

**SAFER & STRONGER COMMUNITIES  
SCRUTINY COMMITTEE**

**7<sup>th</sup> NOVEMBER 2011**

**FIRE & RESCUE – RESPONSE STANDARDS PERFORMANCE  
2010/11**

**Report by the Chief Fire Officer**

**Introduction**

1. Since April 2005 Oxfordshire Fire & Rescue Service has had local Response Standards for attending emergency incidents in the county. Cabinet approved these standards on 22 June 2006 (see Item CA 11). Additionally, the Chief Fire Officer was required to report annually on the F&RS's performance against these standards and bring forward any recommendations as appropriate for future improvements, particularly to address life-threatening situations. This report fulfils that requirement.

Scrutiny committee members are invited to provide observations for consideration at the delegated decision meeting scheduled for the afternoon of the 7th November

**Response Standards**

2. Local Response Standards are based on the historical location and status of our current fire stations and are used as a basis for improvement planning in the future. The Standards provide a common performance target across the County, based on risk and acknowledging that fire deaths and casualty reduction is a National Performance Target which will drive future improvement options. The standards are as follows:
  - 80% of all emergency incidents will be responded to within 11 minutes
  - 95% of all emergency incidents will be responded to within 14 minutes

The above is measured by the time it takes to get the first fire appliance to the scene from the time at which the fire station is first alerted.

3. In addition to the Response Standards for the first attending appliance, the Fire & Rescue Service will despatch a sufficient number of vehicles and personnel to safely and effectively deal with the type of incident reported as determined by national and local risk assessments.
4. OFRS attend a wide variety of incidents and not all are emergencies. Therefore it is necessary to categorise incidents to enable improvement plans to concentrate

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on the highest priority areas. All Incident Commanders classify incidents they attend into one of three categories:

- a) life threatening emergency
- b) serious, but non life threatening emergency
- c) Damage to property/heritage/environment

Our operational effectiveness is measured against these three categories (a, b and c) which all require an emergency response.

### 2010/11 Performance – Response Standards - Monthly Summary

(Further geographical breakdown detailed in Appendix 1)

#### Response Standards monthly summary

April 2010 - March 2011

	Incidents in Scope	Number in 11 minutes	% in 11 minutes	Number in 14 minutes	% in 14 minutes
Apr-10	300	250	83.33	282	94
May-10	362	287	79.28	340	93.92
Jun-10	286	223	77.97	266	93.01
Jul-10	369	294	79.67	336	91.06
Aug-10	328	267	81.40	307	93.60
Sep-10	280	231	82.5	271	96.79
Oct-10	294	245	83.33	269	91.50
Nov-10	324	257	79.32	298	91.98
Dec-10	370	275	74.32	330	89.19
Jan-11	266	209	78.57	245	92.11
Feb-11	237	175	73.84	213	89.87
Mar-11	308	251	81.49	288	93.51
<b>Totals for year</b>	3724.00	2964.00	79.59	3445.00	92.51

5. There are a number of factors that have affected our performance against these targets:-

- a) **Weather:-** The reference period above included one of the most severe winters on record with travel hampered across the County for almost three weeks due to heavy snowfalls. During which time there were an increased number of emergency calls (December was our busiest month) we managed to ensure a response to all emergency calls and support other OCC essential services with a slight reduction in our ability to meet the 11 and 14 minute targets.
- b) **Traffic Management:-** Traffic management schemes and the introduction of more widespread reduced speed limits (20-30mph), have meant that Fire Appliances are required to proceed at a reduced speed. National guidance states that emergency vehicles should not proceed at a speed more than 20mph above the posted speed limit. As a result of the changes to road networks and traffic calming we are now reviewing all of our pre-determined

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attendances to ensure that the vehicle that has traditionally been sent is indeed the most expedient and will deliver the swiftest response. A number of recent changes are already paying dividends and will be reflected in next years report.

- c) **Motorway:-** As detailed in previous years, the access to the motorway is limited via the junctions within the County and the travel distance is dictated by where an incident is in relation to the junction. This has a direct impact on the attendance times for stations that traditionally respond to the motorway. (Banbury, Bicester, Wheatley, Watlington). Recent changes to mobilising have had an effect on second appliances arriving at incidents, but the first pump remains the same and meeting the 11 and 14 attendance times to incidents just before junctions will always be a challenge.

### **Action taken to mitigate risk:-**

6. Following two recent severe winters and a significant flooding event we have learned many lessons and we have well rehearsed procedures that are adopted for severe weather events, to date we have ensured a response to all life threatening incidents during these periods of disruption, and offered additional support to other OCC critical services where resources have allowed.
7. A comprehensive review of our current mobilisation policy utilising the latest computer software is allowing us to predict more effectively the most effective appliance to mobilise to an incident, it is hoped that we will be able to demonstrate the benefits of this in the 2011/12 report. The ultimate aim is to utilise an Automatic Vehicle Location System to ensure that we have comprehensive information regarding the precise location of a fire appliance and can mobilise the nearest every time, even when appliances are moving through the County.
8. Additional Community Safety activities, beyond those undertaken as a baseline in any location, are targeted in areas known to be outside the 14 minute attendance times. Any failure to achieve the agreed response standards is assessed by the relevant Station Manager and where possible remedial actions are taken. Response times are monitored in all one to ones meetings part of our suite of performance measures.
9. The Senior Leadership Team receives a quarterly performance review of the performance against the agreed response times and detail is analysed as to the reason behind sustained periods of under performance.
10. Our response standards remain stretching, however we have achieved a 1.5% improvement in achieving the 11 minute attendance time from last year's performance (78.01% 2009/10 79.59% 2010/11) and a marginal improvement in the 14 minute attendance time (92.06% 2009/10 to 92.51% 2010/11), resulting in a 0.41% under performance in relation to the pledge of attending 80% of emergency calls in 11 minutes and a 2.49% under performance in relation to attending 95% of emergency calls in 14 minutes.

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11. The staged introduction of Retained Station Support Officers (RSSOs) is having a continued positive effect on retained availability (with an increase in the region of 30%) meaning that the nearest appliance is more likely to be available, and one of the crew is more likely to be on station or in the immediate vicinity (Mon –Fri 0900hrs – 1700hrs), thus reducing the turnout times. The full implementation of RSSOs will be completed in April 2012.

### **David Etheridge**

Director for Community Safety and Chief Fire Officer

Contact Officer: Nigel Wilson (Tel: 01865 852171)

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### Annex 1 – Breakdown of response standards by District, Area and Station.

#### Response Standards by District

April 2010 - March 2011

Area	Incidents in Scope	Number in 11 minutes	% in 11 minutes	Number in 14 minutes	% in 14 minutes
City	1345.00	1261.00	93.75	1323.00	98.36
West	395.00	293.00	74.18	366.00	92.66
Cherwell	865.00	639.00	73.87	764.00	88.32
South	720.00	493.00	68.47	636.00	88.33
Vale	399.00	278.00	69.67	356.00	89.22

#### Response Standards by Fire Risk Area

April 2010 - March 2011

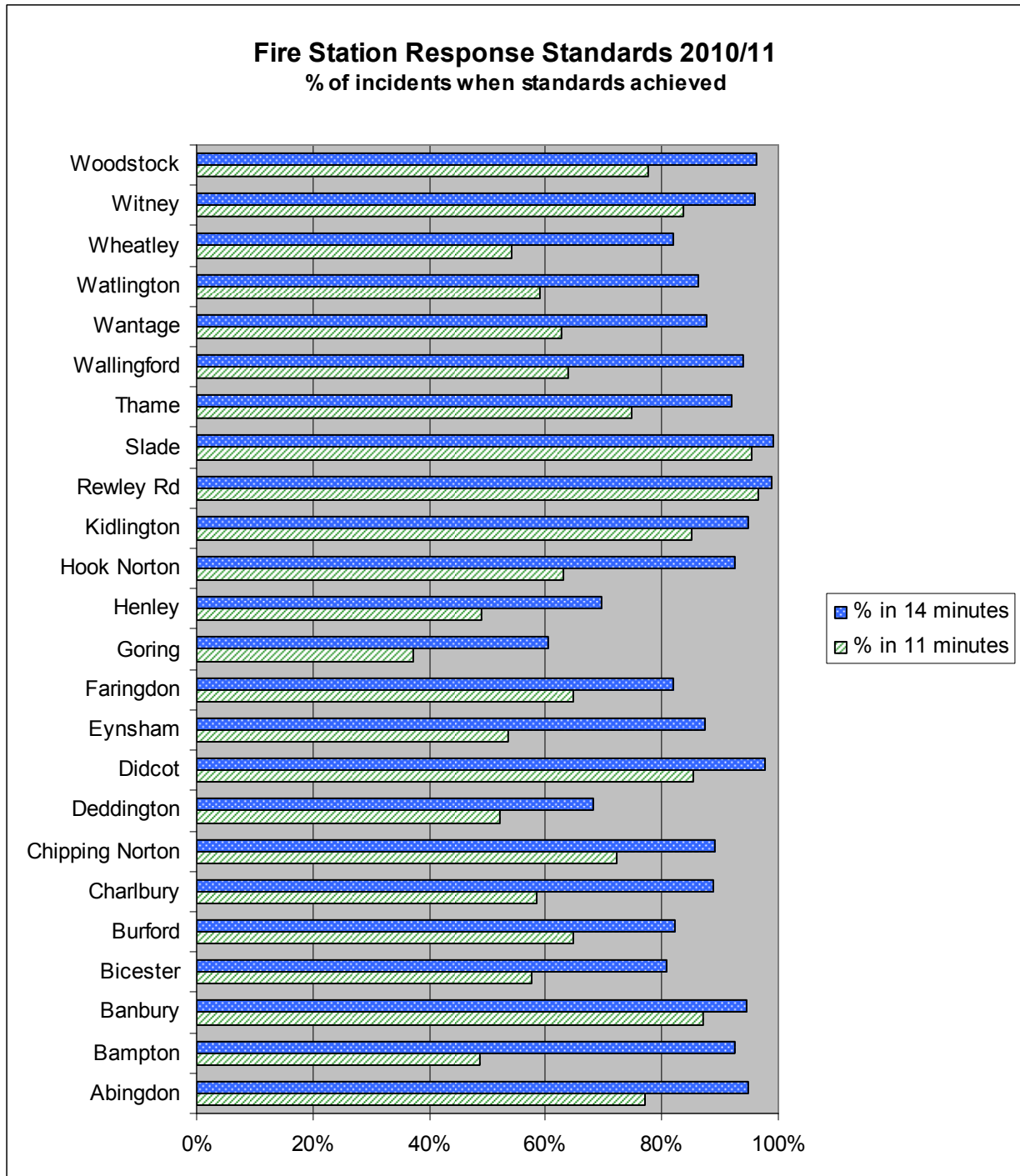
Area	Incidents in Scope	Number in 11 minutes	% in 11 minutes	Number in 14 minutes	% in 14 minutes
City	1345.00	1261.00	93.75	1323.00	98.36
West/Cherwell	1260.00	932.00	73.97	1130.00	89.68
South/Vale	1119.00	771.00	68.90	992.00	88.65

#### Response Standards by Station

April 2010 - March 2011

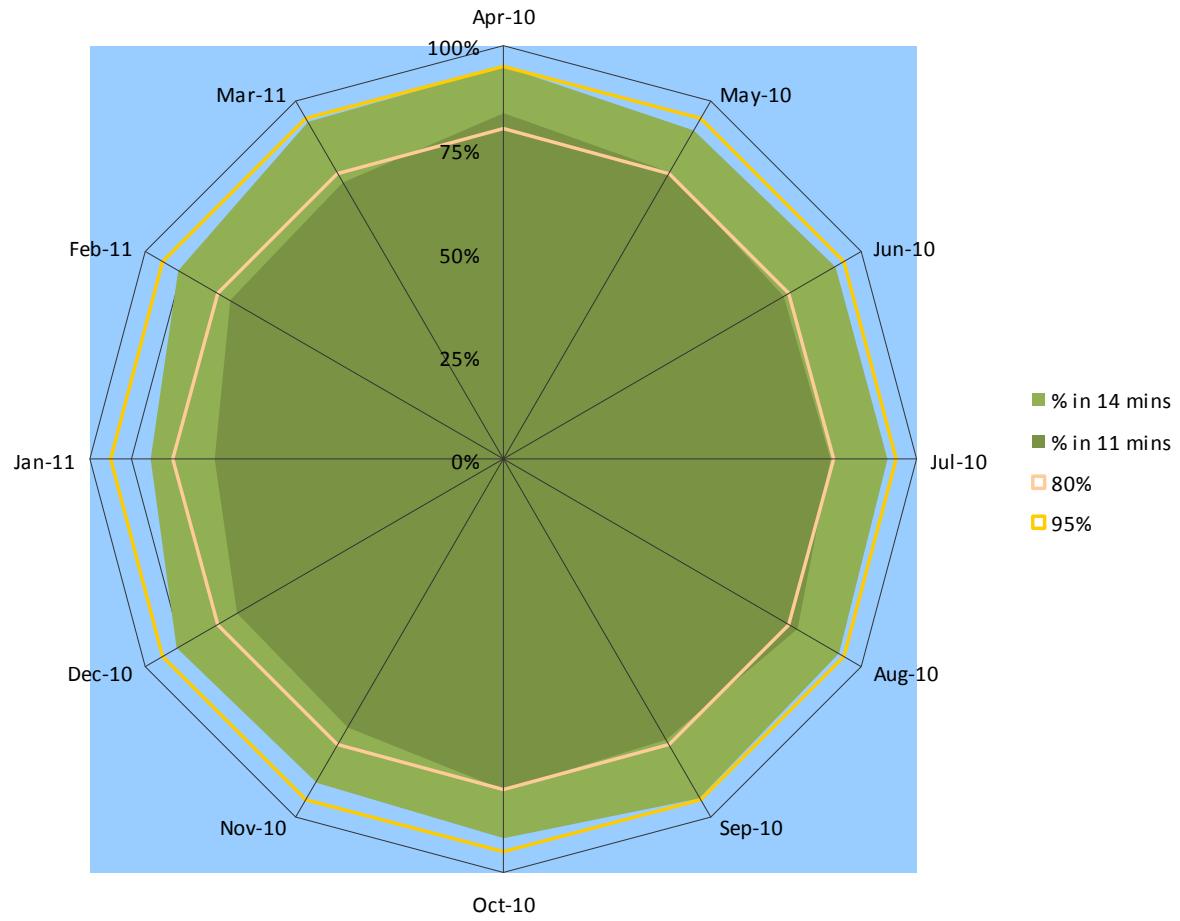
Station	Incidents in Scope	Number in 11 minutes	% in 11 minutes	Number in 14 minutes	% in 14 minutes
Abingdon	178.00	137.00	76.97	169.00	94.94
Bampton	41.00	20.00	48.78	38.00	92.68
Banbury	334.00	291.00	87.13	316.00	94.61
Bicester	305.00	176.00	57.70	246.00	80.66
Burford	34.00	22.00	64.71	28.00	82.35
Charlbury	36.00	21.00	58.33	32.00	88.89
Chipping Norton	65.00	47.00	72.31	58.00	89.23
Deddington	44.00	23.00	52.27	30.00	68.18
Didcot	276.00	236.00	85.51	270.00	97.83
Eynsham	56.00	30.00	53.57	49.00	87.50
Faringdon	116.00	75.00	64.66	95.00	81.90
Goring	43.00	16.00	37.21	26.00	60.47
Henley	92.00	45.00	48.91	64.00	69.57
Hook Norton	27.00	17.00	62.96	25.00	92.59
Kidlington	155.00	132.00	85.16	147.00	94.84
Rewley Rd	554.00	535.00	96.57	547.00	98.74
Slade	708.00	675.00	95.34	701.00	99.01
Thame	75.00	56.00	74.67	69.00	92.00
Wallingford	100.00	64.00	64.00	94.00	94.00
Wantage	105.00	66.00	62.86	92.00	87.62
Watlington	73.00	43.00	58.90	63.00	86.30
Wheatley	61.00	33.00	54.10	50.00	81.97
Witney	219.00	183.00	83.56	210.00	95.89
Woodstock	27.00	21.00	77.78	26.00	96.30
<b>Totals</b>	3724.00	2964.00	79.59	3445.00	92.51

Annex 2 - Response Standards graphical information



# Oxfordshire Fire and Rescue Service Response Standards

Monthly Performance against Response Standards 2010/11



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### Annex 3 – Historical Data

Oxfordshire Response Standards for 2008-2009

#### Response Standards by District

April 2008 - March 2009

Area	Incidents in Scope	Number in 11 minutes	% in 11 minutes	Number in 14 minutes	% in 14 minutes
City	1342	1286	95.83%	1330	99.11%
West	359	256	71.31%	331	92.20%
Cherwell	783	596	76.12%	706	90.17%
South	765	470	61.44%	637	83.28%
Vale	356	244	68.54%	314	88.20%

#### Response Standards by Station

April 2008 - March 2009

Stn No. and Station	Incidents in Scope	Number in 11 minutes	% in 11 minutes	Number in 14 minutes	% in 14 minutes
1.Banbury	344	312	90.70%	330	95.93%
2.Hook Norton	28	20	71.43%	26	92.86%
3. Chipping Norton	77	56	72.72%	70	90.91%
4.Charlbury	23	12	52.17%	22	95.65%
5.Woodstock	35	20	57.14%	28	80.00%
6.Kidlington	110	82	74.55%	105	95.45%
7.Bicester	238	153	64.29%	198	83.19%
8.Deddington	28	9	32.14%	19	67.86%
9.Eynsham	58	40	68.97%	55	94.83%
10.Witney	132	107	81.06%	125	94.70%
11.Burford	25	16	64.00%	19	76.00%
12.Bampton	44	25	56.82%	40	90.91%
21.Rewley Rd	539	527	97.77%	536	99.44%
22.Abingdon	180	135	75.00%	170	94.44%
23.Faringdon	95	57	60.00%	79	83.16%
24.Wantage	81	52	64.20%	65	80.24%
25.Goring	38	13	34.21%	18	47.37%
26.Henley	124	58	46.77%	81	65.32%
27.Thame	69	55	79.71%	66	95.65%
28.Wheatley	65	27	41.54%	50	76.92%
29.Watlington	103	53	51.46%	83	80.58%
30.Slade	803	759	94.52%	794	98.88%
31.Wallingford	94	45	47.87%	81	86.17%
32.Didcot	272	219	80.51%	258	94.85%
<b>Totals</b>	3605	2852	79.11%	3318	92.04%



## Oxfordshire Response Standards for 2009-2010

### Response Standards by Fire Risk Area

April 2009 - March 2010

Area	Incidents in Scope	Number in 11 minutes	% in 11 minutes	Number in 14 minutes	% in 14 minutes
Oxfordshire	3488	2721	78.01%	3211	92.06%
City	1320	1237	93.71%	1304	98.79%
West/Cherwell	1151	835	72.55%	1039	90.27%
South/Vale	1017	649	63.82%	868	85.35%

### Response Standards by District

April 2009 - March 2010

Area	Incidents in Scope	Number in 11 minutes	% in 11 minutes	Number in 14 minutes	% in 14 minutes
City	1220	1181	96.80%	1215	95.59%
West	485	327	67.42%	451	92.99%
Cherwell	766	564	73.63%	677	88.38%
South	692	435	62.86%	581	83.96%
Vale	325	214	65.85%	287	88.31%

### Response Standards by Station - Alphabetical

April 2009 - March 2010

Station	Incidents in Scope	Number in 11 minutes	% in 11 minutes	Number in 14 minutes	% in 14 minutes
Abingdon	157	115	73.25%	147	93.63%
Bampton	47	30	63.83%	44	93.62%
Banbury	356	319	89.61%	344	96.63%
Bicester	244	122	50.00%	179	73.36%
Burford	23	8	34.78%	20	86.96%
Charlbury	37	25	67.57%	30	81.08%
Chipping Norton	54	37	68.52%	52	96.30%
Deddington	32	13	40.63%	24	75.00%
Didcot	234	202	86.32%	222	94.87%
Eynsham	72	38	52.78%	65	90.28%
Faringdon	94	51	54.26%	72	76.60%
Goring	30	8	26.67%	19	63.33%
Henley	130	65	50.00%	94	72.31%
Hook Norton	30	23	76.67%	29	96.67%
Kidlington	104	87	83.65%	101	97.12%
Rewley Rd	569	555	97.54%	565	99.30%
Slade	651	626	96.16%	650	99.85%
Thame	56	40	71.43%	51	91.07%
Wallingford	115	66	57.39%	101	87.83%
Wantage	74	48	64.86%	68	91.89%
Watlington	62	29	46.77%	50	80.65%
Wheatley	65	25	38.46%	44	67.69%
Witney	224	171	76.34%	216	96.43%
Woodstock	28	18	64.29%	24	85.71%
<b>Totals</b>	3488	2721	78.01%	3211	92.06%

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### Narrative relating to data above:-

Having compiled the data in a similar manner for the last three years we are now able to provide better comparative data and associated analysis:-

Each of the districts are remaining fairly constant with an improvement in 3 out of the 5 districts.

Of the stations, 15 have demonstrated an improvement in the % of their attendance times of 11 minutes or less, (shown as green figures in Annexe 1), 6 have shown a marginal decrease of 2% or less (shown as amber figures in Annexe 1), and 3 have shown a worsening of their performance (shown in red figures in Annexe1), each of these 3 stations are further analysed below:-

#### **Bampton**

2009/10 63.83% of calls with in 11 minutes

2010/11 48.78% of calls with in 11 minutes.

Bampton 21 Calls within 11 minutes but 38 within 14 minutes with only **3 calls** outside this time. Bampton achieved a response standard of 92.68% of emergency calls attended in 14 minutes.

#### **Charlbury**

2009/10 67.57% of calls with in 11 minutes

2010/11 58.33% of calls with in 11 minutes

Charlbury attended 21 Calls within 11 minutes but 32 within 14 minutes with only **4 calls outside this time.**

Charlbury did not achieve the response standard of 95% of emergency calls attended in 14 minutes. They achieved 88.89%.

#### **Hook Norton**

2009/10 76.67% of calls with in 11 minutes

2010/11 62.96% of calls with in 11 minutes

Hook Norton attended 17 calls within 11 minutes but only 25 within 14 minutes with only **2 calls** outside this time. Hook Norton achieved the response standard of 92.59% of emergency calls attended in 14 minutes.

It is pleasing to note that those stations identified in last years report, Bicester and Burford have both significantly improved their performance in relation to the targets detailed above, in the case of Burford an improvement of 30%.