Review of CLG Fire & Rescue Attendance Times 2014/15

VERSION 1.1

STRATEGY & PERFORMANCE

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☐ Oshens
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Related Documents

Title: Fire Incidents Response Times: April 2014 to March 2015, England
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1. Introduction

The purpose of this briefing paper is to provide a summary of how Merseyside Fire & Rescue Service performed within the recent CLG Publication: "Fire Incidents Response Times: April 2014 to March 2015, England."

At an England level, the CLG report[1] provides the following summary:

- The average response time to attend a Dwelling Fire was 7 minutes 45 seconds
- The average response time to attend a Dwelling Fire involving a casualty or rescue was 7 minutes 32 seconds
- The average response time to all Primary Fires was 8 minutes 43 seconds
- The average response time for predominantly urban FRS to Primary Fires was 7 minutes 42 seconds
- The average response time predominantly rural FRS to Primary Fires was 10 minutes 50 seconds

The following paper analyses two specific incident types attended including: All Primary Fires and Dwelling Fires. This paper compares performance against fellow Metropolitan Fire & Rescue Services and the England Average.

2. Methodology

It should be noted that the times provided within this paper differ from the KPI 137 – "Standards of Fire Cover" that forms part of MFRAs performance management suite, as CLG use a different methodology when analysing attendance time data. The CLG methodology is detailed below[2]:

Response Time
A response time measures the minutes and part minutes taken from time of call to time of arrival at scene of the first vehicle. The following incidents have been excluded from the average response time calculations:
a. Where there was heat and smoke damage only.
b. Where road vehicle was abandoned.
c. Where the location of fire was derelict.
d. Where an FRA learned of the fire when it was known to have already been extinguished. Such incidents are known as 'late calls'.
e. Where the response time for an incident was over an hour or less than one minute.
The last two of these exclusions have been applied to avoid erroneous data or exceptional incidents from skewing the averages.

Analysis undertaken:

- Information used in this paper uses the appendix spreadsheets provided by CLG as part of the "Fire Incidents Response Times: April 2014 to March 2015, England" release.
- The information was downloaded and interrogated using Microsoft Excel 2015.
- Please note there is no data available for **Tyne & Wear FRS**, the following extract is taken from the CLG document: "*Tyne and Wear 2014-15 Response Time data DCLG were informed by Tyne and Wear that 2014-15 response time data for their FRA were not robust. While they are resolving the issue we have used their 2013-14 response time data for the calculation of national and other totals in this release and its associated tables. This may therefore slightly affect the robustness of these totals in this release and may result in greater than usual revisions to 2014-15 data in next year's release."*

[1] https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/477790/Fire_and_Rescue_Response_Times_2014-15_Statistical_Release.pdf
[2] Please note that due to this definition which omits certain incident sub classifications the counts for Primary Fires and Dwelling Fires within Charts 1 and 2 differ greatly from published figures produced by MF&RS and CLG

3. Findings

Chart 1: Comparison of attendance times involving Dwelling Fires attended by Metropolitan FRS during 2014/15 (ordered by quickest attendance)

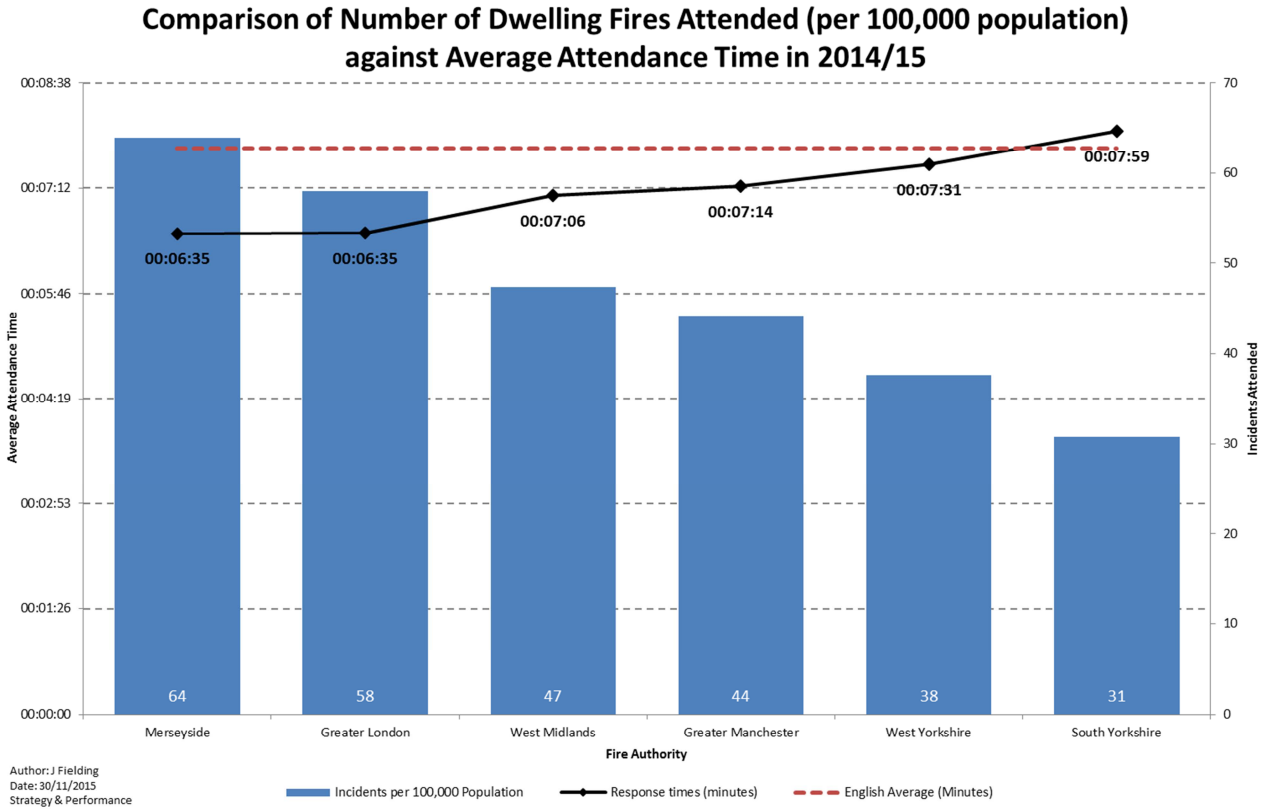

Chart 1 compares the average time to attend a Dwelling Fire (black line) against the English Average (red line) in minutes. The chart identifies that Merseyside has the quickest attendance time of all the Metropolitan FRS, with a time of 00:06:35[3]. When compared across all English FRS, only Cleveland is quicker with a time of 00:05.27.

When compared against the English average of 00:07:45, Merseyside Fire & Rescue Service is well ahead of this performance, as are the majority of Metropolitan FRS's with the exception of South Yorkshire, which attended Dwelling Fires, on average in 00:07:59.

Table 1: Average Attendance Times to Dwelling Fires since 2010/11 (Met FRS)[4]

Fire and rescue authority area	2010/11	2011/12	2012/13	2013/14	2014/15
Merseyside	00:06:23	00:06:30	00:06:23	00:06:18	00:06:35
Greater London	00:06:44	00:06:36	00:06:37	00:06:30	00:06:35
West Midlands	00:06:29	00:06:15	00:06:24	00:06:40	00:07:06
Greater Manchester	00:06:36	00:06:28	00:06:18	00:06:39	00:07:14
West Yorkshire	00:06:46	00:06:36	00:06:40	00:06:57	00:07:31
South Yorkshire	00:07:19	00:07:20	00:07:21	00:07:50	00:07:59
Tyne and Wear	00:05:20	00:05:09	00:05:16	00:05:38	NA
England Wide	00:07:24	00:07:14	00:07:23	00:07:24	00:07:45

Table 1 provides a historical overview of average times to attend Dwelling Fires by Metropolitan FRS. The table identifies that between 2010/11 and 2013/14 there was some

[3] Though it appears than Greater London have the same time, MF&RS are in fact marginally quicker
[4] Key 🗝: Red indicates an increase in response on the previous year. Green indicates a reduction (improvement in response)

evidence to suggest that FRS response to dwelling fires was getting quicker. However during 2014/15 all Metropolitan FRS have seen a reduction in their attendance times, though in the majority of cases this is only marginal.

The same trend of increasing attendance times is also mirrored within the English Fire and Rescue overall figure.

When incidents are compared at a 100,000 population rate, Merseyside proportionally attends more dwelling fires than any other Met Fire & Rescue Service.

Chart 2: Comparison of attendance times involving Primary Fires attended by Metropolitan FRS during 2014/15 (ordered by quickest attendance)

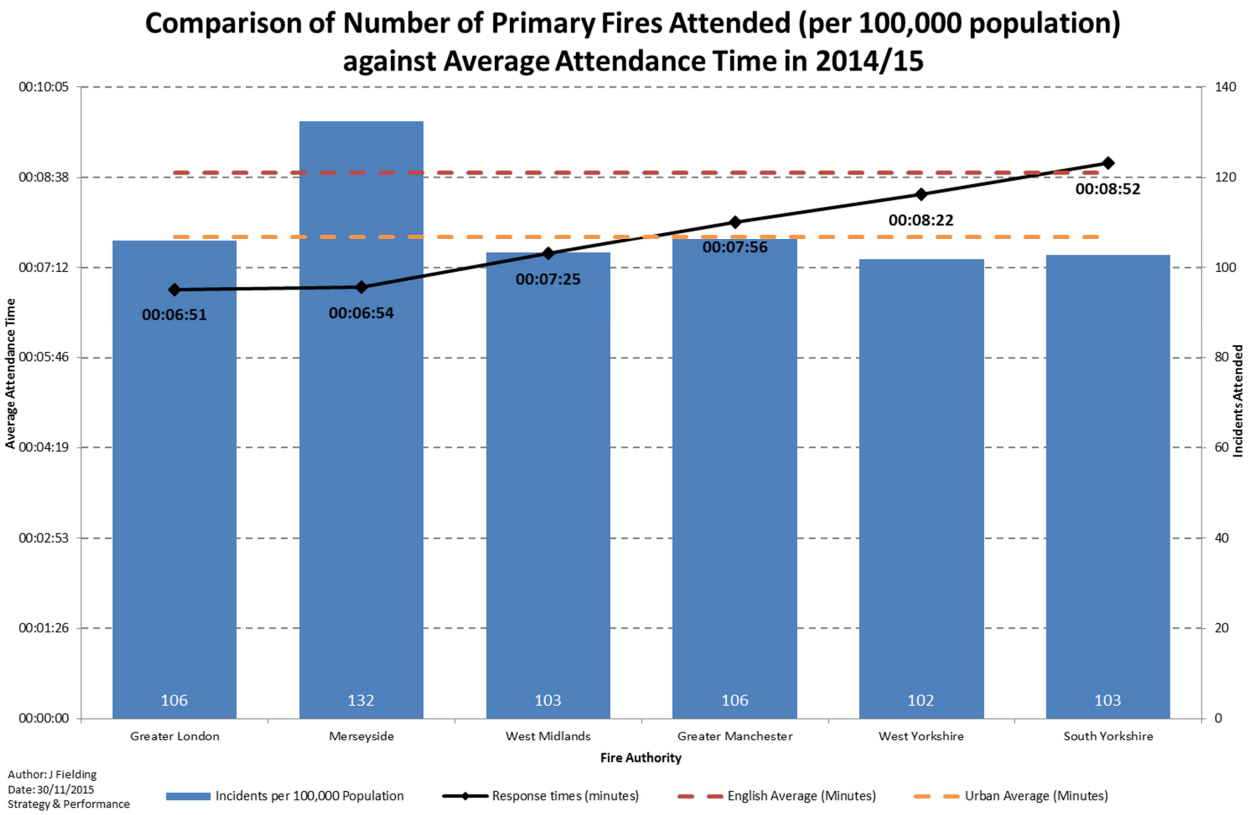

Chart 2 compares the average time to attend a Primary Fire (black line) against the English Average (red line) in minutes. The chart identifies that Greater London has the quickest attendance time of all the Metropolitan FRS with 00:06.51 (marginally quicker than Merseyside). When compared across all English FRS, only Cleveland is quickest with a time of 00:06.24.

When compared against the English average of 00:08:43, Merseyside Fire & Rescue Service is well ahead of this performance, as are the majority of Metropolitan FRS's with the exception of South Yorkshire which attended Primary Fires within 00:08:52.

Also included on the above chart is the "Urban" average time to attend incidents which is equal to 00:07:42 (orange line). When compared to this average time, heavily urbanised FRS's including: Greater London, Merseyside and West Midlands perform well. However; Greater Manchester, West Yorkshire and South Yorkshire do not perform as well - possibly due to these FRS's having more rural locations (proportionally).

When incidents are compared at a 100,000 population rate, Merseyside proportionally attends more primary fires than any other Met Fire & Rescue Service.

Table 2: Average Attendance Times to Primary Fires since 2010/11 (Met FRS)[5]

Fire and rescue authority area	2010/11	2011/12	2012/13	2013/14	2014/15
Greater London	00:07:14	00:07:00	00:06:53	00:06:47	00:06:51
Merseyside	00:06:48	00:06:58	00:06:42	00:06:43	00:06:54
West Midlands	00:06:52	00:06:44	00:06:50	00:06:55	00:07:25
Greater Manchester	00:07:12	00:06:59	00:06:56	00:07:00	00:07:56
West Yorkshire	00:07:25	00:07:28	00:07:31	00:07:55	00:08:22
South Yorkshire	00:08:02	00:08:09	00:07:56	00:08:22	00:08:52
Tyne and Wear	00:05:43	00:05:32	00:05:42	00:05:58	NA
England Wide	00:08:16	00:08:11	00:08:11	00:08:23	00:08:43
Urban Fire & Rescue Services	00:07:22	00:07:16	00:07:13	00:07:21	00:07:42

Table 2 provides a historical overview of average times to attend Primary Fires by Metropolitan FRS. The table identifies that between 2010/11 and 2013/14 there was some evidence to suggest that FRS response to primary fires was getting quicker. However during 2014/15 all Metropolitan FRS have seen a reduction in their attendance times, though in the majority of cases this is only marginal.

The same trend; involving increasing attendance times is also mirrored within the English Fire and Rescue overall figure and Urban Fire and Rescue Service averages.

[5] Key 🗝: Red indicates an increase in response on the previous year. Green indicates a reduction (improvement in response)