

Responses to the Chesham Local Area Forum about concerns previous raised

- **(Councillor, Cholesbury Cum St Leonards) Emergency services-The HP23 Anomaly must be Resolved-we are responded from Tring and then referred to Bucks when they reach the county Border**

Calls are directed to control primarily by STD code for landlines or by Eastings and Northings for mobile phones.

The Pre determined response for both Cholesbury and Buckland Common are an appliance from Chesham, then a day-crewed appliance from Amersham. Tring is the 3rd appliance followed by Great Missenden and another pump from Amersham. Control staff are aware that they should mobilise our own appliances before Over The Border appliances so long as attendance times and the safety of the public will not be compromised.

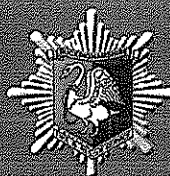
BFRS work closely with Hertfordshire Fire & Rescue Service, so that we can send the appropriate resources without delay, we would never expect a response from another County to stop at the border and similarly we would not stop at the border when attending an incident in another County.

- **(Councillor, Cholesbury Cum St Leonards) Need swift response from fire & emergency services in rural area - Better knowledge of area by emergency services.**

Response times to the Chesham and surrounding Parished areas are constantly monitored. Over the last 12 months there have been a number of incidents within the Cholesbury CstL parish, which have mostly been attended within the response times set by the BMKFA's IRMP (20 minutes). These are as shown in the table below.

Local crews have good knowledge of the area they cover and topography is a regular subject practiced and reviewed by crews. However, on occasions address's may be difficult to find or the directions given by callers may not be complete or completely accurate. At times, such as with trees alight, it can take some time for the crews to find the fire and this will affect the attendance times as well.

In addition to comprehensive map books, latest technology is being added to appliances in the form of mobile data terminals which include comprehensive mapping and satellite navigation. This will further improve our efficiency and effectiveness in being able to respond to fires and other emergencies.



It is imperative that when calling emergency services, callers provide comprehensive and accurate detail of the location and include local landmarks. Without a clear address the attendance is likely to take more time.

- **(Councillor, Cholesbury Cum St Leonards) Green goddesses during strike were unable to find hydrants – where are they and who maintains them?**

Fire hydrants are provided throughout Buckinghamshire and have all been logged on data terminals on fire appliances. This data is also available at our control room in Aylesbury and is available upon request from operational crews.

Fire hydrants are maintained by the BFRS Water Officer and his team of two hydrant technicians. They are inspected and maintained on a routine basis.

- **(Councillor, Cholesbury Cum St Leonards) Is service that covers Chesham and rural parishes Retained or Wholtime and how will services reorganisation affect services provided?**

The area is covered by Fire Stations and crews from Amersham (day crewed/RDS), Chesham (RDS) and Gt.Missenden (RDS). In addition to which should crews from these stations be committed to another incident elsewhere, then the nearest available crews will be mobilised; which may include those from across County boundaries or wholtime crews from Aylesbury. It is not entirely clear how each of these stations will be affected by any new budget restraints since the restraints will in turn affect any service reorganisation.

RESOURCE CALLSIGN	BASE STATION	LOCATION	ASSIGNED TIME	ON SCENE TIME	Response Time	INCIDENT TYPE
C31P1	JC31	JC31	27/09/2009 22:09:54	27/09/2009 22:31:04	00:21:10	Car Fire - Unknown
C31P1	JC31	JC31	30/09/2009 17:23:43	30/09/2009 17:38:08	00:14:25	Assist Ambulance
C32P1	JC32	JC32	17/10/2009 19:59:20	17/10/2009 20:12:49	00:13:29	Caravan Fire
C21P3	JC21	JC31	03/11/2009 14:41:46	03/11/2009 14:57:14	00:15:28	Chimney Fire - Tiled Roof
C32P1	JC32	JC32	03/11/2009 18:13:32	03/11/2009 18:35:26	00:21:54	Chimney Fire - Tiled Roof
C32P1	JC32	JC32	07/01/2010 21:25:10	07/01/2010 21:41:52	00:16:42	AFA
C32P1	JC32	JC32	29/01/2010 20:12:01	29/01/2010 20:26:23	00:14:22	Chimney Fire - Tiled Roof
C31P1	JC31	JC31	31/03/2010 11:34:27	31/03/2010 11:47:33	00:13:06	Chimney Fire - Tiled Roof
C31P1	JC31	JC31	31/03/2010 14:07:57	31/03/2010 14:26:36	00:18:39	Chimney Fire - Tiled Roof
C31P1	JC31	JC31	04/04/2010 20:56:00	04/04/2010 21:03:47	00:07:47	RTC - Make Safe