem to society. Nationally, the cost of deliberate fires has reached over £1.7 billion a year (www.communities.gov.uk – Economic cost of fire, 2008). The estimated cost of deliberate fires in the Yorkshire and the Humber area is approximately £235 million and the average response cost to Fire Services is approximately £2,699.00 per incident. In 2013/14 there were 2,239 deliberate fire incidents in the Humberside area, this represented a cost to the Service of approximately £6,043,061.00. In fact 63% of all the fire incidents we attended in 2013/14 were recorded as deliberate.

Reduce the risk of an Arson attack

Road Traffic Collisions

We work closely with other organisations to reduce the number of Road Traffic Collisions (RTCs) and the number of people killed or seriously injured as a result. In 2013/14 the number of RTCs we attended was 401, slightly lower than the figure of 422 in 2012/13. The number of people killed in RTCs in 2013/14 reduced by 37.5%, the number of people injured showed a slight decrease of 6.86% to 353. We are not called upon to attend all RTCs, only those requiring our specialist intervention.

In 2013/14 119 people were trapped in vehicles as the result of a Road Traffic Collision. We released 23 people without having to use our specialist rescue equipment, but had to perform 97 rescues to release more seriously trapped casualties. In order to rescue trapped casualties we can employ a range of techniques using the specialist equipment carried on all of our fire engines. Of the 119 people rescued 76% were freed from their vehicles within 30 minutes or less of our arrival at the incident.

Road Safety advice

Dwelling Risk Ratings for our Local Community Areas

To enable us to assess the dwelling risk within our communities our area is divided into equal groupings of 20,000 residents, we call these 'Risk Regions'. The areas vary in geographical size but are determined using the census output areas, there are 41 areas in Humberside.

Entec Ltd (Michael Wright) was commissioned by the Home Office to carry out detailed work into the relationship between attendance times and dwelling fatality rates. Guidance contained within the Entec report recommended using a population size of approximately 20,000 to ensure a robust statistical data area and to ensure uniformity in risk profiling.

The dwelling risk rating is based upon the casualty and fatality rate per head of population, within each Risk Region. The rate per head of population is then plotted on the ALARP (As Low As Reasonably Practical) graph provided by Michael Wright to determine what risk rating it should have e.g. from low to very high.

This method uses the same basic principles that Health and Safety professionals use for risk management.

It is acceptable that society at large will tolerate a level of risk within their lives, the levels of risk used within the plotting process are:

- ❑ Risk is Negligible.(low)
- ❑ Risk is As low as Reasonable Practical (ALARP)(medium)
- ❑ Risk Is in Upper Limit.(high)

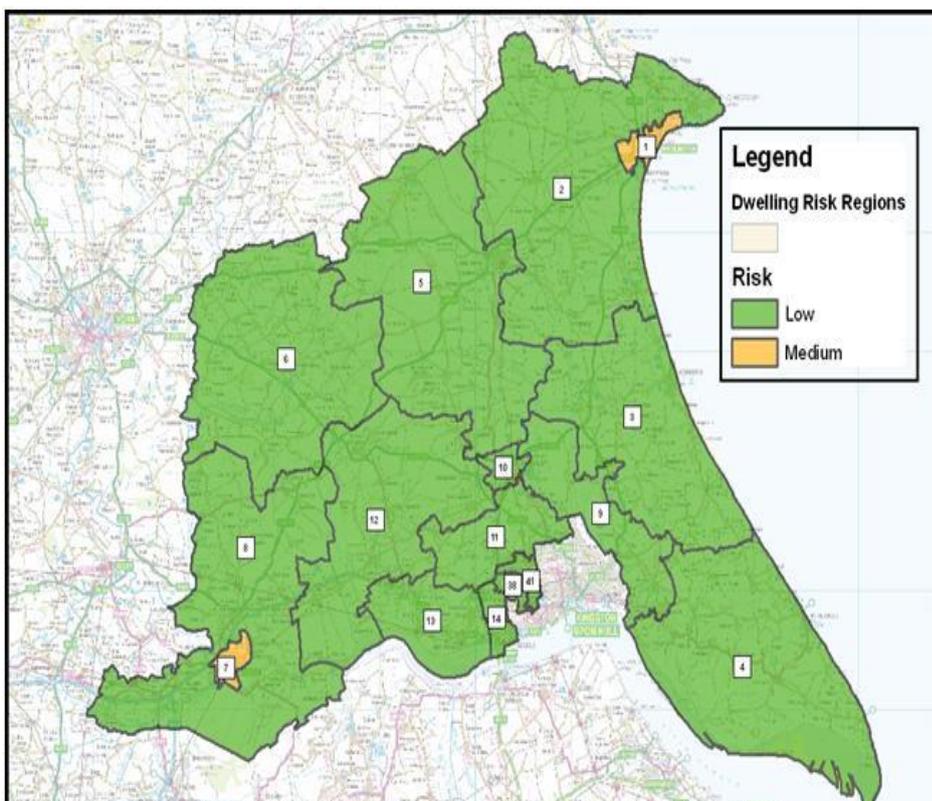
It was noted in the report that risk within the upper limit could not be reduced by intervention methods alone and required a risk reduction strategy to be used to lower risk within that region. Hence we have developed prevention initiatives through our community safety activities which are detailed within this plan.

The following maps provide an indication of the risk rating for your local community, the place names used are simply an identifier for the particular geographical area.

Risk Region Areas and Risk Ratings

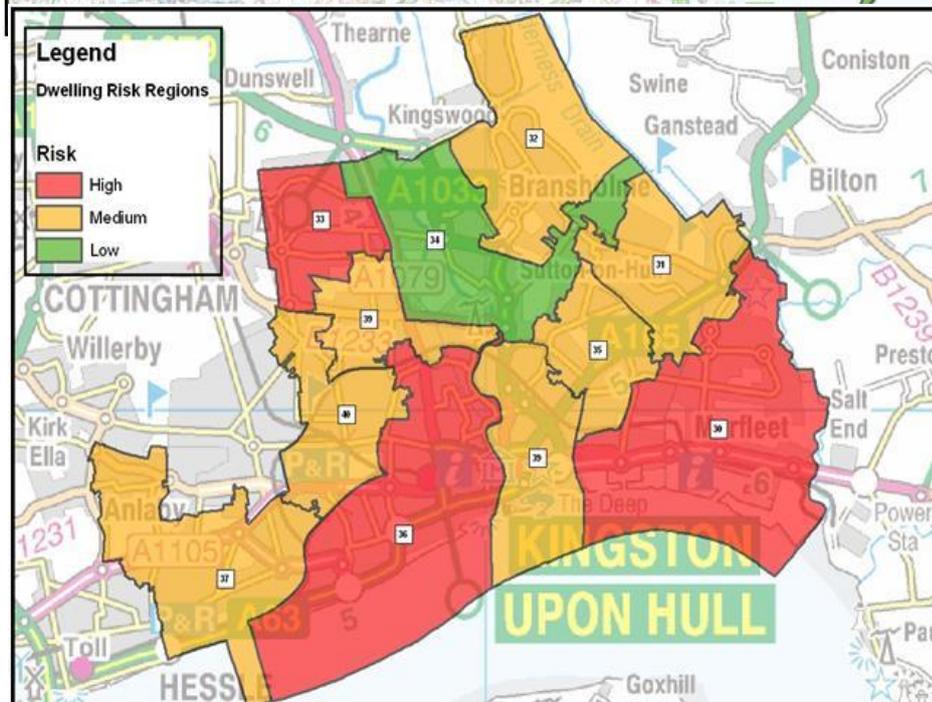
East Riding of Yorkshire

Risk Area	Risk Rating
Beverley	Low
Boothferry	Low
Bridlington	Medium
Brough	Low
Derringham	Low
Driffield	Low
Flamborough	Low
Goole	Medium
Hornsea	Low
North Wolds	Low
Pocklington	Low
Preston	Low
Skidby	Low
Springhead (ER/Hull)	Low
Spurn	Low
Westella	Low



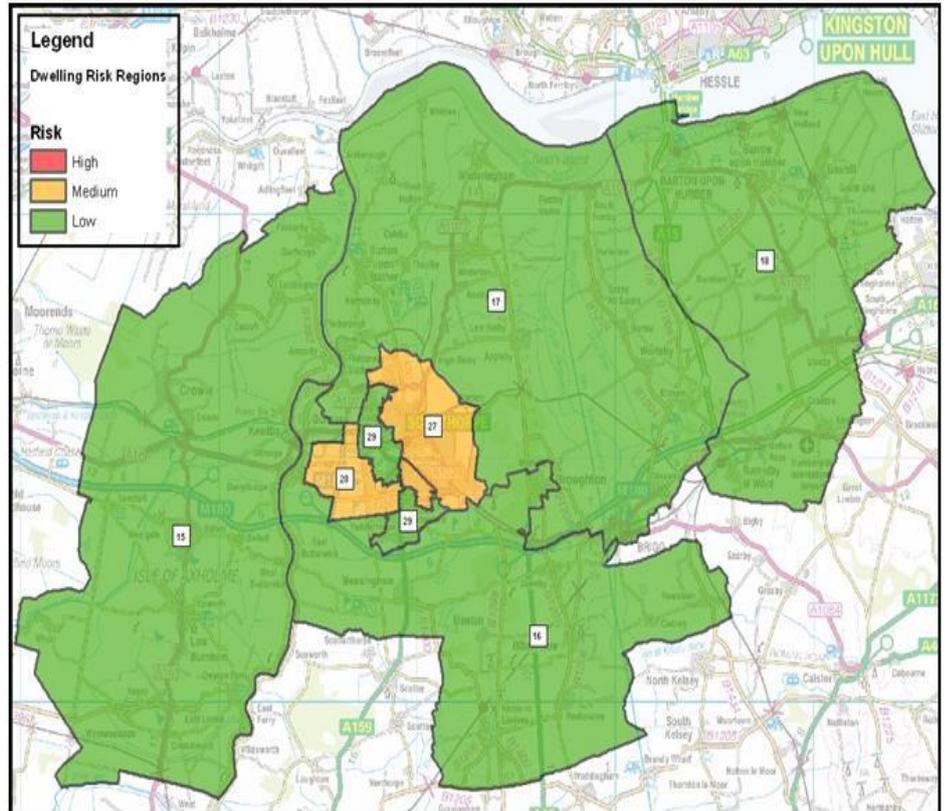
Kingston Upon Hull

Risk Area	Risk Rating
Bransholme	Medium
East Park	Medium
Ings	Medium
Marfleet	High
Myton	High
Orchard Park (Hull/ER)	High
Pickering (Hull/ER)	Medium
Stepney	Medium
Sutton Park	Low
West Park	Medium



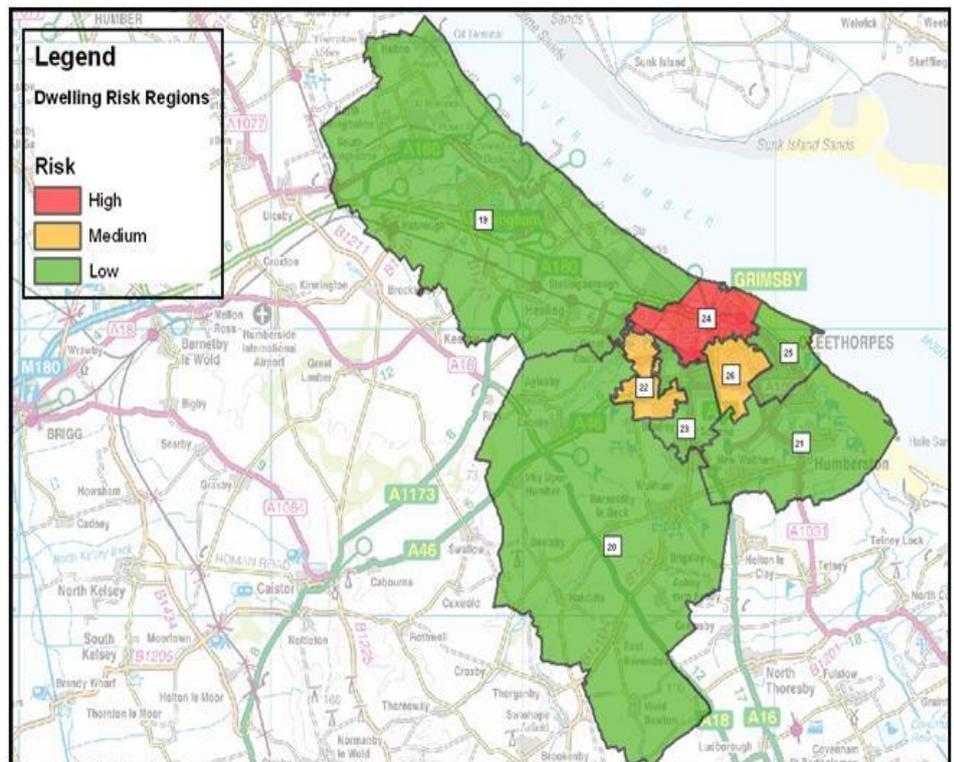
North Lincolnshire

Risk Area	Risk Rating
Axholme	Low
Barton	Low
Brumby	Medium
Crosby	Medium
Hibaldstow	Low
Immingham (NL/NEL)	Low
Scunthorpe	Low
Winterton	Low



North East Lincolnshire

Risk Area	Risk Rating
Bradley	Medium
Cleethorpes	Low
Humberston	Low
Scartho	Low
Waltham	Low
Weelsby	Medium
West Marsh	High



Dwelling Fire Intervention Standard

Our target times to reach dwelling fires vary according to the risk rating of high, medium or low applied. We call our target times 'Intervention Standards'.

The speed of response has been aligned to the risk banding given to each risk region using the guidance given in the Entec report.

Intervention in the high band can only be seen as keeping the risk within the upper limit of tolerability and any further reduction cannot be achieved by emergency cover alone.

In simple terms having more fire engines or a faster response time will not reduce the risk to a tolerable level and will require a co-ordinated proactive community safety strategy.

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

High Risk Areas 8 minutes

Medium Risk Areas 12 minutes

Low Risk Areas 20 minutes

A second fire engine is also mobilised to all dwelling fires to be in attendance at the incident within 5 minutes of the first fire engine arriving on 80% of occasions.

Road Traffic Collision Intervention Standard

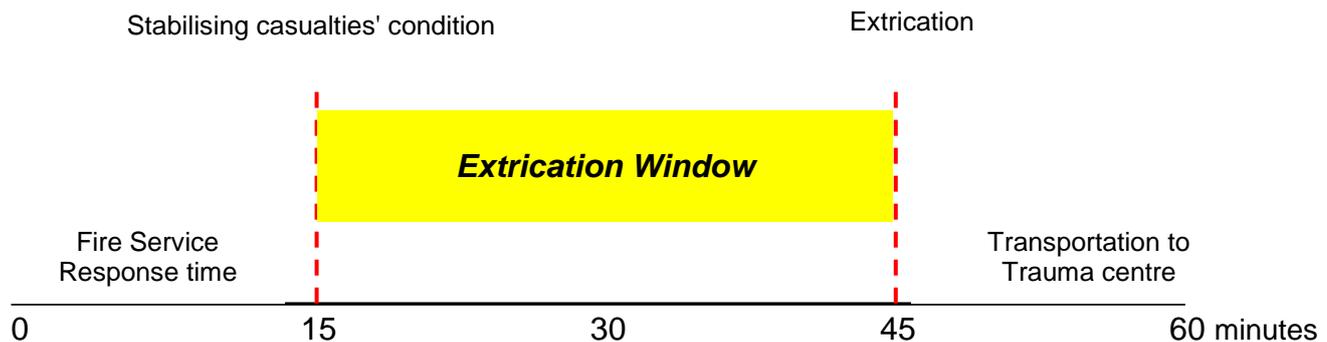
The Service's emergency response standards are aligned with research carried out in the medical world stating that casualties have a greater chance of survival if they are treated within one hour of the incident occurring.

This research is not new and has been around for many years, the one hour window of time is commonly known as the '**Golden Hour**'. Research has shown that if a casualty can reach the trauma centre within the Golden Hour that they have a greater chance of survival. The Service's emergency response standard for road traffic collisions takes account of this research in setting a 15 minute response time.

The time line below, illustrates a 15 minute response time, a 30 minute extrication time and a 15 minute travel time to a trauma centre. The nature and severity of any trauma injury suffered as a result of involvement in an RTC and/or the remote location may necessitate the use of an Air Ambulance to achieve the "Golden Hour". This is done in partnership with the RAF Search and Rescue helicopter and the [Yorkshire Air Ambulance](#)

Trauma Centres covering the Service Area are:

Hull	Grimsby
York	Scunthorpe
Scarborough	Doncaster



We will mobilise two fire engines to road traffic collision incidents, the first fire engine will be in attendance within 15 minutes, on a minimum 90% of occasions for all Risk Areas.

The way that we ensure we meet our Intervention Standards is constantly under review, to ensure that we meet them in the most efficient and effective way possible. Any efficiency proposals implemented during the life of this plan will only be considered if they do not compromise our ability to achieve our intervention standards.

Intelligence and Data Analysis

Humberside Fire and Rescue Service (HFRS) has access to a number of systems and datasets that are brought together in order to provide a rich backdrop for analysis. The majority of the systems are utilised and managed in our Organisational Intelligence Unit (OIU), below is a brief explanation of each system and how the data is used.

CFRMIS

Community Fire Risk Management Information System (CFRMIS) is a data storage system that allows the service to record engagement activities with the public. The system is split into two main sections Community Fire Safety (CFS) and Technical Fire Safety (TFS) along with a number of additional modules.

CFS

The CFS side of the system is used to record engagement with the public for the purpose of safety; this includes home safety visits (HSV), leaflet drops, providing equipment, follow up visits, talks and school visits. The activity data is recorded against premises and all the relevant details recorded via a questionnaire. The people who we engage with are then risk assessed based on their characteristics which determines how frequent we will return for follow up visits and the level of intervention we provide.

TFS

The TFS side of the system is used to record details of the services legislative requirement to inspect commercial buildings and assess the safety measures that are in place for the general public who visit them. The inspection is recorded against the premises and all relevant details are recorded on a fire safety audit form. Elements of the form provide a scoring mechanism in order to assess the safety of each commercial building and what safety measures they have in place. Buildings found to be contravening the legislation can be issued enforcement notices, prohibitions or alterations which are all recorded on the system.

CCR

Customer Contact Record (CCR) is the new module for significant people who need to be monitored by HFRS for their safety or those people who pose a threat to others. The system will allow the service to track people, related properties, actions and engagements on a secure centralised system.

The types of people who are recorded on the CCR are;

- Firesetters / Siblings
- Convicted Arsonists

- Suspected Arsonists
- MARAC – Prison Releases
- MAPPA – Victims and Perpetrators of Domestic Violence
- Vulnerable Adults
- BTEC / Princes Trust students
- Vulnerable Children

The data can then be made available to key people within HFRS via secure access rights.

Online Services

Online services is an interface to CFRMIS that allows members of the public to request services from HFRS via the external website, this could include home safety visits, building inspections and school visits. The data is automatically imported into CFRMIS, scored, risk assessed and forwarded to the relevant section within HFRS.

The system is also used as a secure access channel for partner agencies and the police to send referrals and share data with HFRS, again the data is automatically imported into CFRMIS and forwarded to the relevant section with HFRS.

Ops Intel

The Ops Intel model of CFRMIS is a place to store site specific risk information and manages the process for exporting that data to the mobile data terminals (MDT) on each fire engine across the service. The system has a clear validation and approval workflow ensuring that only accurate data is made available to crews when dealing with emergency incidents. The system also manages the grading of the information against the set Provision of Operational Risk Information System (PORIS) guidance and the re-inspection frequency for higher risk premises.

IRS

The Incident Recording System provides a mechanism for capturing data from operational incidents along with causes, actions, casualties and rescues. The data is quality assured by the OIU as the data is used to feed a number of other systems and is the basis of the majority of analysis undertaken by the service.

Ordnance Survey

Address Base Premium

Address Base Premium (ABP) is a dataset provided by the Ordnance Survey that holds accurate address locators for all premises within HFRS. This dataset is used in the control room for accurately locating addresses and sending the nearest response vehicle to that geographical location. All datasets within the service are now using ABP this enables datasets to be matched together i.e. incidents (IRS) at a premises can be viewed along with home safety visits (CFRMIS).

Integrated Transport Network

The Integrated Transport Network (ITN) is another dataset provide by Ordnance Survey that displays the road network infrastructure for HFRS along with road classifications and turning restrictions. This dataset is used in the control room in conjunction with the ABP to calculate the fastest response via the road network to the premises record.

Background Mapping

The last thing that Ordnance Survey provide is detailed background mapping that is used across the service in various systems. The maps provide context for the information and allow hotspots and trends to be identified easier. The maps are used in the control room to locate incidents and can identify map features and contours that may be useful for operational staff in many ways, for example controlling potential pollution of watercourses.

Risk identification

MARIO

The Management and Resource Intelligence Optimiser (MARIO) is a risk matrix that brings together various datasets within HFRS using a weighted calculation and allows different geographical areas to be

compared with each other on a level playing field. The areas being compared are colour coded depending on their risk and this allows key decision makers around the service to reallocate resources from one area to another. This risk based approach provides justification for the decisions being made and a place to monitor the impact of those decisions.

Mosaic

Mosaic is a social marketing tool provided by Experian, the dataset segments the occupiers of residential premises in one of 15 groups and 69 types. Each group and type has an associated profile that gives an insight into what characteristics people found within that segment are likely to have. The profile documents hold information on how receptive segments are to different engagement methods and can give an insight on how to target the people with each of the segments with information. Mosaic has been utilised by HFRS to target a specific type of person (Over 50, Living Alone, Smoker and Some form of Impairment) identified via fire fatality data and this now forms part of the home safety targeting strategy.

Environment Agency

Flood maps are provided by the Environment Agency that show areas likely to flood and locations that benefit from flood defences. This data is overlaid onto maps so that areas likely too flood can be identified. This data can be used in conjunction with Mosaic to ascertain the types of people who are likely to be flooded and target them with bespoke information and guidance. The mosaic data can also be used to identify people who are more likely to need our assistance and those who are likely to self-serve based on guidance and information sent out.

Intelimap

Intelimap is a geographical information system (GIS) that pulls together disparate datasets from systems that aren't compatible with each other into one cohesive system. The data from; IRS, CFRMIS, Ops Intel, Hydrants and ABP are available to interrogate in Intelimap. Data can be queried and exported or simply viewed spatially on a map. The beauty of the system is that users no longer need to be experts in the various systems scattered around the service, Intelimap is a one stop shop for data.

Scorecard

Scorecard is a performance management software system that monitors actual against target for a number of service, key performance indicators. These indicators can be monitored via a hierarchical view, or from within performance booklets. The system enables users to see how they are performing against targets as straight numbers on a chart, in a cascading view or from within a data table held in a performance booklet. Data is also included from MARIO to show how specific geographical areas are performing against their respective performance indicators.

Fire Modelling Tools

All of the data and tools mentioned previously are utilised when undertaking analysis as it is essential to provide a robust picture, this can't be created using one tool only. To supplement the tools and datasets above, the service uses Phoenix and Fire Service Emergency Cover (FSEC) to specifically assess fire cover and model the impact of changes.

Phoenix – Workload

The Phoenix system provided by Active allows HFRS to assess the workload of its resources and how they are performing against set intervention standards. The system shows how many incidents each resource is attending and in what location. The user can then make changes to the current fire cover to be modelled and the predicted results are then calculated, this includes removing engines, changing shift patterns, adding vehicles etc.

FSEC - Risk

Working in conjunction with the Phoenix system which provides workload analysis, the FSEC system assesses the predicted life risk within the HFRS area. The life risk is calculated using a methodology provided by the Department for Communities and Local Government (DCLG) and provides outputs on dwelling fatalities, other building fatalities, and special service fatalities. As with Phoenix, the user can make changes to the current fire cover model setting and re-run the model calculator to see the impact of any changes applied and compare the new predicted risk results against the current risk results.

5. How we manage the risks facing our Communities

The intelligence that we gather helps us, in partnership with our local communities, partner agencies and other stakeholders to prepare our plans and strategies in order to locate the most appropriate resources in the right areas at the right time. The following information describes how we employ our resources to make our communities safer through:

Preparedness Prevention Protection Response Recovery

Follow the link to view our [Community Safety and Inclusion Strategy](#), this will also provide links to safety information in video format.

Preparedness Activities

We are active in working with local communities and Local Resilience Forums to provide advice and guidance in preparing community emergency plans. We are also able to [assist the business community](#) in guiding them through Fire Safety Legislation and providing advice on compliance issues. A great deal of information to help local communities and the business community has been provided on our website www.humbersidefire.gov.uk, we also welcome questions and requests direct from individuals. Contact details are provided in Section 9 of this Plan.

Where possible we are also becoming more proactive in working with our partner emergency responders and local authorities within the Local Resilience Forum to provide assistance before predictable disruptive incidents occur, such as severe weather, local flooding or the impact of protracted emergency incidents on local communities.

Our community based fire safety teams have delivered home safety visits to the most vulnerable in our communities for several years as an important element of the preventative work carried out across our area. Part of this service also includes preparing an escape plan for occupants. [Free advice and guidance](#) to help you produce an escape plan for your house or place of work is available on our website.

What else can you do to help yourself prepare for potential emergencies, before they happen?

The following guidance is provided by the Humber Emergency Planning Service in order to help our communities be better prepared for emergencies. We can also help local communities to prepare themselves to deal with emergencies.

Community Guidance

The following internet links provide guidance which will help you to prepare for emergencies:

[What can I do to prepare for an emergency?](#)

[If an emergency happens](#)

Parish and Town Councils

If you are a member of a Parish or Town Council you may be interested in preparing a Local Community Emergency Plan, unless you have already done so:

[Community Emergency Planning Guidance](#)

Please contact us to discuss how the Fire and Rescue Service can help you to develop your community plans: 01482 565333

Prevention - Community Safety Activities

We know life's not always predictable – Get ready for the unexpected, we do!

We aim to help support everyone who is able to take responsibility for their own safety and provide the resources to make those less able as safe as possible. We will provide advice which, if followed, will reduce the risk of fires and other emergencies happening. If necessary we will also visit you and may supply you with smoke detectors or a domestic sprinkler system, to make you and your family safer from any fire in your home. Our Community Safety and Inclusion Strategy describes our intent to provide prevention and protection activities for all individuals, whatever they may be doing, at every stage of their life. These activities are based upon the risk in a geographical area, or the risk to an individual or individual households due to their personal circumstances. In the most cost effective way possible we aim to:

- Reduce the incidence and impact of fire and other emergencies.
- Continually improve public safety and wellbeing.
- Help our communities to prepare to deal with emergencies themselves to the best of their abilities.
- Help our communities recover following any emergencies which do occur.

We engage closely with our local authority, community and emergency service partners. This ensures for a collaborative approach to protect life and property and improve our communities. Our approach makes full use of all the tools available to us, including:

- Computer based risk profile modelling.
- Statistical analysis.
- Safety education in schools.
- Interaction with young people.
- Targeted intervention to those most vulnerable within our communities.
- Provision of home fire safety guidance, smoke detectors and domestic sprinkler systems.
- Partnership working, Intelligence sharing and integration of strategies with other agencies responsible for community safety and wellbeing.
- Interaction with other Fire and Rescue Services to share best practice and provide comparative data.
- Social Marketing, aimed at changing the behaviour of those most vulnerable from fire or other emergencies.

Our targeted approaches include:

Changing Behaviour to Save Lives Programme

We aim to reduce the number of accidental domestic fire deaths by influencing the behaviour of the members of our communities who are most at risk. We will use our intelligence and risk data to identify 'at risk households' within our communities. Changing Behaviour to Save Lives (CBSL) was originally adopted to help keep people safe from fire by applying a social marketing approach to create positive and sustainable behaviour changes. Recognising the need to be flexible in our new ways of working to ensure we are meeting the risk profiles and areas that are causing issues putting people at risk a practical initiative was launched. CBSL has improved our effectiveness because there is now a clearly defined process to scope out the profile of risk which then enables us to identify appropriate activity and partner engagement to address the risk. CBSL has also improved our ability to record and identify effective activity for future reference allowing us to be more efficient and targeted towards our most vulnerable.

[Further CBSL information can be found on our website here](#)

Dementia

We continue to meet our pledge as part of the Prime Ministers challenge we signed. Dementia has been recognised as having a significant future impact on our community safety activity due to the

degenerative nature of the disease and the need to update home risk assessments over time. We are now working with the Dementia Action Alliance and the Dementia Academy in Hull, the only one of its kind in the country. Some personnel have undertaken a course entitled 'Dementia – A deeper understanding'. This will build on the progress we have made in 2013/14.

[Information about the Yorkshire and Humber Dementia Action Alliance can be found here](#)

School Education and Youth Engagement

School education is based on a local needs risk based programme. This allows the service to provide the appropriate education and information relevant to the risk highlighted. Fire is our primary prevention concern however, local risk may deem that water safety or further road safety for example is provided. All schools will be supported dependant on the risk and their requirements

Operational crews are regularly involved in education and diversion activities. They are supported by the inclusion centre and CPU advocates.

The Inclusion centre also hosts numerous courses and sessions with fire fighter support in delivery. These consist of things such as BTEC and Princess Trust. Our Safeguarding Children and Vulnerable Adults policies have been refreshed and updated to ensure they remain an integral part of service delivery.

Inclusion Centre

The Inclusion Centre formally known as the Learning Centre has been running for six years. It continues to provide educational and behavioural interventions to assist in the Services objective of reducing risk in the community and in turn make fire fighters safer.

The Centre focuses on the needs of disaffected young people and has built up strong links with partner organisations. These organisations include; Tigers Trust, Grimsby Institute, Job Centre Plus, Skills Funding agency, and Alternative learning providers among many others. The Centre also works with charities to assist them in supported living. We also work with sensory impairment charities such as RNIB and RNID as well as CHANGE (for individuals with learning and literacy disabilities) and the National Autism Society to ensure that all material produced by the Learning Centre is as appropriate for learners as we can make it.

The Centre also delivers BTEC Level 2 qualifications through the use of operational fire fighters and qualified support staff. This contributes to raising aspirations and expectations of young people and diverts them from crime and anti-social behaviour. They have the opportunity to learn life skills such as first aid (run in partnership with St John's Ambulance), food hygiene, employability skills, equality and diversity and driver safety. As many of the students fall under community safety's target audience (vulnerable adults), an important module on the course is home fire safety led by community safety advocates.

We have provided 55 BTEC courses working with students from 16 different secondary schools across the whole service area. The Centre also supports the Princes Trust and has recently been audited by OFSTED and received a Grade 1 Outstanding award. Testimony to all the staff in the Centre supporting the learning needs of our young people.

Humberside Fire and Rescue is looking to further broaden its horizons by engaging with young people with an age range of 14-18 and also 19+ from diverse backgrounds and cultures. This links into the increased leaving age of pupils and some schools are looking to deliver the Public services BTEC qualification which the centre is well placed to support and provide.

The Centre underwent an external audit by the Standard Verifier for Edexcel and received an excellent report which contained the comment "the centre could show a few establishments how to do it"

[Further information regarding the BTEC programme can be found here.](#)

Princes Trust

We are actively engaged in a Princes Trust partnership. The Princes Trust is a charity which has been supporting young people over the last 30 years by working in partnership with many other organisations including the Fire and Rescue Service. We are currently a Princes Trust Delivery Partner, providing the team programme for 16 to 25 year olds within our service area. The team programme brings together young people from different backgrounds and levels of achievement to work together in their local community. The course is run over a twelve week period and aims to increase the confidence, motivation and skills and as a result enable unemployed team members to move into employment, education or training. The programme results in three qualifications the Princes Trust Team Programme Qualification Level 1 or 2, Basic Food Hygiene Qualification and Employability Qualification Level 1.

The format and delivery of the Team Programme contributes and / or relates to various strategic agendas nationally and locally which principally included:

- Department for Work & Pensions Youth Contract,
- Department for Business Innovation and Skills (EU Subcommittee Internal Market Infrastructure and Employment)
- Fire Service Community Safety and Integrated Risk Management Plans
- Anti Social Behaviour (ASB Review Panel, NE Lincolnshire)
- Humber Skills Pledge

During the period 2013/2014 the Prince's Trust Team programme has accomplished the following attainments and achievements:

- Number of Young People Engaged: 58
- Completed Prince's Trust Team Programme Qualification:100%
- Average Retention Rate: 88%
- Moved onto Employment, Education, Training or Volunteering: 93%

Deliberate Fires, or Arson, Reduction Initiatives

Deliberate fires are a huge problem to society costing over £1.7 billion a year nationally. The estimated cost of Deliberate Fires in Yorkshire and the Humber is £235 million and the average response cost to Fire Services is approximately £2699.00 per incident.. To combat this problem Arson Reduction Taskforces are operating, in partnership with other agencies, in each of our Community Protection Unit areas.

[Advice on reducing the risk of an arson attack on your property can be found here.](#)

Further information regarding the costs to the national economy from fire can be found here:

[Economic Cost of Fire Research and Statistics - Communities and Local Government](#)

Home Fire Safety Visits

We continue to visit vulnerable members of our communities, provide safety advice and install domestic smoke detectors, where they are required. To find out if you qualify for a free Home Fire Safety Visit please call us on 0300 303 8242. Other [free safety advice can be found here](#), or contact your local Community Safety Team direct:

East Riding of Yorkshire eastridingfiresafetyenquiry@humbersidfire.gov.uk

Kingston Upon Hull hullfiresafetyenquiry@humbersidfire.gov.uk

North Lincolnshire nlincsfiresafetyenquiry@humbersidfire.gov.uk

North East Lincolnshire nelincsfiresafetyenquiry@humbersidfire.gov.uk

Domestic Sprinkler Trust

The availability of sprinklers is now service wide and these domestic systems continue to have an impact in reducing the risk to the most vulnerable. Sprinklers continue to be recognised nationally as the most

appropriate form of protection for the most vulnerable or at risk members of our community. In February 2014 another life was saved by sprinkler activation.

If you feel you or someone you know would benefit from having a domestic fire suppression sprinkler system in their home, or want further advice please contact a member of our Community Safety section on 01482 565333. Information regarding sprinkler systems for commercial premises can be obtained from our Technical Fire Safety section.

Further details are available on our website [Sprinklers - Humberside Fire](#)

Road Safety Team

Humberside Fire and Rescue Service is a key member of Safer Roads Humber. Working together, the overall aim of Safer Roads Humber is to make our regions roads safer. We are able to do this in a number of ways; from engineering solutions, raising awareness about road safety issues, delivering educational initiatives to a range of road users, to enforcing the law. Through effective partnership working, we strive to ultimately reduce the number of casualties and crashes across our region.

Whilst the number of people killed or seriously injured (KSI) on our roads has decreased over the last decade, young people (aged 16 – 24) still represent 24% of all KSI casualties in our region, making them one of Safer Roads Humber's priority groups.

Our road safety presentation, 'drive4life' has been developed to be delivered to young people in educational establishments, with our main focus targeting students in the final years of secondary school, college or university. The presentation links directly to the Key Stage 4 PSHE and citizenship curriculum. 'drive4life' focuses on the five core offences identified as major factors in fatal and serious road traffic collisions – drink driving, drug impairment, failing to wear seatbelts, speeding and using mobile phones whilst driving. Our aim is not to employ shock tactics, but to assist young people in managing their own risk when travelling in a motor vehicle. We offer advice, hints and tips on how to stay safe, not just as a young driver but as a passenger also, by promoting a 'powerful passenger' message. In its new modular format, 'drive4life' can easily be adapted to cover other driving related issues such as distractions and fatigue, if required.

Our road safety presentation is designed to be delivered in conjunction with the 'iCar Experience'. The iCar is a Safer Roads Humber initiative managed by HFRS. The vehicle is a crash simulator installed within a road legal Vauxhall Astra. It demonstrates to students how inappropriate and dangerous behaviour can result in a crash with the resultant consequences. The 'iCar Experience' is believed to influence the attitudes and behaviour of the people who take part in it. Over 15,000 young people have experienced the iCar since its launch in 2010. [iCar further information and Booking Form](#)

As the iCar approaches the end of its mechanical life, work is well under way with our partners within Safer Roads Humber to identify a suitable future flagship project that will assist us in continuing to engage effectively with this high risk group.

As a Central Support function, HFRS' Road Safety Team are also able to offer guidance and assist our operational crews and dedicated community safety teams in each of our four Community Protection Units (CPUs) in the delivery of targeted and innovative road safety initiatives, such as the highly successful TOM Foundation 'speed dating' events.

The Take One Moment Foundation is a Yorkshire based charity, providing information, advice and financial support to the families/friends of people who are killed as a result of a road traffic accident. The TOM Foundation works in partnership with public sector organisations to raise awareness to the dangers and consequences of reckless driving in young people. Further information about the TOM Foundation can be found at:

www.tomfoundation.co.uk

In 2013, motorcyclists and their pillion passengers represented 25% of all killed or seriously injured (KSI) casualties in our Service area.

BikeSafe is an initiative run by police forces across the United Kingdom, engaging with the biking world to help lower the number of motorcycle rider casualties. By passing on their knowledge, skills and experience, police and other advanced motorcyclists can help participants to become safer, more competent riders, whilst pointing them in the right direction for further training.

Led by Humberside Police, BikeSafe has been established in the Humberside area for over 13 years and is supported by Yorkshire Ambulance Service (YAS), The Royal Society for the Prevention of Accidents (RoSPA), the Institute of Advanced Motorists (IAM) and the Enhanced Rider Scheme (ERS).

In 2013, HFRS' Road Safety Team supported the BikeSafe initiative with a team member riding a HFRS liveried red Honda VFR1200 sponsor motorcycle. Our support continues into the 2014 season with the same machine, sponsored by BikeSafe and HFR Solutions CIC. The machine is also used to promote HFRS' road safety activities and initiatives alongside the delivery of BikeSafe.

Our involvement and support of BikeSafe has led to the inception and delivery of a specific motorcycle safety package called 'ride4life', which sits neatly alongside our existing packages. 'ride4life' covers areas around the wearing of correct Personal Protective Equipment (PPE), causation and contributory factors relating to a road traffic collision, and again concentrates on how a motorcyclist can effectively manage their own risk when out riding.

Further information about BikeSafe can be found at: www.bikesafe.co.uk

HFRS also supports the [Decade of Action for Road Safety 2011 - 2020](#)

[Further Road Safety information is also available on our website](#)

Income Generation

[HFR Solutions](#) the Community Interest Company (CIC) of Humberside Fire Authority has been operating since March 2012, providing safety training, risk management and emergency response teams to existing and emerging industries. All surplus generated by the company is reinvested in the business, or invested in the community, through safety initiatives and the activities of Humberside Fire and Rescue Service (HFRS).

The services currently delivered by the company fall into the following main categories:

Emergency Response – emergency team fire, rescue and medical intervention, training and response

Leadership and Teambuilding – incident command, human factor, leadership and management training and consultancy services

Statutory Workplace Safety – training, business continuity, risk management and emergency planning

Specialist Rescue – working at heights, confined space, marine, off-shore, wind turbine rescue training, scenario planning and consultancy services

Safety Logistics – research, procurement, maintenance and testing of fire and rescue appliances, equipment and PPE

Community Investment – support given to projects and initiative that meet HFRS's and our social aims

Since 2012 HFR Solutions has continued to grow and generate a healthy surplus by quickly securing an impressive portfolio of clients and projects:

- Safety training – TATA Steel (Scunthorpe), Cristal Global, Synthomer, Centrica, Humberside Police, MOD, North Lincolnshire Emergency Planning/Council, Maritime Coastguard Agency, Hull College, HMP Everthorpe, Howden Joinery.
- Risk management – Humberside International Airport, Eastern Airways
- Emergency response services – TATA Steel (Scunthorpe), Humberside International Airport

- Community safety initiatives – 20 new life jackets donated to Humber Rescue; funding for a second Fire Victims Support vehicle for use by the British Red Cross in supporting victims of fire and flooding in the North and North-east Lincolnshire areas
- HFRS initiatives – training for HFRS' working at height training facility and planned water rescue training facility, confined space training

Most recently, HFR Solutions has developed a training partnership with Humberside Offshore Training Association (HOTA) to deliver all five elements of the wind industry's Basic Safety Training standards in a one week training package in Hull to meet the demands of the burgeoning on and offshore wind industry in this area.

Protection – Regulatory Activity

Humberside Fire and Rescue Service has a Risk Based Inspection Program which enables the level of risk in a wide range of premises, to which the Regulatory Reform (Fire Safety) Order 2005 applies, to be assessed. The number and frequency of fire safety inspections carried out is focussed upon those premises that pose the greatest risk to life. If fire safety deficiencies are discovered that put people at risk, we will take action to ensure that the premises are made safer from fire for everybody. This action will be proportionate to the risk and can range from giving advice on how matters may be improved (Informal notices), to requiring works to be done within a certain time period and prohibiting the use of premises, through Statutory Notices. As an Enforcing Authority of fire safety legislation, we are required by the Environment and Safety Information Act 1988 to maintain a [Public Register of the Statutory Notices](#) we have served.

Risk Based Inspection Program

Over the three year auditing regime, the following is achieved:

1. A minimum of **60%** of Sleeping Unfamiliar, premises are subjected to a Level 1 data capture audit.
2. A minimum of **40%** of Sleeping Familiar, premises are subjected to a Level 1 data capture audit.
3. A minimum of **25%** of Public Unfamiliar, premises are subjected to a Level 1 data capture audit.
4. A minimum of **25%** of Workplace Familiar, premises are subjected to a Level 1 data capture audit.
5. A more in-depth Level 2 Audit will also be conducted on 1440 of the aforementioned premises per year based on risk akin to the aforementioned percentages.

Our communities are also served by an Education Team who deliver safety training and guidance, a team of Technical Fire Safety Staff carry out detailed audits of premises to assess fire safety legislation compliance. Firefighters also visit and assess premises to gather operational risk data.

[Fire Safety advice is available here](#)

Business Communities

80% of businesses affected by a major incident close within 18 months. Nearly one in five businesses suffer a major disruption every year. Would your business survive? The Humber Emergency Planning Service provides detailed information that can help a business consider the relevant risks and impacts of losing the ability to function and produce a Business Continuity Plan.

[Business Continuity Step by Step Guides](#)

The Fire and Rescue Service can help you to reduce the risk of fire disrupting your business through fire risk assessment. [A checklist to assist employers conduct a fire risk assessment can be found here](#), if you need any further advice please contact us on 01482 565333.

[Other free safety guidance for your business can be found here](#), or contact us on 01482 565333.

Fire Investigation

In accordance with the Fire and Rescue Services Act 2004 Humberside Fire and Rescue Service will investigate fires that occur within the Service area.

All our fire officers are trained to investigate the origin and cause of the fires they attend. They are supported in their investigations by a specially trained cadre of 8 Fire Investigators within our Service (2 of whom also work regionally with our neighbouring Fire Services). By establishing the origin and cause of fires we aim to help prevent accidental fires occurring in the future. Where the nature of the fire is deliberate and arson is suspected we will work closely with the Police to secure a prosecution where arson is established as the cause.

Response Activities

Humberside Fire and Rescue Service has sufficient trained firefighters and emergency support staff, with a wide range of specialist equipment, to safely deal with the risks faced by our communities. Our [Operations Strategy](#) describes our approach in more detail.

Emergency Call Handling and Mobilising

Our Control Room is the first point of contact when requesting the emergency assistance of Humberside Fire and Rescue Service. Our highly trained control room staff have access to state of the art equipment that can identify caller locations, geographically plot incident locations and identify the fastest responding resources required to deal with the reported emergency. Our staff are also trained to help keep you safe until a fire engine arrives, by guiding you over the telephone, if you are unable to leave a building involved in fire. We have invested heavily in this function and recently completed an extensive refurbishment of the Control Suite. This has improved the effectiveness and efficiency of our emergency call handling and resource mobilising, and created a purpose built data centre in readiness for our transition to the East Coast & Hertfordshire Control Room Consortium (ECHCRC) shared infrastructure. The Consortium consists of fire and rescue services; Humberside, Lincolnshire, Norfolk and Hertfordshire.

In 2015 HFRS will 'go live' on the shared ECHCRC network and will begin a phased approach to call taking and mobilising for the Consortium FRSSs. This will add further resilience and in the future the need for the secondary control room at Beverley Fire Station will no longer be required, and we will be even better equipped to deal with major incidents and emergencies.

We set high performance standards for our call handling function, which requires that all emergency calls to dwelling fires have a response mobilised within 60 seconds from receipt of call on 75% of occasions. Each of our emergency vehicles is fitted with a Vehicle Location System linked to the computerised mobilising system providing our Control Room with the exact location of all our emergency response resources at all times. Our mobilising system provides our Control Room Operators with instant emergency caller information such as the telephone number and related address or location, this can speed up the time taken to handle an emergency call and mobilise our response. Mobile Data Terminals, which are installed in all our fire engines, provide instant access to map data and risk critical information, which our firefighters use to pre-prepare whilst en-route to an incident and as a source of information at the incident location.

If you have to dial 999, or 112 and ask for the Fire and Rescue Service

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

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

We will need the following information from you:

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

Why do we need this information?

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

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

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

Incident Command

Incident Command (IC) is the nationally recognised safe and effective system for managing operations providing a framework for organisation on the incident ground, incident risk management and scope to work within a multi-agency incident management framework.

To ensure that HFRS has an effective, efficient and up to date Command Support capability a fundamental review of our capabilities and procedures regarding all aspects of IC has taken place. The outcome will achieve a modern infrastructure that provides resilience, supports operational assurance and intra/interoperability, enhances opportunities for Incident Command Training and which provides longevity via capacity to accommodate future technological advances.

The need to provide effective communications and support the exchange of risk critical information on the incident ground and from the incident ground to support functions both internally within Service Control and /or the Incident Support Room, and with other emergency responders and external partners is paramount to securing the safety of firefighters and the public.

Specifically designed and proven cutting edge IC technology and equipment will be used to improve the existing Command Support structure by providing:

- Improved capabilities and resilience of Command Units
- Improved incident ground information collation and distribution
- Integration of IC technology systems
- Potential to deliver intra/interoperability with other FRS's, Category 1 & 2 responders and the LRF, and
- Supports operational assurance through the recording and storing of incident data to assist the debrief process, etc.

Cross Border Response

Our emergency response is not restricted by geographical boundaries, we regularly attend incidents within adjoining local authority areas. Formal agreements have been made with all our neighbouring Fire and Rescue Services to provide mutual assistance across borders. We also maintain limited risk information for the highest risk premises and hydrant locations in other FRS areas closest to our boundaries, to support our firefighters in safely dealing with cross border incidents.

Industrial Emergencies

The Humber area includes a diverse range of industrial and heavy commercial risks, we have the second highest aggregation of high hazard industrial sites in the UK. These include major petrochemical, natural gas storage, pharmaceutical and major port complexes. Almost a quarter of the UK's sea borne trade passes through the Humber ports of Hull, Immingham, Grimsby and Goole including 25 per cent of the country's refined petroleum products. It is against this background of industrial risk that we formulate our emergency response plans to ensure an appropriate and timely response can be made. Whilst the fire service role primarily involves working closely with the site operator to deal with the on-site implications of an emergency we also liaise with partner agencies and local authorities to alleviate any off-site impact for local communities and the local environment. We achieve this via multi-agency events that usually take the form of live play or table top exercises, designed to replicate foreseeable scenarios and resulting actions applicable to the site concerned.

The predominance of major petrochemical sites and other industrial complexes within our area requires us to maintain the capability to fight any major fires using foam, rather than water. To ensure that we can effectively and efficiently deal with any major incidents our bulk foam supplies are procured and strategically located on a shared regional basis. This ensures that high quantities of foam concentrate can be speedily delivered to any incident within the Yorkshire and Humberside Region, similar mutual support is also available between Fire and Rescue Services and Industry on a national basis, ensuring that large scale protracted foam attack incidents can be effectively resourced. Locally this has resulted in a reduction of the foam stocks held by any one Fire and Rescue Service, providing financial efficiency and reducing the environmental risk posed by bulk storage. Our locally held bulk foam stock has been reduced by some 26,000 litres, without compromising our capability to deal effectively with any incident requiring a foam attack.

The emergence of new industries related to renewable energy & waste recycling practices have brought with them associated hazards presenting the potential for incidents entailing rescues from height as well as major protracted fires that may cause harm to the natural environment. We recognise these new hazards present different challenges to FRS generic emergency response arrangements and therefore we intend to expand future training and exercise programmes to encompass specialist skill competencies connected with rescues from persons at height. Furthermore, we will work closely with other partner organisations in the development of joint protocols to address common issues encountered in the planning and emergency response phases of activities connected with licensed waste recycling operations.

Marine Emergencies

By virtue of being a coastal Fire and Rescue Service we have a statutory responsibility to attend fire, chemical and industrial rescue incidents involving shipping in ports, at jetties and in the Humber Estuary. In order to meet HFRS statutory responsibilities within our Service boundaries we have developed a two level marine response framework. The framework seeks to utilise all operational staff including the provision of five dedicated Marine Response Fire Stations and the Service's Fire and Rescue Marine Response Team (FRMR). A level 1 response will be to marine incidents 'alongside' (for HFRS purposes the definition of an incident alongside will be: - *any incident that does not involve boarding a tug or a helicopter to access the vessel.*) All incidents within the Humber Estuary and/or at sea will be deemed a level 2 response and will be responded to by the Service's FRMR Team.

Six fire stations have been identified, through a risk based approach, to receive enhanced marine firefighting training in order to support initial attendance to incidents alongside and improve inter-liaison with the FRMR team. These fire stations are:

Hull Central
Bransholme
Goole
Scunthorpe
Peaks Lane Grimsby
Immingham East

The Service will also be investing in its own marine fire fighting training facility that will be situated at Immingham East Fire Station. The facility will allow the service to provide its own in house marine fire fighting and rescue training to all relevant operational staff. The opportunity to provide external training to the private marine industry will also be explored.

Transport Collisions

Specialist rescue equipment is carried on all our fire engines, heavy rescue equipment is strategically located and mobilised to collisions involving multiple vehicles and large vehicles. Our role at road traffic collisions is predominantly rescue and safety related, working in conjunction with the Police, Ambulance Services and other agencies. Realistic road traffic collision (RTC) training in extrication techniques and trauma care ensure our Firefighters have the skills to respond effectively when required. Vehicle hazard information is available on all fire engines via mobile data terminals to provide safety information at the scene.

To see video of RTC training [click here](#)

Technical Rescue

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

Our Technical Rescue Teams cover multiple disciplines to perform rescue operations in collaboration with partner agencies including the RAF, Police, Ambulance, and HM Coastguard. These disciplines include animal rescue, morbid obesity rescue, rescue from height above or below ground and confined space rescues.

Recently qualified technical rescue boat operators have enhanced flood water response capabilities to swift water rescue in collaboration with the Department for Environment, Food and Rural Affairs (DEFRA).

Whichever discipline our teams attend, they identify the hazards, utilise specialist equipment and apply advanced techniques to perform and control technical rescues with the aim to save life in often complex and unusual circumstances.

To see video of aspects of Technical Rescue training [click here](#)

Flood Response

Coastal and inland flooding continue to figure as some of the highest risks to the UK as identified by the Cabinet Office National Risk Register 2013. The flood emergencies of December 2013 and February 2014 provide a stark reminder of the destructive nature these events create in terms of risk to life, property and infrastructure and the need for robust multi-agency arrangements.

Planning for coastal flooding emergencies has achieved significant progress over the last 12 months and is reaching an advanced stage in the delivery of national and local tidal inundation plans. The Chief Fire Officer continues to represent the Service and the Humber Local Resilience Forum (LRF) on both the National & East Coast Flood Steering Groups. Planning for inland flooding emergencies is led by Local Authority and Environment Agency organisations with HFRS personnel in conjunction with other LRF partners contributing to the production of a multi-agency flood plan.

Investment in HFRS flood rescue capability has continued with further development of the FRS Flood Tactical Advisor role and the provision of 10 flood rafts achieved from additional DEFRA monies acquired as part of collaborative funding bid together with Lincolnshire and Norfolk FRS's. The flood rafts will be strategically located at each of the 4 Service boat stations and principally perform the role of lead out craft in the rescue and recovery of persons from flooded properties.

HFRS are investing further in flood response preparation with our Ark Project. This will be a purpose built facility specifically designed for flooding scenarios to allow ourselves and other Fire and Rescue Services across the country to have the opportunity to realistically train in a controlled moving water environment. The centre is expected to be built by summer 2015.

If a bid for Government Transformation Funding is successful then the ARK project will be extended to become a centre of regional and national importance as a single point of contact for preparation, planning, resourcing and training for all water related incidents. When flooding happens, it presents challenges for other organisations who are involved in the response and recovery phases. The new facility will also be used to help partner organisations prepare for the potential risks when responding to flooding. The state-of-the-art training facility will be a bespoke moving water training centre consisting of a water tank large enough to submerge a vehicle and other hazards in a realistic 'street-scene'. The new facility will also be able imitate rapids for fast moving water scenarios and enable effective and safe rescue training to be delivered to our water rescue technicians and responders. Click here for further [ARK Project](#) information.

The east coast tidal surge event that occurred over the 5th and 6th December 2013 gave rise to the highest tide levels ever recorded in the Humber and higher than those experienced sixty years earlier during the devastating floods of 1953. Whilst, regrettably some communities situated on the North Sea coastline and Humber bank were severely affected by the tidal surge many thousands of others avoided a similar fate, due in main to flood defence systems put in place over previous years and the advance measures undertaken by LRF organisations in the lead up to the event.

In terms of HFRS response to the emergency it necessitated a significant wide scale deployment of personnel and resources including the request for FRS national resilience assets e.g. boat teams and High Volume Pumps (HVP). Almost 200 people were either rescued or led from flooded properties with HVP's deployed to several locations to either protect local infrastructure or alleviate the impact of flooding to homes and commercial premises.

Our sympathies are with those individuals and businesses affected by the flood and lessons have been learned which will be taken forward for future events of this type. However, there were also many positive aspects that came out of the collective response to the emergency which significantly contributed to reducing the impact to those at risk, notably the pre-emptive actions taken by the LRF partner organisations in the day's prior to the event e.g. warning & informing of those considered most at risk and the early requisition and strategic positioning of fire and rescue service resources. Multi-agency Command & Control arrangements were also rigorously tested and proven to be effective and flexible in reacting to the demands of a highly dynamic event and competing priorities.

Whilst, anticipated climate change may lead to future increases to sea levels and more frequent heavy rainfall events, we will continue to work with our LRF partners over the forthcoming months in finalising our flood response plans and validating these are fit-for-purpose.

Guidance regarding the actions to take if you are affected by flooding can be found here:

[Advice if you are affected by flooding](#)

[What to do after the flood water has gone](#)

[Public Health England website-flooding guidance](#)

[Further information regarding the role of DEFRA and their policy for reducing the threats of flooding and coastal change can be found here.](#)

[The Government's Response to Sir Michael Pitt's Review of the summer 2007 Floods](#) (Final Progress Report, January 2012)

Developing the Operational Training Infrastructure

Over recent years the diversity of Humberside Fire and Rescue Service's operational response has expanded greatly. This diversity in areas such as water rescue, flood response, marine response and technical rescue now forms a critical aspect of a holistic approach to community protection in mitigating the impacts of large scale or complex emergencies. The Service proposes to improve its in-house operational training infrastructure in relation to water response, rescue using ropes from height, marine response and incident command to ensure sustainability of our broader operational capability. To achieve this five areas of development to the training infrastructure are to be implemented, namely:

- Purpose built in-house flood rescue response facility, known as the ARK project, our current favoured site being Peaks Lane Fire Station, Grimsby;

- Purpose built marine firefighting capability, current favoured sites at Immingham East Fire Station or Humberside International Airport;
- Purpose built height rescue facility at Service HQ at Hessle, including re-design of Service HQ Stores area to provide an indoor training facility;
- Relocation of Incident Command School to a bespoke facility within SHQ Stores re-design to include training rooms and meeting facilities (including a new HFA meeting room);
- Develop enhanced welfare and teaching facilities at SHQ in order to maximise utilisation of proposed facilities.

National Resilience

The Government has established the Fire and Rescue Strategic Resilience Board (FRSRB) in order to provide a forum for fire and rescue authorities to collectively engage on national resilience issues. The Board is chaired by the Department for Communities and Local Government (DCLG) and includes fire and rescue authorities, fire and rescue professionals, the Chief Fire and Rescue Adviser, other government departments, the devolved administrations, and other relevant partners.

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

To support the Fire and Rescue Services role the Government has provided and continues to fund a variety of specialist vehicles and equipment, strategically located throughout the country. Those within our Service area include:

- High Volume Pump (HVP) - The Service maintains a HVP under an agreement in place with the CLG. Our HVP in conjunction with others from around the UK has been used extensively during serious flooding in our Service area and in support during the widespread flooding experienced in the South of the country.
- Incident Response Unit (IRU) - Equipped with a range of specialist equipment to assist in the simultaneous decontamination of large numbers of people (Mass Decontamination (MD)). This equipment is also available for use at other types of incidents where it may provide assistance.
- Detection, Identification and Monitoring (DIM) - Originally provided to support MD operations this asset is now used regularly to support any incidents involving hazardous substances, it has a specialist role in the substance identification and risk assessment process.
- Inter-agency Liaison Officer (ILO) - The Service has eight trained and qualified Officers who can advise and support multi agency Incident Commanders including Police, Health, Military and other Government departments on the operational capacity and capability to reduce risk and safely resolve incidents at which a Fire and Rescue Service attendance may be required.
- Flood Subject Matter Advisor (FSMA) – The Service has four FSMA's trained to Module 6 as per the DEFRA Flood Rescue Concept of Operations. FSMAs will be deployed to perform a specific role that will be more tactical in nature or strategic in terms of advice to FRS managers and multi-agency commands. This may include providing a planning & deployment strategy for commanders at widespread flooding events.
- National Flood Rescue Assets - Through DEFRA funding our flood water rescue capability was enhanced by the provision of four Humber Inflatable power boats and the training of firefighters to crew these assets so they can be deployed locally or nationally if requested. Trained personnel have the capabilities and skills ranging from basic wading techniques to performing rescues in fast flowing water. Our boat operators will be up-skilled from the basic RYA 2 boat operation to Rescue Boat Operator level within the timeframe of this Plan.

- In addition to the four rescue boats Humberside Fire and Rescue Service received further funding from DEFRA for the purchase of ten 15 person flood rafts. Working in collaboration with Norfolk and Lincolnshire FRS's a total of 30 rafts and engines were purchased. The focus being to provide an enhanced multi Service response capability aimed at the potential risk of a further East Coast tidal inundation occurring, and supporting a local, regional or national flood response.

On a day to day basis the 'national assets' described above are used to deal with relevant local emergencies, they form a part of our fleet of vehicles and resources.

Interoperability

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

The Joint Emergency Services Interoperability Programme (JESIP) has been established to address the recommendations from reports such as the 2005 London Bombings, Hillsborough Independent Report & Cumbrian shootings etc. These reports have identified recurrent themes where the emergency services could work better together to ensure a more effective response. JESIP was commissioned by the Home Secretary Theresa May and is designed to ensure that "Blue light" services are trained and exercised to work together as effectively as possible at all levels of command in order to respond to major or complex incidents (including fast moving terrorist scenarios). 258 HFRS personnel have undertaken formal JESIP training in a multi-agency environment. This training will be subsequently embedded and enhanced over the coming years.

[For further information about JESIP click here](#)

Emergency First Responder Scheme

A project group was commissioned to research an Emergency First Response (EFR) trial, in partnership with Yorkshire Ambulance Service (YAS) to provide a 'Blue light' response to life threatening medical emergencies..

Following the successful trial at Pocklington station specially trained On-call personnel now attend life threatening Red 1 & Red 2 category medical incidents in the localities of their respective stations. The scheme has been extended to a further 9 On-call station locations within the East Riding CPU area, with the potential to responding to up to 3000 life threatening medical incidents. The scheme extension has involved a number of Service personnel being trained by YAS which has enabled the required initial training and ongoing support to the responding crews to be facilitated.

All 10 responding stations are supplied with a bespoke, fit for purpose, high visibility 'Emergency First Response' vehicle providing a 'Blue Light Emergency Response' capability, which ensures that the scheme can provide an effective response to the members of the community who require immediate medical intervention and heart de-fibrillation.

The scheme is currently being explored by East Midlands Ambulance Service (EMAS) with a view to it being duplicated to the benefit of the communities of North and North East Lincolnshire.

[For further information about Yorkshire Ambulance Service - Community First Responders](#)

Recovery activities

The [Red Cross Fire & Emergency Support Service](#) (FESS) is a team of dedicated volunteers who are available to assist members of the community after they have been affected by fire, flooding and other emergencies. The Red Cross have a campervan that can offer shelter and facilities to those who need it. A second vehicle has recently been provided through funding raised by HFR Solutions. This is to be based on the Southbank allowing the existing vehicle to cover the Northbank of our Service area. The team play an important role offering humanitarian assistance to those who may have suffered trauma

from a fire or flood and help people deal with emotions associated with the loss of their home or belongings. Services the Red Cross provide include:

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

Based at Central Fire Station in Hull, the team cover the whole of the Service area and are available from 1800hrs – 0700hrs weekdays, and 24/7 at weekends and over the Christmas period. FES attend day time calls, when requested, but it cannot guarantee arriving at the scene within the agreed time scale of 90 minutes. We are currently in the process of equipping and training our Community Safety Advocates and Community Volunteers to support the work of FES and the recovery stages of a range of incidents including fire and flooding. The teams will be available to support the community and relevant agencies in different guises, this may include emotional and physical support to ensure all members of the community can recover as soon as possible from the stress that these types of incidents can cause.

Advice and guidance is also available on our website at [After a fire:what to do](#), or on request, to help you recover from the impact and effects of emergency incidents.

Managing Arising Risks and Opportunities

Over time, internal and external events can have an impact upon the service we provide and the resources we use to provide our service. Issues such as changes in the local environments of our communities through housing or commercial developments, that potentially change the risk profile of an area. The impact of changes in the operating strategies of local businesses, that may impact upon our On Call Duty System employees and reduce their ability to work within the local community of a Fire Station and provide cover as firefighters. The impact of the global recession and reduced levels of central funding available to us, meaning we have to look for more efficient ways to operate. The variety of risks and opportunities presented to us are often very challenging and frequently change over time, we ensure that our response planning is flexible and the decisions we take are based upon accurate data and impact profiling assessments. Any improvements or changes are managed within our Risk and Opportunity Management processes via a register of issues with associated action plans, or through our project management process. Any initiative significantly impacting upon our response arrangements is managed as a Fire Authority endorsed strategic level project open to consultation before initiation.

6. How we provide Assurance

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

Operational Assurance

An important aspect for ensuring operational preparedness is having strong processes in place to monitor and review operational performance. We employ a range of processes to ensure that our procedures, actions and decision making at emergencies are effective and that we continuously learn from the situations we deal with. This includes at incident and post incident debriefing incorporating the use of incident video footage, tactical monitoring and thematic audits of operational incidents. Outcomes are fed into relevant management teams, to progress identified improvement areas.

Operational Assessment

The Fire and Rescue Service has a strong and long standing commitment to sector led improvement. As part of this, the Chief Fire Officers Association developed the concept of Operational Assessment in 2009, in partnership with the Local Government Association and the Chief Fire and Rescue Adviser. This process, which has a strong operational focus, comprises a self assessment process, challenged through an external review by other Fire and Rescue Service managers. It is designed to allow a “whole system” look at how a Fire and Rescue Authority leads, prioritises and delivers the interrelated functions of prevention, protection and response based upon:

- A deep understanding of community risk.
- The allocation of resources in accordance with that risk.
- The effective use of partnership working with other agencies to assist in managing the risk
- A high regard for operational good practice and the health, safety and development of all Fire and Rescue Staff.

Our last Operational Assessment took place in March 2013, we were assessed as ‘Operationally effective and meeting our Statutory Duties’. The external assessors noted that our self assessment had demonstrated good self awareness of our strengths and weaknesses and that our Service is creative and innovative.

We will review our Self Assessment throughout the life of this Plan. Our next external assessment will be scheduled to take place around March 2016.

Governance Audit and Scrutiny Committee (GAS)

The Governance ,Audit and Scrutiny Committee (GAS) make observations to Humberside Fire Authority (HFA) in areas of governance, internal control and risk management, internal and external auditing, performance risk and programme management as well as scrutinising the decisions of the HFA.

The Fire Authority at its meeting in April 2014 approved a revised Terms of Reference for the Governance, Audit and Scrutiny Committee with the scrutiny function of the Committee being revised so that the Committee can focus its scrutiny role on a number of topics per year. This scrutiny can be forward looking in that the Committee can scrutinise future proposals put before them by Officers. Equally Members of the Fire Authority can ask the Committee to scrutinise a particular issue or Committee Members themselves might wish to focus on a particular subject.

Further information about the role of GAS is available through this link [Governance Audit and Scrutiny Committee](#)

Internal Audit

The Fire Authority has moved towards a more value added and outcome focused model of governance. This has been reflected in the revised approach to internal audit that has been designed to more effectively identify improvements that can be made by the Service. Mersey Internal Audit Agency (MIAA) have been commissioned by the Fire Authority to implement an internal audit. Their draft plan takes into

account the organisation's strategic objectives and risks and previous internal audit coverage which is being further developed through a process of stakeholder consultation. Their 3 year plan will focus on Finance and Resources, Performance, Operations, and Governance, Risk and Legality. An Assurance Map has been produced by MIAA and can be viewed via this link [MIAA HFA Assurance Map \(hyperlink to follow\)](#)

Customer Service Excellence Award

The Government requires public services to be efficient, effective, excellent, equitable and empowering, with the citizen always at the heart of public service provision. With this in mind Customer Service Excellence was developed to offer public services a practical tool for driving customer-focused change within their organisation. The Customer Service Excellence standard, tests in great depth those areas that research has indicated are a priority for customers, with particular focus on delivery, timeliness, information, professionalism and staff attitude. There is also emphasis placed on developing customer insight, understanding the user's experience and robust measurement of service satisfaction.

In January 2009 we were issued with our first Customer Service Excellence Award, valid for a three year period, replacing the previously held Charter Mark award. We have produced annual self-assessments and facilitated on site audits of evidence to maintain the currency of our certification and in March 2012 we were successful in achieving re-certification of our award, following an on-site audit, for a further three year period. In the February 2013 healthcheck the assessor highlighted and described the work undertaken by our Organisational Intelligence Unit as being at the 'Leading Edge', he subsequently raised our current compliance status to 'compliance plus' in the area of customer insight. Our latest annual healthcheck successfully took place in January 2014 and the Service has once again retained the Governments Award.

In January 2015 we will again be assessed for the award, this will focus on the previous two years reports and look in depth at our Customer Insight.

Operational Response - Business Continuity

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

- Fire and Rescue Services
- Police forces, including the British Transport Police
- Ambulance services
- HM Coastguard
- Local Authorities
- Port Health Authorities
- NHS primary care trusts, NHS hospital trusts, NHS foundation trusts and the Health Protection Agency
- The Environment Agency

This is a legally binding Statutory Duty and includes all functions, not just emergency response. Therefore, all our critical service support and delivery departments have individual Business Continuity Plans. For example this includes things like the maintenance and testing of a standby 'Secondary' Control Room used in the event of the primary Control Room becoming unavailable. This will soon be overtaken by work that is progressing in partnership with Lincolnshire, Norfolk and Hertfordshire Fire and Rescue Services to further develop the resilience of emergency call management and mobilising by working together to procure and develop systems and technology and share resources.

Our resilience to deal with events such as extreme weather or spate conditions is again critical. A number of HFRS premises have been affected by flooding and other events. Therefore to enhance the existing arrangements Local Recovery Plans are being formulated and implemented at individual CPU and station level. Another high priority area of Business Continuity for our organisation involves the

maintenance of critical services throughout periods of staff shortage, for whatever reason this may occur. Staffing resilience for response to emergencies is a high priority and work has taken place to address this challenging issue, including:

- Development of a cadre of volunteer firefighters consisting of staff, who normally work in support roles, and volunteer members of the public who following appropriate selection and training maintain a state of operational preparedness.
- Arrangements with local companies who operate works fire-fighting teams, to provide a response to key industrial sites on the South Humber Bank.
- Development of our non-operational staff, on a voluntary basis, to provide a limited operational support service.

Our compliance with the key aspects of the Civil Contingencies Act as a Category 1 Responder is formally documented within a Local Resilience Forum Annual Assurance Statement, signed by each of the member organisations.

Health and Safety

The health and safety of our employees, whether they work in a support role or as operational firefighters, is a high priority reflecting the Service's commitment to provide a safe working environment wherever the Fire Authority's business is undertaken. The Service recognise that the nature of effectively dealing with hazardous emergency situations means that it cannot be wholly risk averse nor excessively cautious. As a Fire and Rescue Service we face many unique challenges in applying health and safety principles. All of our employees receive health and safety training as part of a strategy to ensure they are conversant with their responsibilities and current legislation. The level of training is proportionate and appropriate for the different levels of responsibility within our organisation, including effective management of the inherent hazards and risks associated with responding to emergency incidents. Our Health and Safety management system is based upon the Health and Safety Executive (HSE) 'Successful Health and Safety Management Guidance' (HSG65). Our Health and Safety General Policy Statement is reviewed and endorsed by the Chief Fire Officer every year. The Service has been a signatory organisation to the Health and Safety Executive strategy ['The Health and Safety of Great Britain: Be a part of the solution'](#) and the following pledge:

- We agree to play our part in reducing the numbers of work-related deaths, injuries and ill-health in Great Britain.
- Call on employers to put health and safety at the heart of what they do and to take a common sense approach to health and safety.
- Commit to debunking myths around health and safety that trivialise the impact of injuries, ill health and deaths on individuals and their families.
- Recognise the importance of health and safety in difficult economic times and the dangers of complacency.
- Pledge to work with the Health and Safety Executive and its partners to Be Part of the Solution.

Whilst the HSE have since withdrawn the strategy, Humberside Fire and Rescue Service will endeavour to continue to promote the pledge in its entirety.

Behavioural Safety and Cultural Safety will enable the Service to further improve its current safety record which will see a reduction in accidents and incidents and witness an increase in positive safety recording via such forums as *Near Miss* recording.

Annual Governance Statement and Statement of Operational Assurance

Assurance regarding our corporate governance, financial planning and operational service is provided via an Annual Governance Statement and a Statement of Assurance. In addition we have an open and transparent approach to the publication of financial, strategic planning and outcome based documentation, which is available on request or via our [Website](#).

The Fire and Rescue Service National Framework Document

This Integrated Risk Management Plan (IRMP) complies with the requirements for IRMPs described in the National Framework document.

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

- To identify and assess the full range of foreseeable risks we face and make appropriate provision for prevention, protection and response activities.
- To work in partnership with our local communities and partner organisations.
- To be accountable to our local communities for the services we provide.

The National Framework is available to download on the [Department for Communities and Local Government website](#)

7. Consultation and Feedback

In line with Government principles for engagement and consultation a 6 week consultation period by our Corporate Communication Section took place on our website we gave people the opportunity to comment and explain their views. We received 6 responses. Relevant responses have been incorporated into the Plan.

The consultation ended on 22 September 2014.

We would still welcome your comments, please use the contact details at Section 10 of this Plan.

8. Glossary of Terms

- 1. Civil Contingencies Act 2004** An Act of Parliament that establishes a framework for emergency planning and response ranging from local to national level. A guide to the Civil Contingencies Act can be viewed at the following Website:
www.gov.uk
- 2. Community Protection Unit (CPU)** We allocate our operational resources and operational support, across our four service delivery areas. We call our service delivery areas Community Protection Units (CPU), they are aligned to the political boundaries of the four Unitary Authorities that combine to form our Fire Authority.
- 3. Community Risk Register** The Civil Contingencies Act 2004 requires Local resilience Forums to co-operate in maintaining a public Community Risk Register. Risk Registers describe the local risks that could result in a major emergency and the potential impact upon the community, economy and environment should an emergency occur. The risks identified within the Community Risk Register are a key consideration in producing our Community Risk Plan. The Humber Community Risk Register can be viewed at the following Website:
www.letsgetready.org.uk
- 4. Cross – border** Emergencies that occur in the areas that adjoin the geographical boundary of Humberside Fire and Rescue Service sometimes require fire engines to attend from a neighbouring service because they would be the fastest to get to the scene. We have mutual agreements with our neighbours Lincolnshire, North Yorkshire, Nottinghamshire and South Yorkshire to provide support in such areas. We may also be requested to attend incidents in support of any other Fire and Rescue Service in support of national resilience.
- 5. Fire and Rescue Services Act 2004** Provides the legislative framework for all Fire and Rescue Services in England and Wales. Further information regarding the provisions of the Act can be found at the following Website:
www.communities.gov.uk/documents/fire
- 6. Humberside Fire Authority (HFA)** The governing body for Humberside Fire and Rescue Service, made up of councillors from each Unitary Authority: East Riding of Yorkshire, Kingston Upon Hull, North Lincolnshire and North East Lincolnshire. Details of meetings and the various committees are available via our Website:
www.humbersidefire.gov.uk.
- 7. Impact Profile Assessments** The methodology we use to assess the impact of changes in the way we use our resources. A variety of computer systems, widely used within the Fire and Rescue Service, help us to carefully analyse the consequences of implementing changes.
- 8. Indices of Deprivation** The English Indices of Deprivation measure relative levels of deprivation in small geographical areas. They are produced by HM Government. The various reports can be

viewed at the following Website:

www.communities.gov.uk.

9. Intervention Standards

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

www.humbersidefire.gov.uk.

10. Local Resilience Forum (LRF)

The Humber Local Resilience Forum is a multi-agency group of representatives from public sector organisations that have a role to play in the response to an emergency. Further information regarding the work of the LRF can be found on the following Website:

www.letsgetready.org.uk

11. Mobile Data Terminal (MDT)

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

12. National Assets

A variety of specialist vehicles and equipment funded by the Government to support national resilience in dealing with major event such as the floods in 2007.

13. National Risk Assessment

An assessment of the highest risks facing Great Britain at a given point in time, produced by HM Government. Used to inform Local Community Risk Assessment and Registers.

The National Risk Assessment can be viewed at the following Website:

www.gov.uk.

14. Operational Resources

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

15. On Call Duty System

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

16. Full-time Duty System

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

9. Hyperlinks Glossary

[HFRS Website](#)

Publications

[Annual Performance Report](#)

[National Framework](#)

[Community Risk Register](#)

[Central Government guidance](#)

[National Risk Register](#)

[Community Emergency Planning Guidance](#)

[The Public Register of Statutory Notices is available here.](#)

Strategy

[Community Safety and Inclusion Strategy](#)

[Operations Strategy](#)

Community Advice

[General safety advice for members of our community](#)

[Fire Safety advice, with Sign Language](#)

[Fire Safety advice for young children, with Sign Language](#)

[Making a 999 call via a Text Message](#)

[Safety advice for smokers](#)

[Fire safety information for non-English speaking people](#)

[Safety advice when Cooking](#)

[Reducing alcohol related harm](#)

[Advice regarding what to do after a fire](#)

[Reduce the risk of an Arson attack](#)

[Further information regarding the BTEC programme can be found here.](#)

[Advice on reducing the risk of an arson attack on your property can be found here.](#)

[free safety advice can be found here](#)

[What can I do to prepare for an emergency?](#)

[If an emergency happens](#)

['The Health and Safety of Great Britain: Be a part of the solution'](#)

[Department of Health Website](#)

[NHS Winter Helpline](#)

[Met Office](#)

[Economic Cost of Fire Research and Statistics - Communities and Local Government](#)

[Fire Safety advice is available here](#)

[Business Continuity Step by Step Guides](#)

[A checklist to assist employers conduct a fire risk assessment can be found here](#)

[Other free safety guidance for your business can be found here](#)

[Humber Emergency Planning Service](#)

[Sprinklers - Humberside Fire](#)

[For further information about JESIP click here](#)

[Information about the Yorkshire and Humber Dementia Action Alliance can be found here](#)

[Further CBSL information can be found on our website here](#)

Road Traffic Collisions

[iCar further information and Booking Form](#)

[Road Safety advice](#)

[Yorkshire Air Ambulance](#)

[Further Road Safety information is also available on our website](#)

[www.tomfoundation.co.uk](#)

Flooding

[Advice if you are affected by flooding](#)

[What to do after the flood water has gone](#)

[Public Health England website-flooding guidance](#)

[Further information regarding the role of DEFRA and their policy for reducing the threats of flooding and coastal change can be found here.](#)

[The Government's Response to Sir Michael Pitt's Review of the summer 2007 Floods](#)

[Environment Agency Website](#)

[ARK Project](#)

Income Generation

[HFR Solutions](#)

Assurance

[Governance Audit and Scrutiny Committee](#)

E-mail addresses

eastridingfiresafetyenquiry@humbersidefire.gov.uk

hullfiresafetyenquiry@humbersidefire.gov.uk

nlincsfiresafetyenquiry@humbersidefire.gov.uk

nelincsfiresafetyenquiry@humbersidefire.gov.uk

10. Contact Details

Online: www.humbersidefire.gov.uk

Email us at: consultation@humbersidefire.gov.uk

Follow us on Twitter: www.twitter.com/humbersidefire

Follow us on Facebook: www.facebook.com/humbersidefireandrescue

Contacts:

Service Headquarters

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

East Riding Community Protection Unit

New Walkergate
Beverley
HU17 9EQ
Tel: 01482 398500

Hull Community Protection Unit

Noddle Hill Way
Bransholme
HU7 4SH
Tel: 01482 832900

North Lincolnshire Community Protection Unit

Laneham Street
Scunthorpe
DN15 6JP
Tel: 01724 295900

North East Lincolnshire Community Protection Unit

Peaks Lane
Grimsby
DN32 9RS
Tel: 01472 372500

Local Government Ombudsman

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

The Local Government Ombudsman

Beverley House
17 Shipton Road
York YO30 5FZ
Tel: 01904 380200

11. Other Documents

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

Alternatively we welcome requests via any of the contact details provided in the previous section. You may be interested in the following documents that are relative to this Annual Performance Report:

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