

APRIL TO SEPTEMBER 2025



Hampshire
& Isle of Wight
FIRE & RESCUE SERVICE

ANNUAL PERFORMANCE REPORT MID-YEAR UPDATE

This report focuses on our performance in April to September 2025 across key areas aligned with our 2025-30 Safety Plan objectives



TOGETHER WE MAKE LIFE SAFER



FOREWORD

This report provides an update on our performance in the first 6 months of 2025/26 (April to September), building upon more detailed analysis in our previous Annual Performance Report.

2025/26 has been a year of challenge and change, and one that also saw the HMICFRS publish its 2025 inspection report on the Service. The new 2025/30 Safety Plan launched on the 1 April 2025 and September saw our new Chief Fire Officer, Dr Sabrina Cohen-Hatton KFSM, join the organisation. However, it has been a year that has seen the Service have to respond to the financial challenges it faces by identifying and implementing changes across all areas of our work.

The challenges for this year have not been confined to finances, as the summer saw high numbers of fires in the open – with tremendous efforts by on-call and wholetime crews (both within Hampshire and the Isle of Wight and supporting other fire and rescue services over the border), Fire Control teams, the Incident Command Unit and other support staff. High-profile incidents included (but were not limited to): in August Dorset & Wiltshire Fire & Rescue Service declared a major incident and requested assistance from HIWFRS and other Services to tackle heath fires; fires in Moors Valley in late March and early April; a helicopter crash on the Isle of Wight in late August; and a significant ship fire at Southampton Docks in September.

Overall, incident volumes for April to September 2025 were 8% higher than the same period in 2024 owing to a 36% increase in fires. This was due to a doubling in the number of outdoor fires with the summer of 2025 being the warmest, and busiest for the Service since 2022. Despite the significant number of fires response times only increased by 6 seconds versus last year and remain under ten minutes.

We also saw a slight increase in on-call availability, the number of suspected fire deaths reduced slightly, and fire casualty numbers have remained stable. Wholetime availability did, however, reduce slightly to 97.3%.

In terms of community safety, we are on course to exceed our 2025/26 safe & well visit target; the number of fire safety audit related interventions increased slightly versus last year; and significant work has been done to improve the quality of our premises risk information, whilst ensuring it all remains in-date.

More broadly, the percentage of staff with a completed PDR has increased, versus last year, and we continue to make positive strides in our carbon reduction activity. Staff sickness levels have increased slightly, although we have seen an increase in our accuracy of reporting sickness types.

"In a challenging year a lot has still been achieved, which is testament to the dedication and efforts of all colleagues"

More widely: June saw our volunteer recognition evening to thank our valued volunteers for their contribution to the Service; two former Hampshire and Isle of Wight vehicles were sent to Ukraine and are already responding to incidents; and we have seen successful wholetime and on-call recruitment. Our directorates have also delivered a range of improvement activities with a refreshed focus on evaluation.



Matt Robertson
Director of Corporate Services



About this report

This report explores how the Service performed against key operational and corporate health measures in the period 1 April 2025 through to 30 September 2025.

The report is structured around our 2025-30 Safety Plan objectives while also providing an assessment of progress of our directorate improvement activities.

This Mid-Year Performance Update Report is structured differently to our Annual Performance Report, which includes longer-term trend analysis and more detailed benchmarking.

This report provides an update on how we are performing in crucial areas, with a particular emphasis on those measures that we outlined in the Annual Performance Report as needing improvement.



PART 1 **Safety Plan Improvements**

This section summarises progress against (and benefits delivered from) our directorate improvement activities (that support the Safety Plan) for the first 6 months of 2025/26, the first year of our 2025-30 plan. The Service's approach to corporate planning was refreshed on 1 April 2025 meaning that a wider range of activities are monitored and evaluated centrally. Therefore, this section gives a brief summary overview of activities rather than detailed line-by-line updates.



PART 2 **Our Performance**

This section analyses our performance against key operational and corporate health measures. The section is structured around our five Safety Plan priorities.



The Annual Performance Report

Whilst there is some trend and benchmark data in this report, a more detailed and comprehensive assessment of our performance over time is undertaken within the Annual Performance Report that is scrutinised by the Fire Authority in June each year.

The Annual Performance Report also includes analysis on additional performance measures that have not been included in this report. These include: detailed benchmarking in a range of areas; income generation; our reserves position; further detail on efficiency savings; and our assurance position against the national fire standards. The Annual Performance report also provides supplementary case study examples of notable practice undertaken across a range of Service areas.



01

Safety Plan Improvements

This section summarises progress against our directorate delivery plan activities for 2025/26, which support the first year of the 2025-2030 Safety Plan.



Delivering our Safety Plan

Year 1 (2025/26) Service Activities

The five-year Hampshire and Isle of Wight Fire and Rescue Authority (HIWFRA) Safety Plan was launched in April 2025. This plan sets out our purpose, values and objectives, and how we will address the areas that require focus and improvement.

The Service's approach to corporate planning has been refreshed meaning that a wider range of activities are monitored and evaluated centrally. There has also been significant focus on enhancing the Service's approach to impact assessment, the collective oversight of the progress of improvement activity, and ensuring evaluation and benefits realisation are at the heart of our work.

The Service has a prioritisation approach to its activities whereby they are assessed as 'must', 'should' or 'could' be completed. All 'must', 'should' and 'could' activity is tracked internally, but this report focuses on the 'must' do activities as they are the highest priority.

The Service also has a flexible and agile approach to planning and how it prioritises improvement activity. Therefore, in exceptional circumstances 'must' activities may need to be paused or stopped at a particular point in the year to reprioritise focus elsewhere. This means that the total number of directorate (improvement) 'must' complete activities may change throughout the year. As at 30 September there were:

- ▶ **61 activities (including Grenfell and Manchester Arena actions) in 2025/26**
of which
17 had been completed
- ▶ **6 2025/26 'must' do activities were overdue**
- ▶ **6 2025/26 'must' do activities had been completed earlier than planned**

Of the 17 completed activities:

- ▶ 15 support our empowering our teams objective.
- ▶ 13 support our prevention-related objective.
- ▶ 10 support our response-related objective.
- ▶ 7 support our making best use of funding, people and assets objective.
- ▶ 3 support our protection-related objective.

A list of some of the activities completed so far in 2025/26 is on the following page, along with an overview of some benefits being delivered. Looking forward, December 2025 (9 'must' do activities) and March 2026 (13 'must' do activities) are the two months with the largest number of activities being delivered.

The 2025/26 Annual Performance Report will provide a fuller overview of the 'must' activities completed within the financial year. It will also look ahead and summarise the agreed 'must' priorities for 2026/27, which will factor in consideration of what additional action is required in response to His Majesty's Inspectorate of Constabulary and Fire & Rescue Service's (HMICFRS's) 2025 inspection of HIWFRS.



Delivering our Safety Plan

List of some of the completed Year 1 (2025/26) Service Activities

Evaluating the benefits delivered from Service improvement activities - through the Service's new evaluation framework - is a core part of our refreshed approach to planning. However, depending on the nature of the improvement, not every activity will require a detailed evaluation by the Service's Performance & Evaluation Team. Some benefits can be tracked locally or other activities may not require an evaluation, depending on the nature of the activity.

Below, in no particular order, is a list of some of the activities completed as at 30 September:

- Reviewed and improved establishment levels in our Learning & Development team - to provide greater resilience and ensure our teams are empowered to do their best.
- Reviewed and improved establishment levels in Control providing greater resilience to ensure control room availability, operational capability, and make sure that when the public need us the right people and equipment are there.
- Established a High Rise Residential Building Team to fulfil our work in respect of the Building Safety Regulator and tall building remediation, working with others to make buildings safer.
- Implemented 84 training packages aligned to National Operational Guidance (NOG) as part of our Maintenance of Competence scheme for Operational colleagues. This helps to empower our teams to do their best by aligning to national good practice.
- Introduced a 'Learning Hub' to the Service, enhancing digital training content and ensuring there is improved reporting and assurance on the non-operational training staff have completed. Separately, we have also developed further support to managers by launching training on Managing Sickness Absence, Introduction to HR, Investigations and Panel Training, and Safer Recruitment.
- Established a People's Panel (Your Service, Your Say) to enhance our engagement with our communities, analysing our communities' feedback to inform how we improve and develop as a Service.
- We have continued our focus on improving the support provided to managers and staff by implementing the outstanding actions from HMICFRS Misconduct Report: reviewing the role of the welfare officer and producing a role description to provide better consistency; reviewing the Green Book Probation Procedure; and producing a Grey Book Probation Procedure.
- We have provided further HIWFRS assurance by completing 3 Grenfell Tower Inquiry Phase actions to:
 1. Examine and report on arrangements for assessing incident commanders' training and competence at all levels.
 2. Ensure Firefighters are trained appropriately on the loss of communications and how to restore them.
 3. Review the guidance on the operation of Gold arrangements and ensure all chief executives, existing and newly appointed, receive regular training to familiarise themselves with its principles.

02

Our Performance

This section analyses our performance against key operational and corporate health measures.

The section is structured around our five Safety Plan objectives.



Our approach to performance

The Service assesses its performance against each of the [Hampshire and Isle of Wight Fire Authority's Safety Plan](#) strategic objectives through a range of performance metrics, with comparisons made against previous years.

The Service uses performance reporting and data analysis to assess our effectiveness, efficiency, and financial position; and to inform decisions we make and where we target our resources.

Our performance measures help us find areas for improvement, as well as identify successes and good practice to be shared, where applicable, across public services and the fire sector.



PREPARING FOR EMERGENCIES, & BEING THERE IF YOU NEED US

We will always look to prevent incidents from happening in the first place. But if you need us, we will be there quickly, with the right people, vehicles and equipment. We will continue to prevent, prepare and respond to our highest risks.



PROTECTING PEOPLE, ESPECIALLY THOSE WHO NEED IT THE MOST

We are concerned about people and places that are at the greatest risk of fire. Our goal is to educate, support, and protect our communities, particularly those who are vulnerable, and help them reduce their risk of harm.



WORKING WITH OTHERS TO MAKE BUILDINGS SAFER

Our goal is for everyone to be safe at home, in their workplace or school and during their free time by making sure buildings meet fire safety standards. That is why we work with people who plan, build, manage and live in buildings in Hampshire and Isle of Wight.



EMPOWERING OUR TEAMS TO DO THEIR BEST

We want our staff to feel confident, safe and happy in their work and we will give them the training, equipment and support they need to do their best.



ENSURING THE BEST USE OF OUR FUNDING, PEOPLE & ASSETS

During the current challenging economic times, we want to make sure we use our budget wisely and responsibly. We always look for ways to save costs and improve our services, without putting public safety at risk. Every community has different risks and we want to offer services to address their unique needs.

OUR 2025/26 (April to September) PERFORMANCE AT A GLANCE



PROTECTING PEOPLE, ESPECIALLY THOSE WHO NEED IT THE MOST



8,476

Safe & Well visits
delivered between April & September 2025

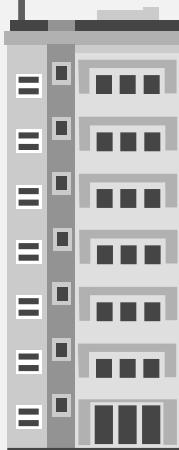
3

Suspected fire fatalities
between April & September 2025



For further details see pages 13-14 of the report

WORKING WITH OTHERS TO MAKE BUILDINGS SAFER



100 %

Site Specific Risk Information (SSRIs)
in date as at the end of September 2025



792

Fire safety audit related interventions delivered between April & September 2025

For further details see pages 15-16 of the report

EMPOWERING OUR TEAMS TO DO THEIR BEST

79

near miss
Health and Safety
INCIDENTS &
71 where an accident
took place



of our staff (by contract)
have recorded a Personal
Development Review (PDR)



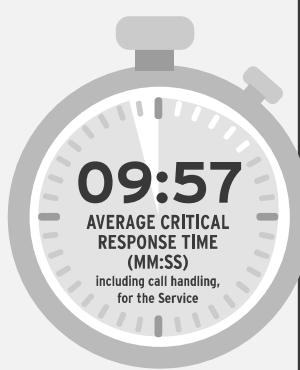
ARE FEMALE

For further details see pages 17-19 of the report

PREPARING FOR EMERGENCIES, & BEING THERE IF YOU NEED US



ON-CALL
AVAILABILITY



09:57
AVERAGE CRITICAL
RESPONSE TIME
(MM:SS)
including call handling,
for the Service

For further details see pages
10-12 of the report

ENSURING THE BEST USE OF OUR FUNDING, PEOPLE & ASSETS



21 %

reduction in our carbon
footprint since 2019/20

£2.9m

current forecast budget
gap for 2026/27



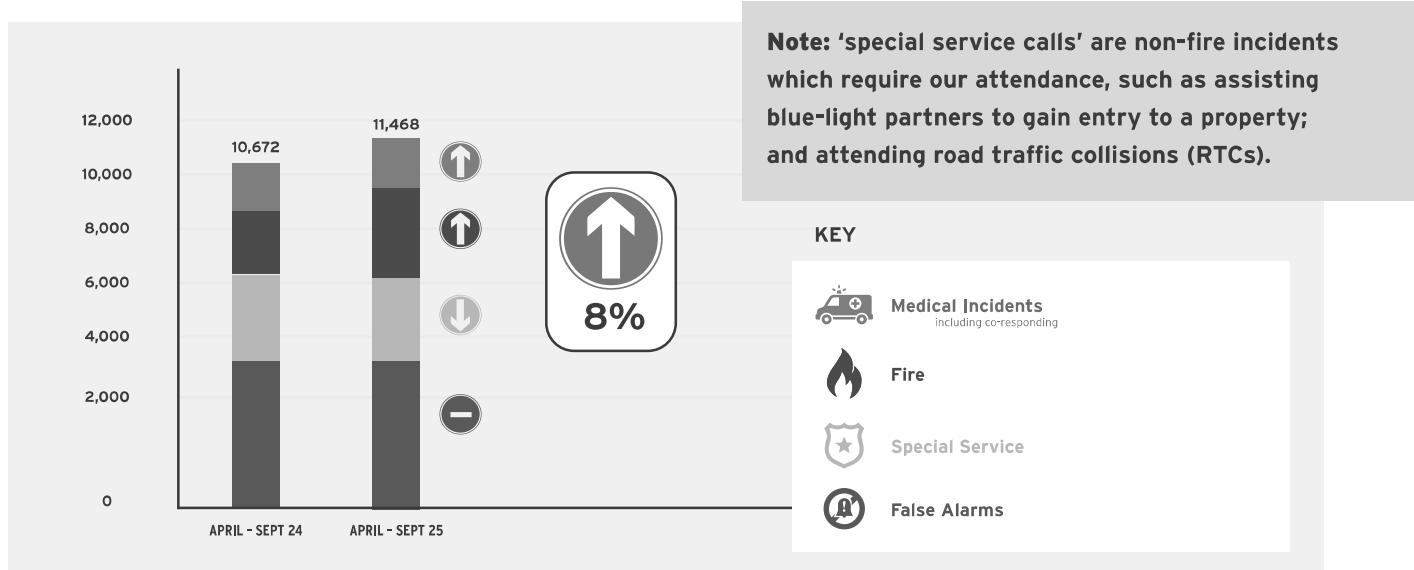
For further details see pages
20 -22 of the report



Incidents

In our Annual Performance Report 2024/25 we noted a slight, 1.5%, increase in incident volumes overall from the previous year driven mainly by an increase in Special Service calls.

The first six months of 2025/26 saw a large increase of 8%, in overall incident volumes up from 10,672 in April to September 2024, to 11,468 in the same period in 2025. This has entirely been driven by an increase in fires due to the hot summer.



*Fires increased by 36% compared to the first six months in 2024/25. This was entirely due to a doubling in the number of outdoor fires caused by the hot summer, which was much warmer and drier than last year and the warmest and busiest (in terms of fires in the open) for the Service since 2022. The summer was also much drier than previous years with around three-quarters of the seasonal average for rainfall. Whilst the weather in any given summer cannot be predicted, we have now seen two such hot summers in the last four years and climate change is predicted to increase both the volume and severity of wildfires going forward – with wetter and windier winters also presenting increased flooding and road risk.

Investment in PPE, equipment and vehicles has been made to support our response to wildfires and other

fire in the open incidents. Opportunities to strengthen our capability and response will continue to be explored.

False alarm volumes have remained unchanged and still represent our highest volume incident type, with 57% of false alarms being domestic and 43% non-domestic.

We have seen a slight increase in co-responder calls and in our response to other medical life-threatening calls, which is pleasing to see after our plans to increase the number of co-responders staff were put in place. The number of firefighters involved in co-responding was 48 across April-September 2025, compared to 41 in the same 2024 period. However, we recognise there is more to do to re-invigorate the co-responder schemes.



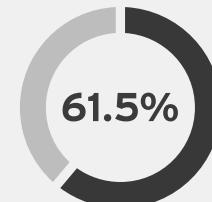
On-call availability

The Annual Performance Report 2024/25 noted on-call availability was at 62% across the year which has arrested a long-term decline. Particular challenges during the day were noted, as was the strong performance of individual stations with 15 having 80% or higher availability.

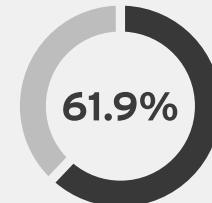
Average on-call availability was 61.9% for April to September 2025, slightly higher (up 0.4%) than the same period in 2024. As has been highlighted by previous reporting, HIWFRS has lower daytime availability (44% in April to September 2025) compared to nighttime availability (73%).

Work continues to take place in the Service's Operations teams, supported by performance reporting and modelling, to look at data to support on-call recruitment and retention and £200,000 has been allocated to deliver a project focused on reviewing and improving on-call appliance availability. This forms key elements of the Workforce Planning Cause for Concern Action Plan. For the 2024/25 financial year (the latest available benchmark data), the Service's on-call availability is marginally below the average of similar services which was 62.5%, however, when you compare it to South-East services only (44.5%), we are much higher than the average, highlighting the acute regional challenges with on-call.

April - September 2024



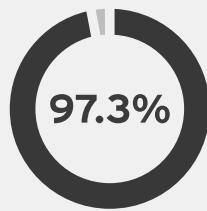
April - September 2025



April - September 2024



April - September 2025



Wholetime availability

The Annual Performance Report 2024/25 noted a slight decline in wholetime availability from 99% to 98% as the service has reduced wholetime headcount and continues to focus on reduction in overtime costs.

This trend (of a reduction in wholetime availability) has continued into 2025/26, with a further slight reduction in wholetime availability from 97.9% across April to September 2024 to 97.3% in the same period in 2025. This is driven by the focus on trying to make efficiencies by reducing the amount of money the Service spends on overtime - with overtime spend for April through to September 2025 being around £111,000 less than the same period in 2024.



Average Critical Response Time (including call handling)

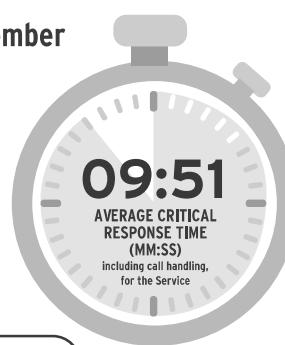
Following the Fire Authority's approval of the Response Policy, we are now including call handling time into our reporting to give a fuller reflection of performance, as noted in the Annual Performance Report 2023/24.

On this revised basis, the average critical response time in April to September 2025 was 9 minutes and 57 seconds. This showed a very small increase versus the same period in 2024.

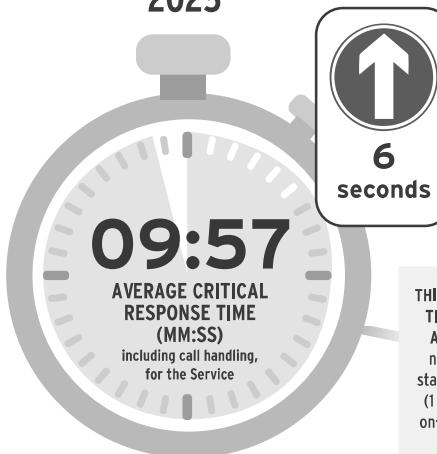
The Service undertook additional analysis to support further scrutiny of response times in the Fire Authority Policy Advisory Group in August. This showed the largest driver of the upward trend has been caused by longer call to assign times (other factors include slightly more calls in on-call station areas and longer drive times). Longer call to assign times are due to various factors, including more complex mobilisation processes, resource availability, successful recruitment of new personnel who require more time and supervision, system issues and slowness. External factors including increased information gathering requirements and cross-partnership call handling also impacts call handling times. The Operations team are aware of these challenges and are working to develop improved systems and ways of working.

Critical Incident: An incident that endangers people or property, such as a building fire or road traffic collision.

April - September 2024

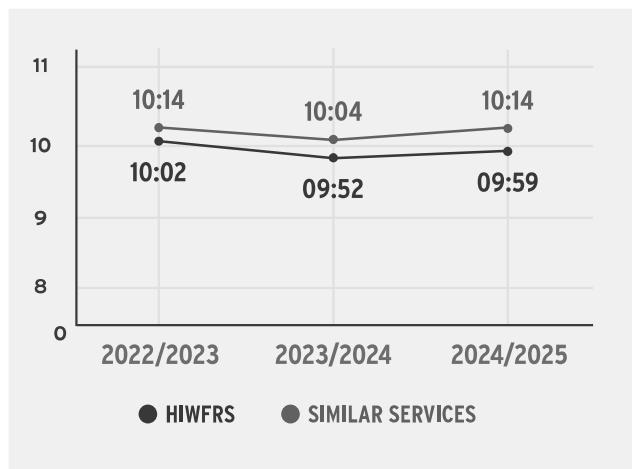


April - September 2025



THIS COMPRISES AN: AVERAGE CALL TIME SLIGHTLY OVER 2 MINUTES; AVERAGE TURNOUT TIME (crews notified and prepare to leave fire station) OF JUST UNDER 2 MINUTES (1 minute for wholetime, 4 minutes on-call); AND AVERAGE DRIVE TIME OF AROUND 6 MINUTES.

Average primary fire response time (including call handling) versus similar services



Benchmark data on critical response times is not available as this is measured differently across Services, but for 'primary fire' response times HIWFRS outperforms similar services by 15 seconds in 2024/25.

Like HIWFRS, other services also saw an increase in 2022/23, with a very busy summer with wildfires in rural areas which will have impacted the response time trend.

Primary fires include all fires in buildings, vehicles and outdoor structures or any fire involving casualties, rescues or fires attended by five or more appliances.



Prevention

The Annual Performance Report highlighted the significant progress and increase in the delivery of Safe & Well visits, with just over 17,000 visits delivered last year.



8,730

April - September
2024



8,476

April - September
2025



All parts of the Service are contributing to this, with Community Safety exceeding their targets across North, East, Central and Isle of Wight hubs, and Operations colleagues exceeding their post-incident targets in 6 wholetime station areas: Eastleigh, Ryde, Basingstoke, Rushmoor, Cosham and Redbridge. Post incident rates in on-call station areas remain lower, with notable exceptions of areas of good practice in Alton, Wickham and the New Forest (Lymington and New Milton).

Evaluation and quality assurance is a core part of our community safety activity, which includes capturing feedback from individuals who have had a Safe & Well visit. The latest data shows 89% of people feel safer in their home following the visit and 89% of respondents said they made behavioural changes following the visit.

Community Safety campaigns

- The COOK campaign previously trialed in Southsea was expanded to Southampton (the next highest area for cooking-related fires) over the summer. This targeted those over the age of 65, but the communications were also aimed at sharing safety messages with seldom heard from ethnic groups due to Southampton's demography.
- Aligned to the summer programme of station car washes, a National Highways road safety campaign 'TRIP' was promoted. Safety messages were shared and drivers encouraged to check their car tyre treads with keyrings funded by 3Sfire. Alongside this, information was also shared about the online home fire safety check.
- Regular wildfire prevention safety messages were shared widely through social media and other channels. Our volunteers were involved in sharing prevention literature with the public at hotspots, and an electronic education package was also shared with schools across Hampshire and the Isle of Wight for teachers to deliver to pupils. Posters have also been displayed in hotspot locations and a Service-wide group has been created to plan prevention work for next summer.

Other areas - such as schools visits, FireWise, fire cadets, early intervention, and safeguarding activity - also play a crucial role in our wide-ranging suite of Prevention work, all aimed at protecting people, especially those who need it the most.



Suspected fire fatalities

The Annual Performance Report 2024/25 noted there were thirteen suspected fire fatalities last year. One of these has now been confirmed as a fire fatality and one confirmed as not a fire fatality leaving eleven still subject to coroner's investigations.

Between April and September 2025, there were 3 suspected fire fatalities (2 of which, an elderly couple, were at the same incident); however, these are all still awaiting Coroner's investigations. All fire deaths and severe casualties trigger a debrief, which enables the Service to identify learning and themes. The number of fire fatalities is thankfully very low, but the very low overall numbers mean that we would expect to see fluctuation year-on-year due to random variation.

However, HIWFRS continue to have the lowest number of fire fatalities by population over the last 10 years, compared to similar services.

April - September 2024

SUSPECTED

5

April - September 2025

PLUS CONFIRMED

3

1

0

Fire casualties

The Annual Performance Report 2024/25 noted there were 86 fire casualties, a similar level to the previous year and well below the long-term average.

47

April - September 2024

48

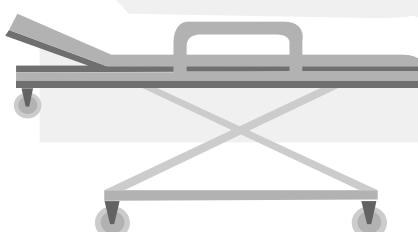
April - September 2025



For April to September 2025 there were 48 fire casualties, (2%) more than the same period in 2024, although still below the long-term level.

The 48 casualties occurred at 36 separate incidents. 6 of the casualties (13%) went to hospital with serious injurious, 30 (63%) went to hospital with slight injuries. The remaining 25% were given first aid on scene or a precautionary check recommendation. This shows a slight increase compared to last year in casualties going to hospital, although the volumes remain very low so random fluctuation should be expected.

The largest single cause of fire related injuries remains cooking, accounting for 25% of all casualties, which is one of the reasons why the Service launched the COOK campaign (see previous page).





Fire Safety Audit related Interventions

The Annual Performance Report highlighted that in 2024/25 slightly more fire safety audit related interventions were completed than in the preceding year. Also, our prohibition and enforcement activity saw a significant increase.

Between April and September 2025, the Service undertook around 4% more (than the same 2024 period) Fire Safety Audit related interventions (an examination of the premises and relevant documents to ascertain how the premises are being managed with regards to fire safety). However, some of this increase was driven by more complete recording of the significant extra effort involved in follow-up jobs to premises with complex issues rather than visits to separate premises. This is also reflected in our percentage of unsatisfactory (where we identified a risk or issue) audits, which fell to 33%.

Additionally, a wide range of formal and informal activity takes place, we have carried out almost 300 other types of intervention so far this year, around 15% more than the same period last year. We have also carried out around 2,500 wider Protection jobs, working with our partners and other regulators to address fire risk particularly with events, business engagement, licensing and other consultations.

The Service is currently reviewing its protection activity and refreshing our Risk Based Interventions Programme (RBIP). This will enable better focus on premises with the highest risk. We also continue to improve the quality of our interventions through the Development Programme, Continuous Professional Development and our robust quality assurance and evaluation process.

We have also created and established our High-Rise Inspection team who have been addressing ongoing complex issues within our high-rise residential

763

April – September
2024



792

April – September
2025



buildings especially those buildings with requiring remediation and working with our partners to agree a multi-regulator approach for remediation.

Through additional funding, we have secured an additional Inspector and Fire Engineer to improve capacity to enable us to undertake required regulatory work on behalf of the Building Safety Regulator (BSR). Due to the success of our fire safety issues referral process for the public and our operational crews, we have undertaken a higher number of reactive visits than previous years.



Site Specific Risk Information (SSRI) in date

The Annual Performance Report noted that 100% of SSRIs were in date at the end of 2024/25 but also mentioned ongoing work to assure the quality of the information held.

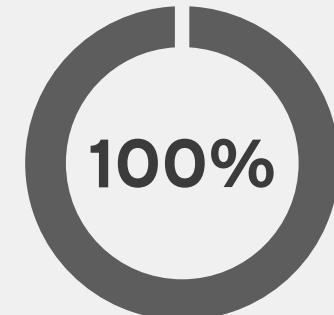
As at 30 September 2025, 100% of our SSRIs were in date, as were 100% of our Ops Pre- and Support Plans (our highest risk premise risk information).

There are ongoing quality improvements across the Service's approach to risk intelligence, building on large-scale progress in the past year, including accountability at fire stations and quality assurance improvements.

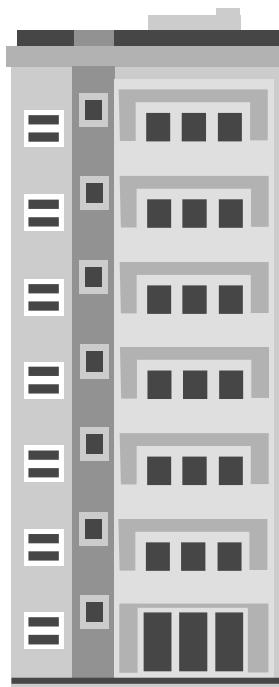
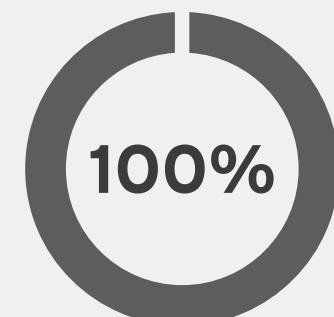
Site information has been updated across 27 Level 4 (complex sites) documents. This includes 3 brand new complex sites where we previously had no risk information.

The Service's number of SSRIs reduced by 91 compared to this time last year with an increase in a similar amount of level 2 (Premises Risk Notifications, less risky premises than SSRIs and Ops Pre- and Support Plans) documents.

2024
 (as at 30 September)



2025
 (as at 30 September)



Our level 1 MDT alert numbers have remained at around 700 since 2023 when the new MDT alert form was introduced.

Since January 2025 we have been systematically recording information on all risk-based training activities conducted by wholetime crews. From 2026 this will be extended to capture on-call and community safety activity - meaning three current forms can be amalgamated into one to generate efficiencies and make data entry easier for colleagues.

The data recorded includes the types of training undertaken as well as the details of the locations at which it takes place. This allows exploration of the mix of training undertaken at various levels from watch to service wide as well as by buildings/areas covered. From April to September 2025, the Service had 225 off-station exercises, 539 72ds (site familiarisation visits), 634 table-top exercises, 496 on-station exercises, 502 SSRI reviews and 213 virtual risk-based training exercises recorded.



Diversity

There continues to be a significant focus on the equality, diversity, inclusion, wellbeing and culture of the Service - with regular reporting internally and externally (via the [Annual Equality Statement Report](#)). However, the diversity of our workforce has unsurprisingly not seen much change in the six months since the Annual Performance Report.

However, there have been some small but notable changes in the last six months around improved disclosure rates, this is partly owing to internal communications to make clear the benefits of recording this information. New people joining the Service also tend to have better disclosure rates.

- **91.3% of staff have disclosed their ethnicity** vs 90.7% six months ago. This compares with 90.5% for English Fire and Rescue Services as a whole.
- **60.1% of staff have disclosed their disability status** vs 56.6% six months ago. This compares with 75.6% for English Fire and Rescue Services as a whole.
- **65.7% of staff have disclosed their religion** vs 62.5% 6 months ago. This compares with 69.0% for English Fire and Rescue Services as a whole.
- **63.1% of staff have disclosed their sexual orientation** vs 60.3% 6 months ago. This compares with 68.0% for English Fire and Rescue Services as a whole.



Over the last six months, we have seen small increases in the percentage of staff sexual orientation other than heterosexual, and we have seen small decreases in the percentage of staff with a religion and in the percentage of female staff. The non-White ethnicity figures remain unchanged.

Our overall percentage of staff with protected characteristics is at a similar level to the English fire and rescue service average for all protected characteristics except for religion, where it is significantly lower.

When compared to resident populations, our level of non-White ethnic minority staff is at a lower level than most fire and rescue services.

There is regular internal scrutiny and review of our equality, diversity and inclusion (EDI) statistics and activity, as well as an ongoing review of wellbeing and culture related activities. This includes, for example, the EDI refreshed our training programmes and created mandatory e-learning and face-to-face learning for all of our people. The mandatory training is based on both legislative requirements and insight specific to our HIWFRS culture, with training completion rates monitored closely by Executive Group and Directorate Boards.

Finally, various 2025/26 Directorate Delivery Plan activities, discussed earlier in this report, are related to equality, diversity, inclusion, wellbeing and culture.



Staff Sickness

The Annual Performance Report noted a decrease in shifts lost to sickness due to both short and long-term absences.

In April to September 2025, on average we lost 6.1 working days to sickness, slightly higher (by 0.4 working days) than what we saw in the same period last year.

This is as a result of a notable increase in musculo-skeletal related sickness for both wholetime and on-call staff. Mental health related absence has also increased for wholetime, on-call and non-uniformed staff groups. However, these increases were partially offset by reductions in absence related to operations and post-operative care, Covid 19 related sickness and 'other' sickness types, which shows we are more accurately reporting our sickness reasons.

Based on the latest available national fire and rescue service sickness benchmark data (April to June 2025), the Service has slightly higher sickness levels than the national sickness average.



5.7

April - September
2024

6.1

April - September
2025



0.4

Health and Safety

65%
Leading

149

EVENTS

April - September 2024

53%
Leading

150

EVENTS

April - September 2025

The Annual Performance Report noted a slight increase in the number of health and safety incidents - with 56% being near misses and 44% where accidents occurred.

There have been very similar numbers of health and safety events between April and September 2025 versus the same period in 2024. The main causes of injuries remain slips, trips and falls. Health and Safety data is regularly scrutinised and themes identified and reported into the Service's Health & Safety Committee.

A higher proportion of the incidents in 2025 so far (versus last year) have been injuries (versus near misses and causes for concern). HIWFRS had 9 RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations) events between April and September 2025, compared to 10 in the same period in 2024.



Personal Development Review (PDR) completion



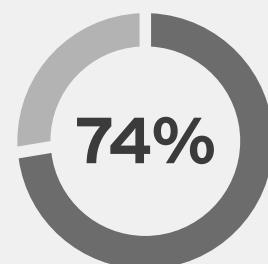
In our Annual Performance Report we noted how 95% of our staff had recorded a Personal Development Review in 2024/25. We are on track to match and exceed that level this year.

83% of HIWFRS staff had a PDR recorded between April and September 2025. This is the second year running where we have had a very positive year-on-year increase in PDR completion.

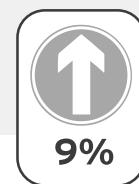
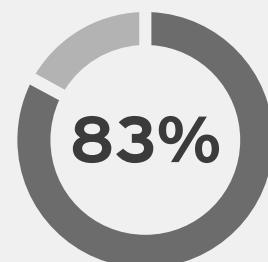
This is testament to the ongoing organisational focus on PDRs over the previous three years.

We are also now performing well compared to the PDR completion rate of similar services; with higher completion rates in 2024/25 (the latest available benchmark data) across all staff groups.

April - September 2024



April - September 2025



9%



Ensuring the best use of our funding, people and assets



A detailed assessment of efficiencies achieved, our reserves position and income generation will be undertaken in the 2025/26 Annual Performance Report. Furthermore, extensive financial and budget update reports are separately provided to the Fire Authority on a quarterly basis.

As noted in the [June 2025 financial outturn report to the Fire Authority](#), the Authority delivered a positive outturn position for 2024/25, with an underspend against the budget of 1%. Looking forward, a balanced budget for 2025/26 was set in February 2025, although this required a one-off draw from reserves of £1.8 million and was reliant upon the delivery of in-year savings of £1.7 million.

The underspend from 2024/25 helped to ensure sufficient reserves funding is available to cover future budget gaps while savings are delivered. The updated Medium Term Financial Plan highlighted a forecast budget gap for 2026/27 of £2.9 million after the delivery of a further £0.97 million of savings.

There continues to be significant uncertainty when looking to the future, but the outcome of the Fair Funding Review consultation and the publication of the local government finance settlement, which may be received by the end of November 2025, will provide more certainty and cover a three-year period. This

will help with financial planning by providing more certainty than the current single-year settlements.

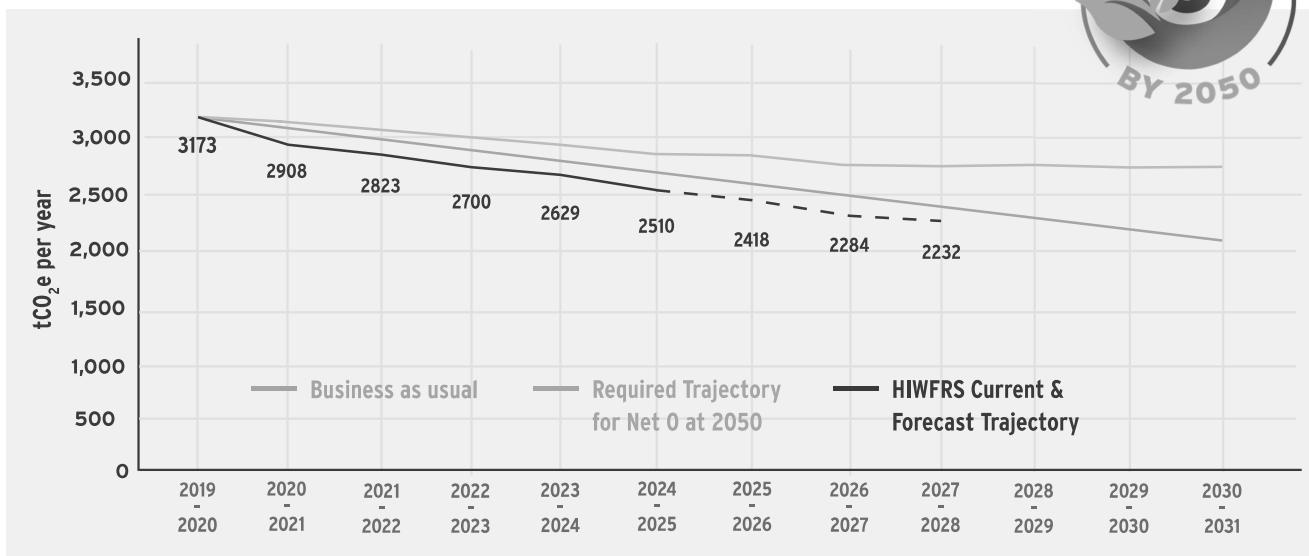
Furthermore, it is important to note that Chartered Institute of Public Finance and Accountancy (CIPFA) benchmarking data on net revenue expenditure by population shows that HIWFRS (like all other services) have been impacted by rising pay and non-pay costs, with the Isle of Wight combination also being a factor for our Service because of the additional costs of delivering public services on the island. This has been proved by previous research by University of Portsmouth, as well as by internal modelling.

CIPFA reporting changes - following the Pension Grant being merged into the Revenue Support Grant meaning it now gets counted - has also been a factor in all Service's cost per resident figures increasing. This contributes to the HIWFRS increase of £3.76 between 2023/24 and 2024/25.

HIWFRS cost per population figures do, however, compare favourably to our similar services. In 2024/25, only West Sussex had a lower figure. In terms of net revenue expenditure cost per resident, HIWFRS is £4.17 cheaper than the national average and £4.78 cheaper (on a cost per resident basis) than our similar services average.



Carbon Pathway (to Net Zero by 2050)



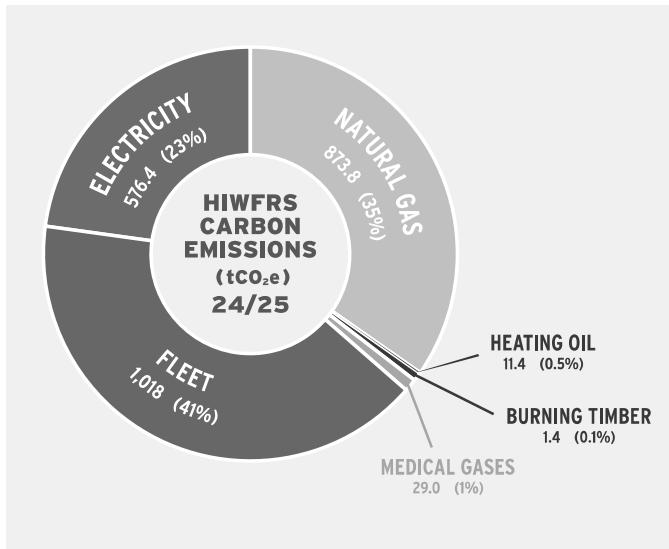
In 2024/25, the Service's carbon footprint was calculated as 2,510 tCO₂e. This is 21% lower than our 2019/20 baseline of 3,173 tCO₂e. In 2024/25, 59% came from buildings and fleet fuel consumption represented 41% of HIWFRS scope 1 and 2 emissions. For the building emissions, 35% come from natural gas, 23% from electricity and 1% from medical gases, burning timber and heating oil (see below).

Compared to the 2019/20 baseline, there has been a sustained improvement in the energy efficiency of the estate, driven by programmes to improve the building fabric and replace single skin steel concertina appliance bay doors. However, increased electricity demand from electric vehicle charging has increased the scope 2 emissions by 48 tCO₂e this year.

Service Headquarters is responsible for 26% of emissions from the buildings carbon footprint, with 52% of buildings carbon footprint coming from wholetime stations and 22% from on-call station buildings.

Compared to the 2019/20 baseline, HIWFRS are still on course to reach an annual reduction of 668 tCO₂e carbon emissions each year by 2030, or a target of emitting 2,047.4 tCO₂e per year.

This interim target will allow HIWFRS to stay on target to meet the UK national target of net zero emissions by 2050.





Service Learning

Between April and September 2025, 287 specific actionable learning recommendations have been raised, with 231 closed during the period. **These figures are both around 15% lower than 2024/25 owing to the improved triaging of learning points.**

The most frequently identified primary themes of learning include policy (24), training (25), and equipment/appliances (27). Furthermore, HIWFRS have implemented a nationally recognised risk rating (see Appendix E) for learning, with the following higher risk rated learning points:

Red-Rated (High Risk)

- MTA Equipment Stowage: critical issue identified around how equipment for Marauding Terrorist Attacks (MTA) is stored. In response a proposal has been developed, which will be considered by the Operations Management Board later this financial year.



Learning outcomes: Analysis of learning outcomes indicates that the most frequently applied tangible changes to policy or practice are: remedial action implemented (21), planned improvements (15), procedure revision (11) and training delivery (7).

Evaluations

Service Learning is closely aligned to the **Service's refreshed approach to evaluation and forms part of the Service's revised planning cycle**. The Performance & Evaluation Team currently have 7 detailed evaluation areas open in their portfolio, including:

1. The in-housing of HR
2. EDI Training
3. Grenfell Tower Phase 2 (being delivered in conjunction with the Operational Assurance Team)
4. A suite of evaluations of various Operational Changes

Amber-Rated (Moderate Risk)

- Service Incident Room: faulty desktop equipment affecting incident coordination. This is fixed.
- Wildfire Response Efficiency: concerns raised about the effectiveness and speed of wildfire response. This is being considered as part of the Service's planning process for 2026/27.
- Transporting Patients in Service Vehicles: operational and safety concerns around using service vehicles for patient transport. A proposal has been presented to the Operations Management Board, with options being prepared for consideration by the Executive Group.

5. Wholetime recruitment
6. Mental Health First Aiders
7. An Annual Safe and Well Evaluation with less detailed evaluations being run locally

Other surveys, evaluations or reviews, such as of the Personal Supportive Passport, the firefighter fitness test, and of leadership development pathways have been completed - with a mixture of locally led and Performance & Evaluation Team input. **More detail on evaluation findings and recommendations will be included in the Annual Performance Report in June 2026.**

