

Division(s): ALL

## SAFER & STRONGER COMMUNITIES SCRUTINY COMMITTEE 12 November 2012

### FIRE & RESCUE – RESPONSE STANDARDS PERFORMANCE 2011/12

#### 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). Additionally, the Chief Fire Officer was required to report annually on the Fire & Rescue Service's performance against these standards and bring forward any recommendations as appropriate

##### Response Standards

2. Local Response 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
3. 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.
4. In addition to the Response Targets for the first attending appliance, the Fire & Rescue Service will send 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.

#### 2011/12 Performance – Response Standards - Monthly Summary

##### Response Standards monthly summary

April 2011 - March 2012

Quarter 2011/12	Total emergency incidents in scope	Incidents responded to <11mins	% response standards <11mins	Incidents responded to <14mins	% response standards <14mins
April-June	864	726	84%	817	95%
July -Sep	971	792	82%	910	94%
Oct - Dec	867	690	80%	804	93%
Jan-March	938	713	76%	857	91%
Totals	3640	2921	80.5	3388	93.25

## **Factors potential affecting performance and risk mitigation**

5. Travel Traffic management schemes, increased traffic levels and the introduction of more widespread reduced speed limits, have meant that Fire Appliances are required to proceed at a reduced speed. As a result of the changes we reviewed our attendances to ensure that the vehicle sent to an incident would deliver the swiftest response.
6. 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 respond to or via the motorway. We have demonstrated an improvement in our attendance times to incidents within 11 minutes, from 79.59% in 2010/11 to 80.5% in 2011/12, thus meeting our target by using the most effective appliance for each incident.
7. 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. It is anticipated that this system will be in place by late 2014.

**Call clarifying:-** Control now tends to ask more questions of the caller to assess the risk and the attendance required.

**Drive to arrive policies:-** OFRS drivers are required to modify their driving dependent upon the risk to ensure that their attendance is made in a safe and controlled manner, without endangering other road users.

**Safety Policies:-** all personnel are required to wear full personal protective equipment (PPE) prior to leaving the station. This has added a short delay, but ensures additional safety en route and the ability to deploy more quickly once in attendance.

**Weather** - 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.

8. The Senior Leadership Team receive a quarterly performance review of the performance against the agreed response times, with the data being analysed to establish the reason behind any under- performance.
9. Our Response Targets remain stretching. However, we have achieved a 0.66% improvement in the 11 minute attendance time from last year's performance and a 0.57% improvement in the 14 minute attendance time).

10. The introduction of officers to encourage the recruitment and retention of retained (part-time) crews is having a continued positive effect on r availability, meaning that the nearest appliance is more likely to be available.

## **RECOMMENDATION**

11. **The Scrutiny Committee is RECOMMENDED to note the performance information contained in this paper and the actions taken to develop the service.**

DAVID ETHERIDGE

Chief Fire Officer

Background Papers: Breakdown by district, area and station

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## Annex 1 – Breakdown of response standards for 2011/12 by District and Area

### Response Standards by district

April 2011 – March 2012

Districts	Total emergency incidents in scope	Incidents responded to <11mins	% response standards <11mins	Incidents responded to <14mins	% response standards <14mins
City	1297	1242	95.76	1287	99.23
West	448	311	69.42	412	91.96
Cherwell	838	634	75.66	757	90.33
South	647	429	66.31	564	87.17
Vale	410	305	74.39	368	89.76

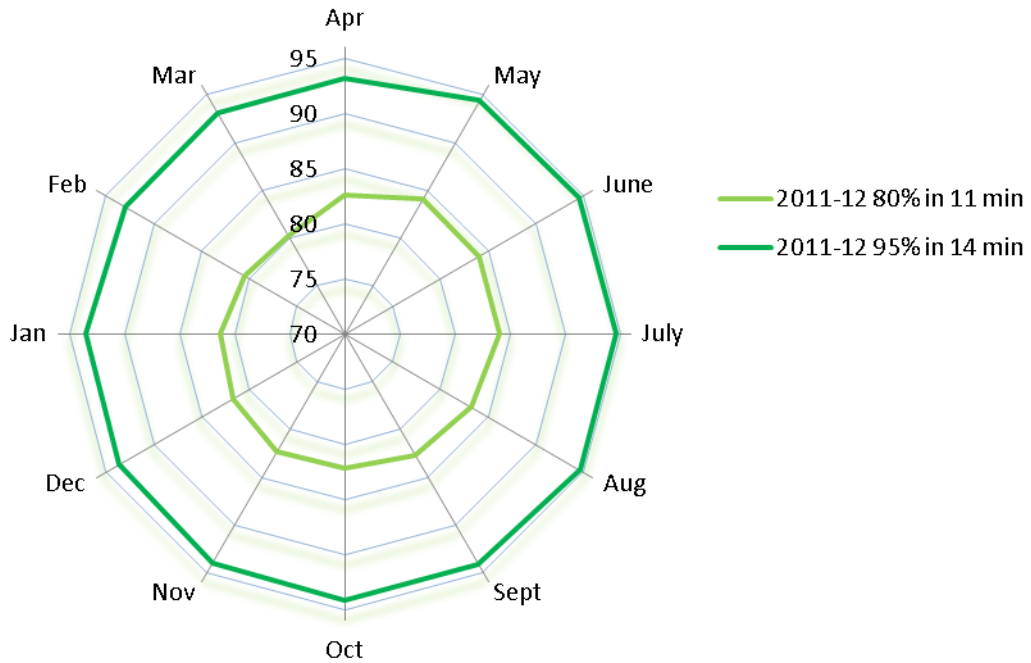
### Response Standards by fire risk area

April 2011 – March 2012

Areas	Total emergency incidents in scope	Incidents responded to <11mins	% response standards <11mins	Incidents responded to <14mins	% response standards <14mins
City	1390	1302	93.67	1376	98.99
South Vale	1057	734	69.44	932	88.17
West Cherwell	1193	885	74.18	1080	90.53

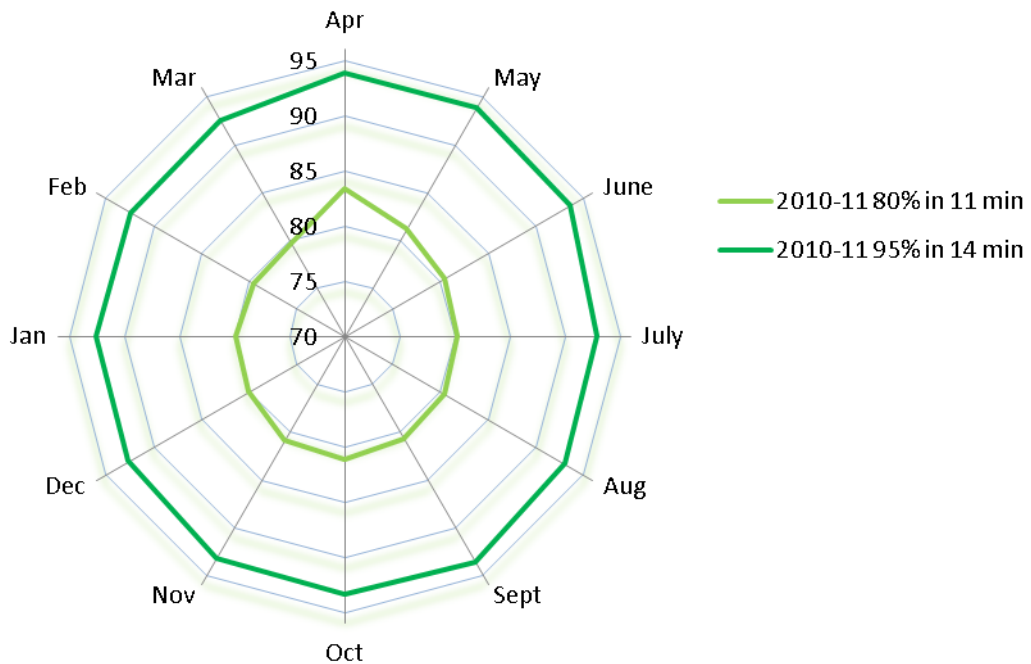
# Oxfordshire Fire and Rescue Service Response Standards

Monthly Performance against Response Standards 2011/12



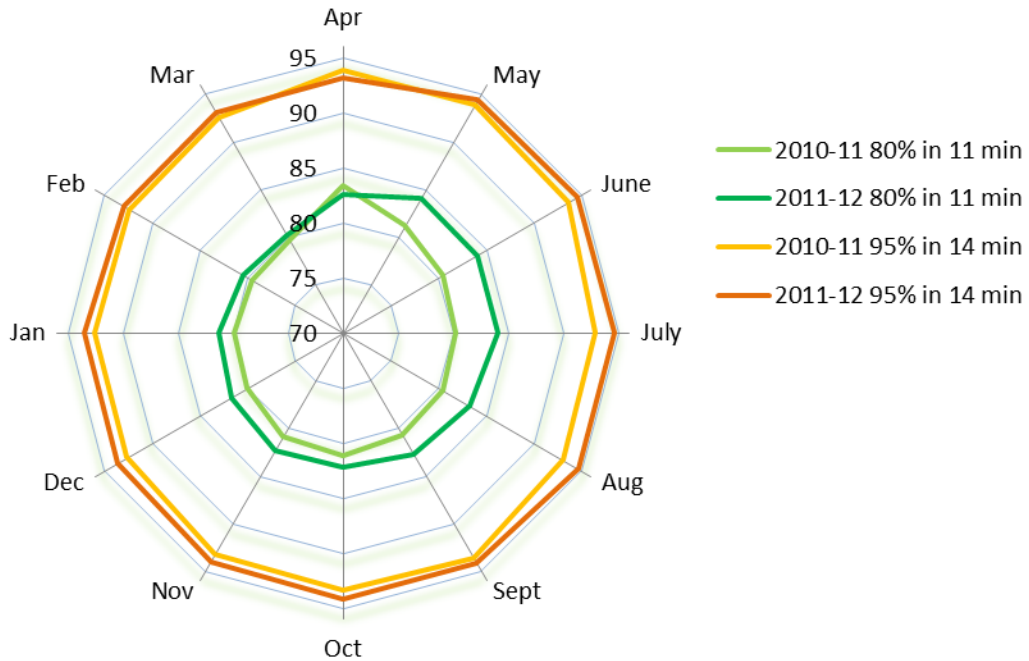
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Monthly Performance against Response Standards 2010/11



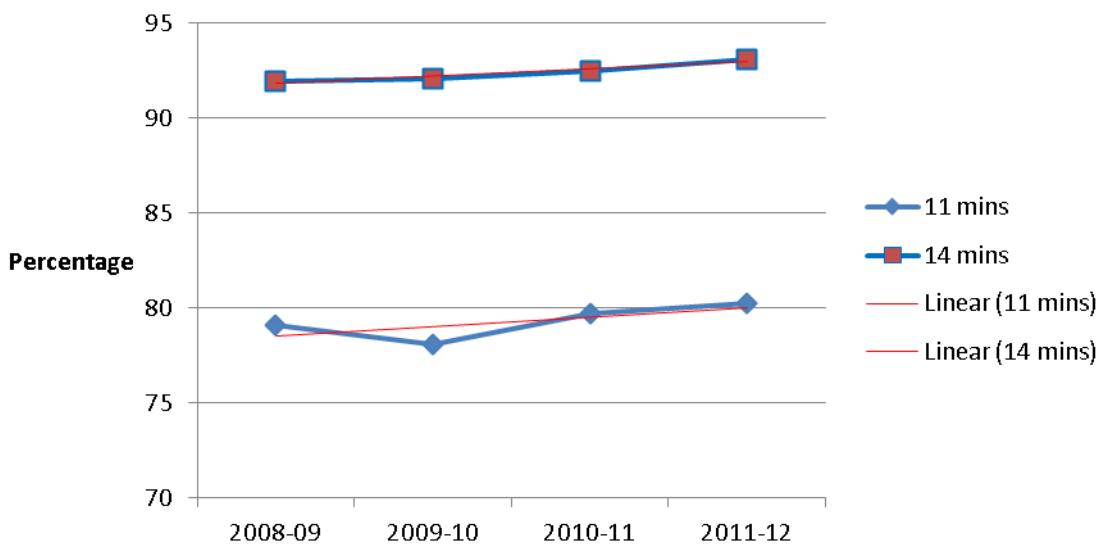
# Oxfordshire Fire and Rescue Service Response Standards

Monthly Performance against Response Standards 2010/11 and 2011/12



The Graph above compares the last 2 years Response Standards indicating the improvement that has been made. The figures are the accumulative throughout the year.

## Oxfordshire Fire and Rescue Service Response standards for the last 4 years



## Annex 2 - Historical Data 2010/11

### 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