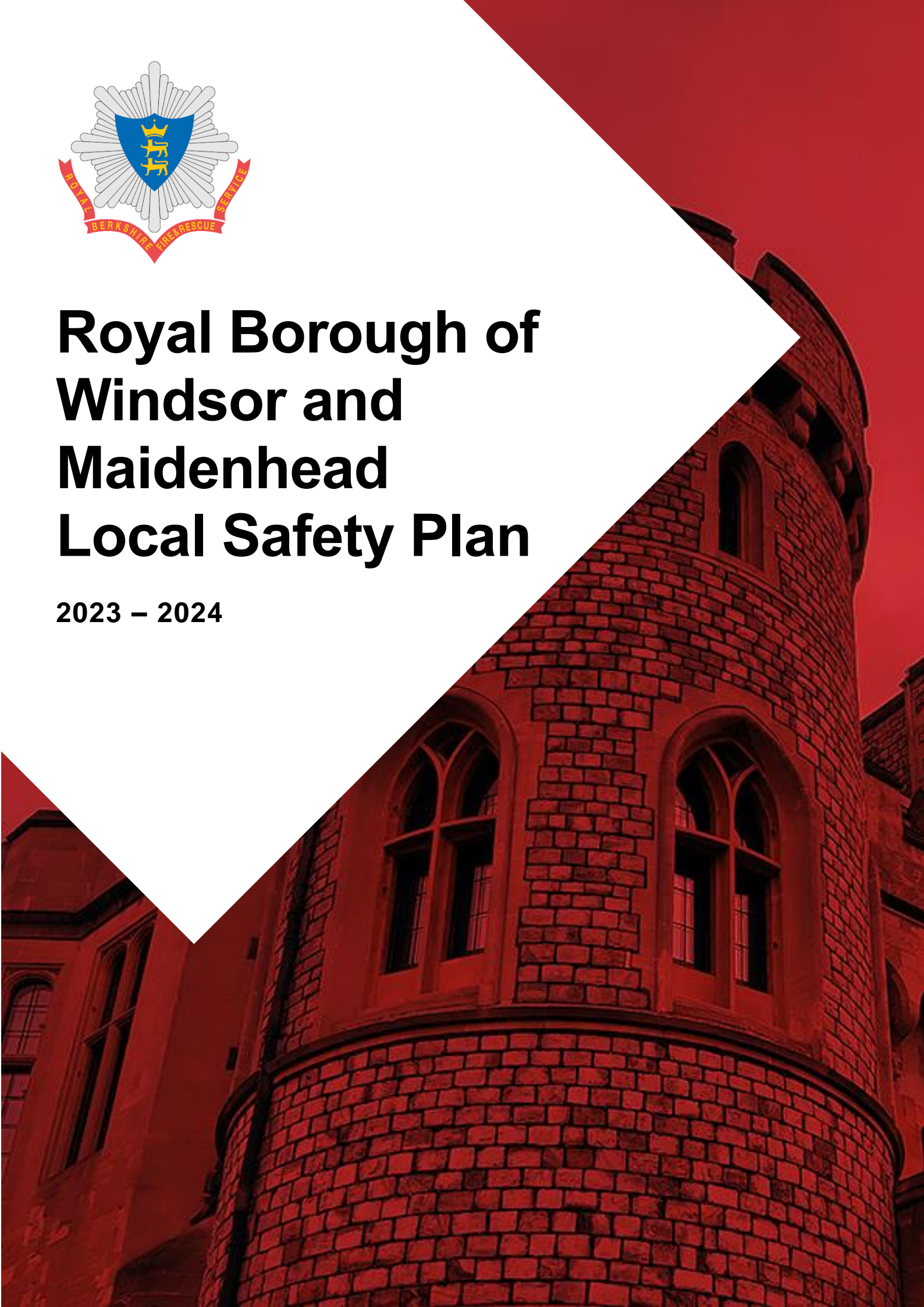




# **Royal Borough of Windsor and Maidenhead Local Safety Plan**

**2023 – 2024**





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# Introduction

This Local Safety Plan for Royal Borough of Windsor and Maidenhead (RBWM) explains how we identify local risk, take action to mitigate and respond to that risk, and measure our performance.

Our East Hub manages the local fire safety resources in both RBWM and Slough Borough delivering services in three key areas:

- » **Prevention** - Preventing fires and other emergencies
- » **Protection** - Ensuring buildings conform to fire safety legislation
- » **Response** - Responding effectively to emergencies when they happen

Our Local Safety Plan links directly to the [Strategic Commitments](#) set out in the Royal Berkshire Fire Authority (RBFA) [Corporate Plan and Community Risk Management Plan 2023 - 2027](#) and the annual objectives and performance measures published in our [Annual Plan](#). It also represents our commitment to knowing and working in partnership with our diverse communities to understand their needs and improve our service. We work closely with other emergency services and partners within the unitary authority to ensure we appropriately target our resources to where they are needed the most.

## Our Local Communities

Royal Berkshire Fire and Rescue Service (RBFRS) has four [Equality, Diversity and Inclusion](#) (EDI) objectives linked to our Strategic Commitments. To fully realise these objectives, it's essential we understand the diversity and specific needs of our workforce and our local communities.

The demographics of our local communities is forever changing, and the services we provide must adapt and be accessible to the whole community. The Hub team will review available data and evaluate our activities to understand the representation in our local areas in terms of age, disability, ethnicity, and religion. We will work closely with partner agencies to ensure we provide the best Service to the public.

RBWM has a growing population of 153,496 and is economically diverse with pockets of real affluence and some wards where significant poverty exists. This diversity informs the way we provide our service. Working within the heart of the community, our teams will continue to work with partners whilst engaging with groups to effectively listen to them and understand how our approach can be adapted to meet their needs.

We recognise the importance of understanding the cultural and societal diversity in RBWM, so that the services we deliver are tailored according to specific needs across the area.



Building trust and confidence within our communities is essential. To do this, we must be a service representative of our local communities and we encourage people from currently under-represented groups to attend recruitment and engagement activities across the County to see how a career in the fire service is a fulfilling and rewarding opportunity.

### **We will increase our diversity amongst our workforce by carrying out Positive Action activities, such as:**

- » Supporting the Summer Internship.
- » Providing opportunities for under-represented groups to attend 'Have a Go' events on stations.
- » Attend local events such as Pride to showcase RBFRS as an employer of choice.
- » We will continue to maintain our 'disability-confidence' employer status.
- » Maintain our 'Gold' status with the Armed Forces Covenant.

## **Culture in the Fire and Rescue Service and RBFRS.**

Ongoing focus on building and developing a positive culture in RBFRS is a priority for us to create positive community relations, improve the diversity of our workforce and deliver an effective service.

This year we will embark on the next stage of our 'RBFRS Development Programme'. We will engage with staff members to embed our Behavioural Competency Framework and Employee Code of Conduct, as we are committed to actively developing a culture where everyone feels accepted and treated with dignity and respect. We expect all staff to contribute and participate in building a 'One Team' culture to enable us to deliver an excellent service to the local community.

### **Serious Violence Duty**

[The Serious Violence Duty \(SVD\)](#) requires local authorities, the police, fire and rescue authorities, specified criminal justice agencies and health authorities to work together to formulate an evidence-based analysis of the problems associated with serious violence in a local area and then produce and implement a strategy detailing how they will respond to those particular issues. As a result of this duty, partner agencies will have to work together to identify and publish what actions they need to take collectively to reduce violent crime, including domestic abuse and sexual offences.

RBFRS has a legal and moral obligation to collaborate with partners and plan to prevent and reduce serious violence, as outlined in legislation under the Police, Crime, Sentencing and Courts (PCSC) Act 2022. To that end, RBFRS fully support the SVD and remains committed, through a



collaborative approach, to preventing and reducing serious violence. RBFPS will seek opportunities to contribute to a broader safety, health and wellbeing agenda while delivering our core functions.

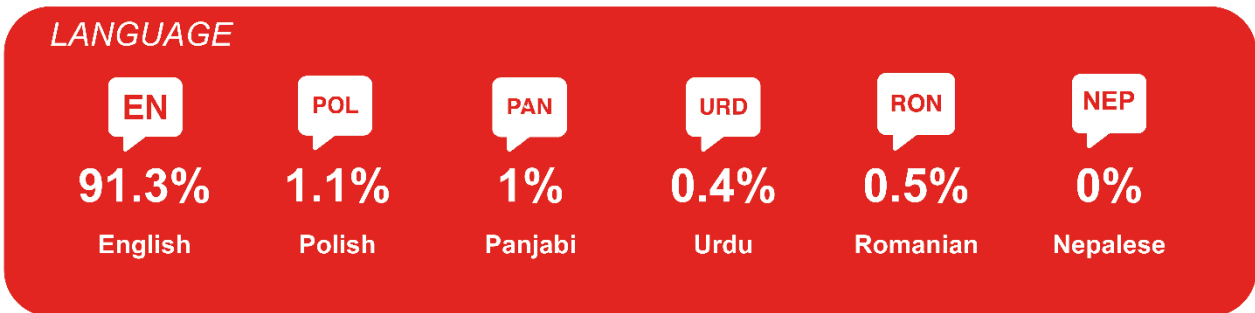
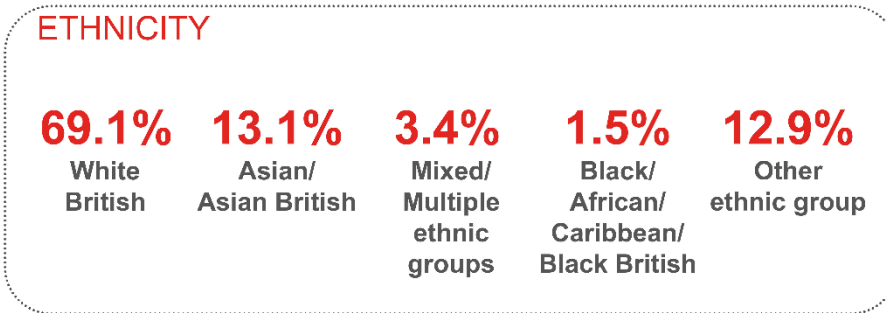
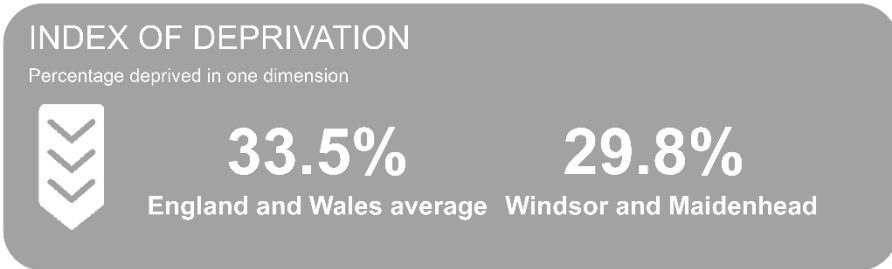
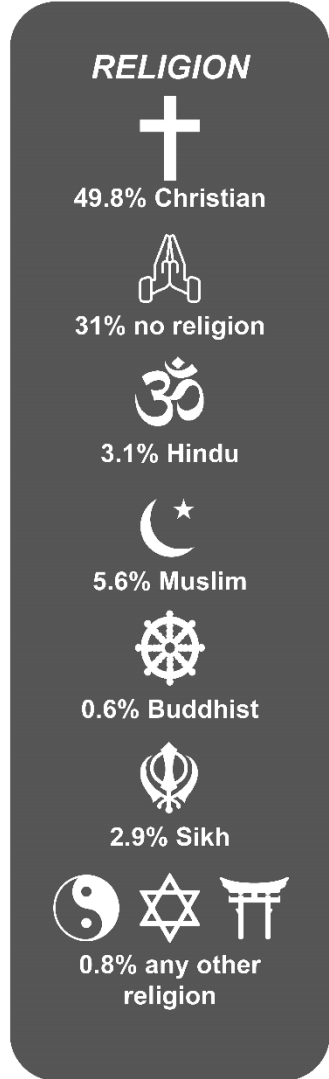
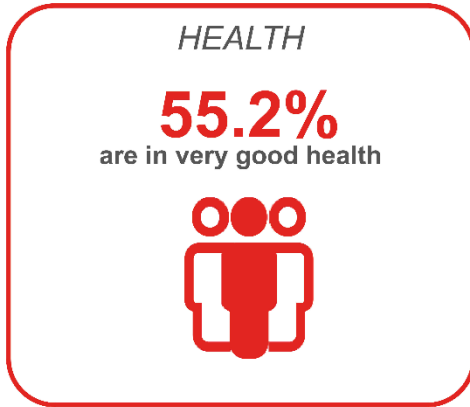
We are committed to stopping serious violence before it begins. By approaching the issue as a public health problem, we will aim to achieve sustainable reductions in serious violence and improve the health and quality of life of the communities we serve. Also, by appropriately understanding the issue and local needs, we will address the risk factors that increase the likelihood of somebody becoming an offender or a victim of serious violence. As such, prevention will be central to our approach. Through effective partnership, we will aim to prevent serious violence from occurring, intervening early to prevent it from damaging lives.

### **Post-COVID / Cost of Living Crisis**

Post-COVID, despite many challenges, our aim to support local communities by seeking to identify and support those most at risk remains. We have worked hard to deploy resources to deliver our services to those most vulnerable within our communities. As we enter a period of rising living costs, some will face financial challenges. We recognise this may further isolate some members of our society and have also experienced increased referrals relating to hoarding or individuals living in isolation. We will work with partners to share information and signpost to appropriate support services.

Through our performance management processes, we will track and monitor the continued impact of the pandemic and other challenges on our progress against our objectives, while adapting our plans to ensure we are responding to the highest local risks.

# Windsor and Maidenhead

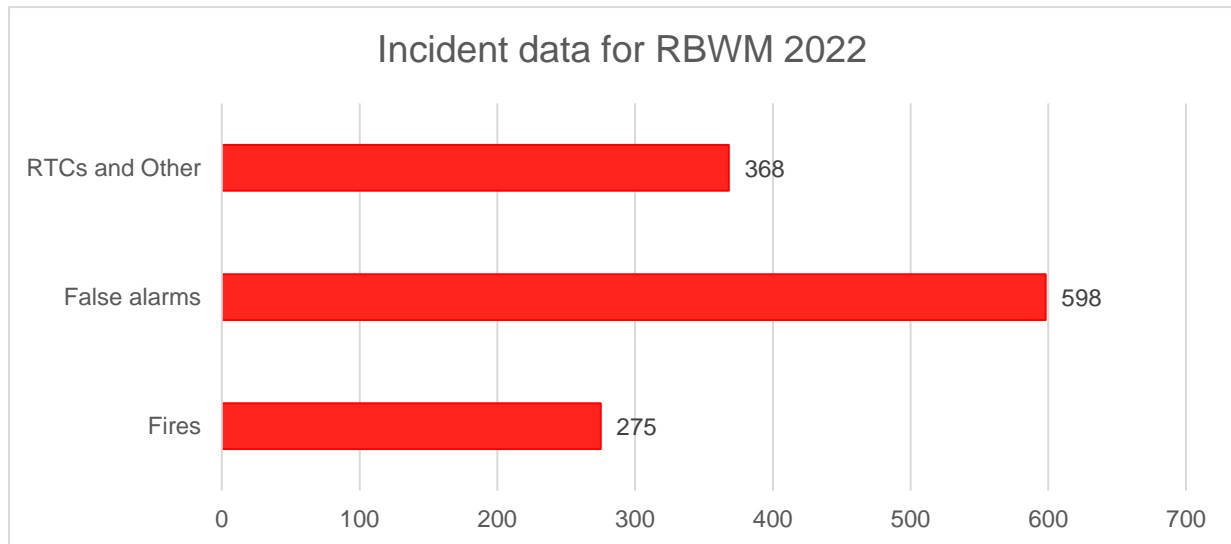


Demographic data includes the use of 2021 census data where more up-to-date data sources are unavailable.



## Identifying Risk

Our priority is to reduce risk; therefore, we must adopt a risk-based approach to our activities. Our performance management processes for Prevention, Protection and Response activities allows us to understand the specific areas of focus required for each location. In 2022, we attended 1,241 incidents in the RBWM. We categorise incidents into the following headline areas:



When you break these incident types down further and consider the most significant risk in the RBWM area, these figures help us plan our service for the next year to address our communities' risks correctly.

In addition to setting objectives based on previous incident data, we monitor current activity to identify emerging risks. Incident data across UK Fire and Rescue Services shows a sharp increase in incidents involving electric vehicle batteries including e-bike and e-scooter batteries, an alarming rise, as many e-bikes and e-scooters are stored and on charge inside homes.

These fires are particularly dangerous as the batteries can fail catastrophically and explode without warning, leading to a rapidly developing fire giving off toxic gasses.

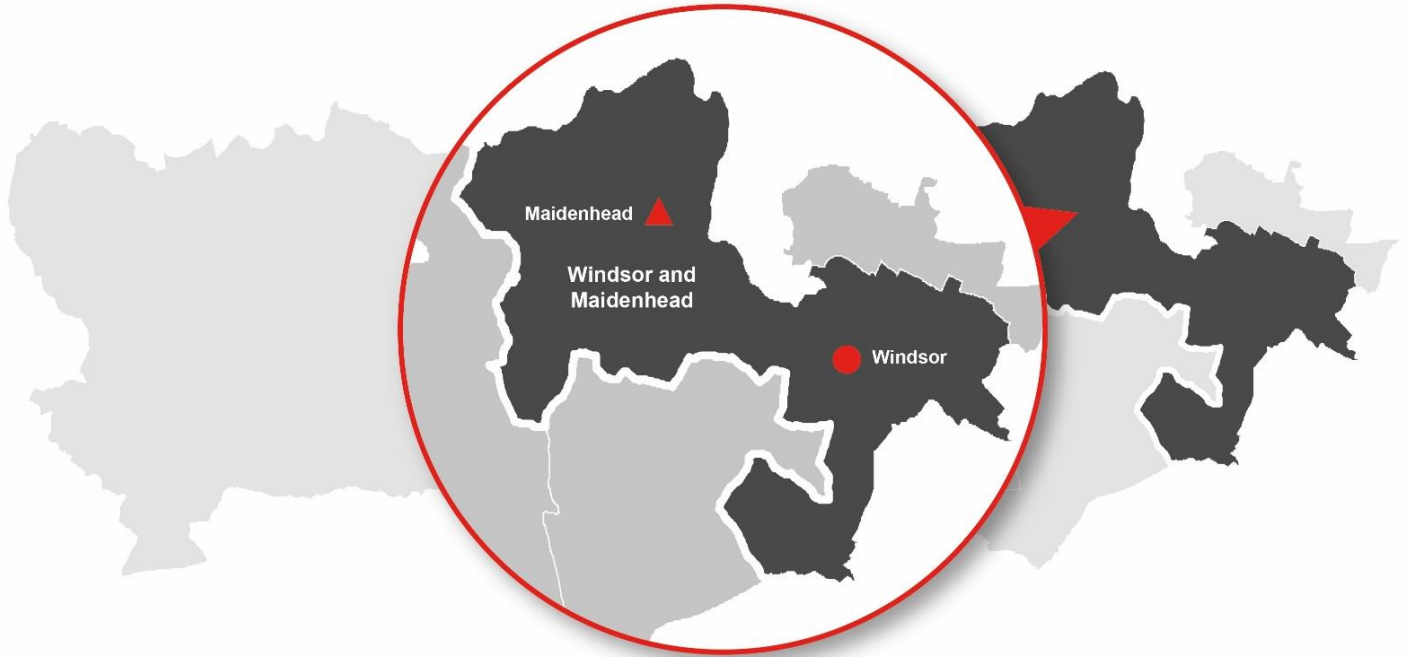
In Slough Borough and Royal Borough Windsor and Maidenhead we have also seen an increase in deliberate fire involving boats on the River Thames. Areas of focus in the RBWM will be:

- » Reducing water deaths.
- » Reducing accidental dwelling fires.
- » Reducing fires in the open.
- » Reducing deliberate / accidental boat fires.
- » Raising awareness around and reducing e-vehicle fires with a focus on e-bike and e-scooter battery fires.



# Map

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



» KEY

- On-call
- ▲ Whole-time/On-call
- Whole-time





## Preventing Fires and Other Emergencies in the RBWM

We adopt a proactive approach to prevent fires and other emergencies from occurring. We achieve this by providing information, education and advice and through 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.

With the introduction of refugee hotels in some areas of the UK, we must work with local authorities to engage with occupants to deliver vital fire safety messages and ensure the premises are fit for purpose under our Fire Safety legislation, [The Regulatory Reform \(Fire Safety\) Order 2005](#).

It also provides an excellent opportunity to build positive relationships with new community members and promote our services as accessible to all.

## Preventing Accidental Fires in the Home

The focus of our Prevention activity is to reduce fire risk. We target our preventative work based on potential risks specific to communities within Royal Borough of Windsor and Maidenhead.

Prevention of fire deaths is our number one priority. We use our targeted Safe and Well Visits programme to make sure we reach those most at risk, for example. Those above the age of 65, who often live alone, or those with sensory (hearing and/or sight) or mobility impairments.

Our fire crews predominantly carry out these visits, with our Safe and Well Technicians addressing more complex or involved cases. When available, we use our trained volunteers for low risk safe and well visits, and the replacement of any faulty smoke alarms.

Recognising the increased vulnerability to fire experienced by individuals over the age of 80, we will work with partner agencies via our [Adults at Risk Programme](#) (ARP) to increase the number of Safe and Well Visits delivered to this section of our community. We have trained partner agencies working in the community to identify individuals at risk from fire. Our referral pathway allows our partners to share information, allowing us to make contact and deliver a Safe and Well Visit.

Our quality assurance process allows us to continually improve our services and ensure they remain targeted towards the most vulnerable members of our community. The number of partners referring through our ARP in the RBWM is low, compared to other areas across Berkshire. The focus will be on increasing the number of referring agencies. In the RBWM, we will also focus on evaluating referrals to ensure they continue to identify those most at risk and support partners through training and feedback. As society and behaviours change, we must recognise the associated risks and share this information with our partners. For example, there is an increase in older adults receiving care at home. This increases the number of people who require oxygen



supplies on their property or use emollient creams. Combining either of those with someone who smokes at the property or in bed poses a significant fire risk.

## Performance Targets for 2023-24

ROYAL  
FIRE



**35%**

Of Safe and Well Visits  
for individuals most at  
very high risk



## Reducing Deliberate Fires

Compared to other parts of the County, the rate of deliberately set fires in the Royal Borough of Windsor and Maidenhead is relatively low. Deliberate fires involving vehicles and refuse are, by far, the main source of this type of incident. Over the past five years, there have been 74 deliberate fires in the RBWM, 35 of these were vehicle fires. Recently we have been seeing an increase in deliberate boat fires along the River Thames, which we will continue to actively monitor.

Arson can have links with other anti-social behaviour and we work in close partnership with colleagues in Thames Valley Police and the unitary 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. 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 Safe and Well Technician will visit the relevant person or premises as a matter of priority to put in place additional prevention measures.

Local intelligence from fire crews has highlighted concerns about the homeless being targets of deliberate fire setting. We will work with partners to better understand how we can reduce this risk.



## Performance Targets for 2023-24



Reduction in the number of deliberately set fires in the Royal Borough of Windsor and Maidenhead



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



Work closely with Thames Valley Police and RBWM council to reduce the numbers of fires in the area



**100%**

Completion of Safe and Well Visits where there has been a threat or incidence of arson within 48 hours of referral from Thames Valley Police



## Preventing Other Emergencies

We respond to a wide range of incidents beyond those just involving fire. These range from Road Traffic Collisions (RTCs), water rescues involving people and animals, weather related incidents such as flooding and high winds to incidents involving hazardous substances.

One key role is to respond to RTCs. RBWM has a significant road network, including the M4 / A4 'corridor' and the A404. In 2022, we attended 74 RTCs in RBWM. The number of RTCs in RBWM is similar to the average across Berkshire as a whole.

To tackle this potential risk, RBWM firefighters offer all Year 7 school age students a tailored Road Safety and Fire Safety package. We will continually review our safety education programme with schools to ensure they remain effective.

Additionally, as part of our overall road safety strategy, RBFRS intends to target prevention activities towards motorcyclists. Motorcycle traffic in Great Britain has fallen each year between 2004 and 2020. Fatalities fell by 15% with 285 fatalities recorded in 2020 while motorcyclist traffic fell by 18% (Department for Transport, Reported road casualties in Great Britain, 2020). We will look for opportunities to engage motorcyclists at a local level. To help improve motorcyclist safety, we will continue to support the delivery of [Biker down!](#) Workshops in the East Hub and look to facilitate 'Be a Better Biker' courses in our Community spaces at our fire stations.

More than 200 people accidentally drown annually in the UK (The Water Incident Database, 2022). In 2022, RBFRS attended 46 water related incidents across Berkshire (including those involving person, vehicle and animal rescue) with the Slough Weir within the Jubilee River an identified risk. Prevention teams will continue to support the [UK Drowning Prevention Strategy 2016-26](#) and water safety partnerships in other areas to reduce drowning incidents by 50% by 2026.



## Performance Targets for 2023-24



Water and road safety education engagement offered to all secondary school students in the RBWM with a target of reaching a minimum of 50% of schools



Deliver local road and water safety campaigns, including direct initiatives to high risk areas



Work with partners to ensure the Water Safety Partnership is addressing the increasing trend of young people entering the water in the RBWM

Working with the Safety Education Team we will review our safety education packages to ensure they remain effective





# Fire Safety Standards in Buildings

We have legal responsibility to ensure businesses in RBWM comply with the [Regulatory Reform \(Fire Safety\) Order 2005](#) and the recent implementation of the [Fire Safety \(England\) Regulations 2022](#).

Our specialist Fire Safety Inspectors (FSIs) are available to support local businesses in complying with the legislation and enforce its compliance where necessary.

They achieve this through a range of proactive and reactive work. These include inspections of premises identified on our Risk Based Inspection Programme (RBIP), which identifies the highest-risk premises in the County.

Additionally, we investigate fire safety concerns raised by members of the public and respond to local authority building consultations, licensing requests and undertake post-fire inspections 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.

Since the Grenfell Tower fire in 2017, RBFRS have prioritised visits to residential high-rise buildings, identifying those presenting the highest risk for inspections to ensure the effective management of Fire Safety. Following an initial inspection process, all high-rise buildings are managed in line with our Risk-Based Inspection Programme. We will continue to audit the highest-risk premises to ensure the safety of members of the public.

RBFRS is fully committed to ensuring that we learn the lessons from the Grenfell Tower tragedy. Across the Slough Borough there are a number of high-rise buildings. The vast majority of these meet the required fire safety standards. However, our FSIs work very closely with partners in local authority to identify any shortfalls and support the building owners to undertake remedial works and provide advice on appropriate interim arrangements. Where we identify unacceptable risk, we will enforce and prosecute in order to ensure the safety of residents.

RBFRS believes that sprinklers and suppression systems are the most effective way to ensure that fires are controlled or 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 firefighters who attend incidents and reduce the level of damage to both property and the environment. Research has identified that sprinklers have been highly effective in controlling and suppressing fires in converted and purpose-built flats. Therefore, we will continue to actively promote the installation of sprinkler systems in all appropriate new buildings and, where practical, retrofitting sprinklers in existing buildings.



## Performance Targets for 2022-23



Actively target and inspect the highest risk premises in RBWM in accordance with our Risk Based Inspection Programme



**60%**

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



Working closely with the local authority to ensure that offices to flats conversions comply with the Fire Safety Order to keep people safe from fire.



Continue work across RBWM dedicated to ensuring High-Rise Residential Buildings (HRRB) are compliant with legislation



**100%**

of consultations completed within the required time frame





# Responding to Incidents

Although prevention is our priority, we recognise that fires and other incidents like Road Traffic Collisions (RTCs) will still occur and require a swift and effective response. Our approach to emergency response is to ensure we have the right numbers of firefighters and fire engines in the right place, at the right time, delivering the right standard of response.

There are two wholetime fire stations in RBWM, both of which provide emergency cover 24 hours a day, 365 days a year. Alongside the wholetime crew and appliances at Maidenhead, the station is also home to a fire engine crewed by on-call firefighters. These firefighters provide cover from their home or work address and are alerted by pager in the event of an emergency incident. If you are interested in becoming an on-call firefighter, please visit the [on-call firefighters](#) page on our website.

In 2022, we attended 1,241 emergency incidents in RBWM. 22.2% of these were fires, 48.2% were false alarms and 6% were RTCs, with the remaining 23.7% including special services, such as water and animal rescues, and assisting other agencies. We will continue to work to reduce the demand of the false alarm calls in order to improve the availability of our resources for important prevention activity and emergency incidents. The focus will be on providing advice to businesses in the first instance but we will become more engaged should there be further Unwanted Fire Signals (UwFS) during the course of the year.

Operational preparedness is essential to ensure our teams respond effectively to all incidents and work well with colleagues across emergency services and other organisations. East Hub teams will regularly visit and familiarise themselves at the highest risk sites across the County. We will assess our response activity through our response monitoring process, aligned to National Operational Guidance. In addition, our service exercise planner will detail a schedule for operational exercise at our highest risk sites.

Across Berkshire, our target is to arrive at emergency incidents within 10 minutes of the initial call on 75% of occasions. To achieve this, Thames Valley Fire Control Service will send the fire engine that can get to an emergency in the quickest time. In response to climate change, we recognise in the summer, we attend an increasing number of wildfires, and in the winter months, we are more likely to attend flooding incidents. We will address seasonal challenges by prioritising specialist vehicle availability to meet incident demand. For example, during spate conditions in the summer months, we may choose to crew off-road firefighting vehicles in some key areas.

In addition to responding to fire service incidents, RBFRS supports South Central Ambulance Service and Thames Valley Police in responding to emergency calls. This activity underpins our commitment to work collaboratively, supports our communities' broader health and wellbeing needs, and builds the joint operational work undertaken across a range of incidents with our emergency service partners.



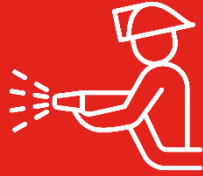
We recognise that we have a position of responsibility within the community and can support vulnerable people in times of need. Therefore we will recognise all our buildings as 'Safe Spaces' and provide additional training to staff to support any members of our community in need.

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. Specifically we will hold at least one Hub level joint exercise with partner agency inclusion per quarter, this being in addition to the regular training and exercising our response crews complete. We will also ensure all high risk premises are visited by response crews for familiarisation purposes in case of future incident.

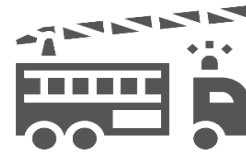
We will continue a range of assurance activities to support learning and continually improve our response delivery.



## Performance Targets for 2023-24



Continue to support on-call recruitment campaigns



Train and retain our new and existing on-call and wholetime firefighters



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



Undertake targeted activity to reduce false alarm calls

**10 minutes**



Arrive at emergency incidents within 10 minutes of the initial call on 75% of occasions



# Our Community Engagement

RBFRS recognises the importance and value of knowing and being known within the communities we represent. We aim to provide fully inclusive, accessible, efficient and effective services by working with community leaders to understand how we can offer a flexible service to meet the whole community's needs.

We welcome the opportunity to engage in community settings and welcome people on to fire stations to ensure equality of access for all of our services.

## Continue delivering the Fire Cadets initiative

Fire Cadets is a youth initiative run by staff at RBFRS with educational support from RBFRS' Prevention department. Working as a team, Fire Cadets take part in practical and theoretical fire service activities, including hose drills, breathing apparatus procedures and fire safety awareness sessions. The scheme also teaches young people essential life skills such as self-discipline, confidence and leadership. For further information, please see the [Fire Cadets](#) information on our website.

## Continue to deliver 'Have a Go' events

In line with our [People Strategy](#), we are keen to attract new talent to the Service. 'Have-a-Go' events offer those who are interested in joining the Service as an on-call or wholetime firefighter the opportunity to talk to firefighters who are already in the role, learn about the recruitment process, and have a go at some of the fitness tests and day-to-day challenges that firefighters face.

## Continue to deliver blood donation sessions

To support the National Health Service Blood and Transplant (NHSBT) service we host routine blood donation sessions at Fire Stations. We will add value to these sessions by offering a range of safety guidance to blood donors.

## Other community activities

Finally, we will seek to explore opportunities to deliver other community-based events and activities, in line with local and national campaigns. These events and activities will allow us to reach our diverse communities, in order to deliver targeted Prevention messages in relation to areas of local need or risk.



# 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

Call us on 0118 945 2888 and ask for the East Hub Management Team

Alternatively email us at [reception@rbfrs.co.uk](mailto:reception@rbfrs.co.uk) and mark it for the attention of the East Hub Management Team.

Website: [www.rbfrs.co.uk](http://www.rbfrs.co.uk)



# Glossary

## Fires in the home

Otherwise referred to as a 'dwelling fire'. 'Dwelling' means a property that is a place of residence in places occupied by households, 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.

## Community 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 Service 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 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 who are at heightened risk of having an accidental dwelling fire and being injured as a result**

Research has shown that certain groups of people 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 those who are at heightened risk of dying in the event of an accidental dwelling fire**

Research has shown that certain vulnerable groups 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 \(Fire Safety\) Order 2005 \(FSO\)](#), which applies to virtually all non-domestic premises and covers nearly every type of building, structure and open space.

## **Percentage 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

## **Percentage of hours where there is adequate crewing on on-call frontline pumping appliances**






This is the percentage of hours where there is sufficient minimum qualified firefighters (four personnel) on on-call fire engines. On-call 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.

## **Percentage 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 the percentage of occasions RBFRS does this in under 10 minutes.



**ROYAL BERKSHIRE**  
**FIRE AND RESCUE SERVICE**

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-  @RBFRSOfficial
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-  Royal Berkshire Fire and Rescue Service
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