

For Publication

**Bedfordshire Fire and Rescue Authority  
Service Delivery Policy and Challenge  
Group  
1 December 2016  
Item No. 6**

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**REPORT AUTHOR: HEAD OF OPERATIONS**

**SUBJECT: ATTENDANCE STANDARDS**

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Background Papers: None

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Implications (tick ✓):

LEGAL		FINANCIAL	
HUMAN RESOURCES		EQUALITY IMPACT	
ENVIRONMENTAL		POLICY	
CORPORATE RISK	Known	CORE BRIEF	
	New	OTHER (please specify)	

*Any implications affecting this report are noted at the end of the report.*

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## **PURPOSE**

To provide Members of the Service Delivery Policy and Challenge Group with information on performance against attendance standards for incidents.

## **RECOMMENDATION**

That Members of the Service Delivery Policy and Challenge Group consider the report provided.

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### 1. Background

- 1.1 At the meeting of the Service Delivery Policy and Challenge Group held on 16 June 2016 Members considered the Service Delivery Performance Monitoring Report (Annual Review) and noted that performance against PI11 (The % of Occasions When Our Response Time for Critical Fire Incidents Were Met Against Agreed Response Standards) appeared to have decreased significantly from previous years (the five year average was reported as 96%, 2015/16 performance was reported as 78% against a target of 80%).

1.2 Members requested a report on the attendance standards.

## 2. Attendance Standards

The Fire and Rescue Authority has set out its commitment to the following attendance standards in the Community Risk Management Plan 2015-2019.

### 2.1 **Critical Fire Incidents:**

2.1.1 For fires which threaten life, structures or the environment, we provide an initial response of:

- 2 fire appliances with crews of 5 and 4 (total 9) on 90% of occasions; and
- This initial response will arrive within 5 to 10 minutes on 80% of occasions.

2.1.2 For road traffic collisions (RTCs):

- We will attend all RTCs to which we are called within 13 minutes on 80% of occasions.

### 2.2 **Secondary Incidents:**

2.2.1 For incidents that are not potentially life threatening, such as lock-ins, lock-outs and animal rescues, we provide an initial response of:

- 1 fire appliance with a crew of 5 and this response will arrive within 20 minutes on 96% of occasions.

## 3. Analysis of Performance Information

3.1 In view of the apparent disparity between 2015/16 performance and previous years' performance Head of Operations requested detailed analysis and review of incident information upon which the performance indicator is based.

3.2 On investigation it became clear that the performance figures included in the year-end report provided by the Strategic Support team for 'Five Year Average' (96%) were incorrect as a result of human error in production of the report. This has been raised with the Strategic Support team and corrective action taken to prevent a recurrence.

3.3 As part of the investigation into attendance standards performance information a data validation/cleansing exercise was undertaken and the performance information for previous years was reviewed. It was identified that attendance data for certain special services had also been included when determining the two pump attendance time performance. Data relating to special services has now been removed, which has resulted in minor variations to the performance figures.

3.4 The average performance against the standard over the five years previous to 15/16 was 78% (not 96%).

- 3.5 The performance for year 15/16 was 75%.
- 3.6 The current performance as at Quarter 2 of 16/17 is 75%.
- 3.7 Member scrutiny and challenge correctly identified an anomaly in the performance report which on investigation has been found to be a mistake due to human error during production of the performance report.

4. Recommendation

That Members of the Service Delivery Policy and Challenge Group consider the report provided.

**SERVICE OPERATIONAL COMMANDER IAN EVANS  
HEAD OF OPERATIONS**