



Fire Facts

Incident response times

2005 - 2013

About this publication

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The London Fire Brigade

The London Fire Brigade is run by the London Fire and Emergency Planning Authority (LFEPA).

For more information about LFEPA and the work of the London Fire Brigade visit www.london-fire.gov.uk.

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Introduction

This *Fire Facts* report sets out the key information on our response times to the 999 calls we receive. Most of the data in this report begins from 2005, as before this period the data we captured about response times was less accurate and is not directly comparable to the most recent data.

About the London Fire Brigade

The London Fire Brigade (LFB) is the Fire & Rescue Service for the Greater London area. The LFB is run by the London Fire and Emergency Planning Authority (LFEPA). The LFEPA has 17 members, all of whom are appointed by the Mayor. Eight are nominated by the London Assembly, seven are nominated by the London boroughs and two are appointed by the Mayor directly.

London Fire Brigade attended 103,048 incidents within London in 2013 of which just under half (50,739) were false alarms. We also attended 557 incidents in neighbouring county areas. In this report we focus on those incidents that happen within the boundaries of Greater London.

The Brigade sets out how its prevention, protection and response activities will best be used to mitigate the impact of risk on communities, in a cost effective way, in its Integrated Risk Management Plan (IRMP). The Brigades' IRMP is known as the London Safety Plan, the most recent of which was approved on 12 September 2013 (LSP5).

Data sources and systems

Information about the 999 calls we receive is recorded in the LFBs mobilising system.

Between February 1990 and May 2004, the Brigade used a mobilising system that did not report attendance times by minute and second, so an incident where a fire engine was mobilised at 0850h 05s and arrived at 0855h 50s would record an attendance time of five minutes, even though the elapsed time was actually five minutes and 45

seconds. This means that reported performance against the attendance standards prior to 2004 was better than actual performance to incidents.

In May 2004 the Brigade changed to the ProCAD mobilising system which records times in minutes and seconds. Because of this discontinuity in data, this report shows the data from 2005 as this is the first complete year with accurate response time data. Data for call handling is also only available since May 2004 when the ProCAD mobilising system was introduced.

Data about the incidents we attend is recorded in our Incident Management System (IMS). IMS conforms to the requirements of the governments national incident recording system (IRS) which the Brigade adopted in November 2008.

We undertake a range of data quality checks and data improvement processes. However, there are still some data in our systems that we believe are errors, for example where times are obviously wrong (due to failure to use the fire engine recording systems at the appropriate time), or where times are not available. For this reason a small quantity of data is excluded from the analysis.

Symbols and conventions used

Inner and outer London

Where we have made reference to inner and outer London we are using the classification used by the Office of National Statistics.

There are 14 inner London Boroughs which are; Camden, City of London, Hackney, Hammersmith and Fulham, Haringey, Islington, Kensington and Chelsea, Lambeth, Lewisham, Newham, Southwark, Tower Hamlets, Wandsworth and Westminster.

The 19 outer London Boroughs are; Barking and Dagenham, Barnet, Bexley, Brent, Bromley, Croydon, Ealing, Enfield, Greenwich, Harrow, Havering, Hillingdon, Hounslow, Kingston upon Thames,

Merton, Redbridge, Richmond upon Thames, Sutton and Waltham Forest.

Symbols

The following symbols have been used throughout:

.. = not available or not applicable (also used where information has been suppressed to avoid disclosure)

– = nil

Mapping tool

We publish information about the incidents we attend and the attendance times for the first and second fire engines to arrive via our online mapping tool. This tool displays information at borough and ward level.

To use this tool visit <http://maps.london-fire.gov.uk/>

Chapter 1 | Responding to emergencies

The Brigade plans the allocation of its resources on a London-wide basis. This means that we plan the location of fire engines (and other resources) so they can arrive at incidents as quickly as possible, wherever the incident occurs in London.

Since our Second London Safety Plan (LSP2), which was approved by the Authority on 17 March 2005 [FEP670], the Brigade has adopted as a guiding principle the concept that Londoners should have equal entitlement to the fastest possible attendance times, irrespective of whether they live in an area in which there is a higher likelihood or a lower likelihood of fire occurring in the first place.

The Brigade's view is that in the event of a serious incident, each person should be entitled to expect a broadly similar response in terms of resources deployed and the time to arrive. Just because a person lives in an area with a lower likelihood of fire occurring, this does not mean that they should have a slower response time when a fire actually does occur. We now call this approach the "*principle of equal entitlement*". This is a guiding but not overriding principle when we plan our services because it is subject to a number of other objectives and operational constraints.

The Brigade may send a different number of fire engines and appliances to an incident depending on the nature of the incident and the type of building or location. The number of appliances sent to different types of incident as an initial response to an emergency ('999') call is called the "pre-determined attendance" (PDA). For example, the PDA for a dwelling fire is always two fire engines. For complex buildings, or where there are complicated firefighter logistics to take into account, the PDA might be higher. For example, a call to a fire at the British Museum has a PDA of four fire engines, an aerial appliance and a command unit, and a fire at the Hospital for Sick Children in Great Ormond Street has a PDA of four appliances and one aerial appliance.

Our response standards

So we can see how well we are performing, we set standards for various parts of the process for getting resources to emergency incidents. The current standards were put in place by the Fifth London Safety Plan (LSP5) which was the subject of public consultation from March to June 2013.

These indicators start at the time the emergency 999 call is answered by LFB Control to the arrival of a fire appliance crew at the incident scene.

Our response time targets for 2013/14 are:

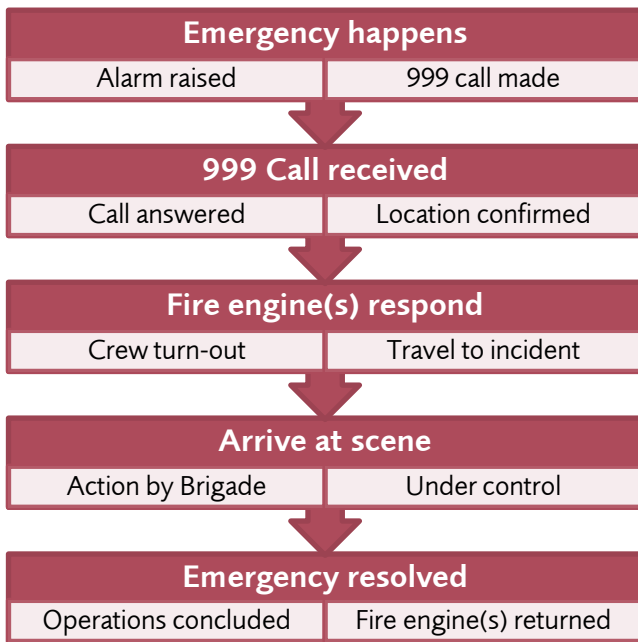
- (a) answer 999 calls within an average of **1.4 seconds**
- (b) answer 92 per cent of 999 calls within **7 seconds**
- (c) dispatch a fire engine to emergency incidents within an average **1min 40 sec** of answering the call
- (d) for the first fire engine to arrive within an average of **6mins** from being dispatched
- (e) for the second fire engine (if required) to arrive within an average of **8mins** from being dispatched
- (f) for first fire engines to arrive within **12mins** in more than 95 per cent of occasions.

The emergency response process

For all emergencies, and particularly for fires, there is a period between the incident happening and the time the fire brigade is called which is outside the control of the fire brigade. This is an important period because an undiscovered fire which may have been burning for some time before discovery, can result in a worse outcome. It is during this period that smoke alarms and escape plans are very important so that early warning of fire is given and occupants have the chance to escape.

The diagram that follows shows the key stages in responding to and dealing with an emergency call from the time that an emergency happens to the time

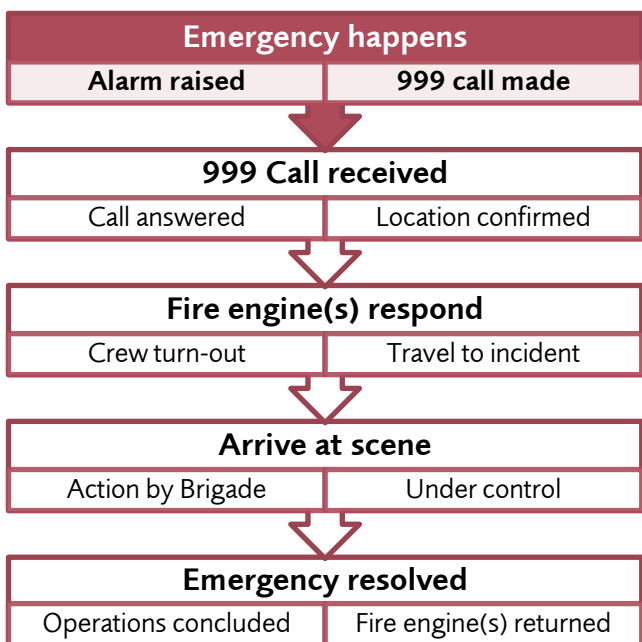
LFB arrives at the incident scene with vehicles and firefighters to resolve the emergency.



Getting to the incident quickly is important, but so is the work we do when we get there. Our crews carry out a dynamic risk assessment of the situation on arrival to ensure that they and any members of the public are safe. This assessment will also include a plan of operations to resolve the situation in the most effective way. When the incident has been brought under control the incident commander at the scene sends a 'stop message' to control which tells them that additional strengthening resources are not required. The incident may still continue for several minutes, hours or even days, but at the time of stop the incident is contained. The incident is closed when the last resource at the scene leaves and returns to its base location.

Chapter 2 | Discovery of the fire and calling the fire brigade

This chapter looks at the key actions, in advance of calling 999, that are necessary for the swift attendance of the Brigade to deal with any emergency and are vital for the avoidance of casualties. These are, the discovery of the emergency/fire by a member of the public or an automated alarm system and the brigade being called via 999.



The actions which are outside the control of the brigade are (a) the time between the ignition of the fire to its discovery and (b) from the discovery to calling the fire brigade.

We don't always know how long it has taken for the Brigade to be called, but when we attend fires our crews and fire investigators use their knowledge of fire development and information from any people present to determine how long it was between the fire being discovered and the 999 call being made. The Brigade knows from analysis of this information that the time taken from the ignition of a fire to the time the brigade is called can have a greater impact on the fatality rate in dwelling fires than the arrival time of the fire appliances.

The importance of calling the fire brigade early

Fires behave very differently and the rate of fire growth depends on a range of factors such as the material and quantity of items in the room and how big the room is. Some fires develop very quickly and others can smoulder for several hours before the fire fully develops. Those that do develop into more serious fires can do so very quickly and the fire can become very hostile in a few minutes from the start.

Fires in the home are not often serious, but when they are, early warning and evacuation (and fire suppression systems such as sprinklers) are vitally important.

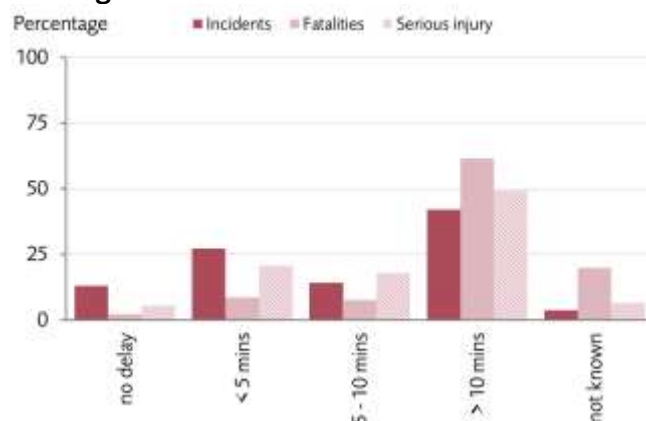
Smoke alarm ownership in London is good with around 80 per cent of homes saying they have a working alarm. However, in more than half of the home fires we attend there is no alarm or it did not operate.

Delay between fire start and 999 call

(Table 2.1)

Only a small proportion of fires in the home are discovered immediately with there being no delay in the Brigade being called (13 per cent). In over 40 per cent of occasions, the delay between discovering the fires and calling 999 is more than 10 minutes (42 per cent).

Chart 1: Delay between fire start and 999 call for dwelling fires



When there is a delay in the Brigade being called, there is a corresponding increase in the number of fatalities and number of casualties. Nearly two-thirds of the fatalities at dwelling fires are when there has been a delay in calling the Brigade of 10 or more minutes (62 per cent). Nearly half of all serious fire casualties, where the casualty is taken to hospital and the injuries appear serious, happen when the delay is 10 or more minutes.

Table 2.1 Delay between fire start and 999 call for dwelling fires

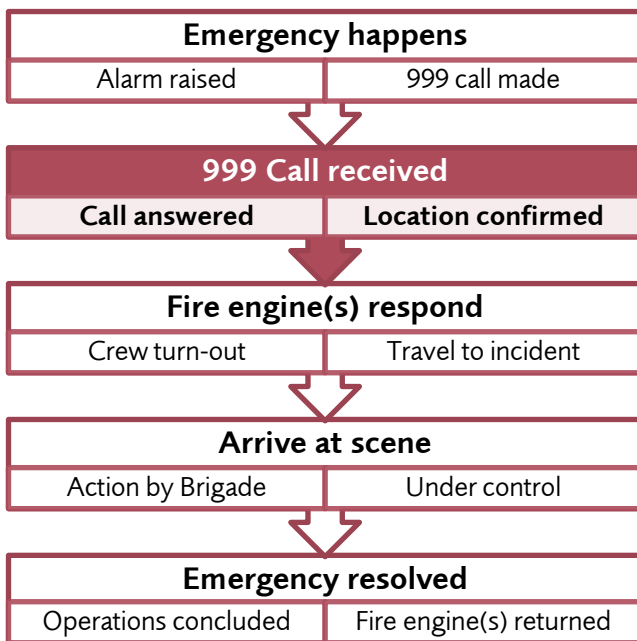
<i>number & percentage</i>						
	2009	2010	2011	2012	2013	5 year total
Delay from ignition to 999 call						
no delay	830	854	902	892	874	4 352
less than 5 mins	1 881	1 887	1 818	1 757	1 703	9 046
between 5 mins and 10 mins	1 002	1 009	910	891	883	4 695
more than 10 mins	3 004	2 850	2 848	2 779	2 524	14 005
not known/not recorded	252	276	232	209	256	1 225
Delay from ignition to 999 call (%)						
no delay	12	12	13	14	14	13
less than 5 mins	27	27	27	27	27	27
between 5 mins and 10 mins	14	15	14	14	14	14
more than 10 mins	43	41	42	43	40	42
not known/not recorded	4	4	3	3	4	4
Fire fatalities, by delay						
no delay	2	–	2	–	1	5
less than 5 mins	7	4	2	4	2	19
between 5 mins and 10 mins	3	–	10	2	2	17
more than 10 mins	24	37	24	23	28	136
not known/not recorded	11	9	8	9	7	44
Fire fatalities (%), by delay						
no delay	4	–	4	–	3	2
less than 5 mins	15	8	4	11	5	9
between 5 mins and 10 mins	6	–	22	5	5	8
more than 10 mins	51	74	52	61	70	62
not known/not recorded	23	18	17	24	18	20
Fire casualties - serious, by delay						
no delay	52	37	31	26	33	179
less than 5 mins	121	149	147	145	116	678
between 5 mins and 10 mins	122	137	112	111	106	588
more than 10 mins	339	349	349	307	268	1 612
not known/not recorded	32	34	61	46	39	212
Fire casualties - serious (%), by delay						
no delay	8	5	4	4	6	5
less than 5 mins	18	21	21	23	21	21
between 5 mins and 10 mins	18	19	16	17	19	18
more than 10 mins	51	49	50	48	48	49
not known/not recorded	5	5	9	7	7	6

Chapter 3 | Emergency call handling

This chapter deals with activity undertaken by LFB control room staff, who take and deal with emergency (999) calls and mobilise resources to deal with emergencies.

Our control room handled 178,934 emergency calls in 2013; over 40 per cent of these calls (75,329) did not result in an emergency response as the call was either not an emergency, or the call was a duplicate report of an emergency we were already dealing with. The overall number of calls has fallen by 34 per cent since 2005 when there were 272,364 calls.

This chapter covers the interval marked on the chart below.



When a member of the public dials 999 they are first connected to the Public Telecommunications Operator (PTO) who asks "Emergency. Which service?". The PTO's for the UK and London are BT and Cable & Wireless and they provide the 999 (or 112) emergency call handling service. They are obliged, under the terms of their licences, to provide a public emergency call service by which any member of the public (without charge) can contact any of the local emergency authorities (police, fire, ambulance, coastguard).

If the 999 caller asks for "Fire Brigade", the call is transferred from the PTO to the LFB control operators based at our London Operation Centre in Merton.

Our response time targets for answering emergency calls for 2013/14 are:

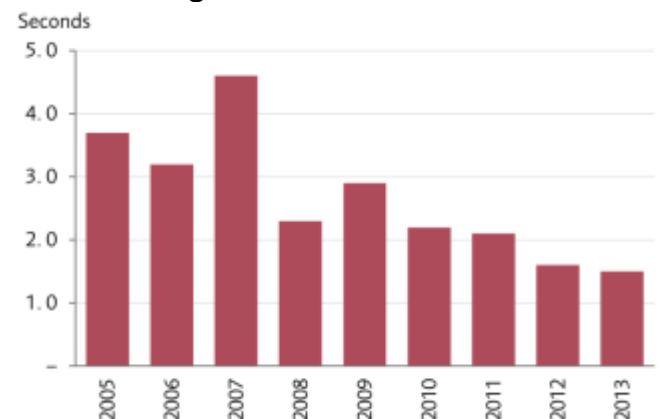
- answer 999 calls within an average of **1.4 seconds**
- answer 92 per cent of 999 calls within **7 seconds**
- dispatch a fire engine to emergency incidents within an average **1min 40 sec** of answering the call.

Answering a 999 call

(Table 3.1 and 3.2)

In 2013, it took one and a half seconds, on average, for an LFB control operator to answer the 999 call when it was passed from the PTO. Call answer times have been getting quicker since 2007 when the average time taken to answer the call was 4.6 seconds.

Chart 2: Average time taken to answer a 999 call

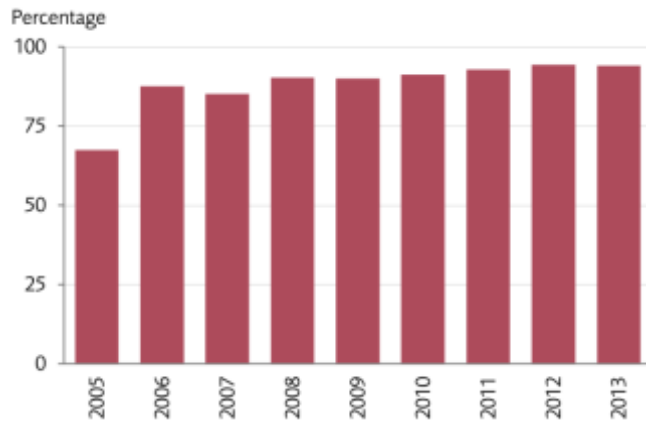


To ensure that we don't have many calls that have unusually extended call answering times we monitor the percentage of calls that are answered within 7 seconds. In 2013 we answered 94.1 per cent of calls within 7 seconds.

The occasions when it takes longer than 7 seconds to answer a call are those when we have exceptionally high call demand which can happen during very bad

weather. For example, on Monday 28 October 2013 control officers received 412 emergency calls in a three hour period (0600 – 0900) as a result of the adverse weather conditions brought about by the 'St Jude's day storm'. This was 13 times the usual number of calls for a typical Monday morning.

Chart 3: Percentage of 999 calls answered within seven seconds



Handling a 999 call

There are two stages to handling a 999 call; understanding the nature of the call and confirming there is a real emergency; and confirming the address or location and then dispatching a fire engine(s).

Control operators will handle calls that do not require an attendance. A large number of these are duplicate calls to incidents which are already being handled. Others will be people who do not require a service the Brigade offers, or where the Brigade has decided to not make an attendance. Examples of these are abandoned/hoax calls from public call boxes and some calls to shut in lift releases or to automatic fire alarms sounding where it is confirmed there is no emergency, in line with our call filtering policies.

Confirming the location

(Table 3.3)

In 2013, it took, on average, just under a minute (57 seconds) to establish the details of the 999 call, confirm the nature of the emergency and establish its location. This time has been consistent over the last nine years with times ranging from 52 seconds to 58 seconds.

Mobilising fire engines

(Table 3.4)

The average time taken to dispatch a fire engine to an incident once the location has been confirmed was 51 seconds in 2013. Over the last nine years this time has ranged from 1 minute 26 seconds to 44 seconds.

Call handling time

(Table 3.5)

The overall time taken to deal with an emergency 999 call, including the time to confirm the location of the incident and the dispatch of a response was 1 minute 49 seconds in 2013. The total call handling time has ranged from 2 minutes 19 seconds in 2007 to 1 minute 37 seconds in 2008.

Chart 4: Average call handling time

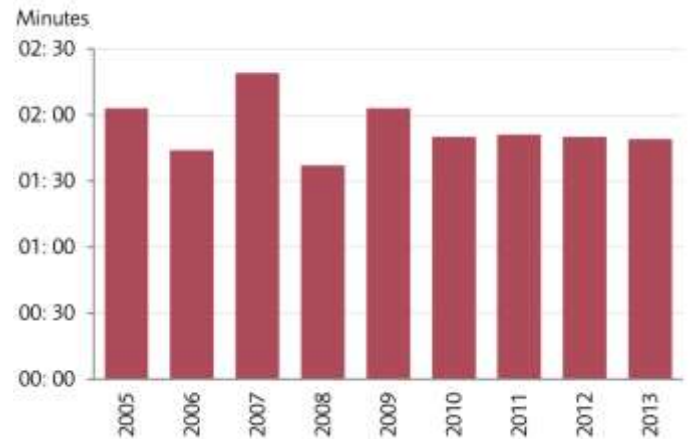


Table 3.1 Average time taken to answer an emergency 999 call

seconds

	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014
Average time taken to answer a 999 call	3.7	3.2	4.6	2.3	2.9	2.2	2.1	1.6	1.5	

Table 3.2 Emergency 999 calls answered within seven seconds

percentage

	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014
999 calls answered within seven seconds (%)	67.5	87.6	85.2	90.3	90.0	91.3	92.8	94.4	94.1	

Table 3.3 Average time from 999 call answer to confirmation of location

minutes

	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014
999 calls time answered to address select	00:56	00:53	00:52	00:52	00:55	00:57	00:58	00:58	00:57	

Table 3.4 Average time from confirmation of location to fire engine mobilisation

minutes

	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014
999 calls address select to mobilisation	01:07	00:50	01:26	00:44	01:07	00:53	00:52	00:52	00:51	

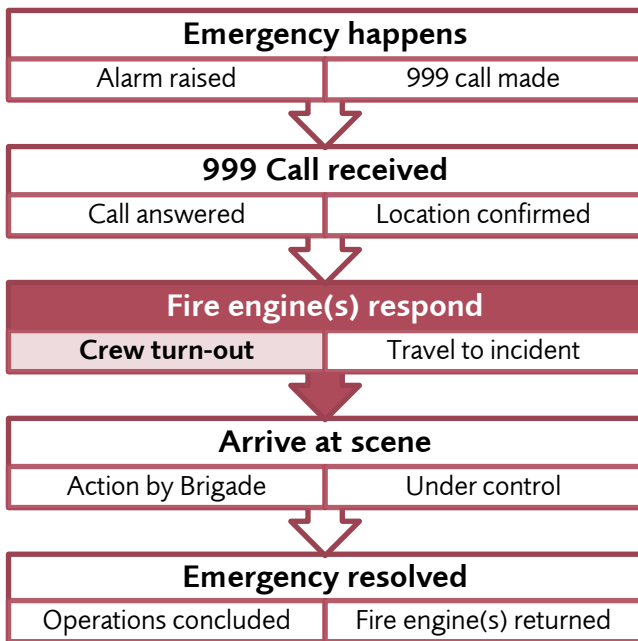
Table 3.5 Average emergency call handling time

minutes

	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014
999 calls time answered to mobilisation	02:03	01:44	02:19	01:37	02:03	01:50	01:51	01:50	01:49	

Chapter 4 | Crew turn-out times

This chapter looks at the time it takes fire engine crews to leave the fire station once they are mobilised; we call this the "crew turn-out" time. It deals with the parts of the process marked on the chart below. As can be seen from the chart, the crew turn-out time is a key component (alongside travel time) of the overall time it takes to get to an emergency incident.



The time it takes crews to leave a station is an important part of the process of getting to emergencies as quickly as possible. We record and measure the time it takes from the LFB control operator (a) sending a mobilising message to the fire station and (b) the firefighter crew getting the message, putting on their fire gear (their personal protective equipment), the driver to determine the best way to the incident location and then leaving the fire station with blue lights and sirens.

The time it takes for crews to turn-out does vary between crews at different stations and this is because the layouts of stations vary; it taking longer to get from some parts of a station to the fire engine than others.

Not all mobilisations happen from the station. Our crews can be mobilised whilst they are out and about in their local area carrying out other work such as

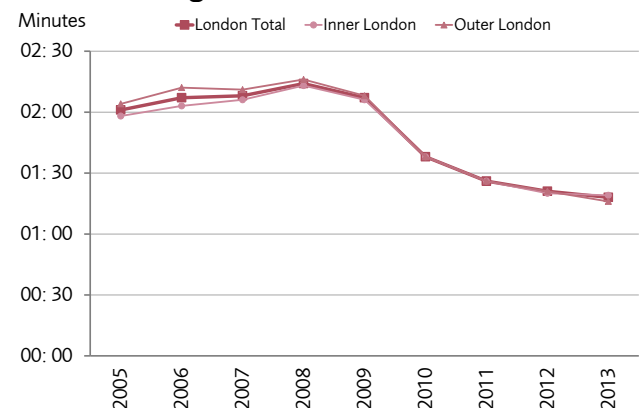
home fire safety visits and familiarisation inspections. Around 15 per cent of mobilisation are from locations other than a fire station.

Turn-out times

(Table 4.1)

On average it took 1 minute 18 seconds for a fire crew to turn-out from a fire station in 2013. Turn-out times have been getting quicker since 2008 when the average time was 2 minutes 14 seconds. This is likely to reflect increased performance management action since that time.

Chart 5: Average crew turn-out times



When we measure turn-out times for a fire station we look at all incidents that station attends regardless of where the incident is located. Turn-out times for the London boroughs are therefore the times for the firefighter crews located at stations in the borough and not for the incidents that happen in the borough which could be attended by crews from outside the borough.

Although the layout of stations are different, the turn-out times across London are similar. In 2013 the longest average turn-out time for stations in a borough was 1 minute 27 seconds for the stations in the City and Southwark; the quickest average time was 1 minute 2 seconds for the stations in Newham.

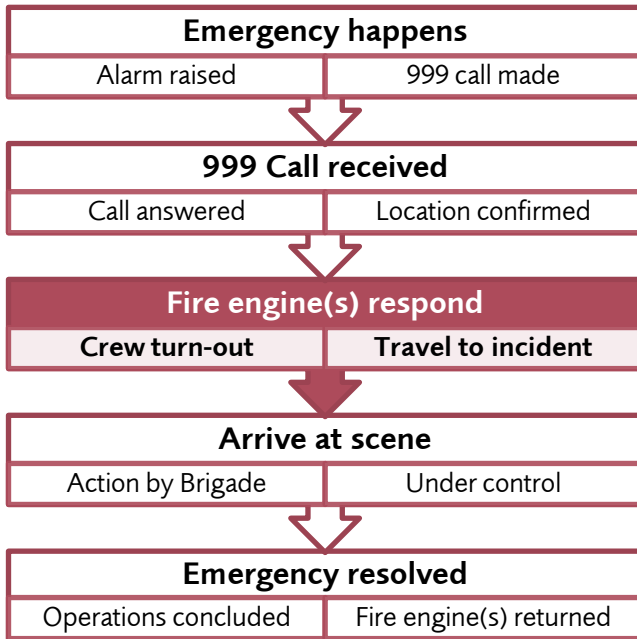
Table 4.1 Average crew turn-out time

minutes

	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014
London Total	02: 01	02: 07	02: 08	02: 14	02: 07	01: 38	01: 26	01: 21	01: 18	
Inner London	01: 58	02: 03	02: 06	02: 13	02: 06	01: 38	01: 26	01: 20	01: 19	
Camden	01: 46	01: 56	01: 56	01: 54	01: 54	01: 37	01: 31	01: 29	01: 19	
City of London	02: 16	02: 03	02: 12	02: 21	02: 02	01: 28	01: 12	01: 05	01: 27	
Hackney	02: 02	02: 03	02: 05	02: 11	02: 11	01: 45	01: 34	01: 27	01: 24	
Hammersmith and Fulham	02: 05	02: 21	02: 23	02: 26	02: 19	01: 48	01: 27	01: 13	01: 25	
Haringey	02: 00	02: 07	02: 22	02: 16	02: 14	01: 44	01: 28	01: 23	01: 19	
Islington	01: 59	02: 01	02: 04	02: 06	01: 58	01: 39	01: 32	01: 26	01: 09	
Kensington and Chelsea	01: 58	02: 04	02: 13	02: 16	02: 11	01: 36	01: 18	01: 18	01: 19	
Lambeth	02: 03	01: 56	02: 02	02: 13	02: 05	01: 36	01: 22	01: 15	01: 17	
Lewisham	01: 57	02: 26	02: 06	02: 15	02: 09	01: 41	01: 31	01: 24	01: 17	
Newham	01: 53	01: 55	01: 56	02: 00	01: 52	01: 34	01: 22	01: 05	01: 02	
Southwark	02: 09	02: 09	02: 09	02: 18	02: 04	01: 31	01: 28	01: 25	01: 27	
Tower Hamlets	01: 53	01: 57	02: 05	02: 17	02: 05	01: 31	01: 21	01: 15	01: 11	
Wandsworth	02: 03	02: 07	02: 14	02: 33	02: 19	01: 38	01: 21	01: 12	01: 21	
Westminster	01: 58	01: 58	02: 00	02: 11	02: 07	01: 38	01: 27	01: 26	01: 29	
Outer London	02: 04	02: 12	02: 11	02: 16	02: 08	01: 38	01: 26	01: 21	01: 16	
Barking and Dagenham	02: 03	02: 01	02: 07	02: 10	02: 03	01: 38	01: 25	01: 29	01: 21	
Barnet	01: 57	02: 00	02: 13	02: 02	01: 59	01: 41	01: 25	01: 19	01: 10	
Bexley	01: 52	01: 54	02: 00	02: 06	02: 10	01: 38	01: 34	01: 27	01: 15	
Brent	02: 04	02: 09	02: 04	02: 14	02: 03	01: 40	01: 31	01: 25	01: 18	
Bromley	02: 07	03: 18	02: 19	02: 36	02: 23	01: 49	01: 23	01: 12	01: 10	
Croydon	02: 21	02: 20	02: 20	02: 26	02: 13	01: 44	01: 36	01: 30	01: 18	
Ealing	02: 15	02: 05	02: 15	02: 12	02: 08	01: 31	01: 21	01: 15	01: 12	
Enfield	02: 11	02: 15	02: 15	02: 28	02: 17	01: 43	01: 33	01: 27	01: 22	
Greenwich	01: 55	01: 59	02: 02	02: 09	01: 59	01: 34	01: 25	01: 20	01: 19	
Harrow	01: 55	01: 49	02: 04	02: 17	02: 09	01: 23	01: 11	01: 13	01: 09	
Havering	02: 12	02: 17	02: 21	02: 28	02: 15	01: 37	01: 23	01: 13	01: 07	
Hillingdon	01: 46	01: 52	01: 56	01: 54	01: 54	01: 25	01: 19	01: 14	01: 16	
Hounslow	02: 11	02: 21	02: 14	02: 15	02: 08	01: 41	01: 26	01: 20	01: 21	
Kingston upon Thames	02: 07	02: 18	02: 26	02: 32	02: 17	01: 41	01: 29	01: 22	01: 23	
Merton	02: 05	02: 13	02: 17	02: 39	02: 20	01: 40	01: 23	01: 11	01: 09	
Redbridge	01: 53	01: 59	02: 07	02: 12	02: 00	01: 27	01: 21	01: 17	01: 17	
Richmond upon Thames	02: 10	02: 56	02: 28	02: 42	02: 19	01: 29	01: 16	01: 10	01: 09	
Sutton	02: 11	02: 23	02: 25	02: 34	02: 30	01: 56	01: 31	01: 30	01: 26	
Waltham Forest	02: 02	02: 22	02: 03	02: 11	02: 05	01: 39	01: 21	01: 25	01: 21	

Chapter 5 | Fire engine response times

This chapter looks at the time it takes for fire engines to arrive at emergency incidents. It deals with the parts of the process marked on the chart below.



As explained in Chapter 1, our aim is to get to emergencies as quickly as possible.

To measure our effectiveness at doing this, we have three attendance standards that we monitor our performance against. These standards have been in place since 2008 and are:

- for the first fire engine to arrive within an average of **6mins** from being dispatched
- for the second fire engine (if required) to arrive within an average of **8mins** from being dispatched
- for first fire engines to arrive within **12mins** in more than 95 per cent of occasions

Our fire engine response standards are measured from the time LFB control operators mobilise the first (and subsequent) fire engine to an incident to when the fire engine arrives at the incident location. This time therefore includes the crew turn-out time detailed in Chapter 4 of this report.

We have used the time mobilised as the reference point for attendance times for more than 20 years. Attendance times have traditionally been counted from the point that resources are mobilised, and this dates back to at least 1993 when the Government's performance indicators measured speed of response by reference to "assigning appliances by control".

The advantage of using the time mobilised as the starting point for measuring the attendance time of fire engines is that attendance standards are calculated by reference to the period over which the Brigade has most control.

Whilst the time between crew turn-out and arrival at an incident may vary depending on traffic conditions and marginal differences in crew turn-out times at different stations, the time taken for the Brigade to attend an incident will principally be determined by the physical location of fire stations and fire engines.

Generally inner London boroughs have faster attendance times than outer London boroughs. This is a consequence of a pre-existing (and continuing) clustering of resources in inner London as a result of the former Government standards (see Annex A). This point highlights that the historical position is that attendance times are faster in inner London, and a move towards equal entitlement is more likely to result in attendance times increasing in inner London and decreasing in outer London. However, in terms of relative performance the inner London boroughs still generally have faster attendance times.

Response times for the first fire engine

(Table 5.1)

The standard for the first fire engine is to arrive at an incident, on average, within six minutes of being mobilised.

On average it took 5 minutes 19 seconds for the first fire engine to arrive at an emergency incident in London in 2013. The average time for inner London was 4 minutes 50 seconds; and the time for outer

London was 5 minutes and 50 seconds. The average time for the London boroughs ranged from 4 minutes 30 seconds in Kensington and Chelsea to 6 minutes 35 seconds in Hillingdon. London wide times have been getting quicker since 2008 when the average time was 5 minutes 34 seconds.

Chart 6: Average response time for the first fire engine



Response times for the second fire engine.

(Table 5.2)

The standard for the second fire engine is to arrive at an incident, on average, within eight minutes of being mobilised.

Chart 7: Average response time for the second fire engine



On average it took 6 minutes 38 seconds for the second fire engine to arrive at an emergency incident in London in 2013. The average time for inner London was 6 minutes 1 second; and the time for outer London was 7 minutes and 21 seconds. The average time for the London boroughs ranged from 5 minutes 30 seconds in Lambeth to 8 minutes 34 seconds in Richmond upon Thames. London wide times have

been getting quicker since 2010 when the average time was 6 minutes 46 seconds.

Response times for the third fire engine.

(Table 5.3)

Most incidents are quickly resolved by only one or two fire engines. A third fire engine is sent to incidents on about 12 per cent of occasions¹. Other than the overarching intention that all our fire engines arrive as quickly as possible, there is no standard for the third fire engine.

Chart 8: Average response time for the third fire engine



On average it took 8 minutes for a third fire engine to arrive at an emergency incident in London in 2013. The average time for inner London was 7 minutes 20 seconds; and the time for outer London was 9 minutes and 2 seconds. The average time for the London boroughs ranged from 6 minutes 56 seconds in City of London to 10 minutes 43 seconds in Harrow. London wide times have been getting quicker since 2010 when the average time was 8 minutes and 7 seconds.

First fire engines arriving within 12 minutes

(Table 5.4)

Our third attendance standard is to get a fire engine to an incident anywhere in London within 12 minutes on 95 per cent of occasions. This standard is to ensure that no incident has an exceptionally protracted attendance time.

¹ LFB London Safety Plan Supporting Document No.24

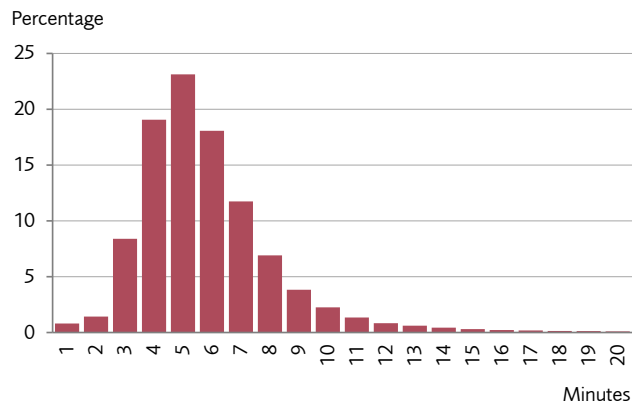
London wide we have achieved this standard on over 97 per cent of occasions in each of the last nine years.

Attendance time distributions

(Table 5.5, 5.6 and 5.7)

Measuring arrival times using an average is a useful way of summarising our response to incidents. Another way is to look at the distribution of response times by minute intervals. These distributions help to understand the range of response times.

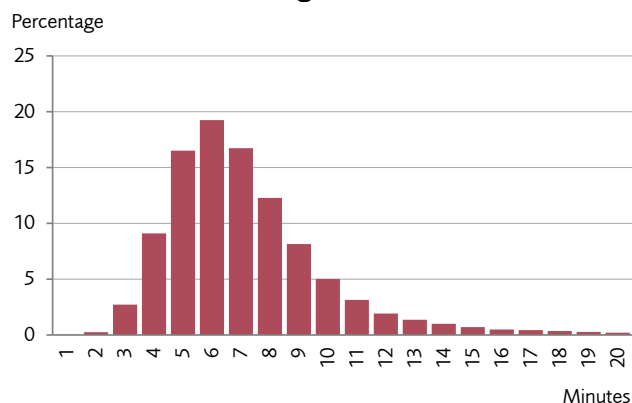
Chart 9: First fire engine arrival time distribution



In 2013, there were 95,380 first fire engine mobilisations to incidents. The first fire engine arrived within 6 minutes on 70.9 per cent of occasions; within 10 minutes on 95.7 per cent of occasions; and within 12 minutes on 97.8 per cent of occasions. Times over 12 minutes accounted for 2.2 per cent of first fire engine mobilisations.

There were 515 mobilisations that were over 20 minutes. These times are excluded from performance attendance calculations as they represent errors in the data; either due to human error or failure with the systems to record a correct time.

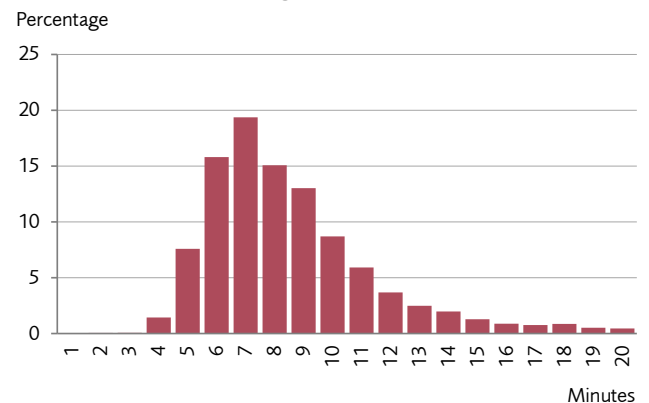
Chart 10: Second fire engine arrival time distribution



In 2013, there were 37,962 second fire engine mobilisations. The second fire engine arrived with 8 minutes on 76.9 per cent of occasions; within 10 minutes on 90.1 per cent of occasions; and within 12 minutes on 95.1 per cent of occasions. Times over 12 minutes accounted for 4.9 per cent of second fire engine mobilisations.

There were 720 mobilisations for second fire engines that were over 20 minutes.

Chart 11: Third fire engine arrival time distribution



In 2013, there were 7,188 third fire engine mobilisations. The third fire engine arrived within 8 minutes on 59.4 per cent of occasions; within 10 minutes on 81.1 per cent of occasions; and within 12 minutes on 90.8 per cent of occasions. Times over 12 minutes accounted for 9.2 per cent of second fire engine mobilisations.

There were 268 mobilisations for third fire engines that were over 20 minutes.

Table 5.1 Average first appliance attendance time

minutes

	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014
London Total	05: 16	05: 25	05: 29	05: 34	05: 30	05: 30	05: 22	05: 20	05: 19	
Inner London	04: 45	04: 56	05: 03	05: 08	05: 01	04: 57	04: 51	04: 49	04: 50	
Camden	04: 31	04: 42	04: 55	04: 50	04: 48	04: 46	04: 40	04: 39	04: 35	
City of London	04: 44	04: 47	05: 04	05: 13	04: 49	04: 46	04: 55	04: 54	04: 42	
Hackney	04: 45	04: 54	04: 53	05: 04	05: 04	05: 00	04: 44	04: 45	04: 47	
Hammersmith and Fulham	05: 08	05: 09	05: 34	05: 45	05: 28	05: 18	05: 09	05: 04	04: 53	
Haringey	05: 35	05: 38	05: 42	05: 52	05: 50	05: 49	05: 40	05: 37	05: 36	
Islington	04: 50	04: 48	04: 52	04: 55	04: 46	04: 47	04: 43	04: 42	04: 40	
Kensington and Chelsea	04: 32	05: 04	05: 05	04: 53	04: 51	04: 36	04: 32	04: 28	04: 30	
Lambeth	04: 43	04: 46	04: 49	04: 53	04: 52	04: 40	04: 35	04: 35	04: 40	
Lewisham	04: 50	05: 03	05: 04	05: 10	05: 01	04: 51	04: 50	04: 46	04: 51	
Newham	04: 49	04: 58	05: 03	05: 07	05: 10	05: 12	05: 04	04: 57	05: 11	
Southwark	04: 47	04: 52	04: 50	04: 58	04: 48	04: 49	04: 44	04: 43	04: 51	
Tower Hamlets	04: 24	04: 37	04: 47	04: 53	04: 41	04: 35	04: 29	04: 28	04: 35	
Wandsworth	05: 10	05: 24	05: 31	05: 36	05: 26	05: 15	05: 08	04: 59	05: 00	
Westminster	04: 37	04: 59	05: 07	05: 16	05: 09	05: 04	05: 07	05: 06	05: 01	
Outer London	05: 53	06: 00	06: 03	06: 08	06: 04	06: 07	05: 56	05: 53	05: 50	
Barking and Dagenham	05: 38	05: 42	05: 45	05: 49	05: 51	05: 54	05: 40	05: 40	05: 36	
Barnet	06: 02	06: 03	06: 20	06: 23	06: 19	06: 36	06: 16	06: 15	06: 11	
Bexley	05: 57	05: 58	05: 58	05: 55	06: 01	06: 06	05: 47	05: 43	05: 47	
Brent	05: 48	05: 54	05: 51	05: 54	06: 02	06: 03	05: 50	05: 58	05: 49	
Bromley	06: 16	06: 24	06: 24	06: 24	06: 30	06: 25	06: 20	06: 17	06: 18	
Croydon	05: 30	05: 44	05: 53	06: 01	05: 43	05: 39	05: 40	05: 37	05: 35	
Ealing	05: 33	05: 37	05: 48	05: 42	05: 46	05: 51	05: 32	05: 26	05: 25	
Enfield	06: 12	06: 22	06: 22	06: 40	06: 35	06: 32	06: 25	06: 22	06: 16	
Greenwich	05: 23	05: 18	05: 18	05: 19	05: 15	05: 23	05: 22	05: 13	05: 10	
Harrow	06: 21	06: 16	06: 39	06: 37	06: 31	06: 27	06: 13	06: 16	06: 08	
Havering	06: 35	06: 51	06: 28	06: 38	06: 24	06: 03	05: 41	05: 41	05: 37	
Hillingdon	06: 18	06: 27	06: 30	06: 39	06: 28	06: 40	06: 33	06: 41	06: 35	
Hounslow	06: 01	06: 11	06: 12	06: 23	06: 05	06: 16	05: 55	05: 51	05: 55	
Kingston upon Thames	05: 55	06: 16	06: 19	06: 17	06: 11	06: 11	05: 57	05: 59	06: 04	
Merton	05: 40	05: 50	05: 54	06: 12	06: 07	05: 53	05: 37	05: 32	05: 35	
Redbridge	05: 34	05: 43	05: 50	05: 48	05: 45	05: 48	05: 39	05: 46	05: 38	
Richmond upon Thames	06: 18	06: 21	06: 29	06: 43	06: 38	06: 39	06: 18	06: 18	06: 06	
Sutton	05: 58	06: 12	06: 12	06: 22	06: 23	06: 08	06: 07	06: 00	05: 54	
Waltham Forest	05: 13	05: 20	05: 14	05: 19	05: 16	05: 47	05: 42	05: 06	05: 05	

Table 5.2 Average second appliance attendance time

minutes

	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014
London Total	06: 17	06: 24	06: 32	06: 34	06: 32	06: 46	06: 34	06: 29	06: 38	
Inner London	05: 32	05: 44	05: 54	05: 56	05: 53	06: 04	05: 53	05: 48	06: 01	
Camden	05: 12	05: 37	05: 56	05: 56	05: 58	06: 14	05: 59	06: 01	05: 56	
City of London	05: 29	05: 29	06: 02	06: 22	05: 54	06: 04	06: 00	05: 54	05: 50	
Hackney	05: 21	05: 22	05: 24	05: 33	05: 33	06: 00	05: 31	05: 26	05: 38	
Hammersmith and Fulham	06: 08	06: 07	06: 30	06: 40	06: 27	06: 33	06: 14	06: 02	06: 06	
Haringey	06: 13	06: 18	06: 23	06: 15	06: 22	06: 31	06: 17	06: 08	06: 34	
Islington	05: 21	05: 14	05: 36	05: 30	05: 28	05: 47	05: 42	05: 42	06: 03	
Kensington and Chelsea	05: 24	05: 57	05: 49	05: 56	05: 49	05: 46	05: 39	05: 27	05: 53	
Lambeth	05: 15	05: 18	05: 19	05: 19	05: 06	05: 21	05: 15	05: 05	05: 30	
Lewisham	06: 15	06: 21	06: 25	06: 20	06: 24	06: 18	06: 22	06: 18	06: 35	
Newham	05: 49	05: 50	06: 04	06: 06	06: 11	06: 25	06: 07	06: 01	06: 25	
Southwark	05: 35	05: 38	05: 38	05: 45	05: 39	05: 50	05: 51	05: 44	05: 58	
Tower Hamlets	05: 17	05: 31	05: 48	05: 46	05: 38	05: 54	05: 32	05: 35	05: 49	
Wandsworth	06: 01	06: 12	06: 24	06: 27	06: 24	06: 28	06: 20	06: 11	06: 11	
Westminster	05: 04	05: 40	05: 52	05: 59	05: 59	05: 59	05: 57	05: 55	06: 01	
Outer London	07: 15	07: 13	07: 18	07: 20	07: 20	07: 39	07: 23	07: 17	07: 21	
Barking and Dagenham	06: 32	06: 26	06: 34	06: 41	06: 36	07: 05	06: 47	06: 34	06: 34	
Barnet	07: 48	07: 37	08: 13	08: 15	08: 14	08: 39	08: 16	08: 19	08: 12	
Bexley	07: 17	07: 15	07: 16	07: 22	07: 12	07: 09	06: 45	06: 45	07: 02	
Brent	06: 32	06: 40	06: 40	06: 35	06: 50	06: 58	06: 46	06: 47	06: 56	
Bromley	07: 52	07: 59	08: 10	08: 09	08: 15	08: 22	08: 07	08: 08	08: 11	
Croydon	06: 42	06: 49	07: 02	06: 53	06: 46	06: 58	06: 57	06: 47	06: 45	
Ealing	06: 35	06: 33	06: 44	06: 38	06: 39	07: 03	06: 38	06: 33	06: 40	
Enfield	07: 22	07: 24	07: 32	07: 18	07: 31	07: 57	07: 41	07: 40	07: 25	
Greenwich	06: 37	06: 30	06: 38	06: 41	06: 49	06: 59	06: 59	06: 51	06: 57	
Harrow	08: 37	08: 20	08: 35	08: 37	08: 23	08: 49	08: 24	08: 22	08: 17	
Havering	07: 58	08: 02	07: 43	07: 36	07: 30	07: 43	07: 28	07: 21	07: 39	
Hillingdon	07: 39	07: 15	07: 32	07: 59	07: 42	08: 11	08: 04	07: 56	07: 59	
Hounslow	07: 40	07: 41	07: 33	07: 30	07: 22	07: 48	07: 21	07: 07	07: 11	
Kingston upon Thames	07: 50	08: 02	07: 54	07: 56	07: 56	08: 19	08: 01	08: 12	08: 26	
Merton	07: 24	07: 48	07: 44	08: 01	07: 59	08: 02	07: 53	07: 52	07: 41	
Redbridge	06: 45	06: 44	07: 00	07: 00	06: 56	07: 21	06: 55	07: 02	07: 12	
Richmond upon Thames	08: 14	08: 04	08: 13	08: 25	08: 35	08: 31	08: 29	08: 31	08: 34	
Sutton	07: 56	07: 26	07: 13	07: 26	07: 18	07: 43	07: 20	07: 22	07: 07	
Waltham Forest	06: 33	06: 36	06: 03	06: 18	06: 23	06: 55	06: 37	05: 56	06: 12	

Table 5.3 Average third appliance attendance time

minutes

	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014
London Total	07: 01	07: 42	07: 49	07: 51	07: 47	08: 07	07: 59	07: 58	08: 00	
Inner London	06: 28	07: 00	07: 12	07: 15	07: 07	07: 23	07: 18	07: 13	07: 20	
Camden	05: 48	06: 38	07: 02	07: 05	07: 12	07: 21	07: 13	07: 12	07: 12	
City of London	06: 33	06: 32	07: 03	07: 27	06: 49	07: 22	07: 26	07: 27	06: 56	
Hackney	06: 48	07: 04	07: 10	06: 55	07: 06	07: 25	07: 29	07: 17	07: 31	
Hammersmith and Fulham	07: 04	07: 24	07: 49	08: 13	07: 18	07: 40	07: 17	07: 15	07: 19	
Haringey	07: 36	07: 59	08: 25	08: 11	08: 12	08: 20	08: 14	08: 05	08: 18	
Islington	06: 33	06: 36	07: 04	06: 59	06: 49	07: 09	07: 19	07: 14	07: 19	
Kensington and Chelsea	06: 37	07: 22	07: 23	07: 23	07: 06	07: 28	07: 09	07: 04	07: 06	
Lambeth	06: 22	07: 01	06: 48	07: 08	06: 48	07: 08	07: 00	06: 55	07: 21	
Lewisham	06: 58	07: 27	07: 24	07: 09	07: 21	07: 39	07: 54	07: 42	07: 46	
Newham	07: 24	07: 31	07: 21	07: 34	07: 30	07: 38	07: 27	07: 33	07: 54	
Southwark	06: 43	06: 41	06: 49	06: 44	06: 56	07: 04	06: 55	07: 03	07: 13	
Tower Hamlets	06: 19	06: 14	06: 46	06: 41	06: 40	07: 10	06: 48	06: 41	06: 57	
Wandsworth	07: 07	07: 37	07: 35	07: 53	07: 17	07: 25	07: 25	07: 15	07: 22	
Westminster	06: 12	07: 02	07: 22	07: 23	07: 14	07: 17	07: 30	07: 18	07: 11	
Outer London	08: 28	08: 45	08: 50	08: 52	08: 54	09: 20	09: 04	09: 06	09: 02	
Barking and Dagenham	07: 36	08: 16	08: 01	08: 37	08: 21	08: 51	08: 23	08: 31	08: 21	
Barnet	09: 40	09: 22	09: 46	09: 28	09: 53	10: 35	09: 41	09: 33	09: 20	
Bexley	08: 17	08: 43	08: 09	08: 44	08: 48	08: 31	08: 39	08: 39	08: 50	
Brent	08: 00	08: 18	08: 02	07: 57	08: 42	09: 00	08: 26	08: 52	08: 46	
Bromley	09: 34	09: 25	10: 01	10: 06	09: 26	09: 54	09: 47	09: 35	09: 38	
Croydon	08: 18	08: 53	08: 56	09: 06	08: 25	08: 38	08: 52	08: 56	08: 54	
Ealing	08: 04	08: 40	08: 56	08: 39	08: 18	08: 44	08: 37	08: 17	08: 13	
Enfield	08: 31	09: 16	09: 36	09: 09	09: 32	09: 29	09: 19	09: 36	09: 40	
Greenwich	07: 52	07: 45	07: 46	07: 57	08: 05	08: 48	08: 33	08: 16	08: 09	
Harrow	10: 53	09: 39	10: 07	09: 57	09: 40	10: 50	11: 03	10: 04	10: 43	
Havering	08: 12	08: 32	08: 48	09: 19	08: 59	08: 56	09: 01	08: 51	08: 32	
Hillingdon	08: 28	09: 11	09: 31	09: 24	09: 24	09: 49	09: 32	10: 02	09: 48	
Hounslow	08: 58	09: 21	09: 11	09: 16	09: 47	10: 08	09: 49	09: 42	09: 30	
Kingston upon Thames	08: 47	08: 52	09: 17	08: 40	08: 39	09: 06	08: 52	09: 40	09: 51	
Merton	07: 57	08: 52	09: 38	09: 26	09: 08	09: 49	09: 34	09: 43	09: 03	
Redbridge	07: 45	08: 20	08: 35	08: 23	08: 13	09: 05	08: 53	08: 59	09: 09	
Richmond upon Thames	09: 36	09: 01	09: 12	09: 22	10: 03	10: 13	09: 18	09: 38	09: 37	
Sutton	09: 19	09: 00	08: 45	09: 23	08: 44	09: 30	09: 17	09: 46	08: 46	
Waltham Forest	07: 36	07: 34	07: 40	08: 00	07: 52	08: 59	08: 16	08: 00	07: 42	

Table 5.4 First appliance within 12 minutes

percentage

	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014
London Total	97.9	97.6	97.7	97.6	97.7	97.3	97.8	97.8	97.8	
Inner London	98.6	98.5	98.5	98.3	98.6	98.4	98.5	98.6	98.6	
Camden	98.8	98.5	98.4	98.4	98.6	98.6	98.7	98.8	99.0	
City of London	98.3	98.9	99.1	98.5	98.9	98.5	98.7	98.8	98.7	
Hackney	98.4	98.1	98.4	98.2	98.5	98.0	98.6	98.6	98.6	
Hammersmith and Fulham	98.1	98.8	98.0	97.7	98.1	98.1	98.5	98.4	98.9	
Haringey	97.9	98.2	98.1	97.3	98.0	97.1	97.7	97.8	97.8	
Islington	98.2	98.8	98.8	98.7	98.7	98.6	98.4	98.9	98.7	
Kensington and Chelsea	98.6	98.2	98.0	98.6	98.6	98.7	98.9	98.9	99.0	
Lambeth	98.6	98.5	98.4	98.4	98.0	98.6	98.6	98.5	98.5	
Lewisham	98.7	98.5	98.3	98.1	98.8	98.8	98.8	98.4	98.8	
Newham	98.6	98.5	98.5	98.3	98.6	98.2	98.3	98.7	98.0	
Southwark	98.7	98.5	98.7	98.6	98.8	98.4	98.4	98.8	98.4	
Tower Hamlets	99.1	98.7	98.6	98.3	98.8	98.8	98.7	98.9	98.4	
Wandsworth	98.7	98.2	98.5	98.1	98.3	98.0	98.8	98.5	98.8	
Westminster	99.0	98.6	98.6	98.4	98.7	98.4	98.4	98.4	98.4	
Outer London	96.9	96.6	96.7	96.6	96.7	96.1	96.9	97.0	97.0	
Barking and Dagenham	97.9	97.3	98.0	97.2	98.0	96.9	97.7	97.6	97.7	
Barnet	96.6	96.9	95.7	96.4	95.6	94.5	96.4	96.2	96.5	
Bexley	96.7	97.0	96.9	97.1	97.5	96.4	97.3	97.3	97.5	
Brent	97.0	97.3	97.2	97.5	96.7	96.5	97.5	96.9	97.4	
Bromley	96.2	95.7	96.4	95.7	95.3	95.2	95.8	96.2	95.4	
Croydon	98.1	97.2	97.2	96.8	97.4	97.4	97.2	97.6	96.8	
Ealing	97.2	97.2	97.1	97.6	97.4	96.4	97.5	97.8	97.6	
Enfield	96.6	95.6	96.0	95.3	95.6	94.6	95.7	96.0	96.0	
Greenwich	97.5	98.1	98.3	98.1	98.5	97.8	97.5	98.0	98.5	
Harrow	96.3	96.2	95.3	95.4	96.0	95.7	96.5	96.6	97.3	
Havering	95.0	93.6	95.4	95.9	96.1	96.4	98.0	97.3	97.7	
Hillingdon	96.1	95.2	95.6	95.1	96.0	94.8	95.2	95.9	95.7	
Hounslow	96.1	95.4	96.1	95.5	96.3	94.8	96.6	97.1	96.8	
Kingston upon Thames	97.3	95.9	96.1	96.7	96.2	95.8	97.0	96.8	96.8	
Merton	97.5	97.9	96.9	96.9	96.9	97.0	97.6	97.1	97.4	
Redbridge	97.9	97.4	97.1	97.6	97.6	97.4	97.6	97.1	97.5	
Richmond upon Thames	96.6	95.9	96.0	95.5	95.1	95.5	96.3	96.1	96.2	
Sutton	97.5	96.9	96.5	97.3	96.6	96.7	97.1	97.4	97.7	
Waltham Forest	97.9	97.7	97.9	98.2	98.3	97.1	97.5	98.0	98.3	

Table 5.5 Distribution of first appliance attendance times*number & percentage*

	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014
Within x min										
1	480	484	588	652	828	904	842	906	768	
2	1 684	1 396	1 188	1 079	1 306	1 586	1 532	1 383	1 354	
3	12 738	10 819	9 779	8 317	8 695	9 031	8 610	8 160	7 968	
4	31 201	27 128	25 044	23 018	22 016	20 494	19 798	18 893	18 084	
5	35 064	32 477	31 461	29 279	27 628	24 430	23 775	22 444	21 940	
6	26 112	25 813	24 919	24 450	22 687	19 731	18 710	17 456	17 146	
7	16 586	16 696	16 860	16 678	15 609	13 557	12 370	11 692	11 138	
8	9 412	9 842	10 162	10 210	9 506	8 388	7 364	6 870	6 562	
9	5 292	5 741	5 929	5 894	5 341	5 031	4 190	3 971	3 641	
10	3 124	3 382	3 530	3 629	3 257	3 080	2 530	2 301	2 142	
11	1 937	2 142	2 225	2 165	2 095	2 011	1 550	1 322	1 279	
12	1 320	1 372	1 400	1 441	1 284	1 286	1 040	903	799	
13	953	980	929	1 000	813	910	631	614	586	
14	632	676	679	615	580	648	480	411	419	
15	461	515	459	498	423	396	366	309	290	
16	339	379	344	324	321	341	276	240	211	
17	242	283	271	275	234	278	217	195	175	
18	231	209	200	178	182	166	145	156	137	
19	174	168	157	155	157	153	126	110	125	
20	123	127	129	129	94	116	110	96	101	
>20min	695	785	683	633	585	675	622	557	515	
Within x min (%)										
1	0.3	0.3	0.4	0.5	0.7	0.8	0.8	0.9	0.8	
2	1.1	1.0	0.9	0.8	1.1	1.4	1.5	1.4	1.4	
3	8.6	7.7	7.2	6.4	7.1	8.0	8.2	8.3	8.4	
4	21.1	19.3	18.4	17.7	17.9	18.2	18.9	19.2	19.1	
5	23.7	23.1	23.1	22.5	22.5	21.7	22.7	22.8	23.1	
6	17.6	18.4	18.3	18.8	18.4	17.5	17.9	17.7	18.1	
7	11.2	11.9	12.4	12.8	12.7	12.0	11.8	11.9	11.7	
8	6.4	7.0	7.5	7.9	7.7	7.5	7.0	7.0	6.9	
9	3.6	4.1	4.4	4.5	4.3	4.5	4.0	4.0	3.8	
10	2.1	2.4	2.6	2.8	2.6	2.7	2.4	2.3	2.3	
11	1.3	1.5	1.6	1.7	1.7	1.8	1.5	1.3	1.3	
12	0.9	1.0	1.0	1.1	1.0	1.1	1.0	0.9	0.8	
13	0.6	0.7	0.7	0.8	0.7	0.8	0.6	0.6	0.6	
14	0.4	0.5	0.5	0.5	0.5	0.6	0.5	0.4	0.4	
15	0.3	0.4	0.3	0.4	0.3	0.4	0.3	0.3	0.3	
16	0.2	0.3	0.3	0.2	0.3	0.3	0.3	0.2	0.2	
17	0.2	0.2	0.2	0.2	0.2	0.2	0.2	0.2	0.2	
18	0.2	0.1	0.1	0.1	0.1	0.1	0.1	0.2	0.1	
19	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.1	
20	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.1	

Table 5.6 Distribution of second appliance attendance times

number & percentage

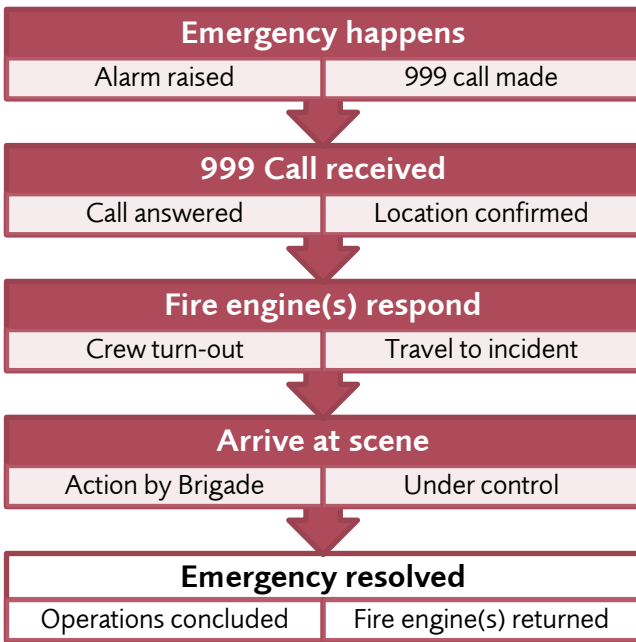
	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014
Within x min										
1	14	11	28	9	18	21	19	19	11	
2	89	65	65	87	81	139	107	107	96	
3	1 675	1 282	1 241	1 124	1 143	1 313	1 306	1 319	1 014	
4	5 906	5 119	4 592	4 265	4 328	3 832	4 033	4 104	3 391	
5	9 313	8 836	8 471	8 058	7 943	7 087	7 111	7 070	6 150	
6	9 276	9 287	9 058	8 936	8 590	8 092	7 766	7 574	7 169	
7	7 299	7 528	7 666	7 458	7 261	7 000	6 672	6 124	6 232	
8	5 233	5 033	5 375	5 403	5 339	5 291	4 807	4 612	4 574	
9	3 314	3 419	3 636	3 514	3 525	3 819	3 164	3 020	3 035	
10	2 035	2 141	2 372	2 270	2 184	2 383	2 050	1 886	1 870	
11	1 175	1 307	1 441	1 478	1 427	1 627	1 343	1 166	1 171	
12	822	860	957	919	877	1 093	828	781	715	
13	515	584	604	590	619	690	570	540	508	
14	408	382	414	421	342	497	422	363	376	
15	273	297	286	306	287	367	288	264	265	
16	202	226	229	229	185	276	207	206	184	
17	171	121	161	163	144	212	161	144	164	
18	129	150	131	110	116	146	140	132	133	
19	111	89	99	110	102	123	115	95	106	
20	78	89	72	69	69	93	67	63	78	
>20min	657	634	608	574	525	723	732	755	720	
Within x min (%)										
1	0.0	0.0	0.1	0.0	0.0	0.0	0.0	0.0	0.0	
2	0.2	0.1	0.1	0.2	0.2	0.3	0.3	0.3	0.3	
3	3.5	2.7	2.6	2.5	2.6	3.0	3.2	3.3	2.7	
4	12.3	10.9	9.8	9.4	9.7	8.7	9.8	10.4	9.1	
5	19.4	18.9	18.1	17.7	17.8	16.1	17.3	17.9	16.5	
6	19.3	19.8	19.3	19.6	19.3	18.3	18.9	19.1	19.2	
7	15.2	16.1	16.3	16.4	16.3	15.9	16.2	15.5	16.7	
8	10.9	10.7	11.5	11.9	12.0	12.0	11.7	11.6	12.3	
9	6.9	7.3	7.8	7.7	7.9	8.7	7.7	7.6	8.1	
10	4.2	4.6	5.1	5.0	4.9	5.4	5.0	4.8	5.0	
11	2.4	2.8	3.1	3.2	3.2	3.7	3.3	2.9	3.1	
12	1.7	1.8	2.0	2.0	2.0	2.5	2.0	2.0	1.9	
13	1.1	1.2	1.3	1.3	1.4	1.6	1.4	1.4	1.4	
14	0.8	0.8	0.9	0.9	0.8	1.1	1.0	0.9	1.0	
15	0.6	0.6	0.6	0.7	0.6	0.8	0.7	0.7	0.7	
16	0.4	0.5	0.5	0.5	0.4	0.6	0.5	0.5	0.5	
17	0.4	0.3	0.3	0.4	0.3	0.5	0.4	0.4	0.4	
18	0.3	0.3	0.3	0.2	0.3	0.3	0.3	0.3	0.4	
19	0.2	0.2	0.2	0.2	0.2	0.3	0.3	0.2	0.3	
20	0.2	0.2	0.2	0.2	0.2	0.2	0.2	0.2	0.2	

Table 5.7 Distribution of third appliance attendance times*number & percentage*

	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014
Within x min										
1	–	2	–	–	–	–	–	–	–	1
2	–	–	–	3	1	2	1	1	–	4
3	7	3	8	9	6	4	5	10	–	5
4	238	123	116	117	122	113	116	141	–	100
5	1 262	890	789	793	850	753	819	740	–	525
6	1 697	1 695	1 688	1 656	1 677	1 579	1 483	1 491	–	1 094
7	1 450	1 778	1 770	1 866	1 881	1 786	1 804	1 703	–	1 340
8	1 058	1 477	1 512	1 607	1 565	1 479	1 527	1 464	–	1 043
9	671	982	1 153	1 141	1 141	1 195	1 129	1 081	–	901
10	408	691	759	778	760	825	774	744	–	602
11	248	408	470	544	467	600	498	555	–	410
12	191	300	340	351	357	446	334	365	–	255
13	121	218	216	275	237	276	266	230	–	172
14	73	167	158	153	170	218	176	152	–	137
15	61	111	114	130	121	144	138	110	–	89
16	43	79	98	87	75	91	95	101	–	61
17	31	64	58	69	72	89	80	86	–	53
18	33	41	53	51	49	85	69	64	–	60
19	24	47	42	40	31	56	51	48	–	36
20	22	30	28	28	27	44	50	43	–	32
>20min	144	237	299	250	217	351	349	334	–	268
Within x min (%)										
1	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	–	0.0
2	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	–	0.1
3	0.1	0.0	0.1	0.1	0.1	0.0	0.1	0.1	–	0.1
4	3.1	1.4	1.2	1.2	1.3	1.2	1.2	1.5	–	1.4
5	16.5	9.8	8.4	8.2	8.8	7.7	8.7	8.1	–	7.6
6	22.2	18.6	18.0	17.1	17.5	16.1	15.8	16.3	–	15.8
7	19.0	19.5	18.9	19.2	19.6	18.3	19.2	18.7	–	19.4
8	13.9	16.2	16.1	16.6	16.3	15.1	16.2	16.0	–	15.1
9	8.8	10.8	12.3	11.8	11.9	12.2	12.0	11.8	–	13.0
10	5.3	7.6	8.1	8.0	7.9	8.4	8.2	8.1	–	8.7
11	3.2	4.5	5.0	5.6	4.9	6.1	5.3	6.1	–	5.9
12	2.5	3.3	3.6	3.6	3.7	4.6	3.5	4.0	–	3.7
13	1.6	2.4	2.3	2.8	2.5	2.8	2.8	2.5	–	2.5
14	1.0	1.8	1.7	1.6	1.8	2.2	1.9	1.7	–	2.0
15	0.8	1.2	1.2	1.3	1.3	1.5	1.5	1.2	–	1.3
16	0.6	0.9	1.0	0.9	0.8	0.9	1.0	1.1	–	0.9
17	0.4	0.7	0.6	0.7	0.7	0.9	0.8	0.9	–	0.8
18	0.4	0.5	0.6	0.5	0.5	0.9	0.7	0.7	–	0.9
19	0.3	0.5	0.4	0.4	0.3	0.6	0.5	0.5	–	0.5
20	0.3	0.3	0.3	0.3	0.3	0.4	0.5	0.5	–	0.5

Chapter 6 | Incident response times

So far, this report has looked at each stage of the incident response process. In this chapter we look at the combined effect of stages undertaken by the Brigade; the response from the time the 999 call is answered until the arrival of the first fire engine.



Times for the process between call answer and first fire engine response are only available from November 2008. The data for the times for 999 call handling (to the point of selecting the incident locations) and the times for the mobilisation and arrival of fire engines, are held in separate systems before this time, and it has not been possible to join the historic data together.

(Table 6.1)

In 2013, the average time taken to respond to an emergency incident from the time the 999 call was answered, until the time the first fire engine arrived on scene, was 7 minutes and 2 seconds. Incident response times have been getting quicker since 2010, when the average time was 7 minutes 17 seconds.

The 2013 average incident response time in inner London was 6 minutes 32 seconds; and in outer London the time was 7 minutes 34 seconds.

The borough of Kensington and Chelsea had the fastest average incident response time in 2013, at 6 minutes 8 seconds; and Hillingdon the longest at 8 minutes 20 seconds.

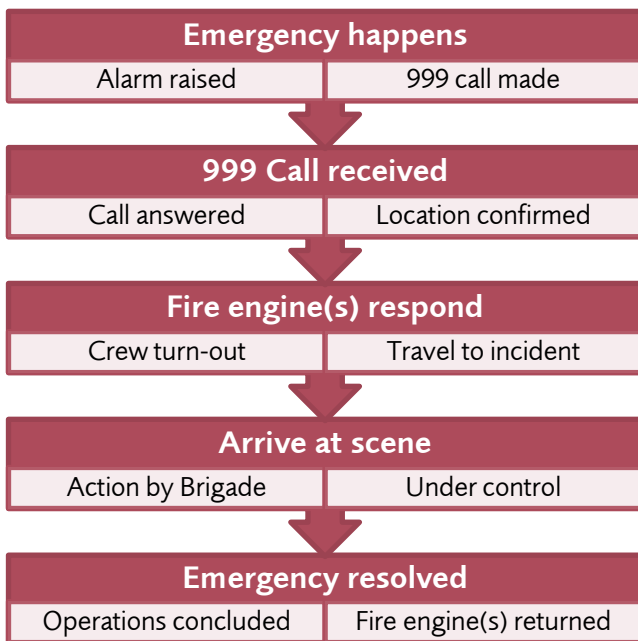
Table 6.1 Incident response times

minutes

	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014
London Total	07: 10	07: 17	07: 10	07: 05	07: 02	
Inner London	06: 40	06: 42	06: 38	06: 33	06: 32	
Camden	06: 23	06: 28	06: 22	06: 18	06: 11	
City of London	06: 28	06: 33	06: 39	06: 33	06: 22	
Hackney	06: 47	06: 53	06: 35	06: 38	06: 31	
Hammersmith and Fulham	07: 05	07: 03	06: 54	06: 47	06: 32	
Haringey	07: 32	07: 41	07: 37	07: 21	07: 19	
Islington	06: 25	06: 34	06: 30	06: 28	06: 24	
Kensington and Chelsea	06: 29	06: 18	06: 13	06: 12	06: 08	
Lambeth	06: 32	06: 27	06: 23	06: 18	06: 25	
Lewisham	06: 38	06: 34	06: 35	06: 26	06: 31	
Newham	06: 48	06: 55	06: 54	06: 47	06: 54	
Southwark	06: 27	06: 38	06: 33	06: 27	06: 37	
Tower Hamlets	06: 19	06: 22	06: 18	06: 15	06: 20	
Wandsworth	07: 02	06: 57	06: 52	06: 43	06: 41	
Westminster	06: 47	06: 47	06: 52	06: 48	06: 41	
Outer London	07: 46	07: 56	07: 45	07: 39	07: 34	
Barking and Dagenham	07: 35	07: 45	07: 31	07: 30	07: 29	
Barnet	08: 03	08: 26	08: 07	08: 06	07: 57	
Bexley	07: 43	07: 50	07: 37	07: 24	07: 27	
Brent	07: 44	07: 51	07: 38	07: 48	07: 34	
Bromley	08: 17	08: 11	08: 08	08: 04	08: 00	
Croydon	07: 21	07: 27	07: 27	07: 22	07: 18	
Ealing	07: 26	07: 41	07: 19	07: 10	07: 07	
Enfield	08: 18	08: 23	08: 18	08: 09	08: 00	
Greenwich	07: 02	07: 14	07: 13	07: 02	06: 53	
Harrow	08: 06	08: 12	07: 56	07: 56	07: 46	
Havering	08: 07	07: 54	07: 32	07: 29	07: 23	
Hillingdon	08: 11	08: 31	08: 22	08: 29	08: 20	
Hounslow	07: 52	08: 12	07: 53	07: 42	07: 43	
Kingston upon Thames	07: 46	07: 51	07: 38	07: 40	07: 43	
Merton	07: 45	07: 42	07: 29	07: 11	07: 17	
Redbridge	07: 25	07: 40	07: 31	07: 35	07: 27	
Richmond upon Thames	08: 24	08: 31	08: 08	08: 05	07: 49	
Sutton	07: 58	07: 50	07: 47	07: 42	07: 31	
Waltham Forest	06: 56	07: 36	07: 29	06: 51	06: 51	

Chapter 7 | Incident durations

This chapter looks at the overall time it takes from a 999 call being made to the incident being fully resolved and all the fire engines and fire investigators leaving the scene.



The time taken to fully conclude operations cannot always be taken as a sign of how severe an emergency was. There are many actions we carry out after the emergency has been resolved but before we leave the scene. For example after a fire we will stay to help an occupier restore or secure their property. Incidents where we carry out investigations will also have longer durations.

Fire incidents

(Table 7.1 and 7.2)

On average it takes around an hour to conclude a fire incident. Some fire types, such as small outdoor fires (which typically involve rubbish and bin fires), can be concluded in around 20 minutes; other fires, such as those that involve a large number of fire engines, can take many hours to resolve and we will remain on scene for more than a day.

Most of the fires we attend are small and require little or no firefighting. Around 20 per cent of the fires we

attended in 2013 required no firefighting when we arrived. A further 29 per cent were small fires and only required minimal firefighting.

Fire size categorisation

We have classified fires by the amount of firefighting required to bring them under control. These categories are:

- *None* – no firefighting required on arrival
- *Small* – minimal firefighting required; extinguished by physical means (eg. stamping, smothering or immersing in water) or a small portable extinguisher.
- *Medium* – These fires required the use of the hose reel attached to a fire engine
- *Large* – These fires required the use of a main jet supplied from a fire hydrant
- *5+ fire engines* – These are large fires, attended by 5 or more fire engines.

Fires where there is no firefighting required are typically concluded in around 30 minutes when the fire is outdoors (outdoor and transport fires), and in around 50 minutes when the fire was in a building. These times will include the time taken to investigate where the fire was and may involve us securing the scene if we had to gain access.

Small fires take a similar amount of time. Those that happen outdoors take around 30 minutes to conclude, whilst those in buildings range from 39 minutes in other residential buildings to over an hour in non-residential buildings. The longer time in non-residential buildings is likely to be the time taken to identify someone responsible for the premises to consider any fire safety issues.

Medium sized fires account for around 46 per cent of the fires we attend, with most of these (28 per cent of all fires) being vehicle fires. A medium vehicle fire will take around 45 minutes to conclude, whilst a medium sized building fire will be concluded in around two hours.

Large fires and those that have five or more fire engines on scene take significantly longer to conclude. A large dwelling fire will take around 5 hours to conclude and those that have five or more fire engines in attendance take around seven and a half hours to fully conclude. These times represent the additional work in dampening down and making the building safe as well as the time to investigate the cause of the fire. Fortunately these larger incidents are infrequent with large dwelling fires accounting for around six per cent of dwelling fires and 5+ fire engine fires accounting for only two per cent of dwelling fires.

Other property types have similarly long times for large and 5+ fire engine fires. Again these size fires are infrequent, with large fires accounting for less than five per cent of fires and 5+ fire engine fires less than two per cent of fires.

We deal with a small number of protracted incidents where we are on scene for more than 24 hours. This can be due to (a) continued firefighting, as can happen with fires at large waste sites (b) us keeping the area safe to monitor the situation or while heated gas cylinders cool down or (c) due to our continued investigations. There were 122 such protracted fires in 2013.

Special services

(Table 7.3 and 7.4)

Special service is the name given to the range of emergencies we attend that are not fires or false alarms. These include, for example, attending road traffic accidents, water rescues and incidents involving hazardous chemicals. We attended 31,152 special service incidents in 2013.

On average a special service incident takes around half an hour to conclude. However, there are some types of special service that take considerably longer to resolve than others.

In 2013, the longest incident durations were for batched calls which had an average duration of just over four hours. We 'batch' calls together when we get a high number of 999 calls from within a very small

area; as can happen when there is very localised flooding.

In 2013, we attended three water provision incidents which had an average time of over two hours. This included an incident at St Georges Hospital in Tooting where we assisted them with their water tanks and remained on site for over four hours.

Hazardous material incidents have longer incident durations (around one and half hours). These incidents not only involve additional precautions but we also ensure that the scene is safe and we do our best to minimise the effect of chemicals on the wider environment.

There were 11 special service incidents in 2013 where we were in attendance for more than 24 hours.

Table 7.1 Average time taken to conclude operations at fires (time of close), by fire size*hours: minutes*

	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014
Overall average	0: 41	0: 44	0: 44	0: 47	0: 52	0: 59	0: 58	0: 57	0: 56	
Dwelling	1: 21	1: 22	1: 27	1: 26	1: 30	1: 41	1: 39	1: 26	1: 27	
5+ fire engines	4: 32	5: 05	6: 47	6: 50	7: 38	8: 18	8: 11	7: 42	7: 39	
Large	2: 27	4: 07	3: 17	3: 32	4: 41	4: 42	5: 06	4: 40	4: 55	
Medium	2: 01	1: 56	2: 15	2: 18	2: 15	2: 27	2: 20	2: 08	2: 01	
Small	0: 48	0: 45	0: 46	0: 49	0: 51	0: 53	0: 53	0: 49	0: 47	
None	0: 42	0: 45	0: 47	0: 47	0: 53	1: 02	0: 58	0: 51	0: 48	
Non Residential	1: 27	1: 33	1: 28	1: 38	1: 49	1: 56	1: 58	1: 51	1: 50	
5+ fire engines	5: 37	6: 11	6: 36	8: 10	9: 06	7: 51	9: 51	10: 42	9: 15	
Large	1: 48	2: 47	3: 05	3: 01	3: 49	4: 25	3: 48	4: 21	3: 59	
Medium	1: 17	1: 23	1: 30	1: 46	1: 36	1: 56	1: 44	1: 35	1: 42	
Small	1: 00	1: 01	1: 03	1: 12	1: 12	1: 10	1: 16	1: 01	1: 08	
None	0: 49	0: 49	0: 52	0: 56	0: 53	1: 07	1: 06	0: 54	0: 53	
Other Residential	0: 57	1: 01	0: 57	1: 07	1: 05	1: 11	1: 24	1: 02	0: 58	
5+ fire engines	4: 27	4: 31	8: 51	9: 01	8: 18	3: 54	10: 41	11: 15	5: 47	
Large	1: 36	–	3: 25	3: 47	2: 49	3: 34	4: 16	3: 58	4: 33	
Medium	1: 39	2: 12	1: 56	2: 24	2: 09	2: 58	3: 17	1: 53	2: 19	
Small	0: 45	0: 47	0: 42	0: 45	0: 51	0: 51	0: 58	0: 44	0: 39	
None	0: 39	0: 37	0: 40	0: 41	0: 46	0: 48	0: 42	0: 41	0: 43	
Outdoor	0: 23	0: 25	0: 22	0: 23	0: 27	0: 30	0: 28	0: 27	0: 27	
5+ fire engines	4: 19	3: 59	4: 50	7: 11	8: 28	8: 15	6: 27	5: 13	7: 20	
Large	2: 55	2: 16	2: 07	1: 23	1: 36	1: 43	1: 53	1: 38	1: 47	
Medium	0: 22	0: 24	0: 22	0: 22	0: 26	0: 28	0: 27	0: 25	0: 27	
Small	0: 23	0: 23	0: 22	0: 22	0: 23	0: 23	0: 24	0: 21	0: 21	
None	0: 20	0: 23	0: 24	0: 22	0: 30	0: 31	0: 31	0: 33	0: 30	
Transport	0: 33	0: 35	0: 37	0: 41	0: 45	0: 51	0: 51	0: 53	0: 46	
5+ fire engines	3: 58	3: 07	5: 29	4: 37	4: 02	3: 41	4: 40	7: 03	2: 32	
Large	1: 31	0: 45	0: 53	1: 17	2: 07	2: 19	2: 27	2: 42	2: 50	
Medium	0: 33	0: 35	0: 37	0: 42	0: 43	0: 51	0: 49	0: 49	0: 45	
Small	0: 33	0: 33	0: 30	0: 32	0: 35	0: 36	0: 32	0: 46	0: 33	
None	0: 24	0: 26	0: 28	0: 29	0: 38	0: 34	0: 39	0: 35	0: 31	

Time calculated from time of 999 call answer to the time the incident is closed

Times excludes protracted incidents over 24 hours

Table 7.2 Number of fires with durations over 24 hours, by property category and fire size

<i>number</i>	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014
Total	41	35	39	63	146	124	129	102	122	
Dwelling	6	4	6	12	58	61	58	58	45	
5+ fire engines	6	4	5	8	19	22	30	22	23	
Large	–	–	–	1	6	12	9	16	8	
Medium	–	–	1	2	19	21	12	11	7	
Small	–	–	–	–	7	4	2	1	5	
None	–	–	–	1	7	2	5	8	2	
Non Residential	20	20	22	33	48	41	40	26	33	
5+ fire engines	20	20	21	26	31	25	28	16	17	
Large	–	–	–	1	7	4	6	1	5	
Medium	–	–	1	4	6	8	2	8	6	
Small	–	–	–	2	–	2	1	–	2	
None	–	–	–	–	4	2	3	1	3	
Other Residential	–	–	1	3	4	4	4	3	4	
5+ fire engines	–	–	1	2	2	3	2	1	1	
Large	–	–	–	–	1	–	–	–	–	
Medium	–	–	–	1	–	1	1	1	–	
Small	–	–	–	–	–	–	–	–	2	
None	–	–	–	–	1	–	1	1	1	
Outdoor	11	6	8	11	27	13	20	9	29	
5+ fire engines	11	6	8	9	5	2	6	3	8	
Large	–	–	–	1	–	–	2	–	3	
Medium	–	–	–	1	11	5	4	4	10	
Small	–	–	–	–	6	3	3	–	4	
None	–	–	–	–	5	3	5	2	4	
Transport	4	5	2	4	9	5	7	6	11	
5+ fire engines	3	4	2	1	1	–	–	1	3	
Large	–	–	–	–	2	–	2	3	1	
Medium	1	1	–	3	4	5	5	2	4	
Small	–	–	–	–	1	–	–	–	1	
None	–	–	–	–	1	–	–	–	2	

Table 7.3 Average time taken to conclude operations at special services (time of close)*hours: minutes*

	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014
All special service incidents	0: 25	0: 26	0: 28	0: 27	0: 30	0: 32	0: 31	0: 33	0: 32	
Advice only	0: 27	0: 35	0: 46	0: 33	0: 33	0: 30	0: 32	0: 34	0: 28	
Animal assistance incidents	0: 32	0: 34	0: 36	0: 41	0: 36	0: 38	0: 39	0: 39	0: 38	
Assist other agencies	0: 38	0: 36	0: 37	0: 38	0: 46	0: 45	0: 46	0: 48	0: 48	
Effecting entry/exit	0: 20	0: 20	0: 20	0: 21	0: 22	0: 23	0: 23	0: 23	0: 23	
Evacuation (no fire)	0: 47	0: 49	0: 49	0: 49	1: 08	1: 09	1: 13	1: 04	1: 10	
Flooding	0: 34	0: 34	0: 36	0: 34	0: 40	0: 38	0: 36	0: 38	0: 36	
Hazardous materials incident	1: 06	1: 15	1: 30	1: 24	1: 36	1: 49	1: 31	1: 34	1: 26	
Lift release	0: 18	0: 18	0: 19	0: 19	0: 21	0: 23	0: 24	0: 24	0: 24	
Making safe (not RTC)	0: 27	0: 31	0: 47	0: 32	0: 46	0: 46	0: 46	0: 46	0: 47	
Medical incident	0: 41	0: 29	0: 37	0: 39	0: 36	0: 38	
No action (not false alarm)	0: 22	0: 22	0: 24	0: 24	0: 23	0: 24	0: 22	0: 22	0: 22	
Other rescue/release of persons	0: 33	0: 32	0: 39	0: 36	0: 36	0: 43	0: 38	0: 41	0: 44	
Other transport incident	1: 07	1: 07	1: 11	0: 40	0: 39	0: 34	0: 37	0: 35	0: 37	
Removal of objects from people	0: 22	0: 23	0: 26	0: 26	0: 28	0: 26	0: 28	0: 30	0: 30	
Rescue or evacuation from water	0: 47	0: 35	0: 50	0: 50	0: 50	0: 49	
Road traffic collision	0: 32	0: 35	0: 35	0: 37	0: 39	0: 40	0: 42	0: 43	0: 42	
Spills and Leaks (not RTC)	0: 25	0: 26	0: 31	0: 29	0: 29	0: 27	
Stand by	0: 21	0: 48	0: 25	0: 35	0: 58	0: 50	1: 02	0: 57	0: 59	
Suicide/attempts	0: 55	0: 52	0: 59	0: 59	1: 00	0: 50	0: 57	1: 15	1: 03	
Unclassified	0: 25	0: 35	0: 23	0: 25	
Water provision	0: 37	0: 50	0: 33	0: 34	0: 57	0: 43	0: 41	1: 37	2: 16	
Batched [flooding] calls	4: 00	2: 55	6: 32	1: 04	3: 35	1: 01	0: 26	2: 37	4: 08	

Time calculated from time of 999 call answer to the time the incident is closed

Times excludes protracted incidents over 24 hours

Table 7.4 Number of special services with durations over 24 hours, by type

<i>number</i>	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014
All special service incidents	3	3	7	10	11	11	5	26	11	
Advice only	–	–	–	1	–	–	–	–	1	
Animal assistance incidents	–	–	–	–	–	–	–	1	1	
Assist other agencies	2	1	–	1	–	–	–	2	–	
Effecting entry/exit	–	1	–	–	2	–	–	2	1	
Evacuation (no fire)	1	–	–	1	–	–	–	–	–	
Flooding	–	–	1	2	2	4	–	8	2	
Hazardous materials incident	–	–	–	–	–	–	–	1	2	
Lift release	–	–	–	3	3	1	–	4	–	
Making safe (not RTC)	–	–	5	1	–	–	–	1	1	
Medical incident	–	–	–	–	–	–	–	–	–	
No action (not false alarm)	–	–	–	1	–	2	2	–	–	
Other rescue/release of persons	–	1	1	–	–	–	–	1	–	
Other transport incident	–	–	–	–	1	–	–	–	1	
Removal of objects from people	–	–	–	–	–	–	–	3	–	
Rescue or evacuation from water	–	–	–	–	–	–	–	–	–	
Road traffic collision	–	–	–	–	3	2	–	3	1	
Spills and Leaks (not RTC)	–	–	–	–	–	–	1	–	–	
Stand by	–	–	–	–	–	1	2	–	–	
Suicide/attempts	–	–	–	–	–	1	–	–	1	
Unclassified	–	–	–	–	–	–	–	–	–	
Water provision	–	–	–	–	–	–	–	–	–	
Batched [flooding] calls	–	–	–	–	–	–	–	–	–	

Annex A | Former national and London standards of response

Prior to the Fire and Rescue Services Act 2004, the Government recommended national standards for arrival times at incidents was based on a broad categorisation of risk posed in particular geographical areas. Guidance was published by the Home Office in 1947 in the form of Fire Service Circular 7/1947 (following a review in 1944) which recommended six broad categories of risk (A – F) for particular localities. These were revised (by Fire Service Circular 4/1985) in 1985 following a recommendation by the former Central Fire Brigades Advisory Council (pursuant to which London was subdivided into four categories of risk (Categories A – D) based on government guidance on property characteristics).

Category A represented the highest risk to property and Category D represented the lowest risk to property. Between these categories there were widely differing target attendance times. For example, an area within Category A, which constituted 2 per cent of London in geographical terms immediately prior to the removal of these standards in 2004, demanded a fast response (5 minutes for the first two appliances and a third appliance within 8 minutes). By contrast, parts of London in Category D, which constituted 17 per cent of London in geographical terms, could expect to wait up to 20 minutes for a response from one fire engine.

Category A areas were generally focussed on parts of inner London which had main shopping centre and business buildings, theatres and other entertainment venues or high risk industrial property; significantly, there was no mention of housing in the Government's 'A' risk category. In contrast to the Brigade's current guiding "*principle of equal entitlement*", the Government standards prioritised particular geographical areas which had the effect that people living in different areas could not expect similar attendance times, but rather particular areas were prioritised over others. The effect of the Government's targets was that prior to 2004, London's emergency response and station locations were configured to provide a faster response in

central and inner London than outer London and there was a cluster of resources in the inner London boroughs.

The Brigade campaigned against the Government targets for a number of years and for the replacement of the targets with local integrated risk management planning, and the flexibility to determine the speed and weight of response to different types of incident. The Brigade wished to see a move towards integrated risk management plans which considered a range of factors and prevention activities rather than simply responding to incidents.

In 1995 the Audit Commission published a report 'In the line of fire' arguing that there was scope for radical changes to the standards so that future risk categorisation would be based on empirical evidence and there would be more local flexibility. The former Central Fire Brigades Advisory Councils set up a Joint Committee to respond to this and published a report in 1998 "Out of the Line of Fire" recommending that the standards be reconsidered. In the light of these representations, the Government established The Independent Review of the Fire Service chaired by Professor Sir George Bain which resulted in the report "The Future of the Fire Service: reducing risk, saving lives" in December 2002 (The Bain Report). This recommended changes to the fire and rescue service including removal of the national recommended standards of fire cover. The government responded positively to the recommendations of the Bain report and published a white paper "Our Fire and Rescue Service" presented to Parliament in June 2003 which led, in turn to the Fire and Rescue Service Act 2004.

Following the enactment of the 2004 Act (one of the main purposes of which was to confer greater autonomy and flexibility on what became fire and rescue services) and the removal of the Government recommended national standards, the Brigade had the opportunity and flexibility to formulate its own overriding policy objectives in terms of the deployment of resources.

Our first London Safety Plan for 2004/2005 (LSP1) stated that the Brigade would continue using the former recommended attendance times on a temporary basis whilst consideration was given to what the appropriate standard should be. This recognised that some consideration was needed to formulate the right policy for London.

LSP2 (the second London Safety Plan for 2005/2008), gave specific consideration to the principle of seeking to achieve more even response times across London. This represented a desire to see that people in similar types of buildings (presenting similar risks) anywhere in London can expect to wait a similar amount of time for fire engines to arrive when an emergency happens. This approach was described at the time in the following way:

"There is a powerful argument that at the point when a fire actually breaks out (notwithstanding those control measures that have been put in place) the risk is broadly the same whatever its location. In other words a fire in a bedroom in Westminster has the same potential consequence as a fire in a bedroom in Sutton or Bromley. In risk terms it is also difficult to argue that, just because one person is less likely to have a fire that it follows they should receive a slower response if they do have one. If this logic is accepted it moves us towards developing a single set of attendance standards across London."

LSP2 set clear objectives to promote the concept of equal entitlement to ensure that there would be more similar times for how long people could expect to wait for fire engine(s) to arrive and to reduce the current differences in performance in different parts of London. The purpose of this is that people in similar types of buildings anywhere in London could expect to wait a similar amount of time for fire engines to arrive when an emergency happens. This principle was crucially dependent on looking at the best place to locate fire engines in order to improve performance against the new standards and was not constrained by the locations of fire engines that had been determined under the former national recommended standards.

LSP2 proposed that the Brigade would maintain the existing attendance times but set targets to achieve

them on a London-wide basis namely (i) attendance of the first appliance within five minutes 65 per cent of the time and within eight minutes 90 per cent of the time; and (ii) attendance of the second appliance within eight minutes 75 per cent of the time and in 10 minutes 90 per cent of the time.

Introduction of 6 minute and 8 minute attendance standards

LSP3 (2008/2011) explained that the Brigade had narrowly missed its response targets under LSP2 (namely five minutes and eight minutes for the first and second appliance attendance respectively). The reasons included: (i) the impact of traffic calming measures; (ii) poor or unlawful parking; (iii) the time it takes a crew to leave the station once mobilised ("crew turnout times"); and (iv) the introduction of arrangements for crews to carry out training and community safety work. LSP3 took the opportunity to review whether the LSP2 attendance standards (particularly the first appliance standard of five minutes), which had reflected the fastest attendance times under the Government's recommend standards, were still relevant and achievable on a London-wide basis and provided the most useful and realistic measure of how quickly the Brigade mobilises resources in response to calls for assistance.

It was noted that the historic location of fire stations meant that attendance times are longer in some parts of London than they are in others and the move to using average attendance times as performance indicators at borough level would provide a clearer picture of these differences and a more reliable picture of how long someone could expect to wait for a fire engine to arrive.

LSP3 considered the level that was achievable in the circumstances prevailing at the time for the first fire engine to respond (i.e. 6 minutes rather than 5 minutes). As a result LSP3 adopted three attendance standards. These were: (i) to get the first fire engine to an incident within an average of six minutes, (ii) to get the second fire engine to an incident within an average of eight minutes, and (iii) to get a fire engine to an incident anywhere in London within 12 minutes on 95 per cent of occasions.

Annex B | How we calculate attendance time performance

Crew turn-out times

Crew turn-out times are calculated for London fire engines (pumps) only. We only look at the times where the fire engine is mobilised from the fire station and we exclude times where the appliance is sent as a relief crew for an ongoing incident.

This means we count:

- London pumps
- Turned out from a fire station
- Where the mobilisation 'plus code' is "nil", "iup", "mob" or "add" (excludes reliefs).

Fire engine response times

Attendance times for fire engines are measured from (a) the time an appliance is mobilised to (b) the time the appliance arrives at the incident scene. No special appliances (e.g. aerial appliances, fire rescue units) currently have published attendance times. The standard applies London-wide to any type of emergency incident.

The following criteria are used to calculate published attendance time performance:

- Arrival times for all pumping appliances regardless of location of the appliance at time of mobilisation and will include appliances from other station grounds.
- First appliance and second appliance is determined by the order of arrival at the incident, i.e. the first appliance will be the first to arrive not necessarily the first to be mobilised.
- Mobilisations included in the calculation are for:
 - Incidents in London only;
 - London pumping appliances only; pumping appliances from neighbouring brigades that attend in London are not included.
 - Appliances on the initial mobilised attendance only (e.g. not reliefs, incident upgrades).
 - Mobilisations where a time value is present in the data; sometimes 'time arrived' is missing

due to a failure (human or technical) to record the time.

- Mobilisations are excluded where:
 - The incident is a 'shut in lift' release not attended as an emergency (i.e. not on 'blue light')) [around 5 per cent of mobilisations].
 - The calculated attendance time is greater than 20 minutes (because this generally reflects a failure (human or technical) to record a time of arrival in a timely manner [around 2 per cent of mobilisations].
 - The mobilisation is to a batch mobilised flooding call [less than 1 per cent of mobilisations].