

## ***Fire & Rescue – Response Standards Performance 2010/11- Monday, 7 November 2011***

### ***Statement of Decision***

**Present: Councillor Mrs J. Heathcoat, Cabinet Member for Safer & Stronger Communities.**

Officers: Chief Fire Officer; N. Wilson, Fire & Rescue; J. Dean, Law & Governance.

### **Also in attendance:**

Other Members: Councillor John Goddard

## **Response Standards Report**

### **Documentation considered:**

Report Fire & Rescue - Response Standards Performance 2010/11

*A copy is attached to the signed copy of this decision.*

### **Cabinet Member's Comments**

The Cabinet Member was satisfied with the responses made by the officer to her questions, both of which are set out below:

- **Q Could you confirm that the time measured to get a fire appliance on the road is taken from the minute the 'desk' in the control room receives the call?**
- **R** The time is measured from the time at which the station is alerted (90% of calls are passed to stations within 100 seconds of receipt, in many cases the station is alerted once the address is confirmed and the operator is still gaining further details).
- **Q The factors that affect Oxfordshire's performance are weather, traffic management and motorway access - is there any way that these factors are taken into account statistically with our performance response times?**
- **R** All relevant calls are included in the statistics irrespective of weather conditions, road conditions or difficult access.

- **Q With regard to the proposal to utilise the latest computer software (an automatic vehicle location system - (AVLS)) to an incident - is this a proven and tested kit? And is it used by other Fire Authorities?**
- **R** AVLS is a facility available through new hardware and software installed in vehicles as part of a legacy from the original Regional Control Room project. More and more authorities are adopting the technology with Norfolk leading, having utilised this type of mobilising for 7 years.
- **Q I am aware of the severe winter weather conditions over the last two years, but on looking at the Goring and Henley response times for 11 minutes and 14 minutes, the figures seem below average – is there a reason for this?**
- **R** Goring and Henley cover rural areas and the majority of their station ground is in the 11 minute or more category for attendance. The levels of performance have been consistent over the last 3 years. As they have relatively few calls, any call to one of the more remote areas of their station ground has a significant effect in terms of the overall percentage. As both stations are near the Oxfordshire border, their station ground for the purposes of these statistics is only effectively one way – into the County. It can also be noted that prior to the adoption of these stretching targets by Cabinet in 2006, the national response time to this type of rural area was 20 minutes.

## Decision

Having regard to the arguments and options set out in the documentation before me, the representations made to me and the further considerations set out above, I confirm my decisions on this matter as follows:

(a) to note the report; and

(b) to request the Chief Fire Officer to report back to the Cabinet Member for Safer & Stronger Communities on the Response Standards for 2011/12.

Signed .....  
Cabinet Member for Safer & Stronger Communities

Date .....