

Wokingham Borough Local Safety Plan

2020 - 2021



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Detailed explanations to support the performance target infographics can be found in the [appendix](#) at the end of this document



Introduction

This Local Safety Plan for Wokingham Borough explains how we identify local risk, the actions we will take to mitigate and respond to that risk and how we measure our performance.

Our Central Community Safety [Hub](#) manages the local fire safety resources in Wokingham Borough, alongside our resources in Bracknell, delivering services in three key areas:

- Preventing fires and other emergencies;
- Ensuring buildings conform to fire safety legislation; and
- Responding effectively to emergencies when they happen.

Wokingham Borough has a growing population of people aged over 65 with over 8000 residents over the age of 80, as well as significant road traffic that will only increase with current targets for building homes in the area. This has a significant impact on the way that we deliver our service.

Our Local Safety Plan links directly to the [strategic commitments](#) set out in the Royal Berkshire Fire Authority (RBFA) [Corporate Plan and Integrated Risk Management Plan 2019-23](#), and the annual objectives and performance measures published in the 2020/21 [Annual Plan](#). It also represents our commitment to knowing and working in partnership with our diverse communities, in order to understand their needs and improve the service we provide; please refer to our [Equality, Diversity and Inclusion](#) objectives to find out more.

This Local Safety Plan was originally drafted in February 2020, before the Covid-19 pandemic. In mid-March 2020 RBFRS, in line with government guidance, stopped non-essential work in order to protect the community. Although at the time of publication, restrictions are starting to be eased, it is clear that our proactive work has been and will continue to be significantly impacted for the coming year.

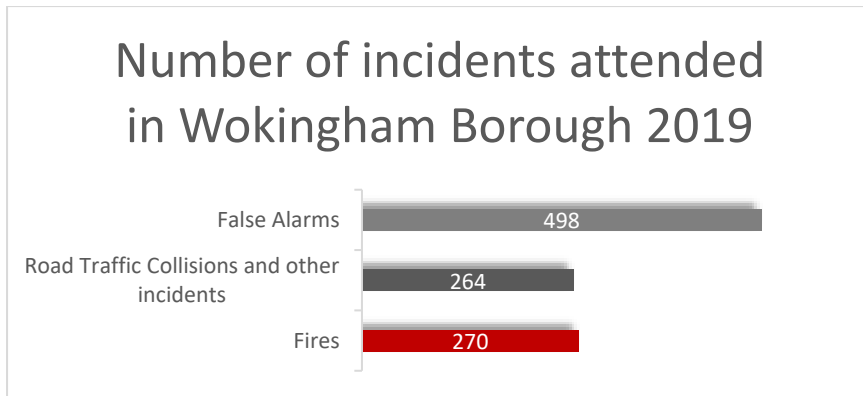
Social distancing and shielding restrictions have reduced our ability to work with vulnerable individuals in their homes, with children in schools, and with communities at events. Business closures have meant we cannot carry out Fire Safety Audits in the usual way.

Our local aims and objectives remain and we continue to deliver our services through alternate means where possible, however, due to the significant impact of Covid-19 we have been forced to acknowledge that the high targets we originally set for ourselves back in February 2020 will be difficult to achieve. We will, through our performance management processes, track and monitor the continued impact of the



pandemic on our performance against our aims. We will adapt our plans to ensure we are responding to the highest local risks.

Between January 2019 and December 2019, we attended 1,032 incidents in Wokingham Borough. These are broken down into the following headline areas: fires, road traffic collisions and other incidents, and false alarms.



These figures help us plan our service for the next year to ensure we are correctly addressing risk in our communities.



Map

The map below shows the fire stations in Wokingham Borough. A wider map of the county can be found on page 4 of our [Annual Report](#).



» KEY

- On-call
- ▲ Wholetime/On-call
- Wholetime



Preventing Fires and Other Emergencies in Wokingham Borough

RBFRS believes that prevention is better than cure and so directs effort and resource in order to stop fires and other emergencies occurring. We achieve this by providing information, education and advice and working with partner agencies to increase the safety and wellbeing of the communities we serve. We also work to reduce the impact that fires and other emergencies have should they occur.

Preventing Accidental [Fires in the Home](#)

A key purpose of our prevention activity is to reduce the risk of fire. As such, we target our preventative work to those at an increased risk from fire. Many factors can increase the vulnerability of people to fire including older age, restricted mobility, sensory impairment and poor mental health. More than 29000 people over the age of 65 live in Wokingham Borough with more than 8000 of these being over 80 years of age. Data from Home Office Data Sets shows that the vulnerability of people to fire increases with age with a significantly greater risk experienced by people over the age of 80.

The above causal factors can also be indicative of vulnerability for other agencies, often leading to vulnerable people being supported by multiple service providers. We will therefore work with partner agencies to ensure that we maximise every opportunity to reduce risk. One example of this will be collaboration with telecare alarm providers to ensure that linked smoke alarms are provided where need is identified.

Prevention of accidental fire deaths is our number one priority. We will use our programme of targeted Safe and Well home visits to make sure we are visiting those most at risk, e.g. those above 65, or those with sensory (hearing and/or sight) or mobility needs. Wokingham Borough is expected to see a significant rise in the number of residents over the age of 65 in the next 10 years. By 2030, the population of over 65s is predicted to rise by 35%, and over 80 years of age will rise by 70%. This has been recognised by Royal Berkshire Fire and Rescue Service (RBFRS), and Safe and Well visits for individuals most at risk from fire will be carried out by our fire crews, trained volunteers and Safe and Well Technicians across Wokingham Borough over the next 12 months.

Recognising the increased vulnerability to fire experienced by people over the age of 80 we will work with partner agencies via our Adults at Risk Programme to increase the number of Safe and Well Visits delivered to this section of our community.

Not only do we focus on individuals at greater risk from fire, but also on the common causes of accidental fires in the home that result in a risk to households. Though the number of accidental fires in Wokingham Borough has fallen since 2015/16, there were 50 fires of this type in 2019. Over the past six years, 10 people have sustained



an injury in accidental fires in the home in Wokingham Borough, with 23% of these fires started by as a result of smoking materials, 15% due to cooking and 15% as a result of faulty electrical goods. We are now concentrating on highlighting the dangers of these fires when undertaking Safe and Well visits with households at greater risk of experiencing an accidental fire. Over the next 12 months we aim to undertake Safe and Well visits across Wokingham Borough for this group. We will also support this section of our community through the provision of information and education by the use of social media, advertising and providing young people in schools with the skills to conduct safety checks with their parents or guardians for their own households.

We balance our resources across the county in consideration of risk and demand. This means we sometimes undertake differing levels of activity across our communities, regularly reviewing the targeting of our prevention work in response to any changes in community risk.



We will reduce the number of accidental fires in the home in Wokingham by:

- Continuing to deliver our successful programme of Safe and Well home visits to those individuals who are most vulnerable and those households most at risk of experiencing an accidental fire.
- Working with our partners to ensure that every vulnerable person who has a pendant alarm system installed is offered a safe and well visit and a telecare linked smoke alarm.
- Prioritising Safe and Well visits based on risk factors such as age, mobility and health.
- Increasing the proportion of Safe and Well visits completed for members of our community over 80 years old.
- Working with partner agencies to ensure we are targeting those most at risk via our [Adults at Risk Programme](#), and increasing the number of referrals we receive.
- Using Safe and Well visits, targeted campaigns, community based events and local social media to promote messaging intended to reduce the number of casualties from smoking, cooking and electrical related fire injuries.
- Providing knowledge and skills to young people in schools empowering them to conduct safety checks with their parents or guardians in their own homes.
- Increasing the number of referrals we make to partner agencies, such as Age UK and People Problem Solving Group, for additional support for the elderly.
- Working with partner agencies on joint initiatives which effectively contribute to reducing accidental fires in the home, whilst addressing wider health and wellbeing concerns.
- Providing fire safety advice and education to young people at school.



Performance Targets for 2020/21*

*Delivery of many of our local performance targets will be affected by the changes to our service as a result of Covid-19 restrictions.



Safe and Well visits delivered to those at heightened risk of dying in an accidental fire in the home



Safe and Well visits delivered to those at heightened risk of having an accidental fire in the home and being injured as a result



100%

of Safe and Well visits for individuals referred to us completed within agreed timescales

Increase the number of referrals for Safe and Well visits from other agencies



Offer fire safety education sessions to school children in Year 5



Highlight the potential dangers of smoking, cooking and faulty electrical appliances when undertaking Safe and Well Visits

Aspire for **Zero** deaths in accidental fires in the home and a **reduction** in the number of injuries



Reducing Deliberate Fires

Over the last six years in Wokingham, 65% of the more serious deliberate fires that crews attended have been in motor vehicles with 13 vehicles being deliberately set fire to in 2019.

Arson can have links with other anti-social behaviour and we work in close partnership with colleagues in Thames Valley Police and the local authority to tackle these issues. Where the suspected cause of a fire may be arson, the police are informed at the time of the incident and 'Arson Awareness' boards are displayed at the scene providing an anonymous route for members of the public to provide information to the police as well as a visual deterrent. We monitor data on deliberate fire-setting, sharing intelligence with the police to assist investigations, prosecutions and prevention. Where there is a specific threat of arson, we work with colleagues in Thames Valley Police to proactively reduce the risk. In such cases, our fire crews or a Safe and Well Technician will visit the relevant person or premises as a matter of priority to put in place additional preventive and protective measures.

Additionally, Central Hub attends the Wokingham Community Safety Partnership Board, highlighting the areas of most concern with regards to deliberate fires in the area and supporting partners in the reduction of crime.



We will achieve a reduction in the number of deliberate fires by:

- Sharing information with local authority and blue light partners to address common problems and remove likely targets of arson such as abandoned cars and fly tipping
- Continuing to react swiftly to high priority arson referrals from Thames Valley Police with a Safe and Well visit focusing on preventative and protective measures.
- Focusing attention on monitoring deliberate vehicle and property fires, and similar types of incidents, to identify trends.
- We will work closely with the police and other partners to investigate the cause of deliberate fires and identify the perpetrators.
- We will ensure that, where appropriate, 'Arson Awareness' boards are posted at the scene of deliberate fires providing a visual deterrent alongside an anonymous route for information to be passed to the police.
- Continuing our commitment to working with fire setters in a structured programme, which has shown that early intervention and education can help to address the issues of fire-setting behaviours.
- Working with local partners on jointly targeted campaigns.
- Supporting the investigation and successful prosecution of arsonists.



Performance Targets for 2020/21*

*Delivery of many of our local performance targets will be affected by the changes to our service as a result of Covid-19 restrictions.



Reduction in the number of deliberately set fires in Wokingham by 10%



Identify areas where multiple incidents of deliberate fires occur and where appropriate post 'arson awareness' boards

100%

completion of Safe and Well visits where there has been a threat, or incidence of arson, within **48 hours** of being informed by Thames Valley Police





Preventing Other Emergencies

We respond to a wide range of incidents, beyond those just involving fire. These range from water rescues involving people and animals, to incidents involving hazardous substances.

One key role is to respond to Road Traffic Collisions (RTCs). Wokingham has an extensive road network, including the A329M and the M4, and many main arterial routes in between. As a result, we attend a significant number of RTCs in Wokingham compared to other areas of Berkshire. In 2019, RBFRS attended 73 RTCs in Wokingham. Traffic is likely to rise significantly in the next 10 years, with Central Government setting Wokingham Borough Council a target of building between 850 – 900 new houses per year.

To tackle this potential risk, Wokingham firefighters offer all schools with year 7 students a tailored Fire Safety and Road Safety presentation. Hub managers are also involved in [Safe Drive Stay Alive](#), a road safety programme concentrated on new and prospective drivers in the age range of 15-17. Over 30,000 young people across the Thames Valley are reached by this initiative every year.

Wokingham Borough has seen a gradual reduction in the numbers of people seriously injured or killed in cars between 2005 and 2018. Unfortunately the number of motorcyclists killed or seriously injured has remained fairly constant over the same period. To help improve motorcyclist safety we will continue to support the delivery of [Biker Down](#) workshops in Wokingham Borough and identify opportunities to support partner road safety organisations.

Around 400 people accidentally drown in the UK per year. In 19, five water-related incidents were attended in Wokingham. The Service has pledged to support the [UK Drowning Prevention Strategy 2016-26](#), which aims to reduce drowning incidents by 50% by 2026.



We will reduce the risk presented by other emergencies by:

- Offering water and road safety education sessions to secondary school students in Wokingham.
- Working alongside other agencies in the delivery of the Safe Drive, Stay Alive campaign.
- Supporting and participating in national campaigns to reduce other emergencies including water-related incidents and RTCs.
- Delivering local road safety campaigns.
- Continuing to support the ['Biker Down'](#) motorbike safety initiative and explore opportunities to work in partnership with road safety organisations to reduce the number of motorcyclists who are seriously killed or injured in Wokingham Borough each year.



Performance Targets for 2020/21*

*Delivery of many of our local performance targets will be affected by the changes to our service as a result of Covid-19 restrictions.



Water and road safety education sessions offered to school students in Year 7



Increase engagement on local social media to promote safety messaging around road and water safety

Plan and lead 4 activities during Road Safety Week starting 16 November 2020



Encourage community engagement with the Safe Drive Stay Alive campaign





Fire Safety Standards in Buildings

Another element of our work is ensuring that businesses in the area comply with fire safety legislation. Our specialist team of Fire Safety Inspecting Officers (FSIOs) will support local businesses in complying with the law, and will enforce such compliance where necessary.

We increase the safety of the people who live and work in Wokingham by targeting our inspection, regulation and enforcement activities on those places which are less likely to comply with the law and may present a greater risk to public safety. In Wokingham there are a large number of residential care homes where, due to age and infirmity, people may find it difficult to evacuate if there was a fire. We will therefore continue to focus our activities to make sure that residents remain safe from fire in these buildings. Wokingham also continues to experience high levels of building and development, and we will work with local authority building control to ensure that new buildings are built to a safe standard.

We continue to experience a significant number of false alarms in Wokingham Borough caused by unwanted fire signals generated by automatic fire alarms. These false alarms impact upon our ability to engage in work to prevent fires and other emergencies and impact upon our preparedness to respond to genuine emergencies. We will continue to work with businesses in Wokingham Borough to reduce this unwanted burden. Where businesses continue to fail to take action to prevent false alarms consideration will be given to levying a charge to cover the costs of attending the false alarm.

We recognise that sprinklers are the most effective way to ensure that fires are suppressed or even extinguished before the Fire Service arrives. Sprinklers can be included in the design of new buildings and retrofitted during the refurbishment of existing ones. Sprinklers save lives and reduce injuries, protect fire fighters who attend incidents and reduce the level of damage to both property and the environment. Research has identified that sprinklers have been 100% effective in controlling and suppressing fires in converted and purpose built flats. We will therefore actively promote the installation of sprinkler systems in all appropriate new buildings and where practical their retro-fitting to existing ones.

Our FSIOs can enforce the right standards under a piece of legislation called the [Regulatory Reform \(Fire Safety\) Order 2005 \(FSO\)](#). They achieve this through a range of planned and reactive work. These include inspections of premises, investigating fire safety concerns raised by members of the public, and responding to local authority building consultations and licensing requests. They will also undertake investigations following a fire where we have concerns about a breach in fire safety measures. As well as reducing the risk of fire, their work ensures that our crews are fully informed of relevant risks when responding to any incidents in commercial premises.



We will improve fire safety standards in buildings by:

- Actively targeting higher risk premises more likely to be contravening the Fire Safety regulations. To do this, we use our risk-based inspection process to target certain high risk buildings, including residential care homes, [houses in multiple occupation \(HMOs\)](#), complex licensed premises and premises providing accommodation above businesses.
- Conducting post fire building inspections and analysing fire risk data to identify any emerging trends which might influence our local strategy.
- Responding swiftly to complaints we receive from the public regarding fire safety in buildings.
- Providing advice to business and property owners to encourage self-compliance with fire safety legislation.
- Engaging with small and home businesses to provide fire safety advice and guidance and to assist in compliance with the law.
- Supporting the National Fire Chiefs Council business safety week 7 – 13 November.
- Actively promoting the use of sprinklers as part of the overall fire safety solution in order to improve fire safety in both new and existing buildings.
- Working with building occupiers to reduce the numbers of unwanted fire alarm activations that occur and where businesses continue to fail to take action to prevent false alarms consideration will be given to levying a charge to cover the costs of attendance.
- Working with other agencies to identify premises that fall under fire safety legislation e.g. Local Authority, Care Quality Commission.
- Undertaking additional seasonal activity. For example, checking shops at Christmas for stock blocking fire exits.



Performance Targets for 2020/21*

*Delivery of many of our local performance targets will be affected by the changes to our service as a result of Covid-19 restrictions.



Fire safety audits conducted across Wokingham



60%

Maximum percentage of completed fire safety audits in premises found to be broadly compliant with fire safety legislation

Proactively monitor our protection activity to ensure it is reducing risk



Promote the installation of sprinklers in both new and existing buildings



Business events carried out to improve legislative fire safety responsibilities and in turn help reduce the social and economic costs of fire for businesses and local employment



95%

of consultations completed within the required time frame



Responding to Incidents

Although prevention is our priority, we recognise that fires and other incidents, such as road traffic collisions, will still occur and require a swift and effective response.

Wokingham is served by two fire appliances: one wholetime appliance at Wokingham and one on-call station at Wargrave. Wargrave Fire Station is crewed by 'on-call', otherwise known as 'retained', firefighters. These firefighters provide cover from their home or work address and are alerted by pager in the event of an emergency incident. The ability to recruit and retain on-call firefighters in the more remote communities is the main factor affecting the availability of our fire engines in these areas. If you are interested in serving as an on-call firefighter, please visit your local on-call station or visit our [website](#).

In 2019, we attended 1,032 emergency incidents in Wokingham. 26% of these were fires, 48% were [false alarms](#) and 7% were road traffic collisions with the remaining 19% including special services such as water and animal rescues and assisting other agencies. We will work to reduce the demand of false alarm calls, in order to improve the availability of our resources for important prevention activity and emergency incidents.

Across Berkshire, our target is to arrive at emergency incidents within 10 minutes of the initial call on 75% of occasions. To achieve this, our Thames Valley Fire Control Service will send the fire engine that can get to an emergency in the quickest time.

It is vital that the equipment and vehicles used to respond to incidents are as reliable and up to date as possible. RBFRS therefore has a fleet and equipment management programme that saw Wokingham Fire Station provided with a new state of the art fire appliance in the summer of 2019.

In addition to responding to fire service incidents, RBFRS supports South Central Ambulance Service and Thames Valley Police in responding to emergency calls. In the last two years, we have attended 28 'effecting entry' emergencies (where urgent entry to a premises is required to deal with a medical emergency). This underpins our commitment to work collaboratively, supports the wider health and wellbeing needs of our communities, and builds the joint operational working already undertaken across a range of incidents with our emergency service partners.

We will continue to plan, prepare and train to ensure our teams can provide an effective response to all incidents and be able to work well with colleagues across all the emergency services and other organisations. Over the coming year we will undertake a range of assurance activity to support learning and continually improve our response to meet the needs and expectations of our communities.

Certain premises and processes within Wokingham Borough present higher levels of risk and we plan our response to any potential incidents at these sites in greater



detail. During 2020/21 we will review and test these plans and ensure that the information we hold in relation to these risks is correct and up to date.



We will improve our response to emergency incidents by:

- Striving to improve the response performance at all of the fire stations in Wokingham, reducing the time it takes to mobilise a fire crew and reach the scene of an emergency incident.
- Reviewing all high risk sites testing emergency plans and ensuring that risk information is correct and up to date
- Undertaking targeted activity to reduce false alarm calls
- Continuing to provide an 'effecting entry' service to Thames Valley Police and South Central Ambulance Service where immediate entry to a premises is required to deal with a medical emergency.
- Focusing on training and retaining our new and existing on-call and wholetime firefighters.
- Increasing the frequency of joint training with other fire and rescue and other emergency services.
- Maintaining and further developing operational assurance processes and learning.



Performance Targets for 2020/21*

*Delivery of many of our local performance targets will be affected by the changes to our service as a result of Covid-19 restrictions.



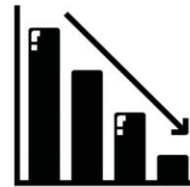
60%

Increase the hours where there is adequate crewing for on-call frontline fire engines towards our Service target of 60%



10 minutes

Increase the % of occasions where the first fire engine arrives at an emergency incident within 10 minutes of the call being answered



Reduce false alarm calls using social media channels and a targeted campaign



Increase the frequency of joint training with neighbouring fire and rescue services and other blue light partners

Review and test emergency plans and risk information of all 'high risk' sites in Wokingham Borough





Community Engagement

RBFRS is committed to providing the best possible service to every part of our community. In order to ensure that we continue to identify and support every part of our community in Wokingham Borough we will:

- Seek to actively engage with Local and Parish Councils in order to understand and support the needs of their communities.
- Enlist the help of faith and community groups in order to better understand and provide for their individual needs.
- Open a new Fire Cadet youth initiative to engage with and develop the employment and life skills of young people in Wokingham Borough.
- Hold Station Open Days in order to showcase the role of the firefighter and promote safety messages described above to our local communities.



Performance Scrutiny

It is important to us that you receive the services we have set out to deliver and that these services are delivered to a high standard.

We have a number of ways we monitor and manage our performance. You can see our Strategic Performance Report as scrutinised and approved by the Fire Authority's Audit and Governance Committee by visiting the [RBFRS website](#).

At a local level, there is a performance management structure built into our service delivery model. We have a Service Delivery Management Team, who meet monthly to scrutinise performance against the Hub-level targets set out in this, and the other, Local Safety Plans. This allows us to ensure the Service is accountable at a local level for driving performance and quality in all we do to serve the people of Royal Berkshire, whilst also allowing us to direct support to where it is needed.

Contact Us

Email Central Hub Team: thomast@rbfrs.co.uk

Call RBFRS and ask for the Central Hub Management Team: 0118 945 2888

Website: rbfrs.co.uk



Appendix

Fires in the home

Otherwise referred to as a 'dwelling fire'. 'Dwelling' means a property that is a place of residence i.e. places occupied by households such as houses and flats, excluding hotels, hostels and residential institutions including university halls of residence. Includes non-permanent structures used solely as a dwelling, such as houseboats and caravans.

Integrated Risk Management Plan

A document that details the plans of Royal Berkshire Fire and Rescue Service for the next four years from a high level, strategic perspective.

Hub

Royal Berkshire Fire and Rescue Service operate what is called a "hub model", whereby the whole area of Berkshire is split into three separate hubs: East (Slough and Royal Borough of Windsor and Maidenhead), West (West Berkshire and Reading) and Central (Bracknell and Wokingham). These hubs are then able to tailor their services of prevention, protection and response to meet the needs of the local area.

Safe and Well

Safe and Well visits are conducted by either firefighters or Safe and Well Technicians to the homes of people who may be vulnerable. These visits are targeted based on various factors such as age, mobility, or sensory (hearing and/or sight) needs.

Adults at Risk Programme

A programme run in conjunction with Adult Social Care that provides free training and resources for the protection of adults at risk from fire. This training is available to anyone involved in the care of adults in the community.

At its core, this programme is training people to recognise when a referral to RBFRS is appropriate, and how to make this referral. This helps us target our prevention activity to those who are most at risk.

Houses in Multiple Occupation (HMO)

A house in multiple occupation (HMO) is a property rented by at least three people who are not from one 'household' (for example a family), but share facilities like the bathroom and kitchen. It's sometimes called a 'house share'.



Regulatory Reform (Fire Safety) Order 2005 (FSO)

Sets out the fire safety requirements for all non-domestic premises. It does not apply to people's private homes, including individual flats in a block or house.

Licensed premises providing accommodation

A premises that has a license to sell alcohol and also offers accommodation. One example would be a pub with rooms to rent.

False alarm

Where we attend a location believing there to be a fire incident, but on arrival discover that no such incident exists, or existed. If the appliances (fire engines) are 'turned around' by Thames Valley Fire Control before arriving at the incident – then the incident is not classed as having been attended and does not need to be reported.

Infographics supplementary details

The number of formal and informal fire safety activities

This is the total number of formal or informal fire safety activities that have been issued one of the below:

- Action plan
- Deficiency Notices
- Enforcement Notice
- Prohibition Notice
- Alternations Notice
- Voluntary Restriction
- Formal Caution
- Prosecution Notice

Number of Safe and Well visits delivered to those households who are at heightened risk of having an accidental dwelling fire and being injured as a result

Research has shown that certain households are at heightened risk of having an accidental dwelling fire and being injured as a result. Safe and Well visits will be targeted towards these groups.



Number of Safe and Well visits delivered to individuals who are at heightened risk of dying in the event of an accidental dwelling fire

Research has shown that certain vulnerable individuals are at heightened risk of dying in an accidental dwelling fire. Safe and Well visits will be targeted towards these vulnerable groups.

Number of deaths in accidental fires in the home

Referred to in the Annual Plan as “number of fire deaths in accidental dwelling fires”. The total number of deaths that occur as a result of an accidental dwelling fire. This includes a person whose death is attributed to an accidental dwelling fire, even when the death occurs weeks or months later.

Total number of fire safety audits carried out

This is the total number of full fire safety audits carried out in premises in Berkshire. This is calculated once the audit has been closed by RBFRS and only includes the initial fire safety audit. A fire safety audit is carried out to enforce the Regulatory Reform Order (RRO) 2005, which applies to virtually all non-domestic premises and covers nearly every type of building, structure and open space.

% of statutory fire safety consultations completed within the required timeframes

Statutory fire consultations have a set timeframe in which they must be completed and include:

Licensing

Building regulations

Building regulations approved supplier

% of hours where there is adequate crewing on retained frontline pumping appliances

This is the percentage of hours where there is sufficient minimum qualified firefighters (four personnel) on retained pumping appliances (fire engines). Retained frontline pumping appliances are crewed mainly by on-call firefighters who are based at stations in more rural locations, and are ready to leave their place of work or home when alerted by pager to attend emergencies from the local on-call station, when they receive the call.



% of occasions where the first fire engine arrives at an emergency incident within 10 minutes from time the emergency call was answered

This measure looks at the time taken from when the Fire Control Room Operator answers the phone, until the time the first fire engine (appliance) arrives at the scene of the emergency incident, and on the percentage of occasions RBFRS does this in under 10 minutes.

