



RESPONSE TO EMERGENCIES 2018 REPORT

Buckinghamshire Fire & Rescue Service

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RESPONSE SUMMARY

Strategic aim

To provide a timely and proportionate response to incidents by allocating our assets and resource in relation to risk and demand.

Targeting

Our targets are simple:

- We strive to achieve an average attendance time no worse than ten seconds more than the average of the previous five year period;
- We strive to improve attendance times through continuous service improvement;

Why response times are important

- Faster response times may result in a better outcome for persons or property.
- Response times provide us with benchmarking data for resource and risk modeling.
- Response times allow us to identify areas for improvement as well as change in the makeup of the county.
- Allow the public to have an informed expectation.
-

Why response times aren't the full picture

Response times are just one performance measure and does not provide the full picture:

- Response times do not include any delay prior to the call being made.
- Response times do not identify if the resource sent was appropriate or proportionate.
- Response times do not identify how performance of crews at an incident impacted the outcome.

2017/2018 – Overview

The service just missed out on meeting its response target in 2017/2018, achieving an average response time of 08:31 compared to the target of 08:29.

The 2017/2018 target was always going to be a challenge due to the timings recorded in 2012/2013 (08:00) and 2016/2017 (08:19).

We are potentially seeing some impacts of such parameters as road congestion, greater population densities away from our fire station locations and extreme weather condition: heavy snow in early 2018.

Looking Ahead

Over the next five to 30 years our service area is likely to go through a period of significant increase to its population and associated with this will be a level of house building and infrastructure since the development of Milton Keynes.

“We strive to improve attendance times through continuous service improvement”

Major infrastructure projects like HS2 and cross rail are already starting and will have an impact on our risk but also the road infrastructure. The Oxford/Cambridge Expressway is also scheduled for a few years' time and will have similar impacts. Only by planning now can we maintain or improve our current response performance based on good, logical data.

As always, prevention is far better than response: with this in mind, targeting strategies now take into consideration travel time to locations. This will help us identify those more at risk of a longer attendance time and focus our prevention campaigns accordingly.

Julian Parsons

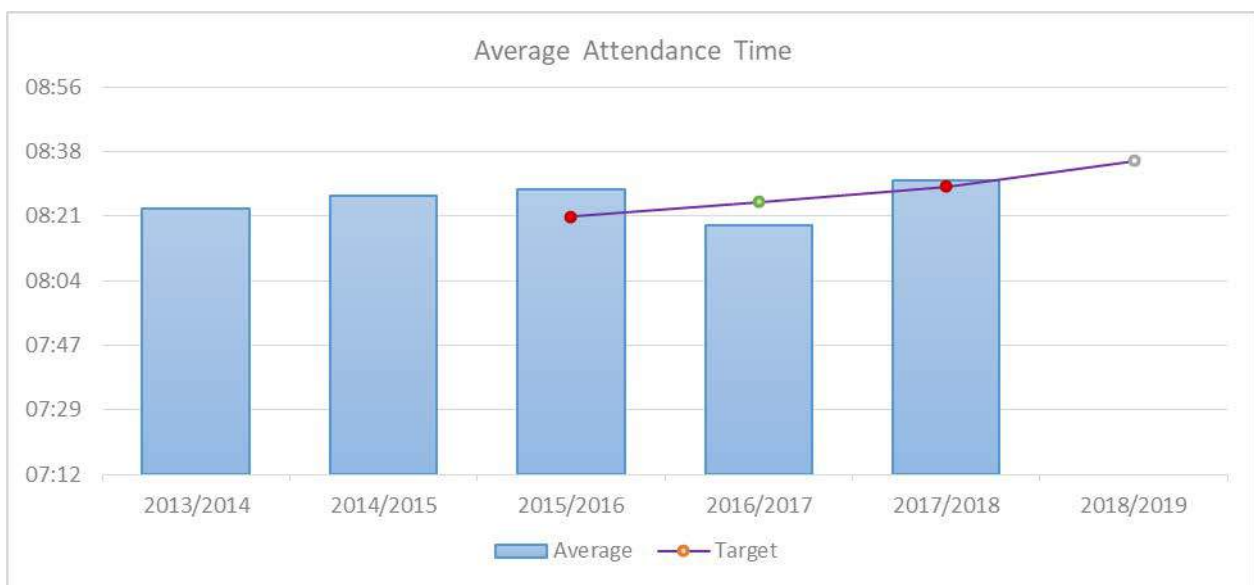
Head of Service Development

THE FIGURES

BFRS average attendance times to emergencies

The average time for the first appliance to arrive on scene to an incident once assigned was 08:31. This was two seconds slower than the target Bucks Fire and Rescue Service had set itself.

The graph below shows BFRS' average response time to incidents during the period of 1 April 2013 to 31 March 2018:

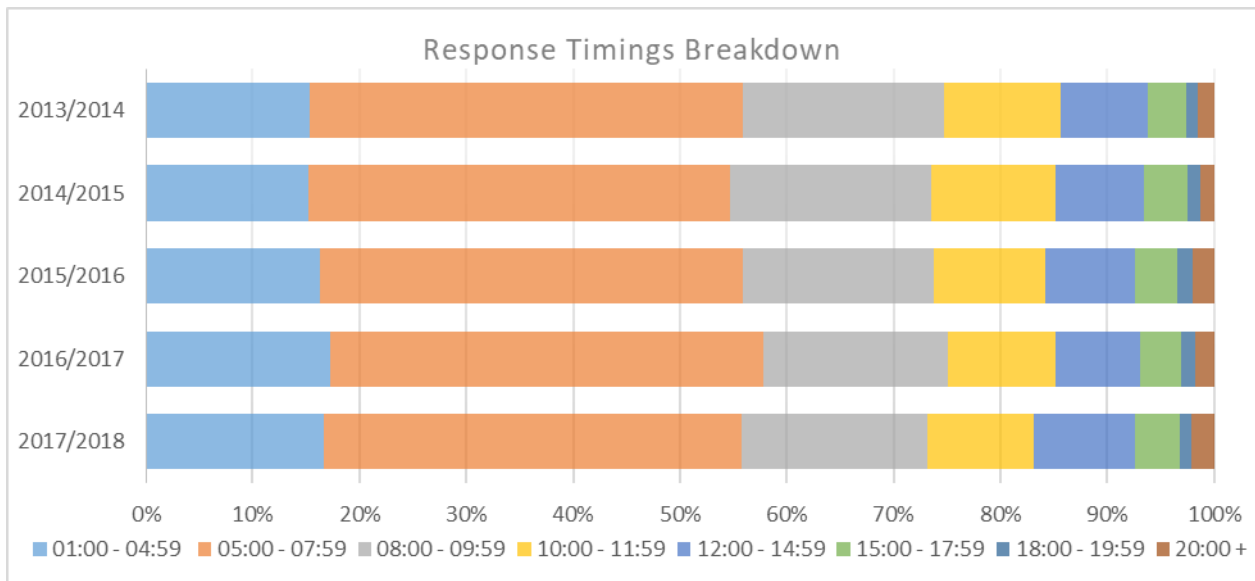


No obvious trends or anomalies were identified as being a major cause for the increase in average attendance time. Time of year, spate conditions or station grounds could not be attributed to being a major reason for the change.

BFRS attendance times – breakdown

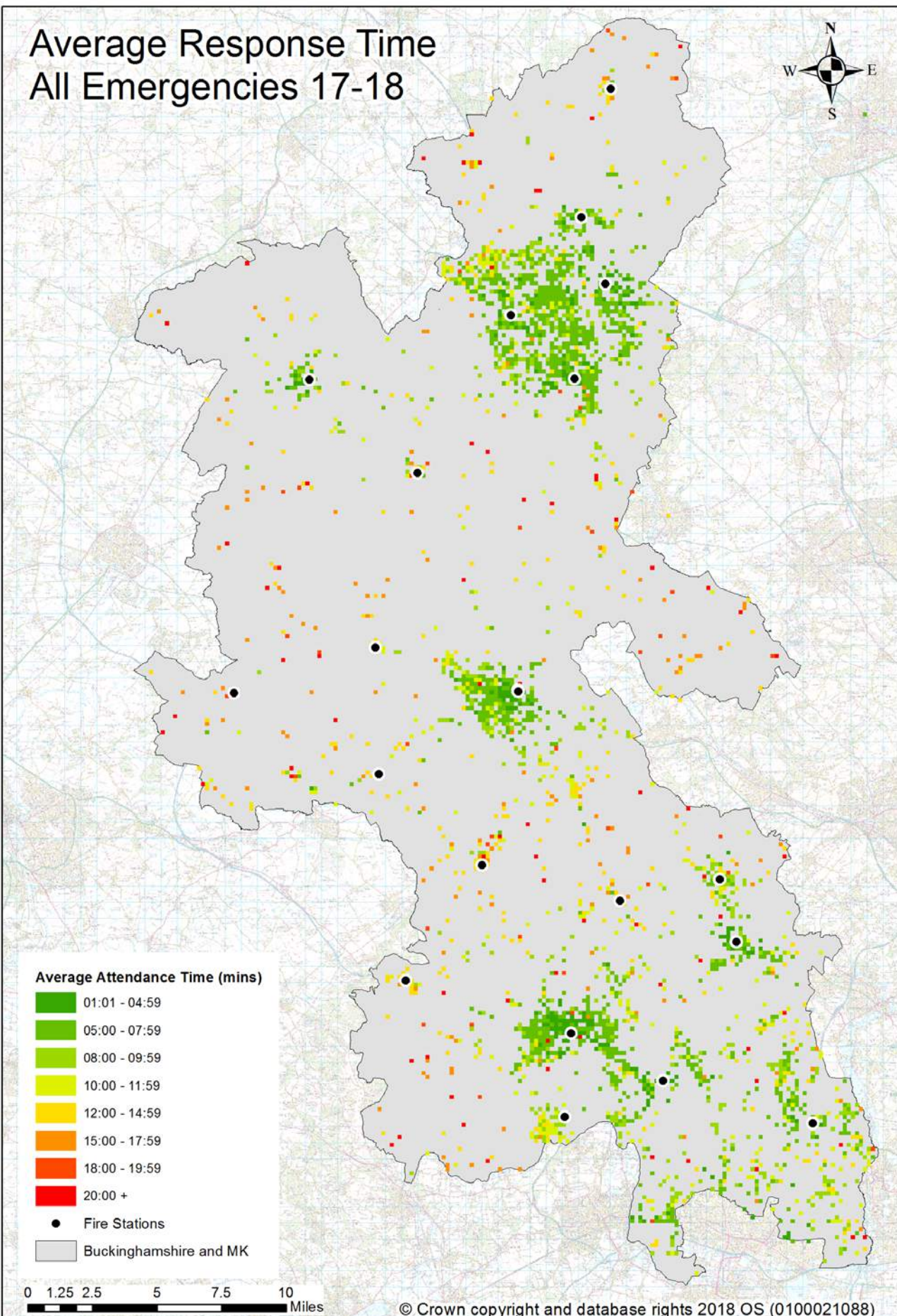
Although the average attendance time across all incidents was 08:31 for 2017/2018, it is important to understand the range of times that go to making up this figure.

The graph below shows a breakdown of all BFRS' response times to incidents over the past five years:



	% of incidents in banding					Number of incidents				
	2013/14	2014/15	2015/16	2016/17	2017/18	2013/14	2014/15	2015/16	2016/17	2017/18
< 5 Mins	15.3%	15.2%	16.4%	17.3%	16.7%	961	892	976	1093	1114
< 8 Mins	55.9%	54.7%	55.9%	57.8%	55.7%	2552	2312	2357	2567	2611
< 10Mins	74.7%	73.5%	73.8%	75.1%	73.2%	1179	1102	1071	1097	1165
< 12Mins	85.7%	85.2%	84.2%	85.2%	83.1%	690	685	622	638	665
< 15Mins	93.8%	93.4%	92.5%	93.1%	92.5%	514	486	495	503	629
< 18 Mins	97.4%	97.6%	96.5%	96.9%	96.8%	224	241	239	237	283
< 20 Mins	98.4%	98.8%	98.0%	98.2%	97.9%	64	70	85	85	73
20 Mins +	100.0%	100.0%	100.0%	100.0%	100.0%	99	73	121	113	142
						6283	5861	5966	6333	6682

Average Response Time All Emergencies 17-18



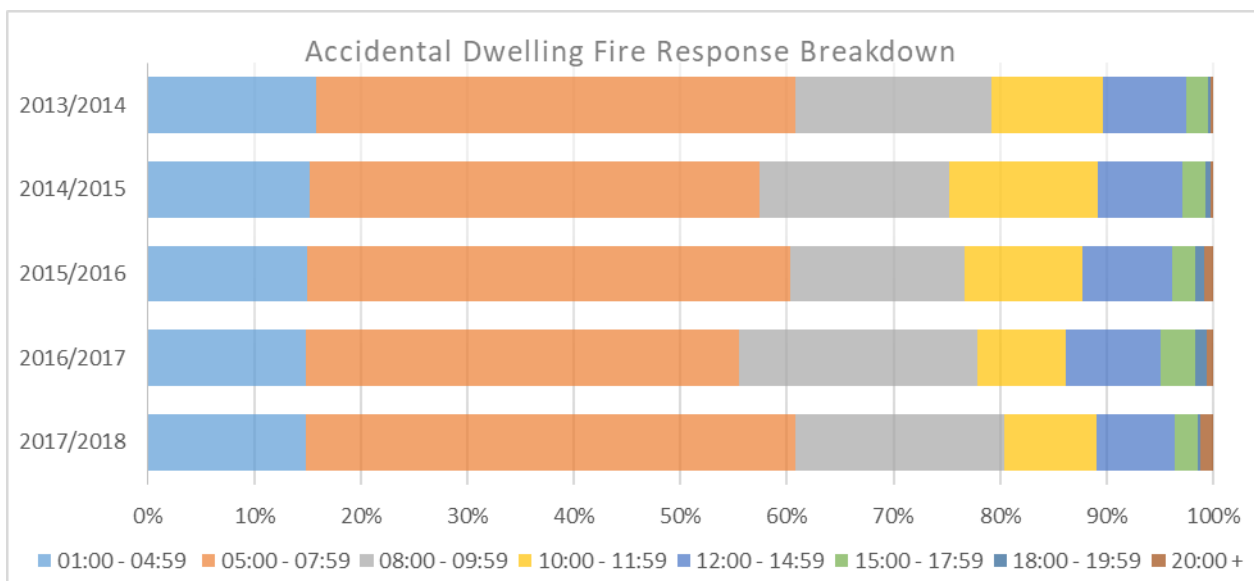
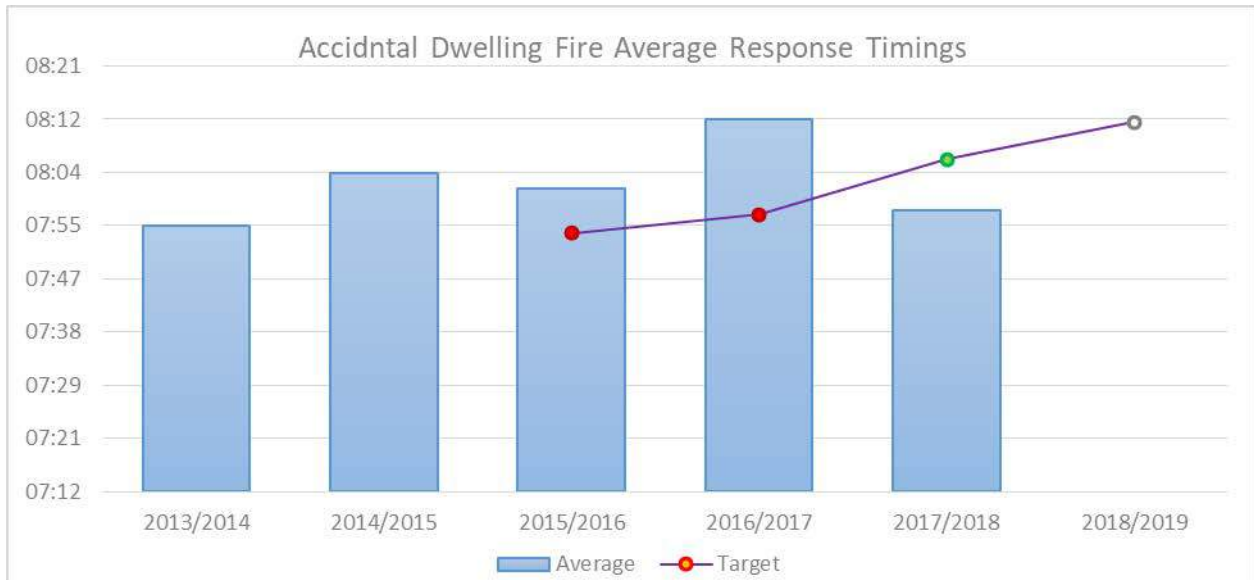
Average Attendance Time (mins)	
01:01 - 04:59	Green
05:00 - 07:59	Light Green
08:00 - 09:59	Yellow-Green
10:00 - 11:59	Yellow
12:00 - 14:59	Orange-Yellow
15:00 - 17:59	Orange
18:00 - 19:59	Red-Orange
20:00 +	Red
●	Fire Stations
■	Buckinghamshire and MK

0 1.25 2.5 5 7.5 10 Miles

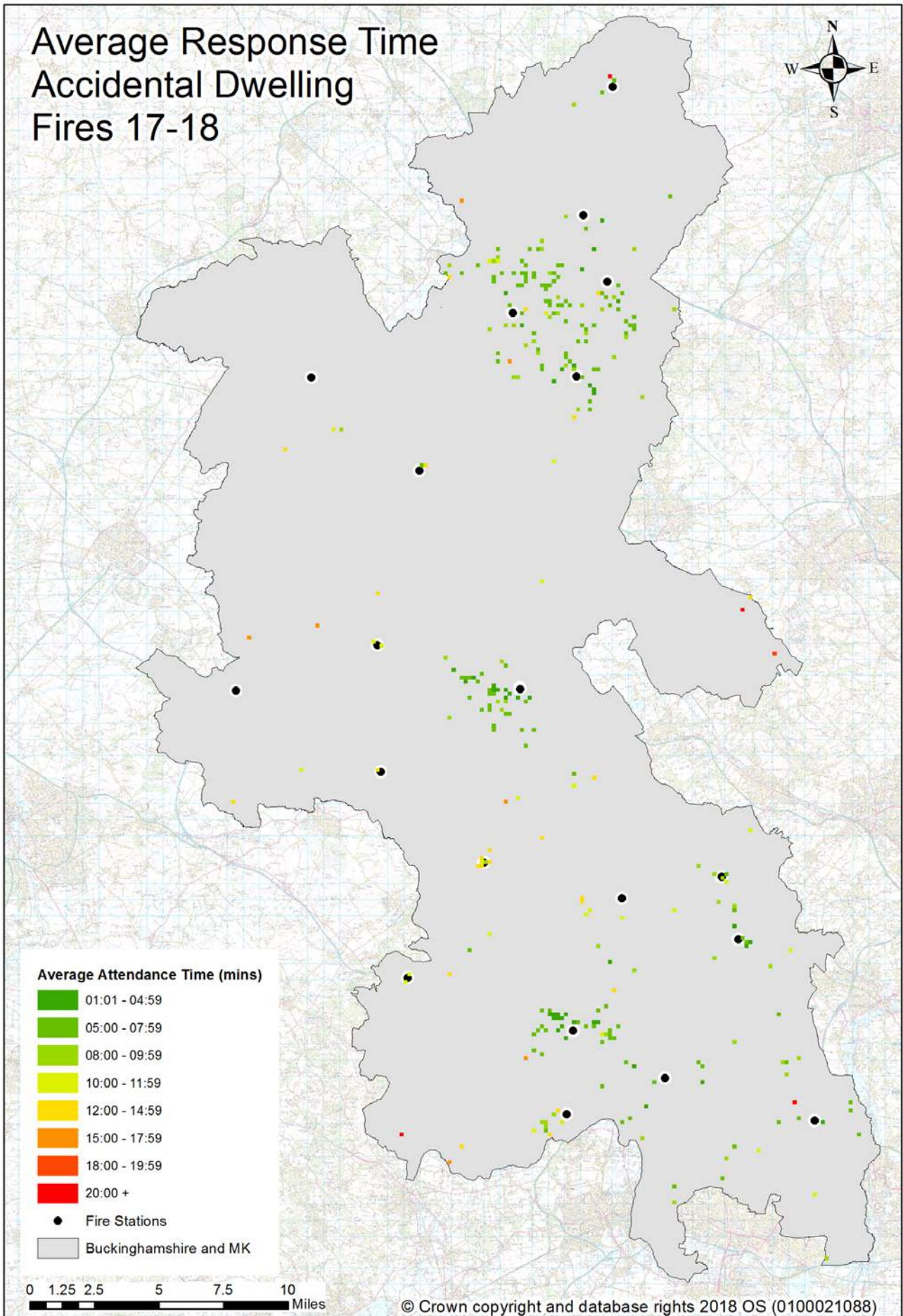
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Accidental dwelling fires (ADF)

The average time for the first appliance to arrive on scene to an incident that was identified as an accidental dwelling fire 07:58. This was eight seconds better than the target Bucks Fire and Rescue Service had set itself, and 33 seconds quicker than the average attendance time to all incidents.

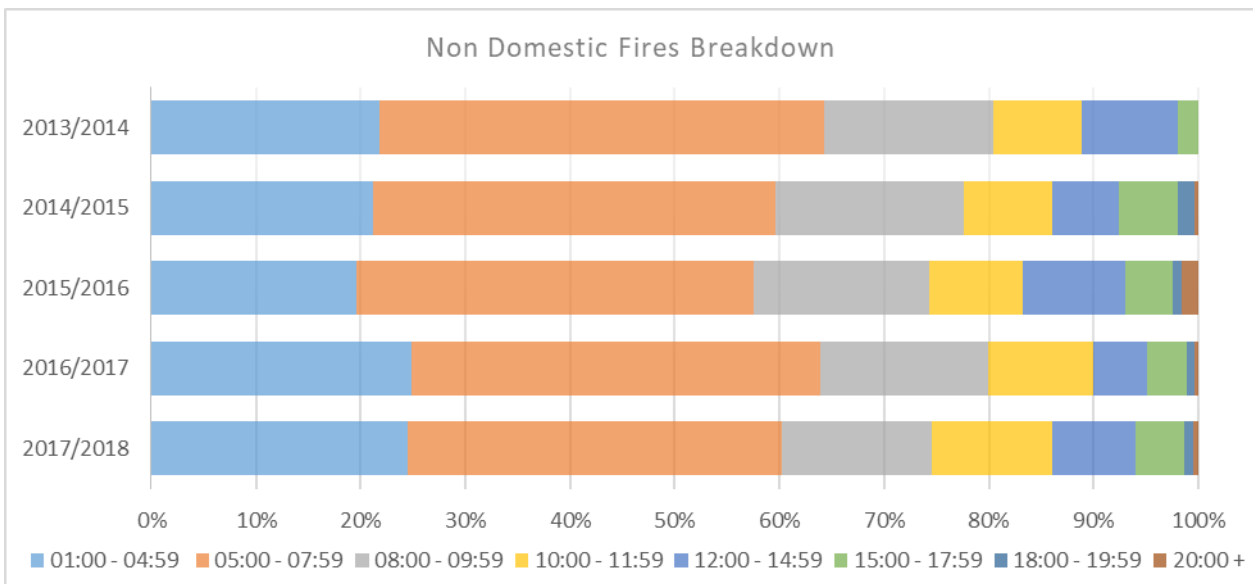
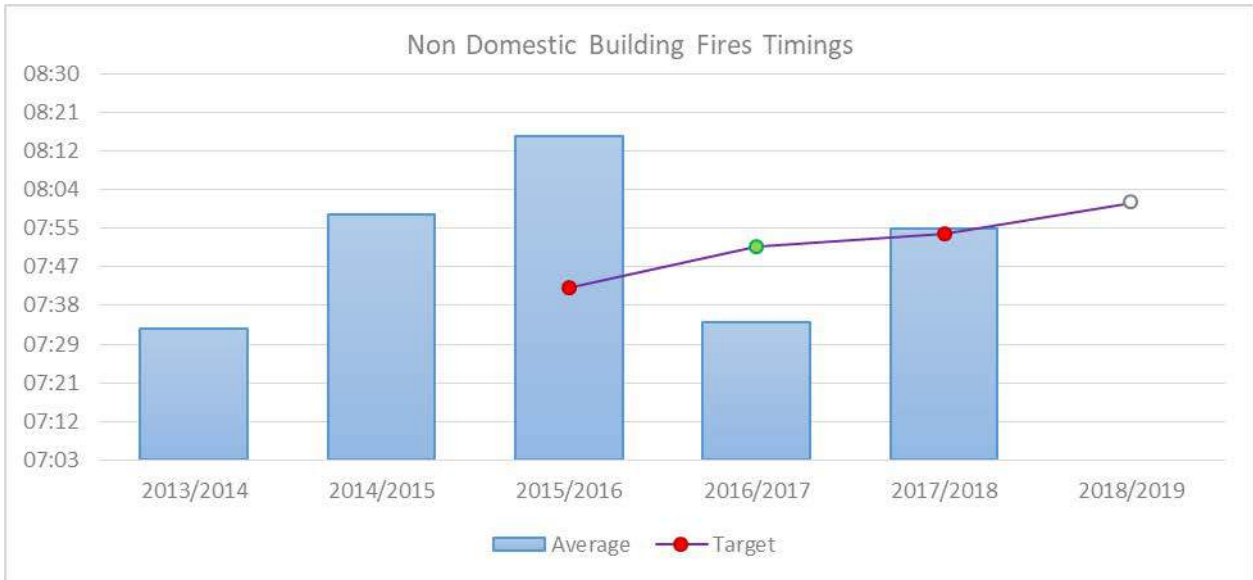


	% of incidents in banding					Number of incidents				
	2013/14	2014/15	2015/16	2016/17	2017/18	2013/14	2014/15	2015/16	2016/17	2017/18
< 5 Mins	15.8%	15.3%	15.0%	14.9%	14.8%	61	58	54	45	50
< 8 Mins	60.8%	57.4%	60.3%	55.4%	60.8%	173	160	163	123	155
< 10Mins	79.2%	75.3%	76.7%	77.9%	80.4%	71	68	59	68	66
< 12Mins	89.6%	89.2%	87.8%	86.1%	89.0%	40	53	40	25	29
< 15Mins	97.4%	97.1%	96.1%	95.0%	96.4%	30	30	30	27	25
< 18 Mins	99.5%	99.2%	98.3%	98.3%	98.5%	8	8	8	10	7
< 20 Mins	99.7%	99.7%	99.2%	99.3%	98.8%	1	2	3	3	1
20 Mins +	100.0%	100.0%	100.0%	100.0%	100.0%	1	1	3	2	4
						385	380	360	303	337



Non domestic building fires

Non domestic building fires has seen a dramatic drop in numbers: from 316 in 2013/14 to 216 in 2017/2018. Incidents that took more than 12 mins to attend dropped from 35 to 30 in the same period.



	% of incidents in banding					Number of incidents				
	2013/14	2014/15	2015/16	2016/17	2017/18	2013/14	2014/15	2015/16	2016/17	2017/18
01:00 - 04:59	21.8%	21.2%	19.6%	24.9%	24.5%	69	53	48	67	53
05:00 - 07:59	64.2%	59.6%	57.6%	63.9%	60.2%	134	96	93	105	77
08:00 - 09:59	80.4%	77.6%	74.3%	79.9%	74.5%	51	45	41	43	31
10:00 - 11:59	88.9%	86.0%	83.3%	90.0%	86.1%	27	21	22	27	25
12:00 - 14:59	98.1%	92.4%	93.1%	95.2%	94.0%	29	16	24	14	17
15:00 - 17:59	100.0%	98.0%	97.6%	98.9%	98.6%	6	14	11	10	10
18:00 - 19:59		99.6%	98.4%	99.6%	99.5%		4	2	2	2
20:00 +		100.0%	100.0%	100.0%	100.0%		1	4	1	1
						316	250	245	269	216

Average Response Time Non-Domestic Building Fires 17-18



Average Attendance Time (mins)

- 01:01 - 04:59
- 05:00 - 07:59
- 08:00 - 09:59
- 10:00 - 11:59
- 12:00 - 14:59
- 15:00 - 17:59
- 18:00 - 19:59
- 20 +

● Fire Stations

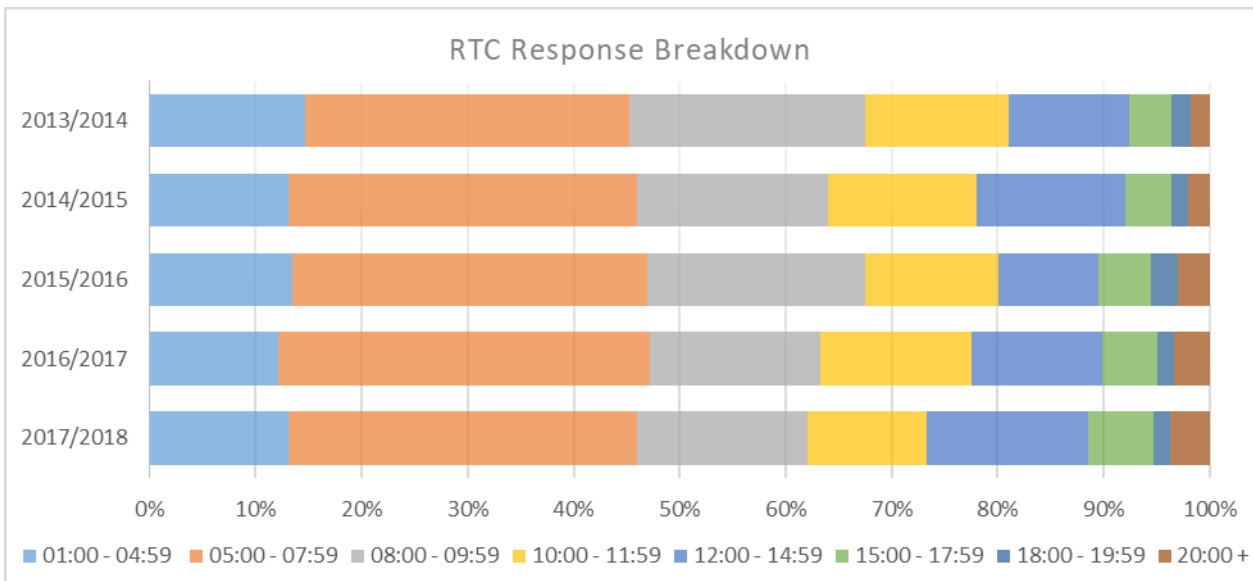
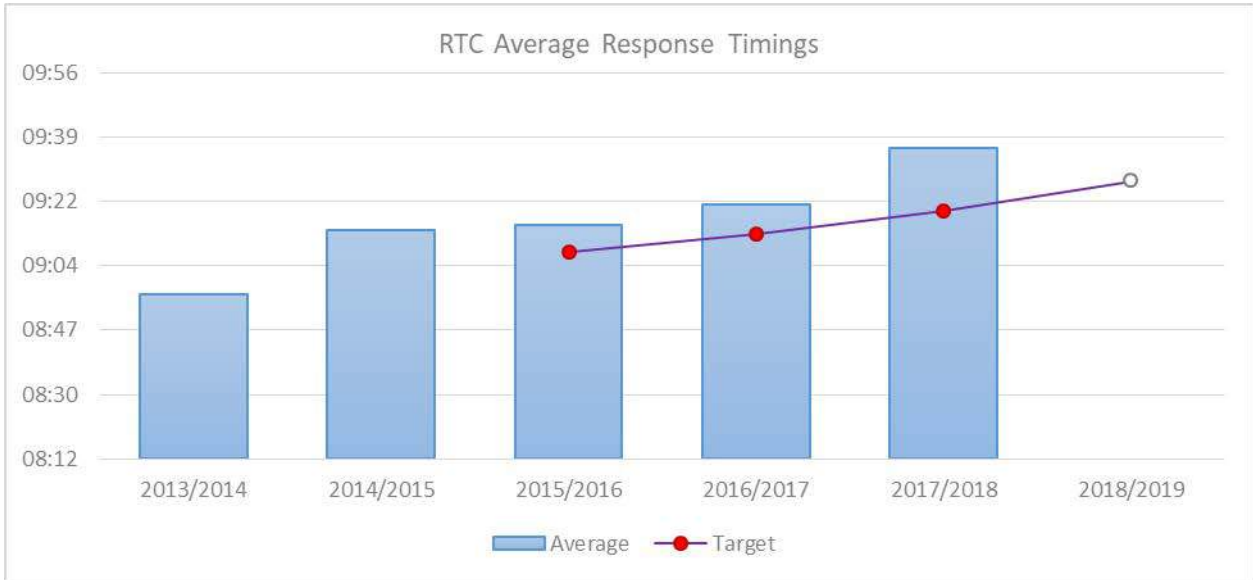
■ Buckinghamshire and MK



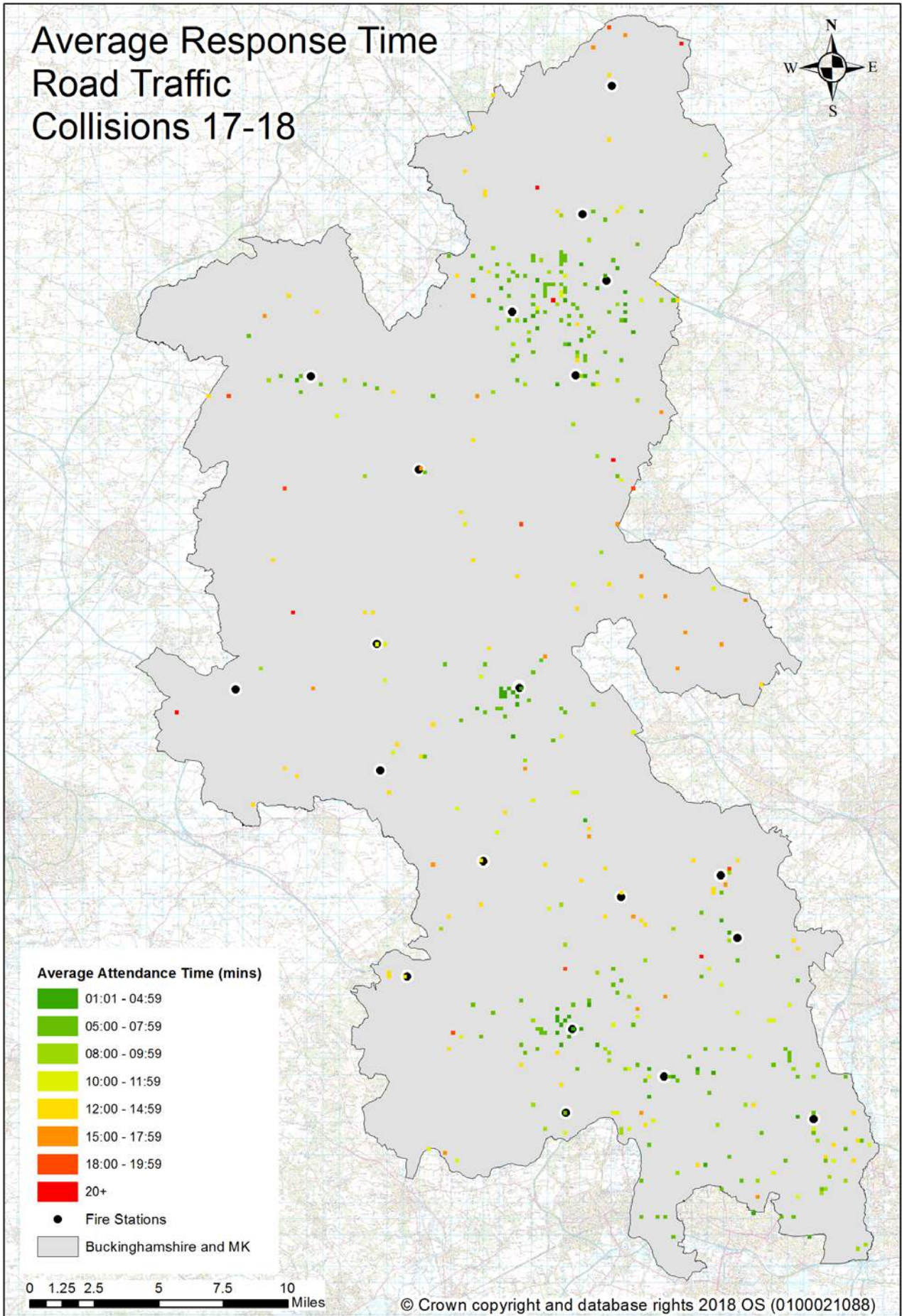
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Road traffic collisions (RTC)

2017/2018 saw 566 RTCs attended within Bucks, this is compared to 441 in 2014/2015. Although all time bands saw a rise in incidents, the mid-range bands saw a slightly greater increase, resulting in a slower average attendance time.



	% of incidents in banding					Number of incidents				
	2013/14	2014/15	2015/16	2016/17	2017/18	2013/14	2014/15	2015/16	2016/17	2017/18
< 5 Mins	14.7%	13.2%	13.5%	12.1%	13.1%	72	58	63	62	74
< 8 Mins	45.3%	46.0%	46.9%	47.2%	45.9%	150	145	156	179	186
< 10Mins	67.6%	63.9%	67.5%	63.2%	62.0%	109	79	96	82	91
< 12Mins	81.0%	78.0%	80.1%	77.5%	73.3%	66	62	59	73	64
< 15Mins	92.4%	92.1%	89.5%	89.8%	88.5%	56	62	44	63	86
< 18 Mins	96.3%	96.4%	94.4%	95.1%	94.7%	19	19	23	27	35
< 20 Mins	98.2%	98.0%	97.0%	96.7%	96.3%	9	7	12	8	9
20 Mins +	100.0%	100.0%	100.0%	100.0%	100.0%	9	9	14	17	21
						490	441	467	511	566

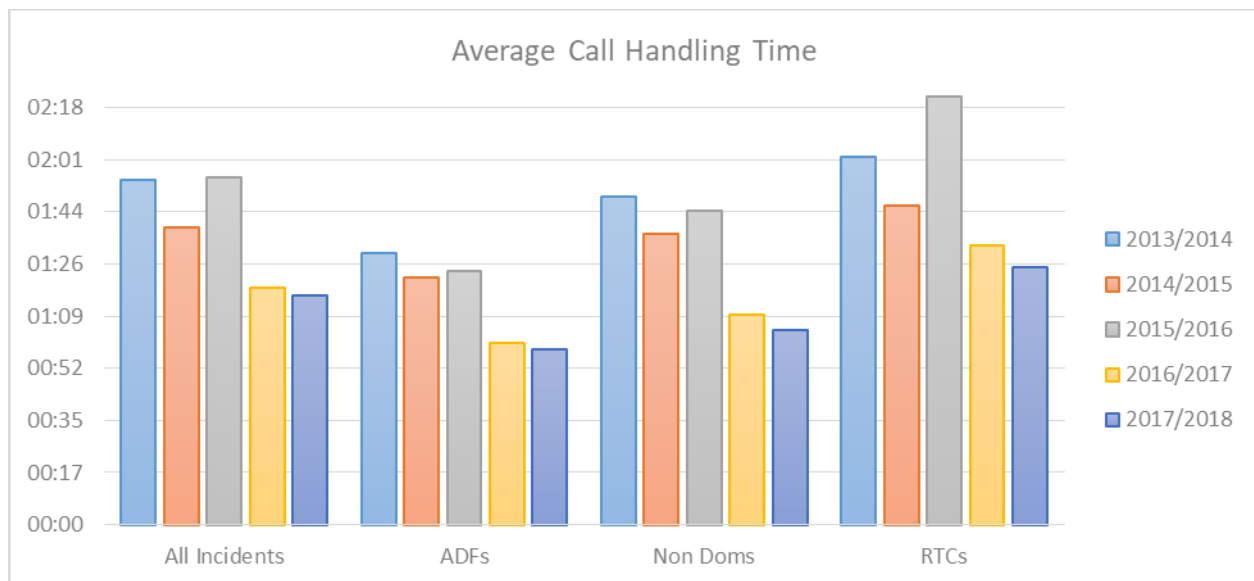


Call Handling

Call Handling times have continued to reduce.

Thames Valley Fire Control (TVFC) took responsibility for the handling all of BFRS emergency calls in April 2015. Since then, TVFC has worked tirelessly at becoming more efficient and effective. The results of their efforts can be seen below:

	All Incidents	ADFs	Non Doms	RTCs
2013/2014	01:54	01:30	01:49	02:02
2014/2015	01:38	01:22	01:36	01:46
2015/2016	01:55	01:24	01:44	02:22
2016/2017	01:19	01:00	01:10	01:32
2017/2018	01:16	00:58	01:05	01:25



THE SMALL PRINT

Data used

The information used to compile this report was collected from Buckinghamshire Fire and Rescue Service's IRS (Incident Recording System). This includes any incident located within the BFRS station grounds, regardless of if BFRS crews attended the incident or not.

Exclusions to data

To enable us to provide a more visible, transparent and comprehensible report, the following incident types were removed from the data set used to compile this report:

- Any incident that was attended in 60 seconds or less.
- Any incident that the first appliance took over 45 minutes to attend.
- Any incident that was only attended by an officer.
- Any incident identified as a Co-Responder.
- Any incident identified as an animal rescue (only).
- Any incident that was identified as a False alarm, location not found.
- Any incident identified as a malicious call (other than malicious activation of call point).

Timings

Timings used for this report can be broken down into three categories:

- Call Handling
- Turnout Times
- Travel Time

Response timings are calculated from the time the first asset is assigned to the first asset arriving. This does not include the call handling time, but does include the turnout time and the travel time.

Call handling

This is measured from the time the call is answered to the time the incident is created (first asset assigned). This time may include criteria such as 'call challenging' and location identification'.

Separate outliers were excluded from call handling stats:

- Any call handled in less than 20 seconds.
- Any call that took over 15 minutes before an appliance was assigned.

Turnout time

This is measured from the time that a pump is assigned/alerted to the time books mobile to incident. Targets in place only measure turnout timings when the pump is set to certain statuses when assigned to the incident – this prevents timings being included when the pump may take a much quicker or longer time to mobilise to what is set in the targets i.e. the pump is already crewed and mobile.

Travel time

This is measured from the time the pump books mobile to when the pump books in attendance at the incident.

Please note, as mentioned above, the timings used for response are calculated from the time the first asset is assigned to the first asset arriving on-scene. This does mean that the time stamp for first appliance may be taken from a different asset from which the on-scene time was taken.

The fire sector

There are many different methodologies used in calculating response times across the fire sector. We believe the approach we are now taking, following a comprehensive review provides an accurate reflection of our response to emergencies.

Future considerations

This report is still being developed – sections still to be included, but are not limited to, are detailed below:

- Turnout Times – a breakdown of turnout times for BFRS appliances
- Benchmarking – a comparison of response times between BFRS, family group 2 fire and rescue services and Home Office national statistics.

Station Locations

