



LONDON FIRE BRIGADE

Report title

## Statement of Assurance 2019 - 20

Report to	Date
Transformation Board	25 September 2020
Commissioner's Board	7 October 2020
Fire and Resilience Board	20 October 2020
Fire, Resilience and Emergency Planning Committee	16 December 2020
London Fire Commissioner	

Report by	Report number
Assistant Director – Strategy and Risk	LFC-0422

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I agree the recommended decision below.

**Andy Roe**  
London Fire Commissioner

Date **This decision was remotely signed on 24 June 2021**

### Summary

The London Fire Commissioner (LFC) is required to prepare an annual Statement of Assurance in accordance with the Fire and Rescue National Framework for England. This report presents the LFC's statement for 2019/20.

### Recommended decision(s)

That the statement (and accompanying information) attached to this report is approved as the LFC's Statement of Assurance for 2019/20.

## **Background**

1. The LFC is required to prepare an annual Statement of Assurance (SoA) in accordance with the Fire and Rescue National Framework for England. The LFC is required to provide annual assurance on financial, governance and operational matters.

## **The Statement**

2. The Statement of Assurance for 2019/20 is attached as Appendix 1 to this report. This also includes an annex which sets out how the Statement meets the requirements of the National Framework, with details about where the evidence can be found.
3. The focus of the Statement submitted for approval is the year 1 April 2019 to 31 March 2020.

## **Compliance with the National Framework**

4. Section 25 of the Fire and Rescue Services Act 2004 requires the Secretary of State to report to Parliament every two years on:
  - a. the extent to which fire and rescue authorities are acting in accordance with the National Framework (made under section 21 of the Fire and Rescue Services Act 2004); and
  - b. any steps taken by the Secretary for the purpose of securing that fire and rescue authorities act in accordance with the Framework.
5. The Home Office published the most recent section 25 report to Parliament in July 2020. The report (available [here](#)) concluded:

*"...the Secretary of State is satisfied that every fire and rescue authority in England has acted in accordance with the requirements of the National Framework, and no formal steps have been taken by the Secretary of State since the last assurance statement in 2018 to secure compliance."*

6. This Statement of Assurance provides assurance on operational, governance and financial matters as required by the National Framework. In addition it provides commentary on inspection, intervention and accountability matters.

## **Performance data**

7. Performance data has traditionally accompanied the Brigade's Statement of Assurance. This is provided at Appendix 2 which provides a performance commentary looking back over the last five years. This includes two annexes providing borough data and ward data.
8. The borough and ward data in the annexes is also published in a CSV format on the London Datastore, alongside the regular incident and appliance data from January 2009 onwards.

## **Report handling**

9. Since this report was considered by the Fire, Resilience and Emergency Planning Committee, the external auditor's opinion on the accounts has now been published. Accordingly, a minor update has been made to the 'Financial Assurance' section of the Statement (paras 78 and 84) to update the links to the relevant accounts report(s).

## **Finance comments**

10. The Chief Finance Officer has reviewed this report and has no comments.

## Workforce comments

11. The Statement includes matters which have been the subject of consultation with the Representative Bodies but no specific consultation has been undertaken on this report.

## Legal comments

12. Under section 9 of the Policing and Crime Act 2017 (the "2017 Act") the London Fire and Emergency Planning Authority ("LFEPA") was abolished and the functions of the LFEPA were (subject to the 2017 Act) transferred to the London Fire Commissioner (the "Commissioner").
13. The Commissioner is established as a corporation sole with the Mayor appointing the occupant of that office. Under section 327D of the GLA Act 1999, as amended by the Policing and Crime Act 2017, the Mayor may issue to the Commissioner specific or general directions as to the manner in which the holder of that office is to exercise his or her functions.
14. Section 1 of the Fire and Rescue Services Act 2004 states that the Commissioner is the fire and rescue authority for Greater London.
15. When carrying out its functions, the Commissioner, as the fire and rescue authority for Greater London, is required to 'have regard to the Fire and Rescue National Framework (the "Framework") prepared by the Secretary of State (Fire and Rescue Services Act 2004, section 21).
16. To have regard does not mean to follow slavishly, if the Commissioner wishes to depart from the framework it may, but it must show a good reason to do so. The Courts have consistently suggested that Government guidance issued under statute, as is the case here, should be given 'great weight' and should be considered 'with great care, and from which it should depart only if it has cogent reasons for doing so'. The reasoning behind any decision to depart from the framework should also be 'spelled out clearly, logically and convincingly' (R (Munjaz) v Mersey Care NHS Trust [2006] 2 AC 148).
17. The Framework states that 'Every authority must publish an annual statement of assurance of compliance with the Framework'.
18. The attached statement functions as the Commissioner's Statement of Assurance under the Framework.
19. Section 327G of the Greater London Authority Act 1999 states that:
  - 1). This section applies to a document which is prepared and published by the London Fire Commissioner in accordance with the Fire and Rescue National Framework and which—
    - (a) sets out the Commissioner's priorities and objectives, for the period covered by the document, in connection with the discharge of the Commissioner's functions, or
    - (b) contains a statement of the way in which the Commissioner has had regard, in the period covered by the document, to the Framework and to any document within paragraph (a) prepared by the Commissioner for that period.
  - 2) The Commissioner must, before publishing the document or any revision to it, send a copy of the document or revision in draft to the Mayor and the Assembly.
  - 3) The Commissioner may not publish the document or any revision to it unless—

(a) the Assembly has had an opportunity to review the draft document or revision, and make a report on it to the Mayor, under section 327I(1), and

(b) the Mayor has approved the draft document or revision.

20. Furthermore, by direction dated 21 March 2018, the Mayor set out those matters, for which the Commissioner would require the prior approval of either the Mayor or the Deputy Mayor for Fire and Resilience (the "Deputy Mayor").
21. Paragraph 1.1 (b) of said direction requires the Commissioner to seek the Mayor's prior "[a] approval of the final proposed text of the draft London Safety Plan (or any revision of it) for the purposes of sending it to the Assembly under section 327G(2) of the GLA Act 1999". Paragraph 6.1 (b) further states that, "'London Safety Plan" refers to any document which is prepared and published by the Commissioner in accordance with the Fire and Rescue National Framework and which contains the matters described in section 327G(1)(a) and/ or (b) of the GLA Act 1999."
22. Paragraph 3.1 of the direction further requires the Commissioner to consult the Deputy Mayor, "as far as practicable in the circumstances before a decision on any of the following is taken: [a] Anything that requires the consent of the Mayor under Part 1 of this Direction."
23. Consequently the Mayoral Direction requires the Commissioner to consult the Deputy Mayor, as far as practicably possible, in advance of seeking the Mayor's approval to send the Statement of Assurance to the Assembly.
24. The Commissioner may not then publish the final Statement of Assurance before the Assembly has had an opportunity to review the draft document or revision, and make a report on it to the Mayor and the Mayor has approved the draft or revision.

### **Sustainability implications**

25. Sustainability forms part of the assurance gathering processes which support the production of the statement.
26. The London Fire Brigade has in place an Environmental Management System certified to ISO 14,001 that covers the management functions of the organisation and a sample of 10 fire stations. This assures the processes in place to monitor compliance with all relevant environmental legislation and continual improvement against environmental impacts.
27. Governance processes require sustainable development impact assessments of all new or amended policies and corporate projects.
28. Governance processes are in place to monitor our procurement activity for compliance with the Public Services (Social Value) Act 2012 and that of our supply chain for their statutory responsibilities such as modern slavery.

### **Equalities implications**

29. The LFC and decision takers are required to have due regard to the Public Sector Equality Duty (s149 of the Equality Act 2010) when taking decisions. This in broad terms involves understanding the potential impact of policy and decisions on different people, taking this into account and then evidencing how decisions were reached.

30. It is important to note that consideration of the Public Sector Equality Duty is not a one-off task. The duty must be fulfilled before taking a decision, at the time of taking a decision, and after the decision has been taken.
31. The protected characteristics are: Age, Disability, Gender reassignment, Pregnancy and maternity, Marriage and civil partnership (but only in respect of the requirements to have due regard to the need to eliminate discrimination), Race (ethnic or national origins, colour or nationality), Religion or belief (including lack of belief), Sex, Sexual orientation.
32. The Public Sector Equality Duty requires us, in the exercise of all our functions (i.e. everything we do), to have due regard to the need to:
- a. Eliminate discrimination, harassment and victimisation and other prohibited conduct.
  - b. Advance equality of opportunity between people who share a relevant protected characteristic and persons who do not share it.
  - c. Foster good relations between people who share a relevant protected characteristic and persons who do not share it.
33. Having due regard to the need to advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it involves having due regard, in particular, to the need to:
- a. remove or minimise disadvantages suffered by persons who share a relevant protected characteristic where those disadvantages are connected to that characteristic;
  - b. take steps to meet the needs of persons who share a relevant protected characteristic that are different from the needs of persons who do not share it (;
  - c. encourage persons who share a relevant protected characteristic to participate in public life or in any other activity in which participation by such persons is disproportionately low.
34. The steps involved in meeting the needs of disabled persons that are different from the needs of persons who are not disabled include, in particular, steps to take account of disabled persons' disabilities.
35. Having due regard to the need to foster good relations between persons who share a relevant protected characteristic and persons who do not share it involves having due regard, in particular, to the need to—
- a. tackle prejudice, and
  - b. promote understanding.
36. An Equality Impact Assessment (EIA) has not been undertaken for this specific report as it is a reflection of existing assurance elements that the LFC has in place to meet the requirements of the National Framework. However, it does reference content (such as the London Safety Plan) which has been subjected to an EIA.

**List of Appendices**

<b>Appendix</b>	<b>Title</b>	<b>Protective Marking</b>
1.	Statement of Assurance 2019/20	Not protectively marked
2.	Performance data for five years to 2019/20	Not protectively marked

## London Fire Commissioner

### STATEMENT OF ASSURANCE 2019/20

#### Foreword by the Commissioner

1. 2019/20 was a challenging year for the London Fire Brigade. In particular, the Brigade was shown to be deficient in several areas by both the Grenfell Tower Inquiry Phase 1 report (issued in October 2019) and subsequently Her Majesty's Inspectorate for Constabulary and Fire and Rescue Services report (issued in December 2019). The recommendations from both reports have a number of areas of overlap including training, and the maintenance and assessment of officer competence.
2. In light of the recommendations from these reports, it would be insensitive, especially to the victims of the Grenfell Tower fire, to present a Statement of Assurance that asserted that everything was adequate in terms of the Brigade's internal control and management arrangements.
3. I am proud to work for the Brigade and to serve London, and I am not alone in this. But we have fallen short of the high standards expected of us by our diverse communities. For this reason, having been appointed as London Fire Commissioner on 1 January 2020, I have put in place a Transformation Delivery Plan (TDP) setting out a clear purpose and vision for the Brigade, not only to ensure delivery against the Grenfell Tower Inquiry and HMICFRS recommendations, but also to transform and transition the Brigade to where it should be; delivering a fire service that Londoners can be proud of as well as having a central and influential role within the UK fire and rescue service.
4. Part of delivering a service to Londoners includes addressing the changing risk within London's built environment, including pressing for the remediation of those buildings affected by dangerous cladding. The Brigade has worked closely with government and stakeholders during 2019/20 and will continue to do so to understand the various elements impacting on fire safety through support to the government's Building Risk Review Programme and the development of the legislative changes being brought forward during 2020 and beyond. An element of the TDP includes transforming our fire safety delivery to contribute to a reduction in risk to members of the public and firefighters through the delivery of excellence in protection and business engagement for vulnerable groups and the wider communities.
5. I am confident that the TDP will put in place the right structures and behaviours for everyone who works for the Brigade to be connected to its core purpose, as well as securing a service that is continually improving, delivering a service fit for London now and in the future.

**Andy Roe, London Fire Commissioner**

#### Introduction

6. The Fire and Rescue National Framework for England sets out a requirement for fire and rescue authorities to provide an annual Statement of Assurance, providing assurance to communities and government on financial, governance and operational matters.

7. The purpose of this Statement is to satisfy the requirement to produce an annual statement under the National Framework. The Statement also provides assurance against the Framework, and to the communities of London and government, with respect to the areas highlighted above for the 2019/20 financial year.
8. The focus of this Statement is the year 1 April 2019 to 31 March 2020.

### **Operational Assurance**

9. The National Framework outlines the requirements for fire and rescue authorities to provide assurance on operational matters.
10. Fire and rescue authorities operate within a clearly defined statutory and policy framework. The key documents defining operational responsibilities for LFC are the:
  - Fire and Rescue Services Act 2004;
  - Civil Contingencies Act 2004;
  - Regulatory Reform (Fire Safety) Order 2005;
  - Fire and Rescue Services (Emergencies) (England) Order 2007;
  - Localism Act 2011;
  - Fire and Rescue National Framework for England 2018; and
  - Policing and Crime Act 2017.

### **Integrated Risk Management Plan (London Safety Plan)**

11. The Fire and Rescue National Framework sets out the requirement that each fire and rescue authority must produce an Integrated Risk Management Plan (IRMP) that identifies and assesses all foreseeable fire and rescue related risks that could affect its community, including those of a cross-border, multi-authority and/or national nature. The plan must have regard to the Community Risk Registers produced by Local Resilience Forums and any other local risk analyses as appropriate.
12. The requirement for an IRMP in London is delivered through the LFC's London Safety Plan ([here](#)) and sets out the LFC's plans for improvement in services to address the risks facing Londoners, together with the management arrangements required to implement them.
13. Each London Safety Plan (LSP) is supported by a risk based approach to planning emergency cover for London. The approach taken for the current Plan (i.e. the Plan in place for the period covered by this statement) was incorporated into the London Safety Plan under the 'Risk in London' section.
14. A number of considerations make up the Brigade's approach when deciding how to provide its service. This includes:-
  - the principle of equal entitlement;
  - an understanding of risk in London based on the likelihood of an incident occurring and its consequences;
  - the full range of incident types that the Brigade attends;
  - incident trends;
  - assessment of local risk;
  - targeting people at risk; and
  - London's demography.



15. The LSP in place for the period covered by this statement was approved by the former London Fire and Emergency Planning Authority on 30 March 2017 (*and adopted as the extant plan for the LFC on 1 April 2018*) and was developed to cover the period from 2017 to 2021. However, the impact of CoVID-19 has led to an extension being agreed by the Mayor of London. An inclusive approach was taken to the development of the Plan incorporating the ideas, views and contributions from as many people as possible. Details of the public consultation undertaken can be found in the covering report to the Plan (*FEP2723*). Key performance indicators and targets are included in the LSP.

### **Performance outcomes in 2019/20**

16. Key performance indicators and targets are agreed as part of the London Safety Plan and are reviewed on an annual basis. All key LSP targets and commitments, as well as key projects, were subject to scrutiny and monitoring by the Commissioner's Board.
17. The LFC refreshed its targets for 2019/20 as part of the current London Safety Plan (LSP2017). This information is available online in the annual end of year performance report on the London Fire website under 'Information we publish' (via the following link <https://www.london-fire.gov.uk/about-us/transparency/information-we-publish/>). Commentaries against performance can also be found in the performance reports to the Commissioner's Board.
18. Overall, performance, and safety outcomes for Londoners, for 2019/20 reveals that the majority of indicators set as part of the London Safety Plan are meeting the targets set.

### **Operational competence**

19. The LFC has a statutory duty to ensure that all operational staff were trained to undertake their roles effectively and safely. Training requirements for operational staff include a number of generic core risk critical skills that all staff must develop and maintain. These core skills are set out in a formal Brigade policy - "The development and maintenance of operational professionalism" (DaMOP).
20. Training within the Brigade is divided into two main areas:
  - *Acquisition of skills training* – The initial learning phase. The Authority's external training provider is responsible for acquisition of skills training. This includes the training of newly appointed firefighters as well as the development of new skills for more experienced staff undertaking new or modified roles; and
  - *Maintenance of skills training* - Once the initial acquisition of skills training has taken place, it will be necessary for staff to practise their skills, knowledge and understanding, in conjunction with, and in addition to, their existing skills, knowledge and understanding. This 'practice' is what is referred to as maintenance of skills training.
21. The Brigade's Operational Improvement Process (OIP) is in place to support the maintenance of operational competence. The OIP identifies and responds to risk-critical issues that have the potential to affect operational performance (and staff). The process monitors operational and training performance, identifying developmental trends and provides mechanisms, including the implementation of training interventions to support operational staff.
22. At the heart of the process is effective information gathering which allows crews, monitoring officers and specialist officers, to record and identify developmental trends arising from incidents and training events. Information is recorded that describes individual and team performance and captures the issues related to training, equipment and procedures. The

Operational Professionalism Board, chaired by the Deputy Commissioner, receives regular reports summarising the information gathered, and makes decisions about changes to and new training interventions, as well as communication/awareness via the Operational News internal publication.

23. OIP is linked to DaMOP which sets out what is required to enable staff at stations to maintain their professionalism by continually developing their skills, knowledge and understanding. The OIP is closely aligned to the requirements of "HSG 65 - Successful Health and Safety Management" produced by the Health and Safety Executive.
24. A review of the DaMOP policy PN427, which commenced in 2018/19 has been completed. A revised framework for station based staff on frontline pumping appliances was introduced in July 2019 as part of phase 1 of the project. The framework covers 18 core skills competency areas and includes both practical and theory based training requirements to be completed over a 24 month period with differing frequencies according to risk.
25. Phase 2 of the project, introduced in July 2020, provides core skills competency frameworks for Control, station based staff on specialist appliances, other specialist roles, and senior officers (Station and Group Commanders).
26. The Brigade is a learning organisation and any changes to policy and training as a result of national or organisational learning will be reflected in the DaMOP requirements. Quality Assurance related to DaMOP activity will be reported to the Operational Improvement Plan Oversight Panel (OIPOP) and the Operational Professionalism Board. A mid-cycle health check of Phase 1 has commenced to identify further enhancements through engagement with station based staff and managers.
27. Matters of operational competence are reported regularly to the Commissioner's Board through standard performance reports. This includes trend reporting on health and safety events (RIDDORs), and training performance. An annual health and safety report was also provided to the Board in July providing a full overview of performance against key health and safety indicators. This included preventative initiatives and interventions, premises audits, occupational health, workforce liaison, and compliance and liaison with the Health and Safety Executive (HSE).
28. The number of safety events reported under the Reporting of Injuries, Diseases, and Dangerous Occurrences Regulations 2013 (RIDDOR) first dipped below 100 events four years ago (in 2015/16). These events are those more serious events required to be reported to the Health and Safety Executive (HSE), under RIDDOR. The figure for 2019/20 of 56 RIDDOR reportable injuries is a decrease over the figure reported for 2018/19 (75) and is a significant improvement over the high point of the last five years (94 in 2015/16). As part of the London Safety Plan (2017), officers brought in targets/ context measures to specifically monitor key safety areas. This includes injuries on the incident ground and injuries to members of the public through road traffic collisions with Brigade vehicles.
29. The safety systems in place mean that the Brigade tends not to have many serious injuries (i.e. we have very few 'specified' injuries under RIDDOR) and the incidents continue to mainly relate to slips, trips and falls and the moving and handling of operational equipment (as in previous years). The improvement reflects work by officers to improve health and safety awareness, including a premises slips and trips risk assessment programme to proactively identify and record slips and trips risks on Brigade premises.

30. There was one injury event reported as a specific injury under RIDDOR during the period. Officers continue to work hard to identify how the Brigade can further target reductions in operational injuries.

### **Fire safety**

31. In addition to the Grenfell Tower Investigation and Review Team (GTIRT), the Brigade's specialist fire safety teams have had an unprecedented level of engagement with the fire sector, standards bodies and government since the Grenfell Tower fire. The Brigade continues to provide its unique expertise to drive evidence based change in the built environment where appropriate.

32. Brigade officers seconded into the Home Office via National Fire Chiefs Council (NFCC) are continuing to assist with the developing changes to the regulatory regime recommended by Dame Judith Hackitt and supporting a review of the Regulatory Reform (Fire Safety) Order 2005 (FSO). Brigade officers are also working to ensure that protecting the most vulnerable in our communities, whilst protecting firefighters during their operations is at the heart of the new regulatory regime. Part of this national work includes the development of national guidance and/or standards so that we are able in the future to assure our fire safety protection and prevention work against agreed benchmarks.

33. The Brigade also established the High Rise Premises Team (HRPT) the week after the Grenfell Tower fire. This team is working closely with the NFCC Protection Board and is leading on London's activities in relation to the Building Risk Review.

34. In addition to the work of the HRPT, we continue to work closely with London Councils and seek to liaise on major consultations to share our experience, key concerns and identify areas of common interest. We also remain a standing member of the London Housing Directors' Fire Safety Group and Fire Safety Steering Group as these forums provide opportunities to influence and share information as well as providing updates as to the current status of the HRPT.

35. The Brigade has long advocated the use of sprinklers and will continue to lobby for them as part of an appropriate package of fire safety measures. We know that they play an important role in reducing the devastating impact of fire on people, property, business continuity and the environment and assist firefighters in carrying out search and rescue operations by restricting the spread of fire.

36. We continue to ask the Government to take the recommendations from the [Hackitt review](#) on board – including further consideration of the use of sprinklers and other automated fire suppression systems (AFSS). The Brigade has its own sprinkler position statement and has a dedicated officer working on providing information, raising awareness and supporting the strategy.

37. To support our commitment to ensuring that our outward facing Fire Safety activities staff are well trained and well supported, the Brigade has recently launched its Centre of Learning and Excellence (CLE) to assist not just those new to the department, such as Fire Safety Advisors but also offering more experienced staff the opportunity to refresh their knowledge in a dedicated, supported and consistent environment. Our intention is to widen access to the CLE and offer shared learning with other fire and rescue services going forward.

38. Under our core duty to promote fire safety, the Brigade has a long standing history of delivering a number of youth engagement, intervention and education schemes. The Brigade's children

and youth programmes include a central core offer of the Education Team, Fire Cadets, Crossfire, Local Intervention Fire Education (LIFE) and Juvenile Fire setters Intervention Scheme (JFIS). Although our plans to roll the cadet scheme into every London Borough have been delayed by COVID 19, we are still on track to deliver our commitment thanks to additional Mayoral funding.

39. There is also a range of wider youth engagement schemes delivered at borough level including Junior Citizens, Prison-Me-No-Way, Safe Drive, Stay Alive (SDSA) and The Prince's Trust. We have also developed informative resources and self-help tools for people who work with vulnerable adults such as carers and care agencies.
40. Other important areas of work include providing arson prevention toolkits to our Borough Commanders and Dementia Friend training to our staff, with over 20 per cent of our staff now holding 'Dementia Friend' status.

### **Mutual aid agreements**

41. Fire and rescue authorities must make provision to respond to incidents such as fires, road traffic collisions and emergencies within their area, and in other areas in line with mutual aid agreements. We refer to these arrangements as 'cross border' and resources that may be requested to deploy cross-border are mobilised under mutual aid arrangements provided for under sections 13 and 16 of the Fire and Rescue Services Act 2004 (FRSA).
42. The Brigade holds mutual aid agreements with all its surrounding fire and rescue authority areas. Incidents where there could be resources from two or more fire and rescue services are a relatively common occurrence between the Brigade and the six surrounding fire authorities namely – Hertfordshire, Essex, Kent, Surrey, Royal Berkshire, and Buckinghamshire. Brigade resources may also be mobilised cross border to 'standby' at neighbouring FRS stations. Deployments for 2019/20 show that the Brigade mobilised to 579 cross border incidents. This is a slight increase from 2018/19 (533). However, the number of incidents attended by neighbouring authorities for incidents in London, at 411, has decreased since 2018/19 (536).
43. Charging neighbouring fire and rescue authorities on a cost recovery basis for the use of Brigade resources under section 13/16 of the FRSA was introduced in April 2014. This has been reciprocated by our neighbouring fire and rescue authorities who also charge the Brigade for the use of their resources.

### **National Resilience**

44. National resilience is defined as the capacity and capability of fire and rescue authorities to work together and with other Category 1 and 2 responders to deliver a sustained, effective response to major incidents, emergencies and disruptive challenges, such as (but not limited to) those identified in the [National Risk Register of Civil Emergencies](#).
45. It refers to risks that need to be planned for on a strategic, national basis because their impacts and consequences would be of such scale and/or complexity that local resources would be insufficient, even when taking into account mutual aid arrangements, pooling and reconfiguration of resources and collective action.
46. The National Framework makes clear there is a need to plan for, and occasionally respond, to incidents of such scale and/or complexity. Thus, the Government retains strategic responsibility for national resilience, though, of course, it is heavily reliant upon local fire and rescue authorities in support of this. And so, the National Framework sets out the requirement of Fire and Rescue

Authorities to work collectively but also with the Fire and Rescue Strategic Resilience Board to provide assurance to government that:

- Risks are assessed, plans are in place and any gaps between existing capability and that needed to ensure national resilience are identified;
- Existing specialist national resilience capabilities are fit-for-purpose and resilient; and
- Any new capabilities that fire and rescue authorities are commissioned to deliver by Government are procured, maintained and managed in the most cost-effective manner that delivers value for money whilst ensuring capabilities are fit-for-purpose and resilient.

47. The programme consists of a number of distinct capabilities. These are:

- Chemical, Biological, Radiological, Nuclear and Explosive CBRN(E);
- Urban Search and Rescue (USAR);
- Water and High Volume Pumping (HVP); and
- Command and Control.

48. A number of the National Resilience assets are located within the Brigade area reflecting the importance of the capital city to national resilience in providing these capabilities to both the London region and the rest of the country.

49. The Brigade has a full USAR capability and also hosts CBRN(E), Detection, Identification and Monitoring (DIM) and HVP capabilities.

50. Assessment and assurance for the Brigade's National Resilience assets is exercised through the National Resilience Assurance Team (NRAT). The assurance process has been developed as a long term programme to ensure that the fire and rescue services, which have received National Resilience assets, achieve and maintain an efficient, robust and effective operational capability to respond to national and major emergencies. In previous years, this has centred on thematic reviews, including multi-capability and the dedicated use of equipment and vehicles. The assessment process has now changed to a three year rolling programme. At a high level, the process works as follows:

- Year 1 – Self-assessment
- Year 2 – Coordinated exercise with direct observation by NRAT
- Year 3 – National or regional exercise.

51. The Brigade has recently completed year two of the USAR assurance programme. This took the form of a directly observed 36 hour exercise at Waddington training site in Lincolnshire.

52. The exercise was the last of five annual exercises undertaken by the LFB in Q4 of the training calendar to confirm USAR related skills at the culmination of each training year.

53. A draft report has been submitted to the Brigade. Comments have been returned to NRAT and we are awaiting the final report. An action plan to address any outstanding issues will then be agreed with NRAT.

54. Brigade staff also support the fire and rescue service nationally in terms of the sector's role in the government [CONTEST strategy](#). This involves working collaboratively with colleagues from the other blue light agencies as well as government departments to develop multi-agency operational capabilities for responding to a wide range of terrorist related threats. London developed and implemented the concept of inter-agency liaison officers (ILOs) to UK fire and rescue services

and the National ILO coordinator is a London officer. The London Fire Commissioner is the National Fire Chief Council's Fire and Rescue Service Strategic Counter-Terrorism lead.

### **Business Continuity**

55. There are a number of identified infrastructure and workforce related risks that are relevant to the Brigade. These can largely be divided into two categories: those risks that have the potential to place high levels of demand on the operational service (major incidents and emergencies) and those risks that have the potential to disrupt the service (business disruptions).
56. The Brigade has established business continuity arrangements in place. Since 2005 there has been a formal business continuity programme which has led to the successful identification of the activities that are critical to the organisation, enabled the exploration of the dependencies that exist between them and has assisted in the development and review of business continuity plans.
57. It is important that continuity arrangements are tested to assess their adequacy and to incorporate lessons learnt from testing to further improve plans. The Brigade testing and exercising programme includes formats such as departmental table top tests, corporate exercises and specialised tests such as ICT disaster management procedures.
58. During 2019/20, the Brigade's testing and exercising programme included the 'Autumn Falls' exercise which took place on 26 September 2019. This was a no notice live exercise, led by the Metropolitan Police Service, to test the response of the emergency services to three simultaneous CBRN attacks at London locations with very high public attendances at Westfield in Stratford, King's Cross Rail Station and Twickenham Stadium.
59. The scenario provided valuable learning both in terms of the nature of the incident and the challenges brought about by a multiple location attack. Exercises like this help make sure that the Brigade continues to improve its collective ability to respond safely and effectively to any challenge, reducing the risks to the people of London and ensuring a speedy recovery following a major incident.
60. In addition to the business continuity requirements of the Civil Contingencies Act 2004, fire and rescue authorities also have a statutory duty under Section 7 of the Fire and Rescue Services Act 2004 to "secure the provision of the personnel, services and equipment necessary to efficiently meet all normal requirements". To meet the requirements of this duty, there are contingency arrangements (emergency fire crew capability (EFCC)) to deploy emergency fire crews and fire appliances capable of delivering services within a defined concept of operations. These arrangements have not needed to be used during 2019/20.

### **COVID-19**

61. A new coronavirus disease (COVID-19) causing respiratory symptoms was first identified in December 2019 in China. The World Health Organization declared the outbreak of COVID-19 a pandemic on the 11 March 2020, as a result of COVID-19 spreading worldwide.
62. Throughout the disruption the Brigade has managed to operate at a steady state with all critical activities (i.e. those activities necessary for the delivery of key Brigade services) being managed as per our Business Continuity arrangements. Our capacity to respond to incidents and maintain our response time has been mostly unaffected and degradation strategies have been put in place to manage the impact on our staffing numbers.

63. In-line with our Strategic Response arrangements (SRA) the Commissioner's Continuity Group (CCG) is being convened on a regular basis to provide strategic management of the incident and ensure that the LFB remains prepared for any potential impacts of COVID-19 spread in London. We are also liaising with the National Fire Chiefs' Council to ensure sharing of best practice and information across the country and that we are aligned with the national position as relevant.
64. We have adopted an approach limiting some activities in-line with Government's 'social distancing' strategy. However, we have continued to provide our full emergency fire and rescue service response, maintaining operational assurance at buildings with simultaneous / waking watch provision, Fire Safety Inspecting Officer activity with additional pre appointment screening, alleged fire risk inspections again with additional pre appointment screening, operational risk database visits, premises risk assessment including high rise information gathering, and petroleum visits / hydrant inspections.
65. As well as ensuring our own critical activities are managed we have been able to assist our partner agencies through the Local Resilience Forum by providing staff and resources to support the pan London response with staff trained and deployed to assist the London Ambulance Service deliver its front line service, pandemic multi-agency response teams (PMART), and logistical support to the NHS.
66. The Brigade has set up a dedicated Recovery Group which will assist in plotting the path to recovery by prioritising the resumption of critical/important activities through risk assessments and aligning these to best support the governments social distancing relaxation plans. This group will be capturing lessons learnt and good practice to inform organisational improvements in efficiency, effectiveness and minimise the impact on our staff and their wellbeing. One of the Brigade's Assistant Commissioners is leading the NFCC review into the national fire and rescue response to the pandemic to identify lessons to be learnt to support future response and pre-planning.
67. It is likely that the impact of the coronavirus will have a long term effect on the Brigade's finances. It is hard to be certain about the overall financial impact but the Brigade has incurred additional costs owing to the pandemic. There is also an expectation that COVID-19 will impact on future funding, with this to be addressed in the Mayor's Budget Guidance. The existing financial controls provide the mechanism to regularly review these costs and their impact on the budget position.

### **Governance assurance**

68. The LFC is a corporation sole that came into being on 1 April 2018, replacing the London Fire and Emergency Planning Authority (LFEPA). The Mayor of London issued a [London Fire Commissioner Governance Direction 2018](#) in March 2018 to set out those matters requiring Mayoral consent, those requiring the Deputy Mayor for Fire and Resilience's consent and those on which the Deputy Mayor for Fire and Resilience needs to be consulted. It also requires the LFC to adopt the Greater London Authority (GLA) corporate governance framework and to follow GLA practice on staff political restrictions, based on those in the Local Government and Housing Act 1989. In addition, the functions of the LFC shall be exercised by the office holder to fulfil the commitments given by LFEPA as a signatory to the GLA Group Corporate Governance Framework Agreement.
69. The LFC's governance framework is based on the CIPFA/SoLACE Delivering Good Governance *in Local Government Framework 2016* which requires the LFC to be responsible for ensuring that:

- business is conducted in accordance with all relevant laws and regulations;
- public money is safeguarded and properly accounted for; and
- resources are used economically, efficiently and effectively to achieve agreed priorities which benefit local people.

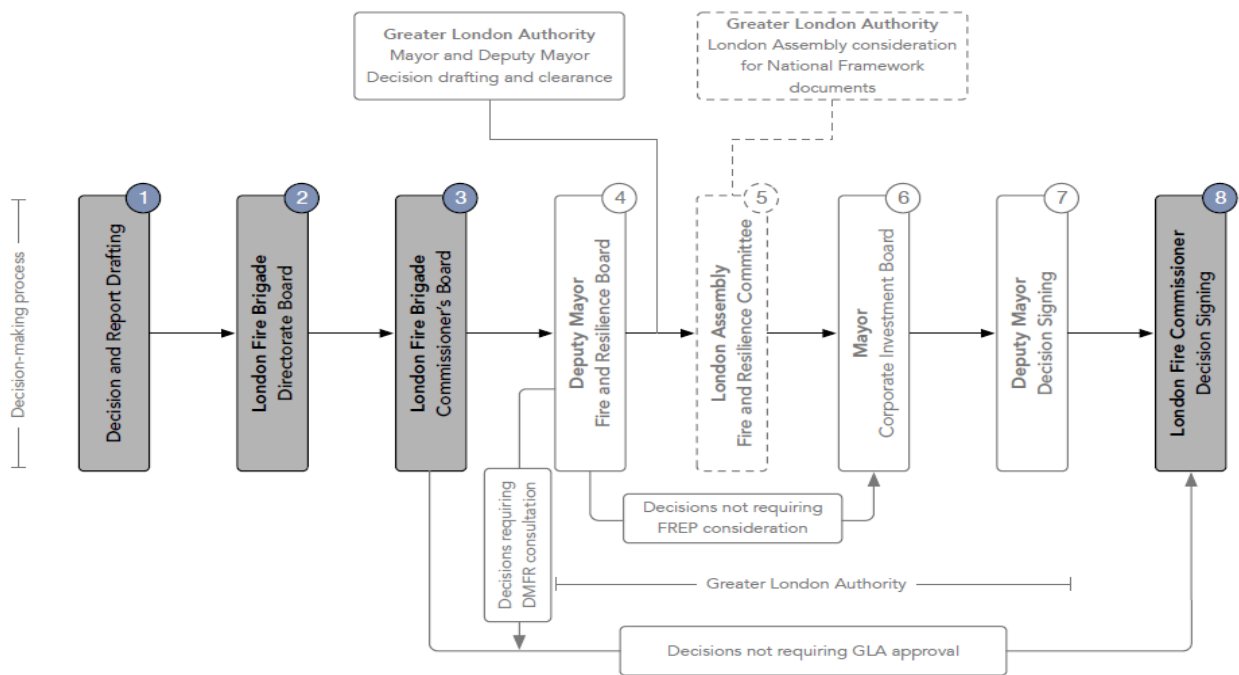
70. This includes: defining scrutiny arrangements; maintaining effective policies and procedures on whistleblowing and complaint handling (on the London Fire website); and engaging with all sections of the local community through community safety strategies and partnerships to ensure accountability. The LFC has a scheme of governance (*LFC-0335*) which incorporates a Corporate Code of Governance. The scheme sets out detailed governance arrangements for the Commissioner as the fire and rescue authority for London. It complies with the GLA Group Corporate Governance Framework and is drafted to ensure that the high standard of governance and accountability achieved by the predecessor Authority is continued.

71. The system of internal control is also a significant part of the LFC's governance framework and is designed to manage risk to a reasonable level. It cannot eliminate all risk of failure to achieve policies, aims and objectives; it can therefore only provide reasonable and not absolute assurance of effectiveness.

72. The system of internal control is based on an ongoing process designed to identify and prioritise the risks to the achievement of the LFC's policies, aims and objectives, to evaluate the likelihood of those risks being realised and the impact should they be realised, and to manage them efficiently, effectively and economically.

### Decision making framework and scrutiny

73. The London Fire Commissioner's decision-making framework is outlined below:



74. Steps one to three incorporate the LFC's internal decision making structures. Step four is required by the Deputy Mayor for Fire and Resilience to ensure that only approved business proceeds to



the GLA for consideration. Step five is required for documents produced by LFC, including this Statement of Assurance and similar documents such as the Annual Governance Statement, that fall under the national framework; these require a report and consideration by the Fire, Resilience and Emergency Planning Committee (as the proper instrument of the London Assembly). Steps six and seven are Greater London Authority (GLA) stages, required for a formal decision of the Mayor or Deputy Mayor for Fire and Resilience (DMFR) where the London Fire Commissioner has been required to consult or seek prior consent by the Mayor's London Fire Commissioner Governance Direction 2018. Steps six and seven are not needed in matters that require prior consultation, as opposed to prior approval. Step eight is the final stage in the process.

75. Scrutiny of the decision making framework is exercised through the Directorate Boards, the LFC's Commissioner's Board, the Deputy Mayor's Fire and Resilience Board, and the London Assembly via the Fire, Resilience and Emergency Planning Committee.
76. In terms of the impact of COVID-19 on governance arrangements, there has been minimal impact to date. Governance and decision making meetings are being conducted virtually through Microsoft Teams and the BT Conference Call facility which ensures that decisions and business as usual can progress

### **Review of effectiveness of governance arrangements**

77. The LFC uses a number of ways to review the effectiveness of governance arrangements. One of the key assurance statements, in reviewing effectiveness, is the annual report and opinion of the external auditors. Another significant element is the internal audit function conducted on behalf of the LFC by the Mayor's Office for Policing and Crime (MOPAC). MOPAC is fully compliant with Public Sector Internal Audit Standards (PSIAS). During 2019/20, MOPAC reported on a number of areas, including all key financial systems. The internal auditors' opinion for 2019/20 was that, based on the areas audited, the LFC's internal control environment and systems of internal control were adequate. This means that basic controls are in place but they may not be operating effectively. The end of year report detailing the work conducted by MOPAC can be located [here](#).
78. The preparation of an Annual Governance Statement to support the Annual Statement of Accounts is a statutory requirement for local authorities. Its purpose is to demonstrate and evidence that there is a continuous review of the effectiveness of the Authority's internal control, performance and risk management systems. The latest statement for 2019/20 includes an improvement action regarding the effective and timely delivery of the Transformation Delivery Plan (TDP), including delivery of the HMICFRS and Grenfell Tower Inquiry action plans. The Annual Governance Statement forms part of the Statement of Accounts 2019/20 and can be found [here](#).

### **Transparency**

79. The LFC met the mandatory data publication as set out in the DCLG Transparency Code (February 2015). There is a dedicated transparency page on the London Fire Brigade website [here](#) as well as a number of data sets on the [London Data Store](#), including data for all incidents attended and resources mobilised to those incidents since January 2009 (updated monthly). The web mapping tool ([here](#)) allows users to see the numbers of different types of incidents as well as attendance times for first and second fire engines down to ward level, and is updated monthly.

### **Financial assurance**

80. All local authority accounts are required to adopt 'proper accounting practice' based on either statutory requirements or the Code of Practice on Local Authority Accounting in the UK (the

Code) as published by the Chartered Institute of Public Finance and Accountancy (CIPFA). These specify the principles and practices of accounting required to prepare a Statement of Accounts that 'present a true and fair view'.

81. For the financial year, 2019/20, the Director of Corporate Services has provided an annual statement summarising and supporting the annual accounts. This summary and a copy of the accounts was approved and signed off by the LFC in July 2020 and are publicly available.
82. An independent audit of the accounts is undertaken by an external audit provider. For the year 2019/20, this work was undertaken by Ernst and Young LLP.
83. The external audit provider undertakes a review of the accounts and forms an overall opinion which is published by 31 July each year. This follows the statutory deadline for producing the accounts having been brought forward for the financial year 2019/20 to improve financial reporting arrangements.
84. A copy of the statement of accounts report for 2019/20, along with the external auditor's opinion can be found [here](#).

### **Efficiency Plan**

85. In March 2016 the Secretary of State for Communities and Local Government invited local authorities to publish locally owned and locally driven four year efficiency plans. An Efficiency Plan for LFEPA was subsequently agreed by London Fire and Emergency Planning Authority on 29 September 2016 for the period 2016 to 2020, which then also went on to form part of a GLA Group-wide Efficiency Plan. The planning assumptions included in that plan have been kept under review and an updated budget gap was reported in the March 2020 Budget report (LFC-0324y-D).
86. In addition to the efficiency plan, the LFC is also required to produce a medium term financial plan and a reserves strategy under the national framework. Both of these documents can be found as part of the March 2020 Budget report (LFC-0324y-D) and the Budget Submission to the Mayor respectively (LFC-0259y-D).

## **Inspection, Intervention and Accountability**

### **Grenfell Tower Inquiry**

87. On 14 June 2017, the Brigade received the first of multiple calls to a fire at Grenfell Tower in North Kensington. The fire affected all floors of the 25 storey building and was declared a major incident by the Brigade. The fire was the largest residential fire attended by the Brigade since the Second World War, and resulted in the deaths of 72 persons.
88. Phase 1 of the Grenfell Tower Inquiry, which focused on what happened on the night of the fire, ended in December 2018. During the Phase 1 hearings, 83 Brigade staff gave oral evidence with a further 262 statements read into the record.
89. Inquiry Chair Sir Martin Moore-Bick published his Phase 1 report in October 2019 which incorporated a number of recommendations directed at the Brigade, together with recommendations aimed at other fire and rescue services and other emergency services. In addition, a number of recommendations were directed at building owners and managers and Her Majesty's Government.

90. The key findings and the improvement actions to address the Inquiry recommendations, alongside the operational learning identified by the Brigade's internal investigation, have been incorporated into a comprehensive action plan, which also contains deliverables to address the findings of the HMICFRS inspection of the Brigade (more on this later). The deliverables are monitored through the Brigade's Transformation Board which has subsumed the Grenfell Tower Improvement Board and progress is reported to the Home Office, the Mayor of London and HMICFRS on a monthly basis.

91. The Brigade has already implemented a number of changes, including:

- **Pre-Determined Attendance** - In 2017, after the Grenfell Tower fire, the standard response to a high-rise fire was changed to five fire engines and an aerial appliance. Where the Brigade receives multiple calls and cladding fire has been reported, this increases to 10 fire engines and an aerial appliance.
- **New firefighting equipment** – New fire escape hoods are being used to protect residents from toxic smoke, the implementation of a drone capability has increased the situational awareness of incident commanders, new extended height aerial appliances with turntable ladders of up to 64 metres, and Urban Search and Rescue WASP devices (Warning Alarm for Stability Protection) for structural monitoring of buildings have been implemented.
- **Training** – Incident Command re-validation courses were introduced for junior officers in January 2020 as the phase of a wider re-validation programme for all incident commanders. Re-validation forms part of a new Incident Command Strategy which will deliver enhanced and accredited training for all incident command levels.
- **Control improvements** – The Brigade has implemented a Control Improvement Plan containing short, medium and long term improvement deliverables to improve the Brigade's emergency call handling and appliance mobilising capability.
- **Information gathering** – The Brigade is overhauling the way it gathers, records and shares operational risk information across the Brigade. This work has included ensuring that electronic Premises Information Plates (ePIPs) are available for all residential high rise premises. As of the end of March 2020, a total of 80% of potential high rise buildings (4640 out of 5796) had a Premises Risk Assessment (PRA) completed and 3343 (58%) ePIPs had been completed for buildings over 18m. It is anticipated that all high rise buildings will have had a PRA undertaken and an ePIP completed by the end of the 2020/21 financial year.

92. Further work is being undertaken as part of the action plan to address the recommendations of the Grenfell Tower Inquiry and HMICFRS, including a review of high rise firefighting, fire survival guidance policies and development of a new evacuation and rescue policy. There will also be training packages and a programme of exercising to support staff to embed the new policies. A new incident command strategy is also under development, to obtain a consistent application of incident command across the organisation and to ensure all relevant officers have the appropriate knowledge and skills to be the best they can. Specific incident command policies are also being reviewed including dynamic risk assessments, the decision making model, incident communications, recording decisions at incidents, command and control structures, and search and rescue procedures. Much of this is scheduled to come into force in the next financial year.

93. The General Counsel's Department and the Brigade's Grenfell Tower Investigation and Review Team (GTIRT) continues to support the work of the Inquiry, police investigation and the Brigade's own learning and safety investigation into the fire. The Metropolitan Police and Inquiry are

continuing to take statements from current and former Brigade staff and GTIRT continues to coordinate this work whilst providing information, support and guidance to staff.

94. To alleviate the need for future inquests into the fatalities, the Inquiry is seeking to carry out an investigation into the deaths caused by the fire. Further details of how the Inquiry intends to fulfil this function are awaited.
95. Phase 2 of the Inquiry commenced in early 2020 but was suspended as a result of the COVID-19 pandemic. The Inquiry recommenced in July 2020 and anticipates completing its hearings by April 2022.

### **Inspection by Her Majesty's Inspectorate of Constabulary and Fire and Rescue Services**

96. In July 2017, Her Majesty's Inspectorate of Constabulary's remit was extended to include inspections of fire and rescue services in England, and was subsequently renamed as Her Majesty's Inspectorate of Constabulary and Fire and Rescue Services (HMICFRS). As a result of this, HMICFRS now assesses and reports on the efficiency and effectiveness of the 45 fire and rescue services in England.
97. The Inspectorate provides a crucial assurance function to consider how effective and efficient fire and rescue services are, how well they manage their people and whether they are fulfilling their statutory obligations. The Inspectorate also highlights good practice and identifies areas where improvement is needed so that remedial or constructive action can be taken.
98. The first inspection programme has now been completed, and the HMICFRS has drawn evidence from inspections of all 45 fire and rescue services in England in order to inform the annual state of fire report. In the first annual assessment of fire and rescue services in England, Her Majesty's Chief inspector of Fire and Rescue Services, Sir Thomas Winsor acknowledged the strong commitment from firefighters to protect the communities they serve. He also noted the sector's greatest strength is in how it responds to emergencies, with demonstration of a number of life-saving initiatives and a strong health and safety culture. However, the report also concluded that the fire and rescue sector needs significant reform in several areas, notably how the sector complies with building safety regulations and tackling working environments to improve diversity.
99. The Brigade's inspection was conducted at the end of tranche three in July/August 2019. In December 2019, HMICFRS presented London Fire Brigade with a final report against the three judgement criteria; effectiveness, efficiency and people.
100. The HMICFRS concluded that the Brigade generally required improvement across all three areas. Specifically, the HMICFRS rated the Brigade as 'inadequate' in the area of skills and training, with the report identifying a 'cause for concern' requiring immediate action. The cause for concern related to addressing a risk critical skills gap in emergency driver training, and incident command training. Actions have been put in place for these items with both emergency vehicle driver training and blue light training for car drivers expected to be completed by January 2022 and the revalidation of all incident command levels complete by December 2021. Both actions feature prominently in the TDP and are being monitored by the Home Office, the Mayor's Office and HMICFRS.
101. The Brigade has accepted all the recommendations outlined in the inspection report. We created an action plan which has been consolidated with the action plan arising from

recommendations from Phase 1 of the Grenfell Tower Inquiry. Progress on the action plan is reported monthly to HMICFRS.

102. The next full round of HMICFRS inspections for the 45 fire and rescue services in England have been delayed until 2021/22 owing to the coronavirus pandemic.

### **Transformation Delivery Plan**

103. As a result of the inspection and Phase 1 of the Grenfell Tower Inquiry, the LFC worked with the senior leadership team to produce a delivery plan for the transformation of the Brigade - the aforementioned Transformation Delivery Plan (TDP). It sets out the short, medium and long-term priorities for the Brigade. The TDP includes clear actions with completion dates. The central purpose behind the plan is to get the Brigade to learn to adapt in a more agile and rapid way and to put in place the right behaviours to achieve this.

104. The TDP is based on four strategic pillars; (1) The best people and best place to work, (2) Seizing the future, (3) Delivering excellence, and (4) Outward facing. There are a number of actions against each pillar which the Brigade needs to deliver to transform itself.

105. The plan has been refreshed in light of some delays caused by COVID-19 but we remain fully committed to delivering every action in the plan and meeting every recommendation made by the Grenfell Tower Inquiry and the HMICFRS report. Actions which have completed include incident command policy revision, issue of smoke hoods, rolling out our maintenance of skills training programmes to all operational staff, sharing risk data with neighbouring services and establishing a dedicated team to promote better fire alarm management.

106. In summary, the Brigade has been found to require improvement in a number of key areas. The TDP is the Brigade's route to delivering excellence.

## **Assurance Declaration**

107. This statement functions as the LFC's Statement of Assurance under the Fire and Rescue Service National Framework. Officers are satisfied that the elements of the LFC's system of internal control meets the requirements of the National Framework. Although some of the LFC's financial and governance and operational assurance arrangements have been challenged through external assessment, an action plan (the TDP), has been put in place to address these and make sure that they are adequate and operating effectively.

Andy Roe  
London Fire Commissioner





LONDON FIRE BRIGADE

## Annex to the Statement of Assurance – Key evidence of compliance with the National Framework (2018)

Requirement		Compliance Evidenced by:-Source Documents/Processes
<b>Section 2: Delivery of Functions<sup>1</sup></b>		
<b>Identify and assess</b>	<ul style="list-style-type: none"> <li>Every fire and rescue authority must assess all foreseeable fire and rescue related risks that could affect their communities, whether they are local, cross-border, multi-authority and/or national in nature from fires to terrorist attacks. Regard must be had to Community Risk Registers produced by Local Resilience Forums and any other local risk analyses as appropriate.</li> </ul>	<ul style="list-style-type: none"> <li><b>London Safety Plan incorporating sections on:</b> <ul style="list-style-type: none"> <li>- Risk in London</li> <li>- Helping to make London safe</li> <li>- Responding in an emergency</li> <li>- Responding effectively (working with neighbouring brigades)</li> </ul> </li> <li><b>Assessment of local risk</b></li> <li><b>London Resilience Group</b></li> </ul>
	<ul style="list-style-type: none"> <li>Fire and rescue authorities must put in place arrangements to prevent and mitigate these risks, either through adjusting existing provision, effective collaboration and partnership working, or building new capability. Fire and rescue authorities should work through the Strategic Resilience Board where appropriate when determining what arrangements to put in place.</li> </ul>	<ul style="list-style-type: none"> <li><b>London Safety Plan</b></li> <li>Risk in London</li> <li>- Helping to make London safe</li> <li>- Responding in an emergency</li> <li>- Responding effectively (working with neighbouring brigades)</li> <li><b>London Blue light collaboration</b></li> </ul>
<b>Prevent and protect</b>	<ul style="list-style-type: none"> <li>Fire and rescue authorities must make provision for promoting fire safety, including fire prevention, and have a locally determined risk-based inspection programme in place for enforcing compliance with the provisions of the Regulatory Reform (Fire Safety) Order 2005 in premises to which it applies.</li> </ul>	<ul style="list-style-type: none"> <li><b>LSP Commitments:</b> LSP1, 2, 3, 4, 5, 6, 8, 9, 11, 12</li> <li><b>Home Fire Safety Full Guide (on website)</b></li> <li><b>Essential reading for businesses and organisations (on website)</b></li> </ul>
<b>Respond</b>	<ul style="list-style-type: none"> <li>Fire and rescue authorities must make provision to respond to incidents such as fires, road traffic collisions and other emergencies within their area and in other areas in line with their mutual aid agreements.</li> </ul>	<ul style="list-style-type: none"> <li><b>London Safety Plan - Responding in an emergency</b></li> <li><b>Cross border agreements (Section 13/16 agreements)</b></li> </ul>

<sup>1</sup> Section 1 of the National Framework (2018) is the Introduction



Requirement		Compliance Evidenced by:-Source Documents/Processes
	<ul style="list-style-type: none"> <li>Fire and rescue authorities must, so far as is practicable, enter into reinforcement schemes, or mutual aid agreements, with other fire and rescue authorities for securing mutual assistance.</li> <li>Fire and rescue authorities must have effective business continuity arrangements in place in accordance with their duties under the Civil Contingencies Act 2004. Within these arrangements, fire and rescue authorities must make every endeavour to meet the full range of service delivery risks and national resilience duties and commitments that they face. Business continuity plans should not be developed on the basis of armed forces assistance being available.</li> </ul>	<ul style="list-style-type: none"> <li><b>Cross Border agreements (Section 13/16 agreements)</b></li> <li><b>National resilience assets</b></li> <li><b>National operational guidance programme</b></li> <li><b>Strategic Response Arrangements</b></li> <li><b>Corporate Business Continuity Policy</b></li> <li><b>Capitalguard</b></li> <li><b>London Local Authority Coordination Centre</b></li> <li><b>London Local Resilience Forum</b></li> </ul>
<b>Collaboration</b>	<ul style="list-style-type: none"> <li>Fire and rescue authorities must collaborate with other fire and rescue authorities to deliver intraoperability (between fire and rescue authorities) and interoperability (with other responders such as other emergency services, wider Category 1 and 2 responders and Local Resilience Forums) in line with the Joint Emergency Services Interoperability Principles (JESIP). Fire and rescue authorities must collaborate with the National Resilience Lead Authority to ensure interoperability is maintained for National Resilience assets.</li> </ul>	<ul style="list-style-type: none"> <li><b>London Local Resilience Forum</b></li> <li><b>National Inter-agency liaison officer – LFB officer</b></li> <li><b>Inter-agency liaison offers (ILOs)</b></li> <li><b>JESIP</b></li> <li><b>NOL/JOL learning</b></li> <li><b>Joint statement of intent</b></li> <li><b>London blue light collaboration</b></li> </ul>
<b>Section 3: National Resilience</b>		
<b>National Resilience</b>	<ul style="list-style-type: none"> <li>Fire and rescue authorities must work with the lead authority to support the national resilience assurance processes in order to ensure capabilities are maintained at a high state of operational readiness. This includes co-operation of fire and rescue authorities, as necessary, on devolved training and, where applicable, on the long-term capability management arrangements.</li> </ul>	<ul style="list-style-type: none"> <li><b>London Fire Commissioner - National Resilience Lead for CBRN(E)</b></li> </ul>
	<ul style="list-style-type: none"> <li>Fire and rescue services, through the NFCC's representation on the Strategic Resilience Board, must also work with Government to identify and address any national resilience capability gaps identified through ongoing analysis of the National Risk Assessment.</li> </ul>	<ul style="list-style-type: none"> <li><b>London Fire Commissioner - member of FRSRB</b></li> </ul>

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Requirement		Compliance Evidenced by:-Source Documents/Processes
<b>Gap Analysis</b>	<ul style="list-style-type: none"> <li>Fire and rescue authorities' risk assessments must include an analysis of any gaps between their existing capability and that needed to ensure national resilience (as defined above).</li> </ul>	<ul style="list-style-type: none"> <li><b>LSP commitment: LSP15</b></li> <li><b>Operational Resilience Department</b></li> <li><b>Special Operations Group</b></li> <li><b>Assessment by NRAT</b></li> </ul>
	<ul style="list-style-type: none"> <li>As part of their analysis, fire and rescue authorities must highlight to the Home Office or the Fire and Rescue Strategic Resilience Board, any capability gaps that they believe cannot be met even when taking into account mutual aid arrangements, pooling and reconfiguration of resources and collective action.</li> </ul>	<ul style="list-style-type: none"> <li><b>LFB lead in CONTEST strategy</b></li> </ul>
<b>National Coordination and Advisory Framework</b>	<ul style="list-style-type: none"> <li>The National Coordination and Advisory Framework (NCAF) has been designed to provide robust and flexible response arrangements to major emergencies that can be adapted to the nature, scale and requirements of the incident. Fire and rescue authorities must proactively engage with, and support, the NCAF arrangements including the NFCC's lead operational role.</li> </ul>	<ul style="list-style-type: none"> <li><b>Commissioner – member of NFCC</b></li> <li><b>LFB support for NFCC (and NCAF)</b></li> </ul>
<b>Response to Terrorist Attacks or Marauding Terrorist Firearms Attacks</b>	<ul style="list-style-type: none"> <li>Fire and rescue services must be able to respond to the threat of terrorism and be ready to respond to incidents within their areas and across England. Fire and rescue services should also be interoperable to provide operational support across the UK to terrorist events as required. Government recognises the critical contribution of fire and rescue services when responding to acts of terrorism. This is an agreed function of fire and rescue services as set out in the National Joint Council for Local Authority Fire and Rescue Services Scheme of Conditions of Service ("the Grey Book") and is encompassed within the broad descriptions within the existing agreed firefighter role maps: to save and preserve endangered life, and safely resolve operational incidents.</li> </ul>	<ul style="list-style-type: none"> <li><b>Special Operations Group – Counter terrorism work streams</b></li> </ul>
<b>National Resilience Assurance</b>	<ul style="list-style-type: none"> <li>Fire and rescue authorities must continue to work collectively and with the Fire and Rescue Strategic Resilience Board and the national resilience lead authority to provide assurance to government that:                             <ul style="list-style-type: none"> <li>existing national resilience capabilities are fit for purpose and robust; and</li> <li>risks and plans are assessed and any gaps in capability that are needed to ensure national resilience are identified.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li><b>Commissioner – member of FRSRB</b></li> <li><b>LFB lead in CONTEST strategy</b></li> <li><b>National Resilience Assurance Team</b></li> <li><b>National resilience assets</b></li> <li><b>Exercise programmes – USAR, Unified Response</b></li> <li><b>Lambeth Blue Light Demonstration Day</b></li> </ul>

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Requirement		Compliance Evidenced by:-Source Documents/Processes
	<ul style="list-style-type: none"> <li>Fire and rescue authorities with MTFA teams must work with police forces and ambulance trusts to provide tri-service assurance of this capability.</li> </ul>	<ul style="list-style-type: none"> <li><b>Operational Resilience officer seconded to National Counter Terrorism Policing Headquarters (NCTPHQ)</b></li> <li><b>National Inter-agency Liaison officers (NILO) work closely with CT Policing and other key agencies.</b></li> </ul>
<b>Section 4: Governance</b>		
<b>Managing the Fire and Rescue Service/Chief Fire Officer</b>	<ul style="list-style-type: none"> <li>Each fire and rescue authority will appoint an individual – commonly known as a Chief Fire Officer – who has responsibility for managing the fire and rescue service. This role does not have to be operational but includes managing the personnel, services and equipment secured by the fire and rescue authority for the purposes of carrying out functions conferred on it by the Fire and Rescue Services Act 2004, Civil Contingencies Act 2004, and other enactments. Each fire and rescue authority must hold this person to account for the exercise of their functions and the functions of persons under their direction and control.</li> </ul>	<ul style="list-style-type: none"> <li><b>Mayor appoints LFC</b></li> <li><b>Deputy Mayor for Fire and Resilience</b></li> <li><b>Deputy Mayor's Fire and Resilience Board</b></li> <li><b>Fire Resilience and Emergency Planning Committee</b></li> </ul>
	<ul style="list-style-type: none"> <li>The chief fire officer must, in exercising their functions, have regard to the fire and rescue authority's Integrated Risk Management Plan and any set objectives and priorities which may be outlined in a strategic plan. The fire and rescue authority should give due regard to the professional advice of the Chief Fire Officer while developing the Integrated Risk Management Plan and when making decisions affecting the fire and rescue service.</li> </ul>	<ul style="list-style-type: none"> <li><b>London Safety Plan</b></li> <li><b>LFB quarterly performance reports</b></li> <li><b>LFB commitments reports</b></li> </ul>

	Requirement	Compliance Evidenced by:-Source Documents/Processes
<p><b>Documents to be prepared:</b></p> <p><b>i) Integrated Risk Management Plan</b></p>	<ul style="list-style-type: none"> <li>▪ Each plan must:               <ul style="list-style-type: none"> <li>▫ reflect up to date risk analyses including an assessment of all foreseeable fire and rescue related risks that could affect the area of the authority;</li> <li>▫ demonstrate how prevention, protection and response activities will best be used to prevent fires and other incidents and mitigate the impact of identified risks on its communities, through authorities working either individually or collectively, in a way that makes best use of available resources;</li> <li>▫ outline required service delivery outcomes including the allocation of resources for the mitigation of risks;</li> <li>▫ set out its management strategy and risk-based programme for enforcing the provisions of the Regulatory Reform (Fire Safety) Order 2005 in accordance with the principles of better regulation set out in the Statutory Code of Compliance for Regulators, and the Enforcement Concordat;</li> <li>▫ cover at least a three-year time span and be reviewed and revised as often as it is necessary to ensure that the authority is able to deliver the requirements set out in this Framework;</li> <li>▫ reflect effective consultation throughout its development and at all review stages with the community, its workforce and representative bodies and partners; and</li> <li>▫ be easily accessible and publicly available.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>▪ <b>London Safety Plan - Section on Helping to make London safe, incorporating an integrated community safety programme, working smarter with people and businesses, wellbeing in the community, strategic partnerships to reduce risk, community safety investment fund.</b></li> <li>▪ <b>London Safety Plan - Section on Helping to make London safe, incorporating enforcing fire safety laws, understanding our approach, protecting heritage buildings in London, understanding complex buildings, high rise.</b></li> <li>▪ <b>London Fire website, hardcopies on request</b></li> <li>▪ <b>Consultation process (LSP covering report – FEP 2723)</b></li> <li>▪ <b>LSP - 4 year plan with review</b></li> </ul>
<p><b>ii) Annual statement of assurance</b></p>	<ul style="list-style-type: none"> <li>▪ The statement should outline the way in which the authority and its fire and rescue service has had regard – in the period covered by the document – to this National Framework, the Integrated Risk Management Plan and to any strategic plan (e.g. the Fire and Rescue Plan – see 4.10 below) prepared by the authority for that period. The authority must also provide assurance to their community and to government on financial, governance and operational matters. For PCC FRAs, this statement is subject to scrutiny by the Police, Fire and Crime Panel. The name of this statement differs across governance models (e.g. in the case of PCC FRAs it is called the 'Fire and Rescue Statement' and in Greater Manchester the 'Fire and Rescue Declaration').</li> </ul>	<ul style="list-style-type: none"> <li>▪ <b>Statement of Assurance 2019/20 (this document)</b></li> </ul>

Requirement		Compliance Evidenced by:-Source Documents/Processes
iii) Financial plans	<ul style="list-style-type: none"> <li>A medium-term financial strategy, an efficiency plan and a reserves strategy. These can be combined or published separately.</li> </ul>	<ul style="list-style-type: none"> <li>March – LFB Budget submission 2020/21</li> </ul>
<b>Section 5: Achieving Value For Money</b>		
<b>Achieving Value for Money</b>	<ul style="list-style-type: none"> <li>Fire and rescue authorities must manage their budgets and spend money properly and appropriately, and ensure the efficient and effective use of their resources, pursuing all feasible opportunities to keep costs down while discharging their core duties effectively. Fire and rescue authorities should regularly review the numbers and deployment of firefighters and other staff to ensure that their fire and rescue service has a workforce that is commensurate with the risks that they face.</li> </ul>	<ul style="list-style-type: none"> <li>LFC's Scheme of Governance</li> <li>Budget process</li> <li>Quarterly budget reporting and monitoring</li> <li>Performance reporting</li> <li>Recruitment and selection</li> </ul>
	<ul style="list-style-type: none"> <li>Fire and rescue authorities must ensure that financial decisions are taken with the advice and guidance of the chief finance officer and that decisions are taken with an emphasis on delivering value for money to the public purse. Fire and rescue authorities should ensure that management of their finances is undertaken with regard to published guidance including those set out at Annex B (of the National Framework).</li> </ul>	<ul style="list-style-type: none"> <li>LFC's Scheme of Governance</li> <li>Treasury management</li> </ul>
<b>Commercial Transformation</b>	<ul style="list-style-type: none"> <li>Each fire and rescue authority must demonstrate that it is achieving value for money for the goods and services it receives. Every fire and rescue authority should look at ways to improve its commercial practices including whether they can aggregate their procurement with other fire and rescue authorities and other local services (e.g. police) to achieve efficiencies.</li> </ul>	<ul style="list-style-type: none"> <li>GLA Collaboration Board</li> <li>London Blue Light Collaboration</li> </ul>
	<ul style="list-style-type: none"> <li>Fire and rescue authorities must demonstrate and support national and local commercial transformation programmes where appropriate. Each fire and rescue authority should be able to demonstrate full awareness of the objectives to standardise requirements, aggregate demand and manage suppliers of products and services within their commercial arrangements.</li> </ul>	<ul style="list-style-type: none"> <li>ESN programme</li> <li>PPE contract</li> </ul>

Requirement		Compliance Evidenced by:-Source Documents/Processes
	<ul style="list-style-type: none"> <li>Fire and rescue authorities must ensure that their commercial activities, be that the placement of new contracts or the use of existing contracts, is in line with their legal obligations, including but not limited to the Public Contracts Regulations <a href="#">2015</a>, the Public Services (Social Value) Act 2012, the Modern Slavery Act 2015 and transparency commitments.</li> </ul>	<ul style="list-style-type: none"> <li><b>LFB Procurement policies and procedures</b></li> <li><b>Contracts Management Team</b></li> </ul>
<b>Trading</b>	<ul style="list-style-type: none"> <li>Fire and rescue authorities must ensure any actions taken in respect of their trading companies are considered against the requirements of competition law. Any financial assistance – in cash or in kind – given by an authority that establishes or participates in it, should be for a limited period, set against the expectation of later returns, and re-paid by those returns. Any assistance should be provided under a formal agreement with the company and must be entered into for a commercial purpose. Before entering into such an agreement, the authority should satisfy itself that it will achieve its objective, and the company should satisfy itself that it will meet its objective in terms of its business plan. The parties should consider any State Aid implications and obtain their own expert advice where necessary.</li> </ul>	<ul style="list-style-type: none"> <li><b>LFB – currently dormant</b></li> </ul>
<b>Section 6: Workforce</b>		
<b>Fitness principles</b>	<ul style="list-style-type: none"> <li>Fire and rescue authorities have an important role in helping to ensure their firefighters remain fit and are supported in remaining in employment. Each fire and rescue authority must comply with the fitness principles set out at Annex C (of the National Framework)</li> </ul>	<ul style="list-style-type: none"> <li><b>Fitness policy</b></li> </ul>
<b>Re-engagement of Senior Officers</b>	<ul style="list-style-type: none"> <li>Fire and rescue authorities must not re-appoint principal fire officers after retirement to their previous, or a similar, post save for in exceptional circumstances when such a decision is necessary in the interests of public safety. Any such appointment must be transparent, justifiable and time limited.</li> </ul>	<ul style="list-style-type: none"> <li><b>LFB recruitment policies</b></li> </ul>

Requirement		Compliance Evidenced by:-Source Documents/Processes
	<ul style="list-style-type: none"> <li>To ensure greater fairness and the exchange of talent and ideas, all principal fire officer posts must be open to competition nationally, and fire and rescue authorities must take account of this in their workforce planning.</li> </ul>	<ul style="list-style-type: none"> <li><b>LFB principal officer posts - advertised externally</b></li> </ul>
<b>Section 7: Inspection, Intervention and Accountability</b>		
<b>Inspection</b>	<ul style="list-style-type: none"> <li>All fire and rescue authorities must cooperate with the inspectorate and its inspectors to enable them to deliver their statutory function. This includes providing relevant data and information to inform inspections. The Home Office and HMICFRS will work together to align data and information collections where possible to avoid duplication.</li> </ul>	<ul style="list-style-type: none"> <li><b>Strategy and Risk internal inspection support team</b></li> <li><b>Provision of data to HMICFRS by Information Management</b></li> </ul>
	<ul style="list-style-type: none"> <li>Fire and rescue authorities must give due regard to reports and recommendations made by HMICFRS and – if recommendations are made – prepare, update and regularly publish an action plan detailing how the recommendations are being actioned. If the fire and rescue authority does not propose to undertake any action as a result of a recommendation, reasons for this should be given. When forming an action plan, the fire and rescue authority could seek advice and support from other organisations, for example, the National Fire Chiefs Council and the Local Government Association; and, for those areas where a PFCC has responsibility for fire governance, the Association of Police and Crime Commissioners.</li> </ul>	<ul style="list-style-type: none"> <li><b>LFB's inspection report – December 2019</b></li> <li><b>GT/HMI action plan</b></li> </ul>
<b>Accountability</b>	<ul style="list-style-type: none"> <li>Each fire and rescue authority must hold the individual who has responsibility for managing the fire and rescue service – an operational or non-operational Chief Fire Officer – to account for the delivery of the fire and rescue service and the functions of persons under their direction and control. In London, the Mayor of London must hold the London Fire Commissioner, as fire and rescue authority for Greater London, to account for the exercise of the Commissioner's functions.</li> </ul>	<ul style="list-style-type: none"> <li><b>Deputy Mayor for Fire and Resilience</b></li> <li><b>Fire, Resilience and Emergency Planning Board meetings</b></li> <li><b>Fire and Resilience Board meeting</b></li> <li><b>Delegated authority arrangements</b></li> <li><b>Committee/Board constitution/Terms of reference</b></li> </ul>

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	Requirement	Compliance Evidenced by:-Source Documents/Processes
<p><b>Transparency</b></p>	<ul style="list-style-type: none"> <li>▪ Each fire and rescue authority must comply with their statutory transparency requirements. The nature of the requirements is dependent on the legal basis of the authority; for example, combined fire and rescue authorities would be subject to the Local Authority Transparency Code 2015 while PCC FRAs must comply with requirements under section 11 of the Police Reform and Social Responsibility Act 2011 and the Elected Local Policing Bodies (Specified Information) Order 2011. All fire and rescue authorities should therefore publish certain information, including: senior salaries; register of interests; staffing; income and expenditure; property; rights and liabilities; and decisions of significant public interest. Fire and rescue authorities must make their communities aware of how they can access data and information on their performance.</li> </ul>	<ul style="list-style-type: none"> <li>▪ <b>Data and transparency arrangements - London Fire</b></li> <li>▪ <b>London Datastore</b></li> </ul>





# Statement of Assurance 2019/20

Performance data for five years to 2019/20

October 2020

The London Fire Commissioner is the fire and rescue authority for London and is head of the London Fire Brigade.

## About this publication

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This document, and the accompanying tables, are available to download from the London Datastore at <https://data.london.gov.uk/publisher/lfb>

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## The London Fire Commissioner and the London Fire Brigade

The London Fire Commissioner (LFC) is the fire and rescue authority for London and is head of the London Fire Brigade.

For more information about LFC and the work of the London Fire Brigade visit [www.london-fire.gov.uk](http://www.london-fire.gov.uk).

## Other LFB Data publications

The London Fire Brigade *Fire Facts* publications are:

- Fires incident response times – [here](#)
- Fires in Greater London – [here](#)
- Fatal fires in Greater London – [here](#)
- Finance and performance reporting 2019/20 – [here](#)

## Other data available

The LFB publishes a range of data on the London Datastore. Much of these data are updated on a monthly basis. Go to the LFB page on the datastore to see what is available – <https://data.london.gov.uk/publisher/lfb>.

## Version history

This version (v1) published on 12 October 2020.

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## Introduction

This document sets out key performance information for five years to 2019/20 to support the Statement of Assurance (SoA) for 2019/20.

### Fifth London Safety Plan (LSP5)

Prior to the five year period covered by this document (in January 2014), changes were made to the number of fire stations and fire engines as part of the implementation of the [Fifth London Safety Plan](#)<sup>1</sup> (LSP5). The LSP5 was approved by the former London Fire and Emergency Planning Authority (LFEPA) on 12 September 2013, following a Mayoral Direction. It originally covered a three-year period from April 2013 to March 2017 (2013/14 to 2016/17) but was extended for one year (2017/18). The major changes set out in the LSP5 were implemented on 9 January 2014 as follows:

- The closure of 10 fire stations.
- The number of fire engines (pumping appliances) reduced by 14 (net).
- Five appliances were redeployed to different stations.
- The number of fire rescue units (specialist rescue vehicles) reduced from 16 to 14.
- The minimum crewing levels on fire rescue units reduced from five firefighters to four.

Other changes at stations were introduced (before 9 January 2014) including:

- Alternate crewing introduced on the scientific support units at Poplar and Hammersmith.
- Alternate crewing introduced on the two remaining incident response units at Wimbledon and Plaistow
- On-demand mobilising for hose-laying and bulk foam units at the incident support centres.

In addition to these LSP5 changes, 13 further fire engines were permanently removed from stations in June 2016. These fire engines had been temporarily removed from stations in August 2013 to provide a contingency resource – the Emergency Fire Crew Capability (EFCC) – in the event of strike action.

### Current London Safety Plan

The current London Safety Plan 2017 was approved in March 2016 and covers a four-year period from April 2017 to March 2021 (2017/18 to 2020/21). It is available on the LFB website [here](#).

### Impacts on performance in the period since LSP5 to 2019/20

Performance in 2018/19 is impacted by a range of changes alongside those in LSP5 which includes

- the initial temporary removal and ultimate permanent removal of EFCC appliances from stations; and
- station/appliance temporary changes as a result of the PFI station rebuilding programme (between April 2014 to June 2016).

In considering some of the numbers in this document, it is important to recognise the changes to fire stations and fire engines in earlier performance years (April to March), as follows:

- **in 2014/15** – the performance year with LSP5 changes fully implemented, but still with 13 EFCC appliances temporarily removed and station temporary closures arising from the station rebuilding (PFI) project.
- **in 2015/16** – the performance year with LSP5 changes fully implemented, 13 EFCC appliances temporarily removed from stations, and temporary station closures arising from the PFI station rebuilding programme. In November 2015, a new mobilising system was live, which introduced (a) mobilising to individual addresses (rather to a

<sup>1</sup> The London Safety Plan is the LFC's Integrated Risk Management Plan.

street); and (b) geographic mobilising which used a fire engine location to determine which was closest to be mobilised to an incident.

- **in 2016/17** – the performance with LSP5 changes fully implemented, 13 EFCC appliances temporarily removed from stations from April 2016 and permanently removed from June 2016, and there were a few temporary station closures arising from the PFI station rebuilding programme in April, May and June 2016.
- **in 2017/18** – there were no changes to fire stations or fire appliances this year.
- **in 2018/19** – there were no changes to fire stations or fire appliances this year.
- **In 2019/20** – the SoA year. There were no changes to fire stations or fire appliances this year.

# Performance reporting

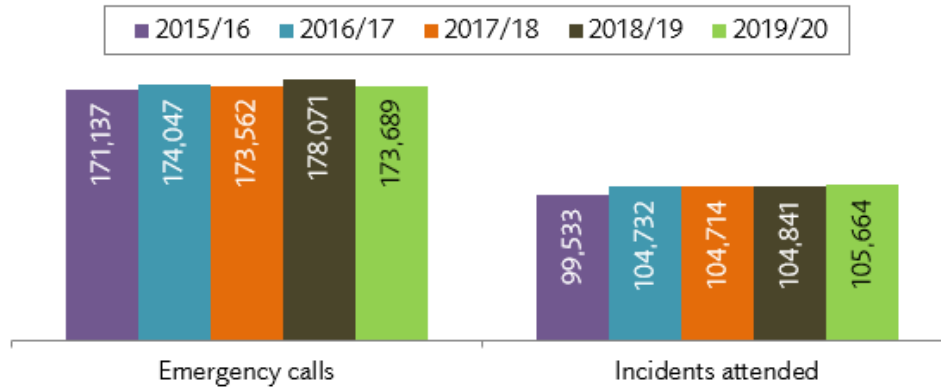
The data in this document is not focussed on performance against indicators/targets but provides a trend analysis for the various data sets presented.

The Brigade publishes a quarterly performance report (for end June, September, December and March) usually within about six weeks of the end of the relevant quarter. These quarterly reports can be found on the Brigade's web site ([here](#) – search for *performance*) and also on the London Datastore; for 2019/20 [here](#), and for the current year (2020/21) [here](#).

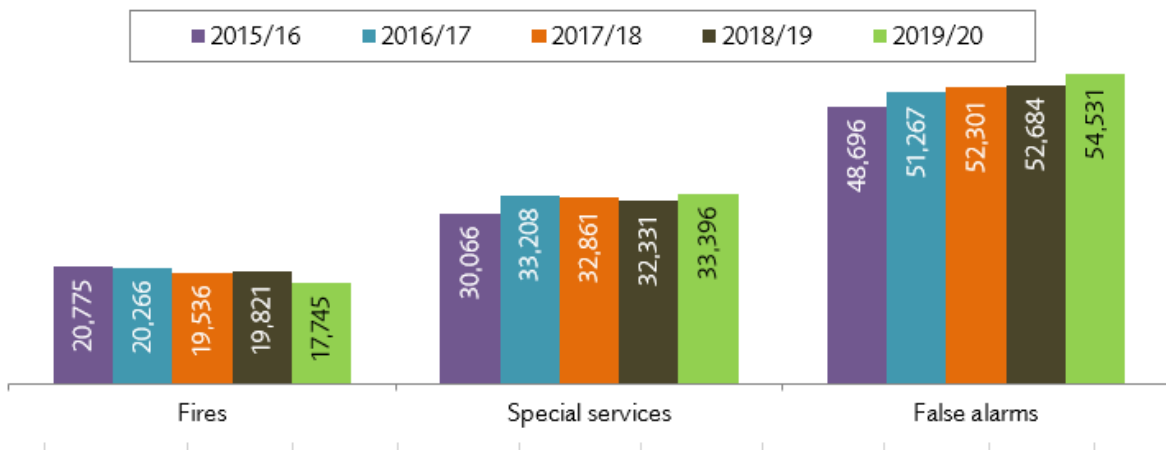
The data published in this document for 2019/20 is consistent with the end of year *Our Performance* report (available on the London Datastore [here](#)).

# Emergency calls received and incidents attended

- The numbers of emergency (999) calls received and the incidents attended over the five years to 2019/20 are set out in the chart below. Data for incidents attended is available in annex 1C (borough) and 2B (ward). Emergency call data is not available at ward or borough level as the location of a caller is not captured.
- London-wide, the number of **incidents attended** by the Brigade in 2019/20 was two per cent lower than in the previous year, but was similar to the five-year average. The number of **emergency calls received** increased year on year to 2018/19, but was some six per cent higher than five years ago.

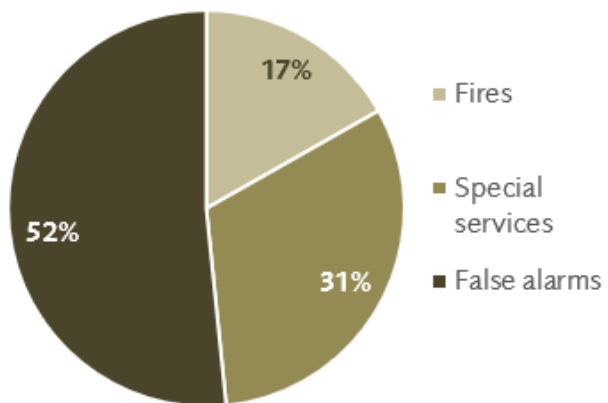


- The total number of **fires** attended is some 15 per cent lower in 2019/20 compared to five years earlier, and remains below 20,000 annually. There was no significant change in the number of **special services** attended in 2019/20, although the number is up by 11 per cent over the five-year period. **False alarms** show a year-on-year upward trend across the five years, and up by 12 per cent compared to 2015/16.





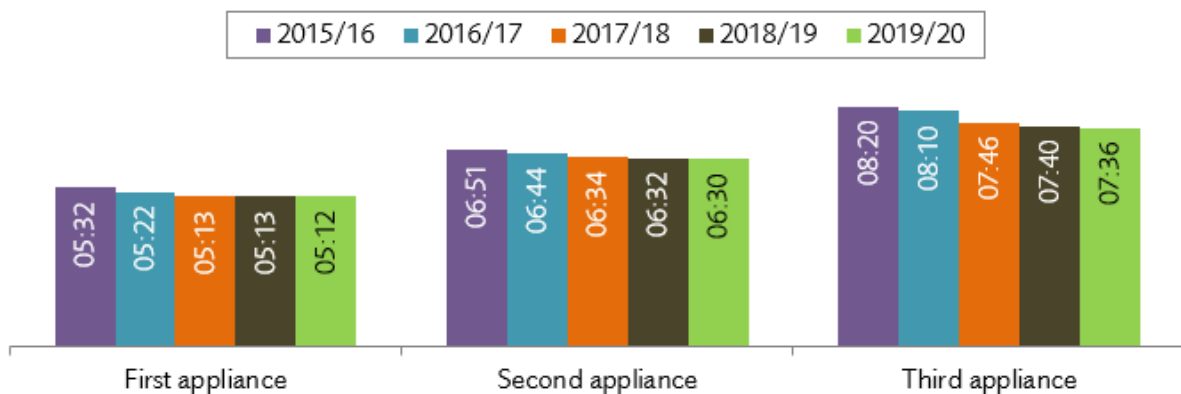
- In 2019/20, the proportions of different types of incident is shown in the chart below. False alarms now represent some 52 per cent of all incidents attended, with special services at 31 per cent and fires at 17 per cent.



# Attendance times

## First, second and third pumping appliances

- The London-wide attendance time performance<sup>2</sup> for first, second and third pumping appliances (fire engines) is summarised in the chart below. London-wide and borough attendance times for five years are set out in annex 1A (borough) and Annex 2A (ward). Attendance times are measured from the time the appliance is mobilised to arrival of the appliance at the incident address, although the Brigade does publish the full incident response time (from the time the 999 call is answered to arrival of the appliance at the incident scene – see below). The Brigade's attendance standards are for performance London-wide, and whilst it aims to meet its attendance standard at borough level but does not undertake to meet the standards at any smaller geography (e.g. at ward level). We also measure the total time from answering a 999 call to arrival of fire engines at the incident (the 'incident response time') and this is set out below and also in annex 1A and 2A.

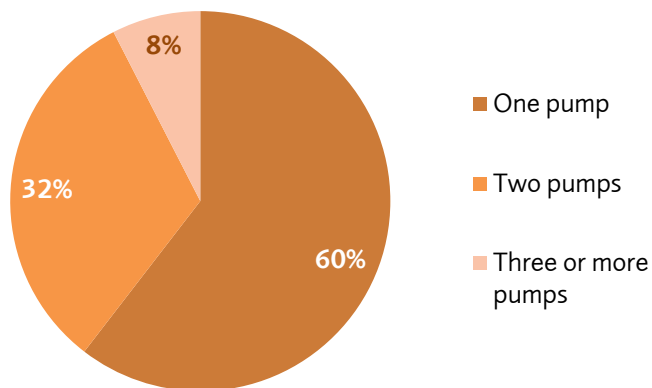


- Average speed of arrival for a **first appliance** at an incident in 2019/20, at 5m:12s, was one second faster than the previous two years, but 20 seconds faster than in 2015/16 (the year after the LSP5 changes were fully implemented). In 2019/20, only Hillingdon boroughs fell outside the six minutes average target for first appliance (at 6m:09s). The temporary closure of some fire stations for rebuilding in 2015/16 resulted in slower first and second appliance times in that year.
- London-wide, **second appliance** average response time to incidents in 2019/20, at 6m:30s, was 21 seconds faster than in 2015/16. In 2019/20, no borough was outside the second appliance average attendance target of eight minutes.
- London-wide, the average **third appliance** response time in 2019/20, at 7m:36s, was 44 seconds faster than in 2015/16, and the fastest time out of the five years shown. There is no target for third appliance speed of arrival, but performance is well within the benchmark average of 10 minutes used during LSP5 consultation. No borough in 2018/19 fell outside this 10 minute benchmark.

<sup>2</sup> See the 'Notes on data,' on page 23.

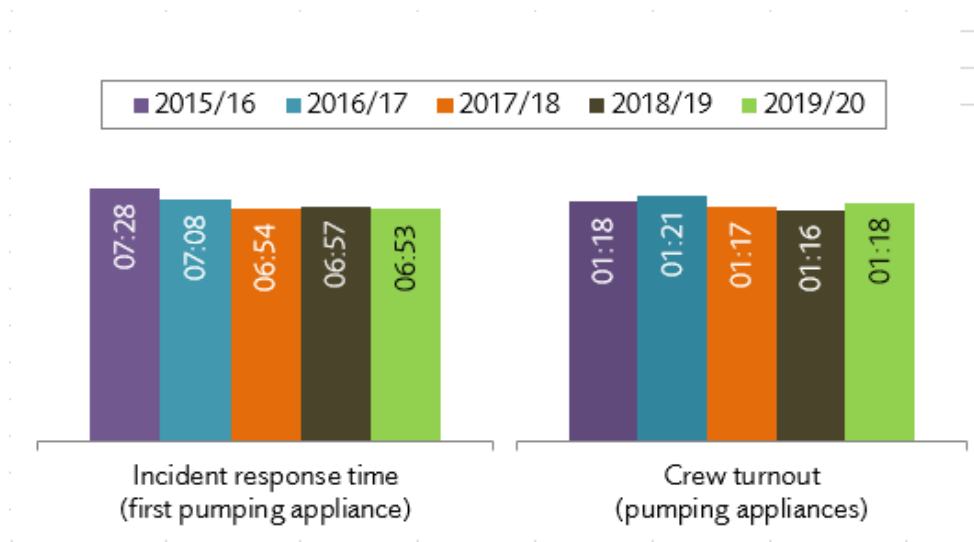
- In considering attendance time performance, it should be noted that 60 per cent of all incidents were attended by only one appliance; 32 per cent of incidents received two appliances, with just nine per cent receiving three or more appliances. The data underpinning third appliance attendance time performance is, therefore, more limited than that for the first or second appliance.

**Pumps attending incidents in 2019/20**



**Overall pumping appliance 'incident' response time and crew turn-out time**

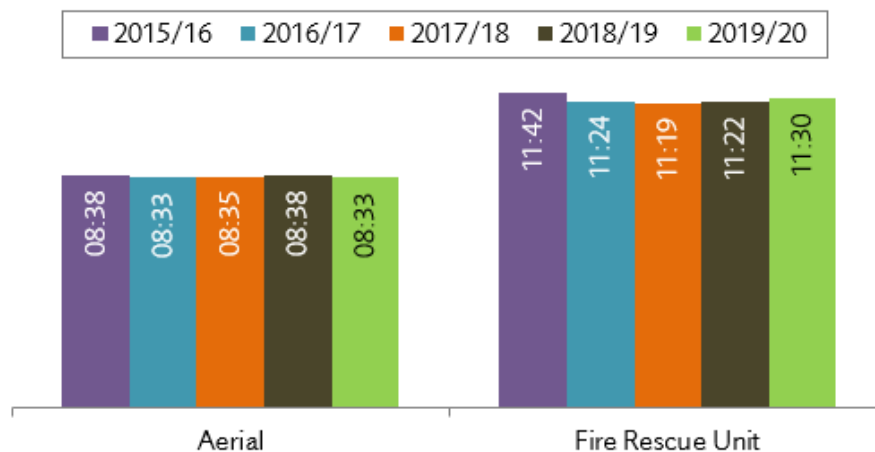
- The overall **incident response time** (from time of call to arrival of first appliance) in 2019/20, at 6m:53s, was 35 seconds faster than five years earlier (2015/16). The London-wide performance is shown in the chart below. As the incident response time covers call handling, the equivalent performance target (for a first appliance) would be an average 7m:40s (1m:40s call handling plus six-minute attendance). Only Havering and Hillingdon boroughs had an incident response time outside this notional target. Details of the overall **incident response time** between answering the 999-call answer and arrival of the first pumping appliance at incident scene are published for in annexes 1A (borough) and 2A (ward).
- Crew turn-out** performance, at 1m:18s, was slightly slower than in previous years. The crew turn-out time is part of the first, second and third appliance response times (which are measured from the time of mobilisation to arrival at the incident address). Data on pumping appliance crew turnout performance is available by borough in annex 1A; as this data is for station watch performance, it is not available at ward level.



Note: crew turnout time not to same scale.

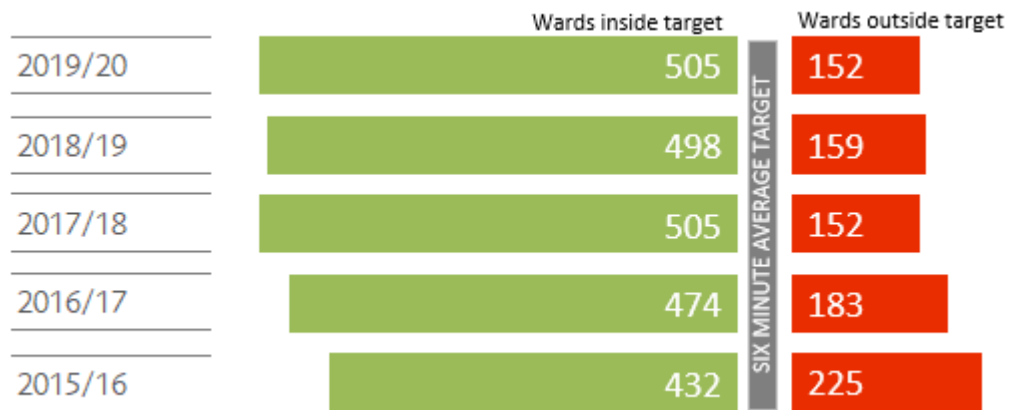
## Special appliances

- Data for special appliance average response times – for fire rescue units (FRUs) and aerial appliances – is shown in the chart below for five years up to 2019/20. Data for borough and ward performance is shown in annex 1B and annex 2A respectively.
- London-wide, average **aerial appliance** response times were 8m:33s in 2019/20. This is time is some five second faster than the year before (8m:38s). There is no attendance standard for aerial appliances. There were no changes made to the number or deployment of aerial appliances in LSP5 or over the five years for which data is displayed. Performance is relatively consistent over the five years.
- London-wide, average **fire rescue unit** response times were 11m:30s in 2019/20, and this is slower than the year before, but 12 seconds faster than five years earlier. The LSP5 reduced the number of Fire Rescue Units from 16 to 14 (i.e. two fewer). There is no attendance standard for fire rescue units.

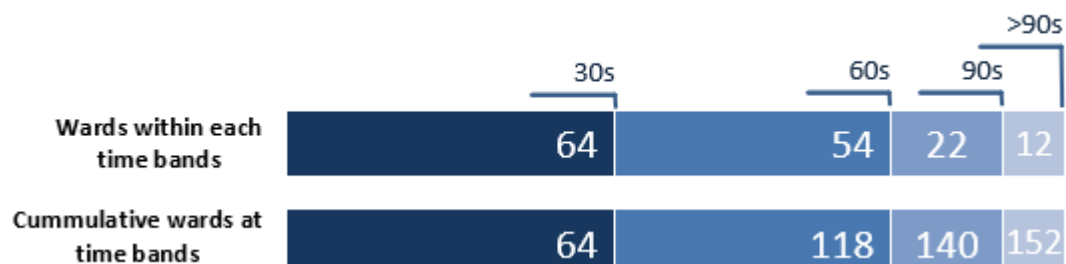


## Ward pumping appliance attendance times

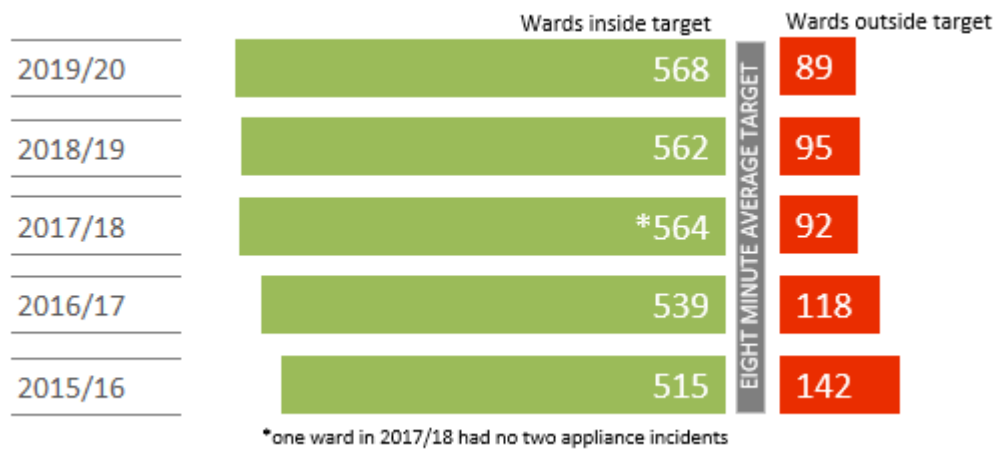
- Ward data for first and second pumping appliance attendance times is in annex 2A. The Brigade does not undertake to meet its attendance standard at ward level.
- 77 per cent of wards in 2019/20 had a **first appliance** within the average six-minute target (it was 76 per cent in the previous year, 2018/19). Comparing performance in 2019/20 with 2015/16, there were 73 fewer wards outside target in the most recent year (2019/20).



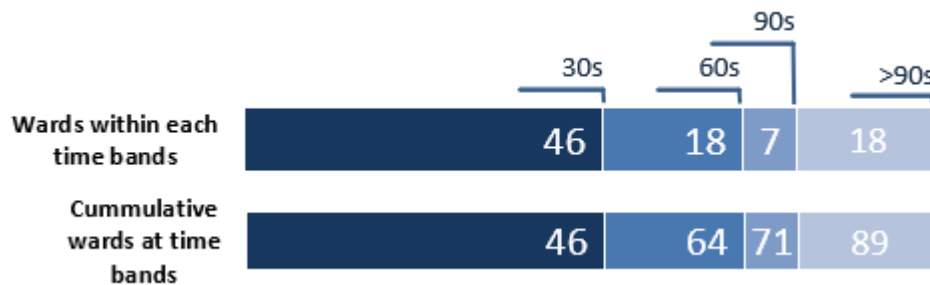
- Performance for **first appliance** comparing 2019/20 with 2015/6 shows fewer wards outside the target. Of the 152 wards outside the first appliance average six-minute target in 2019/20, 64 wards were within 30 seconds or less of the target with 88 wards more than 30 seconds outside the target. The chart below shows wards outside the target within four time bands to show how far they were away from the target, together with the cumulative number of wards at each time band.



- Performance for **second appliance** comparing 2018/19 against 2014/15 shows fewer wards outside the target in the most recent year, compared to five years earlier. So, 86 per cent of wards were within the average eight minute second appliance target.

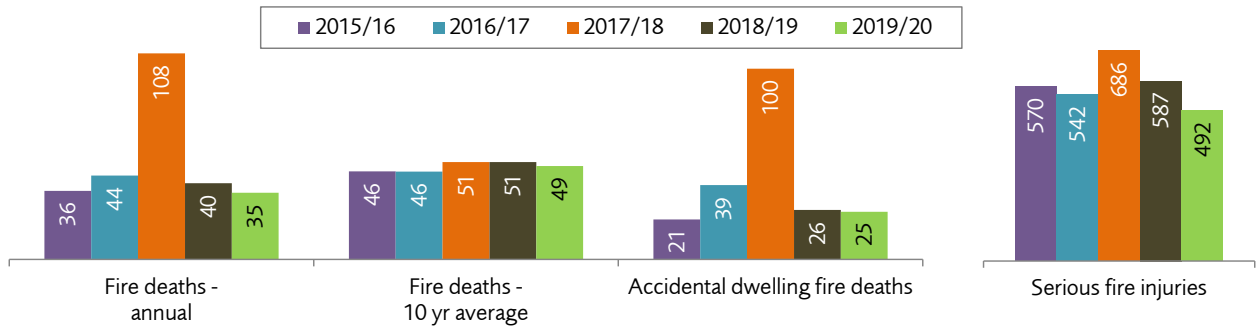


- Of the 89 wards outside the second appliance average eight minute target in 2019/20, 46 wards were within 30 seconds of the target, and 43 wards more than 30 seconds outside the target. The chart below shows wards outside the target within four time bands, to show how far they were away from the target, together with the cumulative number of wards at each time band.



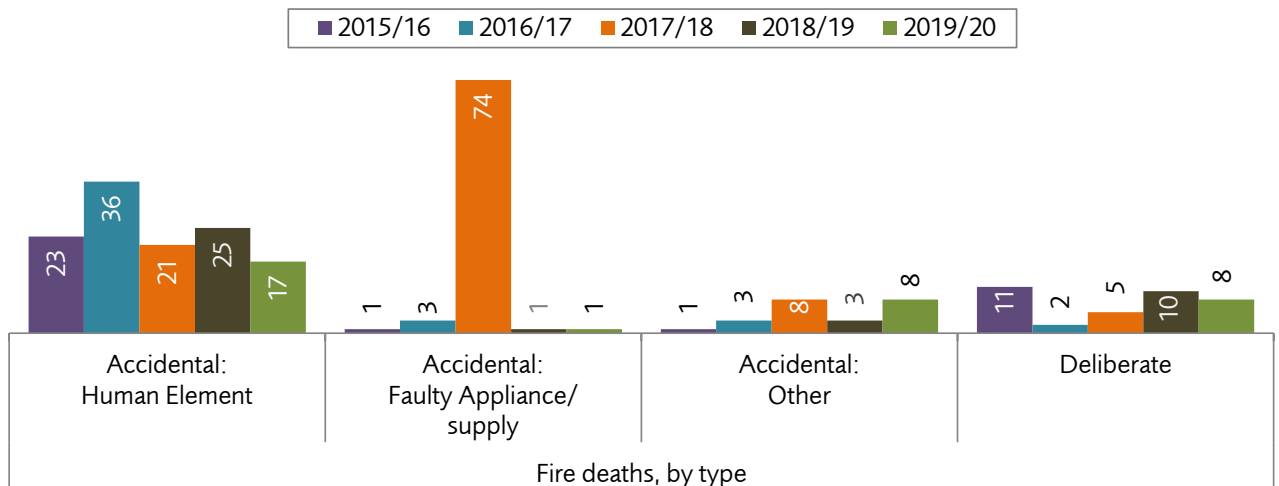
# Fire casualties (fatal and non-fatal)

- Data about fire casualties is available in annexes 1D (borough) and 2B (ward) respectively. The numbers of fire deaths at borough and ward level is generally very small, so there are always limitations on the statistical conclusions that can reliably be drawn from these data.
- The chart below shows the numbers of fire casualties (fatal and non-fatal) for the five years to 2019/20. There was an upturn in all casualties in 2017/18 as a result of the Grenfell Tower fire. The 10-year average for all fire deaths is also impacted by the number of fatalities from the Grenfell Tower fire.



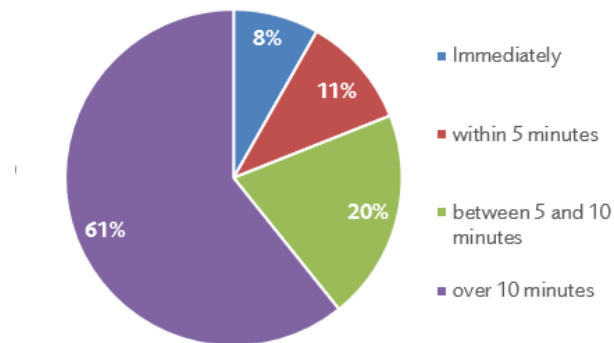
Note: serious fire injuries not to same scale.

- There are different **types of fire death**. Some are result of deliberate acts (which will include deliberate fire-setting (arson), suicide, or homicide), and some are accidental. Of the accidental fire deaths, the cause of the fire can be the result of faulty equipment or supply or have a human cause (e.g. careless disposal of a cigarette, clothing too close to a heat source). The fire deaths due to a human cause – and where the Brigade's community safety activity has most impact – were lower in 2019/20 than any other year shown. The 74 fire deaths in 2017/18 due to fires of "faulty appliance/supply" include the deaths at the Grenfell Tower fire..



Note: The 'Accidental: other' category includes fire deaths where the cause was not known or is still under investigation. The bar showing the 74 deaths in 20/18 due to 'Accidental: faulty appliance/supply' has been truncated.

- One factor that is key to whether a person is injured or dies in a fire, is the **delay in discovering the fire and calling the fire brigade**. The chart below shows the estimated delay between ignition of the fire and calling the brigade, based on the work of crews and fire investigators. The five-year average to 2019/20 shows that 81 per cent of cases there was a delay of five minutes or more in calling the Brigade (data is not available for 20 per cent of fatalities).

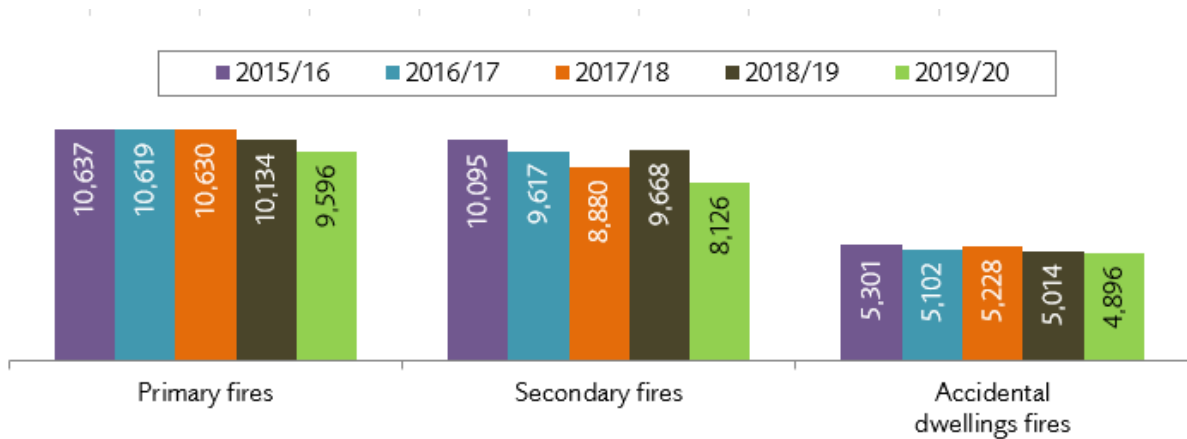


Note: Typically, across the five years displayed, this data is not available for about 20 per cent of fire deaths.

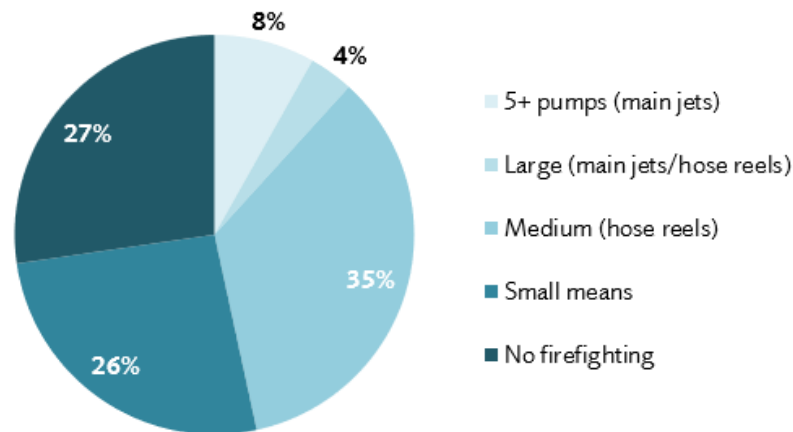


# Fires

- Borough and ward data for all fires, primary (more serious) fires, accidental dwellings fires, and fires in care homes/sheltered housing, are in annexes 1C and 2B respectively.
- London-wide, the number of **primary fires**, which includes **accidental dwelling fires**, continued to fall in 2019/20. The number of **secondary fires** were at their lowest in 2019/20, compared to the previous five years; the numbers tend to fluctuate as open land and grass fires in summer months are a significant proportion of these fires and are higher in years which have warmer/drier summer periods (like 2015/16 and 2018/19).

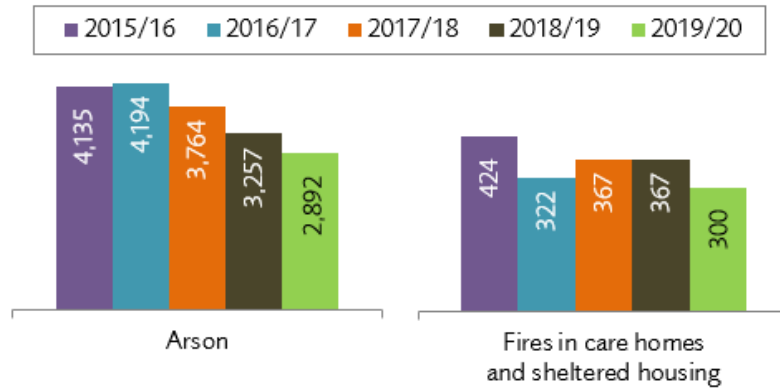


- The total numbers of **primary fires** include incidents of different types; some will require no firefighting whilst others will require the attendance of a large number of fire engines. In 2019/20, 53 per cent of primary fires either required no firefighting or 'small means' (26 per cent), e.g. stamping out, bucket of water. Only 12 per cent of fires were attended by five or more fire engines<sup>3</sup>, or were larger fires (the use of main jets/hose reels).



<sup>3</sup> Note: the number of incidents attended by five or more fire engines includes those high-rise incidents which received an initial standard attendance of five fire engines; some of these incidents will not be significant or larger fires and would otherwise be categorised as medium or small fires, or would have required no firefighting.

- **Deliberate fires** (i.e. potential 'arson') have continued to fall and the number in 2019/20 is the lowest for the five years displayed, and some 30 per cent lower than in 2015/16.
- In the LSP5, the Brigade was concerned by the number of older people who are harmed or killed by **fires in care homes/sheltered housing** where they should be safe. We introduced a headline target (which is continued in the current London Safety Plan 2017) focusing on reducing the fires in care homes and sheltered housing. The numbers of these fires in these places has largely been reducing, with the number in 2019/20 some 29 per cent lower than in 2015/16.

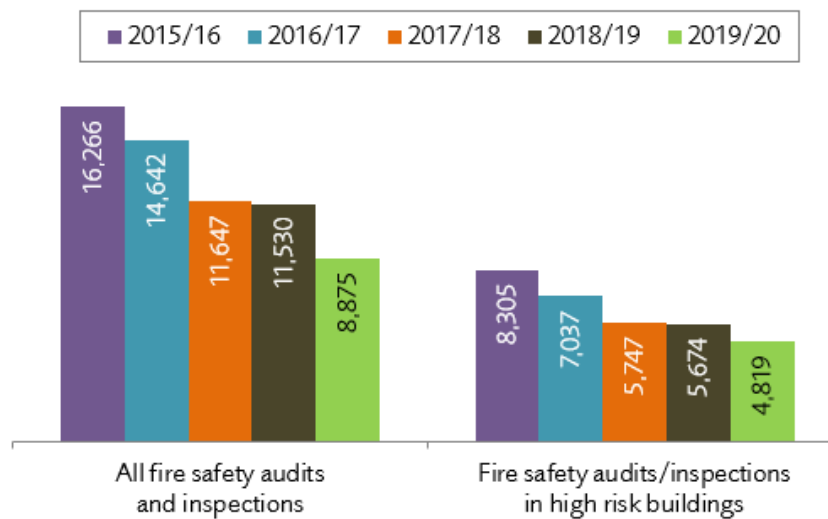


Note: Arson and fires in care homes not to same scale.

# Fire safety

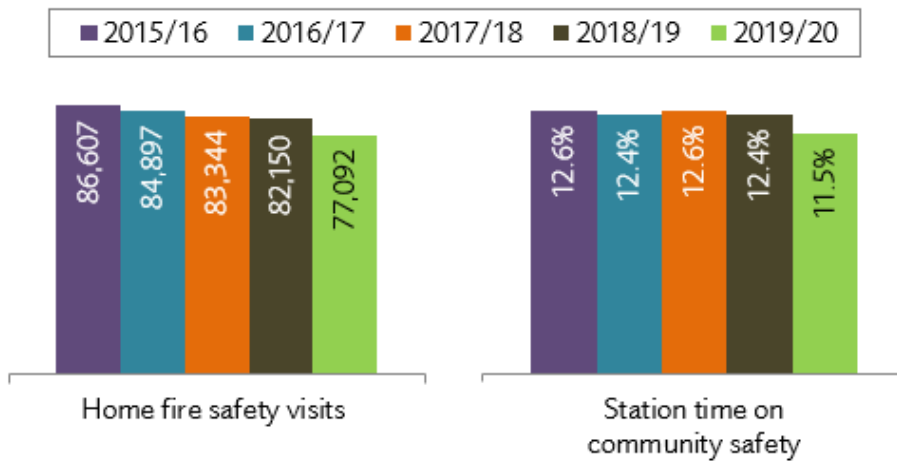
## Regulatory fire safety

- Data on **all fire safety inspections/audits** and for **inspection/audits to high-risk premises** and this data is provided at borough level only (annex 1E). London-wide data for the past five years, including 2019/20, is set out in the chart below. There is no direct relationship between the stations and pumping appliance reductions in LSP5 and the volume of regulatory fire safety work undertaken, as this is currently carried out by specialist non-station-based staff.
- The numbers of **fire safety audits/inspections** has fallen in recent years, particularly since the Grenfell Tower fire after June 2017, as new risk-based audit and inspection priorities have been introduced.



## Community safety

- Data for the numbers of **home fire safety visits** (HFSVs) carried out (mainly by fire station staff) and time spent on community safety activity by fire station staff is available by borough in annex 1E. The London-wide data for the last five years is in the chart below, and lower numbers in 2019/20 are due to reduced activity due to Covid-10 restrictions.
- Data for the proportion of **time spent on community safety by station-based staff** is published at borough level only in annex 1E. The London-wide data for the last five years is in the chart below. The proportion of time spent on community safety activities (including home fire safety visits) by fire station staff has largely been consistent over the five-year although fell slightly in 2019/20. Some of the reduced levels of activity in 2019/20 can be attributed to Covid-19 restrictions in March 2020.



Notes: HFSVs and 'station time' not to same scale.

# LFB performance compared to all English fire and rescue services

This review of statistics for the year 2019/20 (year ending March 2020) for fire and rescue services (FRSs) in England is published by the Home Office<sup>4</sup>. The results for England (with London added using Brigade statistics in italics) show:

## Incidents attended by the fire and rescue service

557,299 incidents were attended by FRSs. This was a three per cent decrease compared with the previous year (576,391), a 12 per cent increase compared with five years ago (496,135) but an 18 per cent decrease compared with ten years ago (680,634). The decrease this year compared with last year was driven by a decrease in the number of fires attended, particularly secondary fires.

- *LFB attended 105,557 incidents in 2019/20 which was less than one per cent higher than the previous year (104,727), a 12 per cent increase compared with five years ago (94,630) and a 19 per cent decrease compared with ten years ago (130,954). The five and ten-year change is consistent with national figures.*

## Fires

FRSs attended 153,957 fires. This was a 16 per cent decrease compared with the previous year (182,915), a one per cent decrease compared with five years ago (155,040) and a 36 per cent decrease compared with ten years ago (241,462). The decrease from the previous year was across all fire types but was particularly driven by a 23 per cent decrease in secondary fires (from 106,303 to 82,150) now that the hot, dry summer of 2018 is in the comparator year. Secondary fires display seasonality, with more occurring during the hotter and drier months.

- *LFB attended 17,748 fires in 2019/20. This was ten per cent lower compared with the previous year (19,824), a nine per cent decrease compared with five years ago (19,479) and a 38 per cent decrease compared with ten years ago (28,644). The decrease in fires in London from the previous year was also across all fire types and particularly secondary fires (from 9,668 to 8,129).*

## False alarms

FRSs attended 231,431 fire false alarms. This was unchanged compared with the previous year (231,225), a seven per cent increase compared with five years ago (215,856) and a 19 per cent decrease compared with ten years ago (285,368).

- *LFB attended 52,698 fire false alarms. This was three per cent higher than the previous year (50,927), a 17 per cent increase compared with five years ago (45,217), and a 13 per cent decrease compared with ten years ago (60,322).*

## Non-fire incidents (special services)

FRSs attended 171,911 non-fire incidents. This was a six per cent increase compared with the previous year (162,251), a 37 per cent increase compared with five years ago (125,239) and a 12 per cent increase compared with ten years ago (153,804). This year's total demonstrates a mixed picture with a decrease in medical incidents but an increase for assisting other agencies and effecting entry/exit, with smaller decreases or increases in other non-fire incident types.

- *LFB attended 35,111 non-fire incidents. This was a three per cent increase compared with the previous year (33,976), a 17 per cent increase compared with five years ago (29,934) and a 16 per cent decrease compared with ten years ago (41,988).*

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<sup>4</sup> Fire and rescue incident statistics: England, year ending March 2020. 13 August 2020 ([Home Office](#))

## Fire-related fatalities

There were 243 fire-related fatalities compared with 253 in the previous year (a decrease of 4%). Fire-related fatalities decreased by eight per cent compared with five years ago when there were 264 fire-related fatalities and by 29 per cent compared with ten years ago when there were 340. Fire-related fatalities had been on a downward trend since the 1980s but have plateaued in recent years. However, this year's figure is the lowest number in the annual series.

- *The number of fire-related fatalities had been on a general downward trend since comparable figures first became available in 1981/82, when there were over 180 fire-related fatalities in London, though the numbers have fluctuated due to the relatively small numbers involved. There were 35 fire-related fatalities compared with 39 in the previous year (a decrease of 10%). Fire-related fatalities increase by 17 per cent compared with five years ago when there were 30 fire-related fatalities and decreased by 44 per cent compared with ten years ago when there were 62.*

## Fire-related non-fatal casualties

There were 6,910 non-fatal casualties, a four per cent decrease compared with the 7,163 in the previous year. There has been a nine per cent decrease compared with the 7,596 non-fatal casualties five years ago and a 22 per cent decrease compared with 8,864 ten years ago.

- *There were 904 non-fatal casualties, a ten per cent decrease compared with the 1,001 in the previous year. There has been a 22 per cent decrease compared with the 1,159 non-fatal casualties five years ago and a 40 per cent decrease compared with 1,518 ten years ago.*

## Proportions of fires, false alarms and special services

Of all incidents attended by FRSs, fires accounted for 28 per cent, fire false alarms 42 per cent and non-fire incidents 31 per cent.

- *Of all incidents attended by LFB, fires accounted for 17 per cent, fire false alarms 50 per cent and non-fire incidents 33 per cent. These proportions for fire and non-fire incidents in London, particularly for fires, are significantly different for the position for England as a whole. In 2007/08, in London these percentages were 23 per cent (fires attended), 28 per cent (non-fire incidents) and 49 per cent (fire false alarms). The higher proportion of false alarms in London is likely to be attributable to greater proportion of commercial buildings in the capital and the false alarms due to automatic fire alarms (AFAs).*

# Notes on data

## Correction to data for earlier years

This document includes some minor corrections to some data for years before 2019/20 published to support earlier versions of the Statement of Assurance. These are minor corrections and do not materially impact on any conclusions to be drawn from the data.

## Attendance time calculation

### Fire engine response times

The way in which fire engine response times are calculated is described in the document **Fire Facts – Incident Response Times 2018** available on the LFB web site. In line with LSP2017, the calculation has been varied to provide greater accuracy in terms of performance. The method of calculation as described previously is set out below.

Attendance times for fire engines are measured from (a) the time an appliance is mobilised to (b) the time the appliance arrives at the incident scene. No special appliances (e.g. aerial appliances, fire rescue units) currently have published attendance times. The standard applies London-wide to any type of emergency incident.

The following criteria are used to calculate published attendance time performance:

- Arrival times for all pumping appliances regardless of location of the appliance at time of mobilisation and will include appliances from other station grounds.
- First appliance and second appliance is determined by the order of arrival at the incident, i.e. the first appliance will be the first to arrive not necessarily the first to be mobilised.
- Mobilisations included in the calculation are for:
  - Incidents in London only.
  - London pumping appliances only; pumping appliances from neighbouring brigades that attend in London are not included.

- Appliances on any mobilised attendance, including running calls, incident upgrades, additional mobilisations.
- Mobilisations where a time value is present in the data; sometimes 'time arrived' is missing due to a failure (human or technical) to record the time.
- Mobilisations are excluded where:
  - The incident is a 'shut in lift' release not attended as an emergency (i.e. not on 'blue light').
  - The calculated attendance time is greater than 20 minutes (because this generally reflects a failure (human or technical) to record a time of arrival in a timely manner).
  - The mobilisation is to a batch mobilised flooding call.
  - The mobilisation was a relief appliance for an appliance mobilised as part of the initial or upgraded attendance.
  - The attending crew has added a delay code for: 'arrival time incorrect', 'did not arrive', 'returned by stop', or attendance at 'non-emergency road speed'.

### Special appliance response times

The performance calculation for special appliance response times follows the same methodology as that for fire engine response times (as set out above), except that instead of excluding times greater than 20 minutes, the exclusion is set at 40 minutes given the expected longer arrival times for special appliances.

## Second and third appliance average attendance performance

Data for average **third appliance response times** is provided by ward (in annex 2A). There is no target attendance time for third appliance. In this ward data there are some cases where the third appliance response is shown with a faster time than the second appliance response. This is a function of maths. Take an example of six incidents in one ward. For each incident, the times are consistent with first faster than second and second faster than third. But when they are averaged, you get a third appliance average response time faster than second appliance, as follows:

	First	Second	Third
Incident 1	05:02	07:54	
Incident 2	06:32	07:21	
Incident 3	04:45	06:23	07:04
Incident 4	05:22		
Incident 5	03:13	06:48	06:57
Incident 6	05:37	10:02	
<b>Average</b>	<b>05:05</b>	<b>07:41</b>	<b>07:00</b>

## Methodological difficulties working at ward level

Ward level data is provided at the request of former LFEPA Members to assist with an assessment of the impact of the changes to fire stations and pumping appliances arising from the LSP5 (and after). As outlined in earlier documents, during LSP5 consultation and in the Statement of Assurance 2013/14 onwards, some caution is needed in interpreting ward level data.

To summarise:

- **high level of variability in ward demand and ward response performance year-on-year.**

In 2018/19, nearly one third (30 per cent) of wards had fewer than two incidents a week (197 wards). Also, as outlined earlier, in 2018/19, nearly two thirds (60 per cent) of all incidents are attended by only one appliance. The small

number of incidents receiving more than one appliance means that ward response times, particularly where a second or third appliance are mobilised, are subject to considerable variability year-on-year. Some of the data shown for an individual ward will reflect what happened on a single occasion. In other wards it will reflect the average of what happened across a range up to 100 incidents.

- **changes to wards in three boroughs:**

Wards in three boroughs changed on 22 May 2014 in Hackney, Kensington and Chelsea and Tower Hamlets. There were also changes to wards on 3 May 2018 in Bexley, Croydon, Southwark, and Redbridge. There were 657 wards in 2018/19, and data for this report is consistently based on the wards as they were after May 2018 even for periods before the change. It is not, therefore, possible to make a direct comparison with ward data published in this document and the data published during LSP5 consultation.

- **temporary changes due to station rebuild programmes:**

A number of boroughs and many wards in 2014/15 and 2015/16 were directly impacted by temporary station closures and the temporary removal or displacement of pumping appliances due to a station rebuilding programme. Those stations which were closed for all or part of these years, will have had a temporary impact on ward attendance times in the area. For example, during 2015/16, six stations were closed at various points during the year<sup>5</sup>.

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<sup>5</sup> Dagenham, Dockhead, Leytonstone, Plaistow, Purley, and Shadwell.



## **Annex 1 | Borough data**

**Annex 1A** – First, second and third pumping appliances attendance times

**Annex 1B** – Special appliance (aerial and fire rescue unit) attendance times

**Annex 1C** – Emergency calls, incidents attended, fires, primary fires, arson (all deliberate fires), accidental dwelling fires, fires in care homes and sheltered housing

**Annex 1D** – Fire casualties (deaths and serious fire injuries).

**Annex 1E** – Fire safety – regulatory fire safety audits/inspections in premises not previously visited and in high risk premises, station time on community safety and home fire safety visits.



## Annex 1A | First, second and third pumping appliances attendance times – borough data

Borough	First pumping appliance					Second pumping appliance					Third pumping appliance					Overall incident response time (call answer to arrival of first pumping appliance)			
	2015/16	2016/17	2017/18	2018/19	2019/20	2015/16	2016/17	2017/18	2018/19	2019/20	2015/16	2016/17	2017/18	2018/19	2019/20	2015/16	2016/17	2017/18	2018/19
Barking and Dagenham	06:32	05:35	05:33	05:47	05:36	07:24	06:19	06:39	06:35	06:32	07:57	07:59	08:23	08:18	08:09	08:21	07:23	07:15	07:35
Barnet	06:00	05:48	05:49	05:44	05:37	07:31	07:27	07:07	07:04	07:03	08:40	08:54	08:29	08:35	08:39	08:14	07:34	07:34	07:48
Bexley	06:03	05:53	05:36	05:42	05:43	07:36	07:25	07:17	07:12	07:22	09:34	09:39	09:52	10:06	09:47	07:56	07:39	07:17	07:27
Brent	05:57	05:43	05:43	05:36	05:43	07:12	07:00	06:53	06:57	06:59	08:55	08:29	08:04	08:17	08:15	07:49	07:38	07:24	07:21
Bromley	06:01	06:04	05:50	06:03	05:53	07:34	07:25	07:12	07:25	07:18	09:35	10:00	09:43	09:36	09:04	07:58	07:58	07:34	07:46
Camden	05:09	05:03	04:54	04:55	04:56	06:17	06:11	06:02	05:58	06:01	07:36	07:35	07:17	07:04	07:02	07:05	06:42	06:32	06:35
City of London	05:17	05:00	04:55	04:47	04:51	06:55	06:27	06:09	06:01	05:33	07:44	07:34	06:54	06:47	06:33	07:19	06:32	06:31	06:26
Croydon	05:36	05:22	05:09	05:15	05:10	06:48	06:36	06:31	06:35	06:24	08:47	08:28	07:55	08:08	08:06	07:32	07:08	06:51	06:58
Ealing	05:39	05:36	05:23	05:22	05:21	07:09	07:09	07:03	07:00	06:55	09:04	08:38	08:25	08:44	08:05	07:48	07:19	07:06	07:05
Enfield	06:12	05:58	05:59	06:00	05:56	07:42	07:25	07:22	07:26	07:16	09:06	09:24	09:10	08:42	08:46	08:16	07:49	07:47	07:54
Greenwich	05:26	05:27	05:13	05:18	05:18	06:38	06:43	06:35	06:25	06:31	08:30	08:17	08:00	07:55	07:51	07:21	07:24	07:01	07:06
Hackney	05:08	04:54	04:52	04:49	04:49	06:02	05:46	05:53	05:50	05:52	07:44	07:33	07:23	07:02	06:51	07:02	06:45	06:33	06:31
Hammersmith and Fulham	05:02	04:59	04:50	04:46	04:53	06:17	06:06	06:05	06:02	06:04	07:37	07:19	06:55	06:51	07:12	06:42	06:45	06:27	06:29
Haringey	05:31	05:22	05:16	05:14	05:21	06:20	06:12	06:15	06:02	06:09	07:59	07:46	07:51	07:43	07:46	07:18	06:39	07:02	06:59
Harrow	05:58	05:53	05:45	05:30	05:40	07:18	07:18	07:03	07:13	07:06	09:35	09:31	08:49	08:07	08:27	07:47	07:31	07:19	07:06
Havering	06:05	05:55	05:47	05:51	05:53	08:26	08:09	07:55	07:49	07:49	08:54	08:36	09:40	09:02	08:52	07:59	07:48	07:33	07:35
Hillingdon	06:30	06:24	06:13	06:15	06:09	08:11	08:07	08:00	07:53	07:49	10:28	10:00	09:21	09:44	09:55	08:51	08:19	08:05	08:01
Hounslow	05:55	05:46	05:28	05:37	05:32	07:05	07:07	06:48	06:48	06:50	08:45	09:12	08:39	08:29	08:26	08:24	07:45	06:45	07:27
Islington	05:02	04:45	04:44	04:34	04:37	06:40	06:27	06:14	06:05	06:07	07:56	07:48	07:05	06:44	06:47	06:47	06:27	06:27	06:13
Kensington and Chelsea	04:44	04:33	04:24	04:27	04:25	06:11	06:12	05:53	05:47	05:49	07:19	07:24	06:51	06:39	06:52	06:34	06:19	06:01	06:06
Kingston upon Thames	05:44	05:46	05:22	05:44	05:23	07:38	07:51	07:28	07:37	07:23	09:08	09:13	08:17	08:30	07:57	07:36	07:33	07:02	07:27
Lambeth	04:51	04:46	04:39	04:41	04:34	05:44	05:40	05:31	05:24	05:19	07:34	07:15	06:44	06:45	06:34	06:49	06:29	06:19	06:24
Lewisham	05:11	04:57	04:53	04:48	04:46	07:03	06:56	06:35	06:29	06:33	08:00	07:52	07:16	06:56	06:57	07:18	06:38	06:31	06:25
Merton	05:32	05:36	05:19	05:06	05:18	07:10	07:30	07:14	07:06	07:13	09:00	08:54	09:08	09:00	09:37	07:44	07:14	06:53	06:45
Newham	05:30	05:20	05:11	05:09	05:03	07:12	07:03	06:53	06:47	06:41	07:58	08:11	07:46	07:50	07:32	07:14	07:07	06:57	07:00
Redbridge	06:00	05:51	05:30	05:39	05:38	07:41	07:36	07:10	07:15	07:13	09:58	09:36	09:01	08:58	08:47	08:06	07:43	07:12	07:22
Richmond upon Thames	05:52	05:45	05:26	05:26	05:32	07:27	07:16	07:07	07:06	07:11	09:21	09:08	08:54	08:46	09:11	07:33	07:27	07:06	07:06
Southwark	05:31	05:08	04:48	04:51	04:47	06:47	06:26	06:01	06:04	06:01	08:03	07:36	06:54	06:54	06:57	07:20	06:48	06:29	06:36
Sutton	05:41	05:37	05:28	05:26	05:34	07:06	06:55	06:38	07:06	06:59	08:39	08:31	07:46	08:38	08:19	07:19	07:11	07:07	07:08
Tower Hamlets	04:59	04:52	04:36	04:37	04:33	06:33	06:27	06:11	06:10	06:02	08:02	07:35	07:04	07:00	06:50	06:52	06:40	06:23	06:24
Waltham Forest	05:17	05:03	04:57	05:03	04:53	06:29	06:36	06:42	06:39	06:28	08:10	07:56	08:29	08:15	07:31	07:00	06:51	06:43	06:43
Wandsworth	05:07	04:59	04:49	04:50	04:52	06:33	06:31	06:25	06:25	06:20	07:47	07:43	07:41	07:22	07:13	06:57	06:43	06:31	06:32
Westminster	05:25	05:19	05:12	05:08	05:11	06:05	06:05	05:55	05:47	05:56	07:47	07:54	07:17	07:00	07:08	07:26	07:06	06:48	06:46
	<b>05:32</b>	<b>05:22</b>	<b>05:13</b>	<b>05:13</b>	<b>05:12</b>	<b>06:51</b>	<b>06:44</b>	<b>06:34</b>	<b>06:32</b>	<b>06:30</b>	<b>08:20</b>	<b>08:10</b>	<b>07:46</b>	<b>07:40</b>	<b>07:36</b>	<b>07:28</b>	<b>07:08</b>	<b>06:54</b>	<b>06:57</b>

Note: Calculation follows the counting rules as agreed and revised in light of LSP 2017-2021

Note: Calculation follows the counting rules as agreed and revised in light of LSP 2017-2021

Note: Calculation follows the counting rules as agreed and revised in light of LSP 2017-2021

Note: Calculation follows the counting rule agreed and revised in light of LSP 2017-20 measure is from the time the call is answered by Control to arrival of the first appliance; see of Fire Facts document.

## Annex 1B | Special appliance (aerial and fire rescue unit) attendance times – borough data

Borough	Fire rescue unit					Aerial appliance				
	2015/16	2016/17	2017/18	2018/19	2019/20	2015/16	2016/17	2017/18	2018/19	2019/20
Barking and Dagenham	12:12	11:07	12:19	11:42	11:41	21:40	11:55	09:50	08:13	07:46
Barnet	17:24	17:29	14:32	15:43	15:58	18:18	16:30	16:45	16:13	16:25
Bexley	09:16	11:09	08:56	10:57	09:07	16:11		20:02	19:49	19:41
Brent	10:31	10:17	10:21	10:02	10:04	10:50	10:55	08:51	08:07	08:12
Bromley	15:12	14:22	14:22	13:48	15:05	14:03	14:16	12:12	13:22	12:29
Camden	09:52	09:43	09:33	10:10	08:22	07:38	07:44	07:26	07:20	06:58
City of London	11:13	10:52	09:31	11:52	13:00	09:53	09:57	09:52	08:56	09:25
Croydon	09:20	08:12	08:44	08:43	09:12	16:20	16:26	15:32	15:39	16:06
Ealing	12:57	12:33	12:33	11:17	12:23	13:03	13:22	13:13	13:21	13:24
Enfield	11:25	09:27	10:41	11:45	09:43	12:23	09:25	11:56	11:34	10:50
Greenwich	12:41	11:48	11:53	12:15	11:49	13:32	13:41	10:56	10:50	11:29
Hackney	10:07	10:31	09:27	10:15	11:05	12:47	12:41	11:09	10:53	11:00
Hammersmith and Fulham	12:12	11:40	12:28	12:07	12:19	11:01	10:54	10:00	10:35	10:22
Haringey	12:41	11:27	10:55	12:03	11:37	06:29	09:38	08:16	08:30	07:31
Harrow	13:31	13:34	12:46	12:13	12:56	08:55	11:22	12:14	12:14	11:38
Havering	17:56	17:38	17:43	19:20	16:16	07:53	08:08	09:50	09:06	10:16
Hillingdon	16:55	16:24	16:35	16:22	16:52	10:32	09:56	08:30	08:25	09:53
Hounslow	11:01	10:44	10:10	09:32	10:03	20:17	18:49	16:32	16:08	15:04
Islington	09:39	07:06	08:16	09:29	09:30	11:02	09:46	09:23	09:51	09:29
Kensington and Chelsea	09:13	08:05	08:45	09:02	09:45	09:35	09:32	09:02	08:49	08:49
Kingston upon Thames	14:05	13:18	14:49	13:51	14:15	18:11	14:12	14:00	14:18	12:23
Lambeth	11:08	11:13	11:43	12:20	11:22	07:57	07:25	07:22	07:32	07:13
Lewisham	08:40	10:24	10:30	10:40	09:39	06:48	06:53	06:39	06:59	06:48
Merton	08:04	09:25	11:21	08:45	10:52	05:41	04:57	06:08	06:59	05:32
Newham	10:29	10:17	10:33	09:59	10:56	22:23	18:16	17:47	16:57	17:12
Redbridge	13:17	13:06	12:28	12:44	13:32	11:54	13:02	13:22	12:17	12:49
Richmond upon Thames	14:13	13:03	14:10	12:25	15:10	27:28	14:32	16:05	16:14	19:42
Southwark	12:41	13:52	12:24	12:22	12:24	07:32	07:32	06:52	06:51	06:52
Sutton	10:54	11:39	11:54	12:10	11:13	13:35	13:22	11:54	12:06	11:01
Tower Hamlets	10:14	11:09	09:08	09:36	09:22	13:38	12:17	12:37	12:40	13:14
Waltham Forest	14:04	13:04	12:43	13:38	14:16	08:55	08:07	13:19	12:12	11:36
Wandsworth	10:06	09:39	09:45	09:59	10:00	08:47	08:40	08:20	08:00	08:36
Westminster	09:25	08:44	08:57	09:27	09:30	06:41	06:43	06:21	06:15	06:06
	<b>11:42</b>	<b>11:24</b>	<b>11:19</b>	<b>11:28</b>	<b>11:30</b>	<b>08:38</b>	<b>08:33</b>	<b>08:35</b>	<b>08:37</b>	<b>08:33</b>

Note: Calculation follows the counting rules as agreed and revised in light of LSP 2017-2021 with a cut-off of 40 minutes

Note: Calculation follows the counting rules as agreed and revised in light of LSP 2017-2021 with a cut-off of 40 minutes

## Annex 1C | Incidents attended and fires – borough data

Borough	Incidents					Fires					Primary fires					Arson (deliberate fires)					Accidental dwelling fires					Fires in sheltered housing and care homes				
	2015/16	2016/17	2017/18	2018/19	2019/20	2015/16	2016/17	2017/18	2018/19	2019/20	2015/16	2016/17	2017/18	2018/19	2019/20	2015/16	2016/17	2017/18	2018/19	2019/20	2015/16	2016/17	2017/18	2018/19	2019/20	2015/16	2016/17	2017/18	2018/19	2019/20
Barking and Dagenham	2,190	2,141	2,254	2,106	1,974	712	628	584	503	473	338	300	287	259	242	219	200	166	83	96	147	132	125	115	118	10	7	11	3	3
Barnet	3,326	3,439	3,609	3,521	3,436	730	631	668	747	612	405	370	402	414	367	122	78	89	115	93	222	209	209	224	201	25	12	13	20	15
Bexley	2,099	2,119	2,294	2,296	2,256	670	595	578	621	515	297	286	284	262	243	209	174	168	144	141	117	108	109	98	101	16	11	8	13	16
Brent	2,990	3,134	3,329	3,347	3,205	666	680	637	667	659	407	389	371	368	347	99	119	92	78	93	220	219	204	197	169	13	17	11	10	9
Bromley	3,060	3,081	2,917	3,006	3,126	929	917	715	728	641	329	388	363	314	322	228	256	248	199	163	137	159	138	132	132	20	8	16	12	12
Camden	4,877	4,853	4,995	4,896	4,921	595	627	562	577	493	335	349	340	339	305	57	74	61	51	44	177	178	176	180	156	12	9	8	13	4
City of London	1,206	1,164	1,275	1,271	1,277	97	86	82	93	70	71	65	55	62	53	5	2	2	2	3	6	3	4	4	3	0	0	0	0	0
Croydon	3,544	3,929	3,746	4,000	4,119	847	833	803	799	689	472	461	495	453	425	163	202	152	145	110	260	229	279	233	226	20	11	24	18	19
Ealing	3,389	3,699	3,509	3,496	3,601	690	755	720	714	682	380	390	390	342	360	127	154	134	120	105	190	195	192	152	182	21	30	16	12	4
Enfield	2,995	3,057	3,277	3,293	3,136	687	779	719	753	618	337	405	410	377	313	154	182	170	137	126	151	167	188	172	161	11	10	10	18	6
Greenwich	2,871	3,070	3,136	3,279	3,193	727	706	681	816	745	369	389	374	414	393	186	176	134	160	130	173	179	182	190	201	10	7	7	16	13
Hackney	4,030	4,026	4,041	3,957	4,147	643	590	688	587	562	379	349	400	336	310	92	93	113	88	94	231	211	241	201	198	17	13	18	17	7
Hammersmith and Fulham	2,634	2,859	2,772	2,865	2,883	388	379	334	342	337	242	260	220	212	228	56	42	40	32	47	118	145	123	139	136	16	15	11	13	9
Haringey	2,787	2,914	3,117	2,911	3,104	614	637	673	608	615	321	337	328	310	297	122	117	121	103	87	178	197	173	182	151	6	11	10	16	10
Harrow	1,774	1,794	1,870	1,884	1,746	347	335	408	391	332	181	191	220	190	171	56	52	57	51	45	98	107	120	97	79	6	9	7	9	6
Havering	2,253	2,326	2,227	2,269	2,090	680	695	591	624	514	279	280	268	284	260	189	224	217	185	121	107	109	94	109	105	18	6	13	11	8
Hillingdon	3,079	3,283	3,095	3,213	3,356	826	881	791	842	757	440	475	460	393	409	211	239	173	165	140	136	146	150	135	125	13	12	14	7	9
Hounslow	2,505	2,786	2,635	2,807	2,831	686	671	639	762	681	343	316	324	343	344	151	186	134	122	135	144	135	140	148	149	12	7	18	5	9
Islington	3,176	3,239	3,407	3,475	3,353	530	472	525	487	428	308	280	303	282	248	113	86	66	60	54	154	155	186	164	144	11	5	7	5	7
Kensington and Chelsea	3,095	3,181	3,399	3,339	3,573	320	283	317	259	261	216	214	241	190	200	20	12	15	20	19	118	121	156	113	134	6	5	8	12	5
Kingston upon Thames	1,327	1,450	1,594	1,521	1,467	253	291	311	316	271	160	159	156	165	149	35	70	75	36	28	89	76	68	81	85	10	11	4	9	6
Lambeth	4,241	4,699	4,231	4,135	4,287	719	733	690	664	569	428	400	384	359	312	101	118	111	101	61	268	225	226	200	188	29	20	18	17	10
Lewisham	3,529	3,533	3,596	3,817	3,760	697	588	629	590	575	411	349	365	357	349	130	91	129	92	97	235	222	200	195	201	11	11	10	8	17
Merton	1,837	2,118	1,750	1,746	1,758	413	398	352	388	334	215	197	164	206	190	76	67	68	59	53	130	94	81	124	112	4	4	8	8	7
Newham	3,239	3,727	3,450	3,333	3,409	835	848	788	780	719	387	456	447	408	364	254	307	225	185	180	180	174	209	180	170	7	7	11	8	5
Redbridge	2,288	2,450	2,373	2,535	2,429	562	610	569	652	541	256	287	296	332	287	78	98	85	98	95	135	128	138	144	124	15	10	9	16	12
Richmond upon Thames	1,597	1,648	1,765	1,690	1,759	300	301	265	298	297	173	169	144	154	148	41	47	40	44	50	98	90	75	74	68	12	4	13	11	9
Southwark	4,459	4,703	4,716	4,646	4,626	879	771	760	725	595	448	447	436	405	330	148	132	93	96	60	239	240	247	239	203	15	14	14	7	11
Sutton	1,613	1,688	1,655	1,683	1,739	387	363	339	393	338	184	185	170	204	182	57	69	65	81	63	102	86	74	97	86	9	6	7	17	8
Tower Hamlets	4,489	4,439	4,402	4,343	4,473	1,156	1,002	840	794	704	403	440	423	381	350	361	276	271	205	171	184	182	205	193	194	8	11	7	11	6
Waltham Forest	2,581	2,813	2,879	2,977	3,013	652	667	667	814	745	278	257	270	295	338	128	108	82	112	93	135	119	138	144	174	10	4	8	11	14
Wandsworth	3,060	3,491	3,159	2,985	3,190	650	582	623	524	520	408	348	388	308	346	115	100	123	50	58	224	192	197	176	223	19	10	14	10	15
Westminster	7,393	7,879	8,240	8,199	8,427	888	932	988	963	853	437	431	452	416	414	32	44	45	39	37	198	170	181	181	197	12	5	14	4	9
	<b>99,533</b>	<b>104,732</b>	<b>104,714</b>	<b>104,841</b>	<b>105,664</b>	<b>20,775</b>	<b>20,266</b>	<b>19,536</b>	<b>19,821</b>	<b>17,745</b>	<b>10,637</b>	<b>10,619</b>	<b>10,630</b>	<b>10,134</b>	<b>9,596</b>	<b>4,135</b>	<b>4,195</b>	<b>3,764</b>	<b>3,258</b>	<b>2,892</b>	<b>5,301</b>	<b>5,102</b>	<b>5,228</b>	<b>5,013</b>	<b>4,896</b>	<b>424</b>	<b>322</b>	<b>367</b>	<b>367</b>	<b>300</b>

Note: All incidents attended in London.

Note: All fires (primary, secondary, chimney and late call) attended in London.

Note: All primary fires in London (including late calls). Primary fires include all fires in buildings, vehicles and outdoor structures or any fire involving casualties, rescues, or fires attended by five or more appliances.

Note: All fires (primary, secondary, chimney and late call) where the motive is recorded by attending crew as 'deliberate'.

Note: A primary fire in a dwelling (including late call) with an accidental (or unknown) motive. A dwelling is a flat, maisonette or house/bugalow. Dwellings do not include non-self contained sheltered housing, or care/residential homes, hostels, etc.

Note: Data includes care and residential homes, and sheltered housing (both self-contained and not self-contained).

## Annex 1D | Fire casualties (deaths and serious fire injuries) – borough data

Borough	Fire deaths (all)					Deaths in accidental fires in the home					Serious fire injuries				
	2015/16	2016/17	2017/18	2018/19	2019/20	2015/16	2016/17	2017/18	2018/19	2019/20	2015/16	2016/17	2017/18	2018/19	2019/20
Barking and Dagenham	0	3	0	2	1	0	3	0	0	0	9	25	14	15	6
Barnet	0	0	2	1	2	0	0	2	0	2	14	19	40	18	29
Bexley	1	0	0	0	1	1	0	0	0	1	13	21	9	12	8
Brent	3	1	1	1	2	1	1	0	1	0	27	25	37	15	16
Bromley	2	2	1	0	2	1	2	1	0	0	16	10	10	22	32
Camden	1	3	2	3	1	0	3	1	2	1	11	12	9	12	13
City of London	0	0	0	0	0	0	0	0	0	0	1	1	1	1	0
Croydon	2	1	0	1	1	2	1	0	1	1	35	25	25	31	35
Ealing	2	3	1	1	2	1	2	1	1	1	23	33	21	31	29
Enfield	0	1	2	4	0	0	1	1	2	0	23	23	21	22	14
Greenwich	2	3	0	2	1	1	2	0	1	1	21	16	13	20	15
Hackney	1	1	1	1	2	1	1	1	1	2	18	16	22	24	21
Hammersmith and Fulham	2	1	1	2	2	1	1	1	2	2	7	16	35	14	16
Haringey	1	3	3	3	0	0	2	2	3	0	22	11	20	20	12
Harrow	0	0	1	2	0	0	0	1	1	0	9	13	10	16	7
Havering	1	3	1	0	1	1	3	1	0	0	17	10	17	19	12
Hillingdon	0	0	2	0	0	0	0	2	0	0	27	16	23	18	10
Hounslow	1	1	0	2	2	1	1	0	2	2	15	11	19	22	14
Islington	2	1	1	1	1	2	1	1	0	0	10	23	23	25	18
Kensington and Chelsea	2	0	73	3	1	1	0	73	2	1	28	17	97	8	10
Kingston upon Thames	0	1	3	0	0	0	1	2	0	0	10	5	7	4	2
Lambeth	2	3	2	1	2	2	3	2	1	2	23	20	15	20	9
Lewisham	2	0	0	1	1	0	0	0	0	1	27	20	28	30	29
Merton	0	1	0	1	2	0	1	0	1	2	19	10	11	8	9
Newham	2	2	0	0	1	0	2	0	0	0	21	15	38	26	6
Redbridge	1	1	1	1	1	1	1	1	1	0	12	22	5	24	8
Richmond upon Thames	1	0	1	2	0	1	0	0	1	0	9	4	7	6	10
Southwark	1	3	0	0	2	1	2	0	0	2	20	23	20	22	14
Sutton	1	1	2	1	0	1	1	1	1	0	8	10	20	9	14
Tower Hamlets	1	0	1	0	1	1	0	1	0	1	21	12	18	16	17
Waltham Forest	1	1	2	3	0	0	1	2	1	0	10	18	10	17	16
Wandsworth	1	3	2	1	3	0	2	2	1	3	31	24	20	17	25
Westminster	0	1	2	0	0	0	1	1	0	0	13	16	21	23	16
	<b>36</b>	<b>44</b>	<b>108</b>	<b>40</b>	<b>35</b>	<b>21</b>	<b>39</b>	<b>100</b>	<b>26</b>	<b>25</b>	<b>570</b>	<b>542</b>	<b>686</b>	<b>587</b>	<b>492</b>

Note: All deaths at fires where the cause was the fire or smoke.

Note: All deaths at an accidental fire in the home (dwelling) where the cause was the fire or smoke.

Note: Serious injuries at fires that required medical attention at hospital (either slight or serious, but excluding precautionary checks and first aid at scene).

## Annex 1E | Fire safety – regulatory and community fire safety – borough data

Borough	Incidents					Fires					Primary fires					Arson (deliberate fires)					Accidental dwelling fires					Fires in sheltered housing and care homes				
	2015/16	2016/17	2017/18	2018/19	2019/20	2015/16	2016/17	2017/18	2018/19	2019/20	2015/16	2016/17	2017/18	2018/19	2019/20	2015/16	2016/17	2017/18	2018/19	2019/20	2015/16	2016/17	2017/18	2018/19	2019/20	2015/16	2016/17	2017/18	2018/19	2019/20
Barking and Dagenham	2,190	2,141	2,254	2,106	1,974	712	628	584	503	473	338	300	287	259	242	219	200	166	83	96	147	132	125	115	118	10	7	11	3	3
Barnet	3,326	3,439	3,609	3,521	3,436	730	631	668	747	612	405	370	402	414	367	122	78	89	115	93	222	209	209	224	201	25	12	13	20	15
Bexley	2,099	2,119	2,294	2,296	2,256	670	595	578	621	515	297	286	284	262	243	209	174	168	144	141	117	108	109	98	101	16	11	8	13	16
Brent	2,990	3,134	3,329	3,347	3,205	666	680	637	667	659	407	389	371	368	347	99	119	92	78	93	220	219	204	197	169	13	17	11	10	9
Bromley	3,060	3,081	2,917	3,006	3,126	929	917	715	728	641	329	388	363	314	322	228	256	248	199	163	137	159	138	132	132	20	8	16	12	12
Camden	4,877	4,853	4,995	4,896	4,921	595	627	562	577	493	335	349	340	339	305	57	74	61	51	44	177	178	176	180	156	12	9	8	13	4
City of London	1,206	1,164	1,275	1,271	1,277	97	86	82	93	70	71	65	55	62	53	5	2	2	2	3	6	3	4	4	3	0	0	0	0	0
Croydon	3,544	3,929	3,746	4,000	4,119	847	833	803	799	689	472	461	495	453	425	163	202	152	145	110	260	229	279	233	226	20	11	24	18	19
Ealing	3,389	3,699	3,509	3,496	3,601	690	755	720	714	682	380	390	390	342	360	127	154	134	120	105	190	195	192	152	182	21	30	16	12	4
Enfield	2,995	3,057	3,277	3,293	3,136	687	779	719	753	618	337	405	410	377	313	154	182	170	137	126	151	167	188	172	161	11	10	10	18	6
Greenwich	2,871	3,070	3,136	3,279	3,193	727	706	681	816	745	369	389	374	414	393	186	176	134	160	130	173	179	182	190	201	10	7	7	16	13
Hackney	4,030	4,026	4,041	3,957	4,147	643	590	688	587	562	379	349	400	336	310	92	93	113	88	94	231	211	241	201	198	17	13	18	17	7
Hammersmith and Fulham	2,634	2,859	2,772	2,865	2,883	388	379	334	342	337	242	260	220	212	228	56	42	40	32	47	118	145	123	139	136	16	15	11	13	9
Haringey	2,787	2,914	3,117	2,911	3,104	614	637	673	608	615	321	337	328	310	297	122	117	121	103	87	178	197	173	182	151	6	11	10	16	10
Harrow	1,774	1,794	1,870	1,884	1,746	347	335	408	391	332	181	191	220	190	171	56	52	57	51	45	98	107	120	97	79	6	9	7	9	6
Havering	2,253	2,326	2,227	2,269	2,090	680	695	591	624	514	279	280	268	284	260	189	224	217	185	121	107	109	94	109	105	18	6	13	11	8
Hillingdon	3,079	3,283	3,095	3,213	3,356	826	881	791	842	757	440	475	460	393	409	211	239	173	165	140	136	146	150	135	125	13	12	14	7	9
Hounslow	2,505	2,786	2,635	2,807	2,831	686	671	639	762	681	343	316	324	343	344	151	186	134	122	135	144	135	140	148	149	12	7	18	5	9
Islington	3,176	3,239	3,407	3,475	3,353	530	472	525	487	428	308	280	303	282	248	113	86	66	60	54	154	155	186	164	144	11	5	7	5	7
Kensington and Chelsea	3,095	3,181	3,399	3,339	3,573	320	283	317	259	261	216	214	241	190	200	20	12	15	20	19	118	121	156	113	134	6	5	8	12	5
Kingston upon Thames	1,327	1,450	1,594	1,521	1,467	253	291	311	316	271	160	159	156	165	149	35	70	75	36	28	89	76	68	81	85	10	11	4	9	6
Lambeth	4,241	4,699	4,231	4,135	4,287	719	733	690	664	569	428	400	384	359	312	101	118	111	101	61	268	225	226	200	188	29	20	18	17	10
Lewisham	3,529	3,533	3,596	3,817	3,760	697	588	629	590	575	411	349	365	357	349	130	91	129	92	97	235	222	200	195	201	11	11	10	8	17
Merton	1,837	2,118	1,750	1,746	1,758	413	398	352	388	334	215	197	164	206	190	76	67	68	59	53	130	94	81	124	112	4	4	8	8	7
Newham	3,239	3,727	3,450	3,333	3,409	835	848	788	780	719	387	456	447	408	364	254	307	225	185	180	180	174	209	180	170	7	7	11	8	5
Redbridge	2,288	2,450	2,373	2,535	2,429	562	610	569	652	541	256	287	296	332	287	78	98	85	98	95	135	128	138	144	124	15	10	9	16	12
Richmond upon Thames	1,597	1,648	1,765	1,690	1,759	300	301	265	298	297	173	169	144	154	148	41	47	40	44	50	98	90	75	74	68	12	4	13	11	9
Southwark	4,459	4,703	4,716	4,646	4,626	879	771	760	725	595	448	447	436	405	330	148	132	93	96	60	239	240	247	239	203	15	14	14	7	11
Sutton	1,613	1,688	1,655	1,683	1,739	387	363	339	393	338	184	185	170	204	182	57	69	65	81	63	102	86	74	97	86	9	6	7	17	8
Tower Hamlets	4,489	4,439	4,402	4,343	4,473	1,156	1,002	840	794	704	403	440	423	381	350	361	276	271	205	171	184	182	205	193	194	8	11	7	11	6
Waltham Forest	2,581	2,813	2,879	2,977	3,013	652	667	667	814	745	278	257	270	295	338	128	108	82	112	93	135	119	138	144	174	10	4	8	11	14
Wandsworth	3,060	3,491	3,159	2,985	3,190	650	582	623	524	520	408	348	388	308	346	115	100	123	50	58	224	192	197	176	223	19	10	14	10	15
Westminster	7,393	7,879	8,240	8,199	8,427	888	932	988	963	853	437	431	452	416	414	32	44	45	39	37	198	170	181	181	197	12	5	14	4	9
	<b>99,533</b>	<b>104,732</b>	<b>104,714</b>	<b>104,841</b>	<b>105,664</b>	<b>20,775</b>	<b>20,266</b>	<b>19,536</b>	<b>19,821</b>	<b>17,745</b>	<b>10,637</b>	<b>10,619</b>	<b>10,630</b>	<b>10,134</b>	<b>9,596</b>	<b>4,135</b>	<b>4,195</b>	<b>3,764</b>	<b>3,258</b>	<b>2,892</b>	<b>5,301</b>	<b>5,102</b>	<b>5,228</b>	<b>5,013</b>	<b>4,896</b>	<b>424</b>	<b>322</b>	<b>367</b>	<b>367</b>	<b>300</b>

Note: All incidents attended in London.

Note: All fires (primary, secondary, chimney and late call) attended in London.

Note: All primary fires in London (including late calls). Primary fires include all fires in buildings, vehicles and outdoor structures or any fire involving casualties, rescues, or fires attended by five or more appliances.

Note: All fires (primary, secondary, chimney and late call) where the motive is recorded by attending crew as 'deliberate'.

Note: A primary fire in a dwelling (including late call) with an accidental (or unknown) motive. A dwelling is a flat, maisonette or house/bugalow. Dwellings do not include non-self contained sheltered housing, or care/residential homes, hostels, etc.

Note: Data includes care and residential homes, and sheltered housing (both self-contained and not self-contained).

## **Annex 2 | Ward data**

**Annex 2A** – Appliance attendance times: first, second and third pumping appliances, aerial appliances, fire rescue units.

**Annex 2B** – Incidents, fires, dwelling fires, fires in care homes and sheltered housing, fire deaths and serious fire injuries.



## Annex 2A | Pumping and special appliance attendance times - ward data

Borough	Ward	First appliance					Second appliance					Third appliance					Fire rescue unit					Aerial appliance					Overall incident response time (call answer to arrival of first appliance)					
		2015/16	2016/17	2017/18	2018/19	2019/20	2015/16	2016/17	2017/18	2018/19	2019/20	2015/16	2016/17	2017/18	2018/19	2019/20	2015/16	2016/17	2017/18	2018/19	2019/20	2015/16	2016/17	2017/18	2018/19	2019/20	2015/16	2016/17	2017/18	2018/19	2019/20	
Barking and Dagenham	Abbey	05:28	05:25	05:32	05:35	05:40	06:43	05:40	06:27	06:22	06:28	06:52	06:50	07:15	08:31	07:50	18:50	10:20	11:35	11:44	15:03			14:45	13:54	11:44	07:29	07:22	07:11	07:26	07:27	
Barking and Dagenham	Alibon	08:46	05:13	05:37	05:38	05:28	09:26	06:18	06:57	06:54	06:48	07:51	08:40	08:11	10:52	09:37	11:05	08:34	14:49	18:04							10:39	06:49	07:07	07:17	06:47	
Barking and Dagenham	Becontree	06:54	06:23	06:17	06:16	05:52	08:09	06:56	07:16	06:52	06:31	08:38	08:30	06:38	08:51	06:30							10:08	07:33	07:06		08:38	08:12	07:51	07:56	07:17	
Barking and Dagenham	Chadwell Heath	07:03	06:42	06:36	06:31	06:20	08:13	07:40	07:11	06:35	07:17	07:06	08:16	06:56	09:09	06:58	12:30	19:45	13:06	17:23	16:07				06:30	06:02	08:50	08:31	08:15	08:29	08:15	
Barking and Dagenham	Eastbrook	08:26	05:09	05:03	05:30	05:15	09:40	06:09	05:52	06:55	05:40	08:09	08:02	09:05	08:57	07:47	11:01	21:39	19:08				06:04	04:28	17:41		10:09	06:48	06:30	06:58	07:15	
Barking and Dagenham	Eastbury	04:50	05:09	05:13	05:13	05:02	05:16	05:51	06:40	06:19	06:16	07:49	07:13	07:40	07:46	08:39	06:39	08:59	09:57	10:45	07:40				12:29	14:51	06:57	06:35	06:53	06:58	06:46	
Barking and Dagenham	Gascoigne	04:50	04:58	04:38	05:09	04:58	05:41	05:21	05:33	06:37	05:31	06:43	07:58	07:32	07:26	07:26	07:41	07:46	08:57	10:48	06:06				13:21	14:36	06:48	06:56	06:37	07:03	06:59	
Barking and Dagenham	Goresbrook	06:17	06:32	06:41	07:03	06:51	07:29	07:03	07:25	07:45	07:15	09:16	08:15	12:41	07:24	08:38	12:34	12:31	10:51	13:05	12:31						08:02	08:03	08:06	08:34	08:32	
Barking and Dagenham	Heath	08:01	03:49	03:53	04:32	03:59	09:05	05:15	06:15	05:42	05:21	09:39	09:17	08:43	08:15	07:36	16:43	11:56	19:00	12:34	09:42		00:07	05:18	04:01	04:03	10:01	05:48	06:14	06:17	05:36	
Barking and Dagenham	Longbridge	06:11	06:04	06:01	05:54	06:05	06:30	06:19	07:17	06:54	07:28	06:34	06:08	07:29	07:48	10:32	09:48	08:02	09:58	07:03	16:43				10:42	09:19	07:38	07:30	07:46	07:27	07:45	
Barking and Dagenham	Mayesbrook	06:12	05:57	06:03	06:06	06:05	06:18	06:32	06:41	06:21	06:31	06:02	07:23	09:01	07:55	07:35	14:34	10:05	10:02	06:40	12:39			08:47	08:08	07:58	07:49	07:28	07:48	08:07	07:42	
Barking and Dagenham	Parsloes	07:47	06:03	05:35	06:00	05:41	08:24	06:17	06:44	06:40	06:34	08:44	09:32	08:37	09:54	07:18	19:46	09:44	18:10		08:48					09:31	07:26	07:08	07:31	07:19		
Barking and Dagenham	River	07:20	06:35	06:25	06:56	06:38	07:46	06:45	07:05	07:53	07:44	10:44	07:26	08:33	10:54	09:36	12:17	10:08	15:47	12:53	08:05	21:40	15:31	10:51		08:54	08:44	07:45	08:40	08:28		
Barking and Dagenham	Thames	05:30	05:49	05:43	06:13	05:56	06:29	06:37	06:45	06:48	07:26	08:36	10:06	11:06	09:15	10:01	12:30	11:21	12:19	11:58	13:22			20:07	10:30	19:34	07:23	07:48	07:36	08:12	07:46	
Barking and Dagenham	Valence	07:10	05:12	05:16	04:58	05:06	07:45	06:02	06:15	06:11	05:55	07:14	07:58	06:47	06:41	07:59	13:39	10:58	20:27	13:02	13:26				04:37	07:06	08:42	06:59	06:50	06:55	06:46	
Barking and Dagenham	Village	08:14	05:35	05:47	06:15	06:14	09:14	07:08	07:05	06:42	07:12	10:43	09:12	09:09	08:56	10:03	16:51	11:20	13:48	08:38	09:19				05:38	06:37	09:56	07:32	07:21	08:07	07:45	
Barking and Dagenham	Whalebone	06:50	05:11	05:05	05:11	05:03	07:26	05:41	06:14	05:46	05:59	08:53	07:11	09:48	06:39	08:53	14:24		11:49	12:46	11:26			06:59	06:15	08:33	06:46	06:48	06:52	06:39		
Barnet	Brunswick Park	05:55	05:46	05:42	05:18	05:50	08:53	08:43	07:47	07:30	08:10	09:45	07:51	07:59	11:49	10:54	10:21	14:21		11:14	18:27					07:57	07:17	07:08	07:02	07:33		
Barnet	Burnt Oak	06:19	06:07	06:03	06:00	05:55	08:10	07:36	07:21	07:43	07:32	08:31	07:54	09:36	08:38	08:12	16:57	11:46	18:09	20:55	14:24			19:22	21:00	14:17	10:41	08:00	07:56	07:39	07:27	
Barnet	Childs Hill	05:58	05:45	05:45	05:36	05:26	06:23	06:39	06:47	06:02	06:16	07:13	08:42	08:17	06:31	06:41	15:29	14:58	10:51	12:42	11:29	12:36	09:39	12:28	11:54	14:57	07:36	07:28	07:17	07:13	07:07	
Barnet	Colindale	06:08	05:43	05:45	05:53	05:39	06:53	07:16	06:31	07:09	06:17	08:50	09:52	07:12	08:37	09:12	18:53	15:37	15:30	16:13	16:45	24:00	19:04	19:18	19:47	07:52	07:29	08:02	13:37	07:26		
Barnet	Coppetts	06:37	06:17	06:39	06:13	06:38	07:39	07:49	07:14	07:17	07:12	07:41	07:45	07:50	08:58	08:48	14:41	20:47	11:34	13:18	11:44					08:29	07:58	08:35	08:16	08:18		
Barnet	East Barnet	06:01	05:43	05:18	05:35	05:38	07:28	07:04	07:11	07:50	07:31	00:00	00:00	11:35	10:48	11:41	15:27	19:36	15:54	14:05	18:16					07:45	07:32	06:56	07:32	07:12		
Barnet	East Finchley	04:59	05:13	04:53	05:03	04:45	06:46	06:02	06:09	05:52	05:39	07:59	10:07	08:01	07:31	09:54	15:06	11:10	13:45	15:07	21:39				11:52		17:22	08:15	06:51	06:31	07:23	06:14
Barnet	Edgware	07:24	06:42	06:30	06:08	06:19	09:12	08:09	07:48	07:43	07:14	09:32	09:55	07:12	09:12	09:48	19:58	19:44	12:27	18:53	18:22			26:29	18:57	18:30	14:56	08:44	08:19	08:03	08:00	
Barnet	Finchley Church End	05:35	05:46	05:27	04:56	05:01	05:57	06:56	05:29	05:38	05:20	06:42	07:07	07:04	07:18	07:07	15:06	18:53	17:25	11:39	17:57			14:08		07:13	07:27	06:59	06:29	07:03		
Barnet	Garden Suburb	07:05	06:56	07:00	06:43	06:38	07:49	08:05	07:35	07:36	07:50	08:35	08:30	09:12	08:37	08:29	16:01	14:00	12:58	18:24	15:10					08:40	08:31	08:36	08:08	08:18		
Barnet	Golders Green	06:40	06:08	06:28	06:08	06:10	07:06	07:00	06:58	06:31	06:32	08:53	08:40	08:42	08:06	07:26	14:01	12:11	14:01	14:01	10:26			21:01	14:38	13:08	08:19	07:43	08:02	07:38	07:58	
Barnet	Hale	06:22	05:45	05:49	06:17	06:26	09:10	07:50	08:03	08:12	08:46	08:35	09:45	09:35	09:50	07:51	23:54	22:26	19:50	16:01	21:07					08:20	07:28	07:33	07:46	08:03		
Barnet	Hendon	04:25	04:17	04:28	04:18	04:14	06:21	05:55	05:37	05:32	05:19	08:33	08:46	08:10	09:07	09:46	14:27	18:02	13:52	14:14	12:56		14:35	17:31	13:04	06:14	06:01	06:22	05:57	06:01		
Barnet	High Barnet	05:09	05:19	05:33	05:54	05:14	09:38	09:15	09:28	09:18	09:32	09:51	09:34	12:57	09:27	12:06	20:10	20:51	16:23	17:49	20:29					07:13	07:13	07:33	07:29	07:12		
Barnet	Mill Hill	06:18	05:34	05:50	06:01	06:06	08:50	08:22	07:52	07:41	08:47	09:44	11:00	08:38	10:06	08:41	17:13	23:04	18:08	15:24	18:50					08:12	07:34	07:37	07:54	07:54		
Barnet	Oakleigh	05:40	05:23	05:35	05:16	05:01	09:00	08:11	08:03	07:51	08:20	08:30	12:44	08:50	11:06	09:13	15:12	16:45	09:36	22:43	16:32				20:16	27:16	07:22	07:10	07:30	07:17	06:44	
Barnet	Totteridge	06:34	06:20	06:17	06:41	06:32	07:53	07:33	07:34	07:51	07:42	08:06	08:11	08:11	08:19	08:30	20:29	13:44	13:29	16:59	12:59			14:19	20:06	08:15	08:04	08:00	08:06	08:10		
Barnet	Underhill	06:23	06:04	05:56	05:50	05:45	10:32	10:33	09:51	10:20	10:20	11:52	12:23	07:38	10:57	11:07	18:47	21:37	21:39	21:17	18:28					08:09	07:37	07:20	07:17	07:01		
Barnet	West Finchley	05:06	05:06	05:17	05:11	04:34	06:08	06:38	06:32	06:28	05:46	09:45	08:57	08:51	08:11	06:07	19:35	17:37	13:58	13:25	15:22			15:07		06:49	06:59	07:18	06:52	06:15		
Barnet	West Hendon	05:39	05:42	05:46	05:47	05:12	06:45	06:58	07:05	07:04	07:10	10:04	09:56	09:47	09:14	08:37	16:54	14:46	14:02	12:09	12:18			17:33	14:24	13:57	07:34	07:50	07:32	07:33	07:03	
Barnet	Woodhouse	05:55	05:54	05:35	05:29	05:16	06:43	07:06	06:11	06:44	06:48	13:03	07:52	07:14	07:42	08:32	19:23	17:02	15:27	15:57	10:39				22:04	07:27	07:46	07:09	07:04	07:08		
Bexley	Barnehurst	05:23	04:56	05:00	05:19	04:33	06:49	07:19	07:01	07:10	06:53	00:00	10:43	00:00	13:20	15:18	06:56	10:47	08:31	05:33	07:17					06:41	06:38	06:42	06:36	05:51		
Bexley	Belvedere	05:38	05:21	05:13	05:15	05:14	07:41	07:30	07:27	06:59	07:33	10:07	11:05	10:17	04:18																	

## Annex 2A | Pumping and special appliance attendance times - ward data

Borough	Ward	First appliance					Second appliance					Third appliance					Fire rescue unit					Aerial appliance					Overall incident response time (call answer to arrival of first appliance)								
		2015/16	2016/17	2017/18	2018/19	2019/20	2015/16	2016/17	2017/18	2018/19	2019/20	2015/16	2016/17	2017/18	2018/19	2019/20	2015/16	2016/17	2017/18	2018/19	2019/20	2015/16	2016/17	2017/18	2018/19	2019/20	2015/16	2016/17	2017/18	2018/19	2019/20				
Brent	Tokington	06:28	06:10	06:28	06:04	06:09	07:22	07:04	07:15	07:18	06:26	08:38	08:15	09:15	08:20	08:01	10:20	09:21	05:27	06:19	11:28	06:02	07:11	09:06	05:36	07:25	08:13	07:54	08:26	07:39	07:47				
Brent	Welsh Harp	07:12	07:10	06:43	06:48	06:32	09:08	08:41	08:18	08:20	08:34	12:04	08:30	09:44	08:09	08:29	11:58	10:54	13:09	11:01	10:11	09:03			10:41		09:08	08:47	08:34	08:30	08:33				
Brent	Wembley Central	04:33	04:16	04:10	04:16	04:22	05:50	05:11	06:07	05:26	05:40	09:53	09:34	09:33	10:46	09:26	03:33	03:49	02:18	09:21	08:22		20:30	05:09		05:22	06:31	06:00	06:15	06:13	06:13				
Brent	Willesden Green	03:57	03:46	03:56	04:07	04:03	07:21	07:13	07:00	06:52	06:46	06:46	07:30	07:34	07:27	07:29	11:40	12:23	16:08	13:27	11:18		11:19	10:34	09:11	13:41	05:54	05:41	05:45	06:12	05:42				
Bromley	Bickley	06:10	05:45	05:44	05:27	05:40	07:45	06:58	06:20	06:40	07:02	10:29	09:43	10:05	09:30	09:50	13:42	22:18	18:59	13:43	11:56	13:37		14:01	13:27		07:58	07:17	07:12	06:51	06:52				
Bromley	Biggin Hill	05:43	05:57	06:07	05:32	05:08	10:53	10:45	10:20	11:18	10:12	11:07	11:27	12:12	08:27	13:28	19:27	19:11	18:10	12:13						07:00	07:54	08:09	07:14	06:55					
Bromley	Bromley Common and Keston	06:57	07:03	07:00	07:38	07:24	08:13	07:49	07:43	07:43	07:50	12:00	11:28	09:29	10:45	10:38	15:50	14:25	14:54	12:23	18:12			20:06	18:58	08:37	08:37	08:36	09:10	09:05					
Bromley	Bromley Town	04:29	04:30	04:14	04:26	04:17	05:46	05:32	05:10	05:16	05:20	09:18	09:56	09:06	09:08	08:52	17:57	12:46	10:19	16:34	14:56	15:00	12:16	13:50	13:29	13:39	06:04	06:10	05:50	06:03	06:00				
Bromley	Chelsfield and Pratts Bottom	07:04	07:20	06:29	07:12	06:44	09:08	08:32	08:10	09:32	07:37	15:25	12:13	14:43	12:25	15:19	23:33	16:49	18:21	11:10	17:48		36:18				12:13	09:18	08:14	08:43	08:03				
Bromley	Chislehurst	07:15	07:20	06:53	07:09	06:50	08:09	07:36	07:59	08:56	07:22	09:36	09:59	09:56	10:32	08:20	14:42	11:16	17:13	13:48	20:06				15:24	09:06	09:04	08:33	08:57	08:29					
Bromley	Clock House	04:01	05:11	04:18	04:07	04:21	06:21	07:45	07:49	06:44	07:30	09:15	11:18	09:47	10:55	08:54	10:46	09:47	12:17	13:58	11:23			08:51	11:42	10:45	06:11	07:15	06:23	06:10	06:18				
Bromley	Copers Cope	05:07	05:11	04:54	05:18	04:52	06:43	07:08	06:41	07:18	07:19	07:56	08:49	07:40	11:23	08:04	09:12	10:39	13:18	08:32	13:49	08:27		08:47	10:51	09:28	06:48	06:37	06:22	06:41	06:19				
Bromley	Cray Valley East	07:06	07:02	06:53	07:09	06:35	07:40	08:05	07:42	08:09	07:28	10:25	11:32	11:22	11:08	09:33	18:19	14:30	14:53	18:19	15:45					09:03	08:51	08:57	09:05	08:23					
Bromley	Cray Valley West	05:35	05:42	06:22	06:43	06:17	07:29	06:57	06:44	07:09	07:55	10:04	07:38	09:20	09:04	08:27	10:00	10:53	11:35	14:39	18:09	17:39					08:35	08:05	07:55	08:18	07:57				
Bromley	Crystal Palace	06:22	06:30	06:11	06:15	06:13	07:09	07:30	07:04	07:09	06:58	07:53	08:24	07:38	07:20	07:27	16:03	15:32	11:40	13:08	12:20	07:54	10:42	08:38	09:33	10:33	08:22	08:17	07:59	08:11	07:56				
Bromley	Darwin	07:55	08:53	08:13	08:43	09:00	11:40	11:22	12:14	11:47	11:56	12:43	15:30	14:50	15:16	12:14	25:46	22:29	21:13	19:14	15:23						09:44	11:10	10:17	10:45	11:03				
Bromley	Farnborough and Crofton	07:36	06:53	07:00	07:42	07:12	09:19	08:30	07:44	08:25	08:02	10:14	11:49	12:10	09:30	10:36	16:25		16:11	16:47	17:54	17:36				09:19	08:40	09:07	09:36	08:54					
Bromley	Hayes and Coney Hall	06:30	07:37	06:54	07:07	07:12	07:16	07:34	07:28	07:52	07:26	08:36	10:23	09:24	09:40	07:34	13:23	12:29	13:27	15:12	09:57					08:04	09:11	08:36	08:31	09:06					
Bromley	Kelsey and Eden Park	05:47	05:23	05:19	05:39	05:39	07:30	07:24	07:03	07:22	07:36	08:10	08:22	09:39	09:52	09:52	14:23	12:16	13:15	12:07	15:03				17:23	07:34	06:53	06:57	07:04	07:21					
Bromley	Mottingham and Chislehurst North	07:07	07:55	06:38	07:01	07:10	09:19	09:01	07:37	08:02	08:29	00:00	10:48	06:55	08:09	08:43	10:57	12:15	09:20	20:44	11:14					08:31	09:31	08:10	08:33	08:44					
Bromley	Orpington	04:34	04:35	04:07	04:54	04:29	06:27	05:48	06:44	06:02	06:03	09:13	10:48	11:54	09:03	10:02	15:36	16:03	17:14	16:19	12:59	21:27			21:25	20:54	06:31	06:25	05:54	06:44	06:14				
Bromley	Penge and Cator	05:29	05:23	05:27	05:14	05:27	07:25	08:24	07:59	07:25	07:19	09:03	10:05	07:41	08:15	08:18	11:25	10:41	10:12	11:31	17:56	11:20	10:14	10:03		07:08	07:07	07:05	06:45	07:20					
Bromley	Petts Wood and Knoll	07:34	06:58	07:27	07:16	06:55	07:56	07:25	08:01	08:51	07:23	12:39	09:06	00:00	10:37	12:16	17:02	22:10	18:31		15:15					09:03	08:30	09:15	09:01	08:01					
Bromley	Plaistow and Sundridge	05:16	05:04	05:12	05:07	05:16	06:18	06:35	06:30	06:33	06:25	08:43	08:16	08:38	08:29	07:31	09:15	14:30	10:05		07:08		15:29		12:19	15:06	06:50	09:53	06:52	06:47	07:15				
Bromley	Shortlands	06:13	05:50	05:30	05:25	05:52	06:15	06:43	06:39	06:43	07:33	06:47	08:05	10:14	09:03	09:28	12:41	15:38	13:11	11:35	13:21			13:47	15:07	07:49	07:13	06:44	06:49	07:22					
Bromley	West Wickham	06:52	06:41	06:27	06:44	06:41	07:59	07:50	07:30	07:27	08:00	08:56	10:36	09:03	19:15	08:40	11:37	09:20	12:21	10:28	12:23				22:26	08:31	08:31	08:08	08:22	08:04					
Camden	Belsize	06:17	06:21	05:41	06:00	05:46	06:33	06:36	06:17	06:23	06:24	08:15	07:45	07:49	07:40	06:50	18:31	13:45	07:51	07:54	08:45	09:37	10:06	08:36	09:40	10:04	07:57	08:07	07:10	07:28	07:23				
Camden	Bloomsbury	04:41	04:39	04:27	04:28	04:29	06:34	06:15	06:02	06:03	06:00	07:06	06:48	06:28	06:35	07:00	04:49	10:17	09:49	09:03	05:45	07:17	06:55	06:28	05:59	05:22	06:51	06:08	05:56	05:58	06:02				
Camden	Camden Town with Primrose Hill	05:29	05:34	05:23	05:07	05:05	06:36	06:31	06:20	05:39	05:53	07:05	08:04	06:49	06:40	06:33	11:49	05:20	08:57	08:57	09:47	09:31	08:35	07:21	08:06	06:59	08:05	07:12	06:49	06:40	06:40				
Camden	Canteloves	04:55	04:42	04:49	05:01	04:36	05:42	05:36	06:05	05:10	05:26	06:54	06:14	07:19	06:27	06:35	07:03	06:43	07:04	18:46	12:07	04:56		08:49	08:56	07:22	06:26	06:18	06:20	06:42	06:12				
Camden	Fortune Green	04:05	04:08	04:03	04:08	04:06	04:54	05:24	04:44	05:07	05:55	07:39	07:13	07:18	06:35	08:03	16:51	08:48	10:43	12:08	09:05	10:31		11:14	07:47	09:06	06:18	05:48	05:48	05:34	05:43				
Camden	Frognaal and Fitzjohns	05:40	05:07	05:02	05:01	05:00	06:27	06:14	05:41	06:07	06:15	09:53	09:29	10:13	09:34	09:10	09:49	12:16	12:04	09:00	22:59	10:02	09:25	09:48	08:06	09:16	07:21	06:46	06:16	06:39	06:12				
Camden	Gospel Oak	05:21	05:12	05:05	05:06	05:10	05:56	05:53	06:14	05:56	06:43	07:56	08:23	07:47	07:19	07:14	11:54	14:19	09:21	10:24	10:37					09:19	09:19	21:20	12:22	09:18	07:04	06:55	06:40	06:39	07:05
Camden	Hampstead Town	05:53	05:47	05:33	05:45	05:41	06:21	06:19	06:09	06:26	06:21	07:15	07:11	07:23	07:30	06:30	08:58	09:48	09:44	16:21	09:55	09:23	11:29	10:40	09:15	11:22	07:13	07:20	07:03	07:15	07:10				
Camden	Haverstock	05:10	05:07	05:03	04:52	04:49	06:18	05:31	05:56	05:49	05:25	07:53	07:45	07:32	07:44	07:55	14:02	12:41	05:15	09:05	06:25			10:29	10:25	10:00	09:22	06:57	06:57	06:29	06:20	06:18			
Camden	Highgate	05:15	05:01	04:59	05:07	05:09	06:06	06:12	06:18	05:57	06:20	08:41	08:42	09:07	08:47	08:15	16:11	08:26	10:17	13:32	09:29		13:17	13:48	13:18	11:01	08:31	06:31	06:59	06:37	06:53				
Camden	Holborn and Covent Garden	05:22	05:12	04:58	05:01	05:16	05:45	06:09	05:41	05:31	05:50	06:27	06:30	06:27	05:58	06:20	11:05	07:58	07:46	11:42	08:24	05:29	05:36	05:59	06:02	05:59	07:16	06:49	06:42	06:42	06:51				
Camden	Kentish Town	03:49	03:45	03:56	03:42	04:09	05:20	04:09	04:56	04:47	04:41	08:47	09:02	07:42	07:38	08:12	11:01	08:29	17:12	10:18	09:02	10:08			10:11	10:33	11:10	05:57	05:49	05:45	05:30	05:50			
Camden	Kilburn	05:35	05:28	05:19	05:07	05:05	06:11	06:06	06:06	05:31	05:39	07:33	06:58																						

## Annex 2A | Pumping and special appliance attendance times - ward data

Borough	Ward	First appliance					Second appliance					Third appliance					Fire rescue unit					Aerial appliance					Overall incident response time (call answer to arrival of first appliance)					
		2015/16	2016/17	2017/18	2018/19	2019/20	2015/16	2016/17	2017/18	2018/19	2019/20	2015/16	2016/17	2017/18	2018/19	2019/20	2015/16	2016/17	2017/18	2018/19	2019/20	2015/16	2016/17	2017/18	2018/19	2019/20	2015/16	2016/17	2017/18	2018/19	2019/20	
Croydon	Broad Green	05:40	05:18	05:07	05:10	05:07	06:13	05:48	05:43	05:59	05:44	07:40	08:32	06:25	07:57	08:13	10:43	08:09	05:37	07:18	15:12		18:02	16:21	17:30		07:26	07:00	06:45	06:51	06:48	
Croydon	Coulsdon Town	08:58	06:40	05:33	05:12	05:41	11:12	09:41	09:47	09:23	09:23	11:54	08:35	00:00	11:10	10:57	12:54	10:41	12:09	09:43	11:19						10:56	08:59	07:13	07:15	07:21	
Croydon	Crystal Palace & Upper Norwood	06:10	06:00	05:26	05:33	05:06	06:54	06:14	06:35	06:05	06:04	07:34	08:11	07:58	07:53	08:13	14:30	12:33	12:36	13:10	14:55	09:40	15:01	11:41	12:34	11:19	09:23	07:47	07:21	07:28	06:46	
Croydon	Fairfield	04:34	04:36	04:29	04:34	04:25	05:41	05:37	05:34	05:57	05:30	07:52	08:30	08:05	08:01	07:46	06:04	04:34	06:54	04:46	05:57	18:36	19:37	15:54	18:58	17:08	06:21	06:25	06:07	06:14	06:05	
Croydon	Kenley	10:56	07:42	07:11	07:08	07:47	11:26	11:00	10:00	10:10	11:00	13:20	12:02	08:59	11:28	00:00	12:00	11:46	03:30	14:13							12:17	09:07	08:47	08:48	09:21	
Croydon	New Addington North	03:26	03:40	03:45	04:05	03:32	05:02	04:48	04:43	05:39	05:24	09:11	10:22	08:51	09:28	09:23	18:47				10:54	08:11			26:51	22:02	21:26	04:57	05:36	05:19	05:35	05:11
Croydon	New Addington South	04:43	04:56	05:12	05:02	05:07	05:44	05:49	06:06	05:34	05:55	11:27	08:54	11:10	11:11	11:04	10:54	13:11	14:40	10:42	22:57						06:30	06:40	06:43	06:38	06:42	
Croydon	Norbury & Pollards Hill	03:25	03:19	02:54	02:57	03:08	04:46	04:00	04:38	04:37	04:06	08:35	07:09	08:40	06:58	07:27	08:33	07:49	08:02	06:12	09:05	13:22	17:08	13:11	10:17	11:13	05:03	04:43	04:48	04:46	04:53	
Croydon	Norbury Park	05:07	05:00	04:43	04:11	04:27	06:07	05:24	05:43	04:57	05:25	07:32	05:40	05:48	06:34	07:44	09:52	09:29	08:52	10:31	10:45	15:25					06:50	06:29	05:55	05:46	06:06	
Croydon	Old Coulsdon	11:28	07:48	07:18	07:05	06:54	13:12	11:58	11:11	10:07	10:57	12:16	14:00	00:00	00:00	08:08	11:09	10:37	14:59	10:08	15:58						13:07	10:48	09:01	09:08	08:11	
Croydon	Park Hill & Whitgift	05:39	05:32	05:20	05:20	05:28	06:28	06:14	05:55	06:42	06:31	09:01	09:01	06:29	07:41	09:57		04:14	04:51		06:08						08:57	06:54	06:58	06:38	06:49	
Croydon	Purley & Woodcote	08:00	05:04	04:43	05:03	04:43	09:14	08:01	07:46	08:08	07:18	10:37	11:08	10:51	12:27	09:02	09:25	08:27	08:59	11:16	12:38						09:26	06:49	06:25	06:54	06:21	
Croydon	Purley Oaks & Riddlesdown	06:19	05:40	04:53	05:43	05:30	07:12	08:20	06:08	06:15	06:58	11:02	00:00	08:46	00:00	06:49	07:56	07:32	05:16	06:33	06:03						08:43	07:21	06:27	07:22	06:53	
Croydon	Sanderstead	07:29	07:00	07:17	07:38	07:56	07:55	07:48	08:00	08:31	09:00	09:35	09:23	07:53	09:37	07:51	08:37	07:58	07:01	20:30	12:31						08:49	08:35	08:57	08:52	09:27	
Croydon	Selhurst	06:00	06:05	05:58	06:02	06:04	06:43	06:59	06:19	06:46	06:31	07:44	07:40	08:01	08:01	06:18	08:01	07:03	06:58	05:38	11:23		17:17		08:14	17:29	07:47	07:43	07:21	07:43	07:39	
Croydon	Selsdon & Addington Village	05:49	05:53	05:41	06:16	05:57	06:46	06:04	06:10	08:04	06:47	10:43	10:15	08:35	08:55	10:13	11:11	06:19	08:23	13:05	08:33						07:35	07:54	07:44	08:19	07:26	
Croydon	Selsdon Vale & Forestdale	05:34	05:40	06:16	06:41	06:34	06:37	07:06	07:36	06:22	08:10	10:00	09:02	09:44	04:34	11:11	15:21	18:03	08:24	08:42							07:09	07:33	07:48	08:22	08:33	
Croydon	Shirley North	05:25	05:16	04:37	05:39	05:23	08:34	07:54	08:00	08:01	08:15	00:00	00:00	08:33	09:23	09:49	10:00	07:43	09:44	09:31	13:10						07:14	07:05	06:07	07:31	06:55	
Croydon	Shirley South	07:07	07:39	07:03	06:44	07:21	08:14	09:16	09:25	09:19	07:59	08:08	09:13	00:00	00:00	10:45	11:52	09:22	11:22	10:07	08:12						09:06	09:21	08:45	08:47	09:05	
Croydon	South Croydon	05:11	05:18	04:49	05:34	05:10	05:48	05:54	05:38	05:23	06:10	09:36	07:36	07:24	07:46	09:11	04:16	07:16	07:21	08:22	08:22			20:37	16:10		06:52	06:55	06:24	07:12	07:00	
Croydon	South Norwood	06:17	06:13	05:59	06:13	06:09	07:42	07:20	07:04	07:20	07:07	08:39	08:27	07:19	07:59	07:47	12:28	09:55	09:04	09:38	10:06	12:15		12:53	13:04	12:05	07:51	07:42	07:33	07:59	07:37	
Croydon	Thornton Heath	05:43	06:06	05:54	05:50	05:48	06:27	06:55	06:35	06:58	06:18	08:58	10:23	07:28	08:05	07:48	10:56	09:30	12:25	09:43	10:03	17:24	14:36	14:13	13:49	14:08	07:16	07:50	07:23	07:35	07:27	
Croydon	Waddon	04:44	04:57	04:46	04:48	04:33	05:30	05:55	06:03	05:20	05:22	08:08	07:34	08:19	06:41	06:54	05:23	05:00	07:34	06:19	04:19	13:43		13:43	11:33	16:10	06:33	07:01	06:43	06:42	06:27	
Croydon	West Thornton	04:45	04:59	04:34	04:43	04:41	05:36	05:38	05:05	05:28	05:10	07:09	07:17	06:54	06:28	07:14	07:43	08:12	09:47	07:17	07:33	13:15	18:10	14:38	14:24	13:24	06:25	06:35	06:16	06:32	06:20	
Croydon	Woodside	05:20	05:29	05:25	05:13	05:14	08:28	08:21	08:05	08:23	07:58	10:15	08:07	09:24	09:17	08:25	09:04	08:44	11:36	21:09	10:15				17:12	19:22	07:09	06:57	07:35	06:42	06:43	
Ealing	Acton Central	04:42	04:45	04:43	04:35	04:36	06:47	06:58	07:13	06:39	07:02	06:43	09:01	08:33	08:05	06:09		13:50	13:01	08:11	14:12			12:13	15:04	06:09	06:18	06:15	06:04	06:01		
Ealing	Cleveland	06:16	06:07	05:44	05:54	05:37	08:35	08:31	08:37	08:25	08:08	10:00	07:52	10:18	08:00	08:35	12:48		16:51	18:21	13:43	14:03		12:31	11:45	10:39	09:29	07:25	07:18	07:27	07:11	
Ealing	Dormers Wells	04:04	04:28	04:09	04:24	04:33	04:35	05:49	06:07	06:03	05:43	07:55	08:01	07:29	09:01	08:04	10:15	12:33	11:58	14:19	14:15	13:19	17:54	11:44	14:01	13:20	05:46	06:09	06:06	06:24	06:26	
Ealing	Ealing Broadway	04:30	04:38	03:51	03:46	03:56	07:11	07:58	06:23	06:16	06:25	07:10	09:01	08:03	08:22	07:53	12:40	13:28	11:35	10:15	15:38	15:58	15:26	12:18	14:09	14:37	06:19	06:31	05:45	05:28	05:31	
Ealing	Ealing Common	05:12	04:54	04:44	04:42	04:45	06:41	06:25	06:26	06:03	06:00	07:52	08:42	07:39	07:33	06:11	09:40	13:37	10:42	10:37	09:55				11:49		07:12	06:37	06:31	06:30	06:15	
Ealing	East Acton	06:11	05:55	05:50	05:52	05:52	07:51	06:49	07:05	07:19	07:39	08:33	07:18	07:47	08:05	06:39	13:38	08:11	13:31	11:54	13:52	08:53		12:17	10:09	13:09	08:54	07:41	07:26	07:31	07:32	
Ealing	Elthorne	05:09	05:00	04:36	04:39	04:45	07:00	07:14	06:58	06:45	07:06	09:29	08:35	09:23	08:59	07:02	12:38	13:25	12:34	16:03	14:03		11:01	15:49	18:30	13:44	06:39	06:33	06:15	06:15	06:28	
Ealing	Greenford Broadway	06:26	06:25	06:25	06:26	06:10	07:11	06:58	07:25	07:04	07:06	08:26	09:38	09:48	09:16	07:24	13:26	14:17	12:45	15:04	11:06	12:41	10:47	12:30	11:43	11:31	08:09	08:14	08:07	08:09	07:39	
Ealing	Greenford Green	06:53	06:49	06:46	06:54	06:35	07:39	07:55	08:09	07:59	07:02	10:30	09:31	11:49	13:22	07:49	12:40	11:27	13:54	10:41	14:23		08:04				08:50	08:33	08:44	08:47	08:02	
Ealing	Hanger Hill	06:34	07:10	06:44	06:42	06:48	08:21	08:54	08:31	07:48	08:11	11:02	08:13	08:59	10:09	12:11	10:05	12:03	13:00	09:41	09:36	08:27		08:53			08:19	09:23	08:29	08:34	08:36	
Ealing	Hobbayne	06:47	07:03	06:28	06:22	06:29	08:12	08:16	08:16	07:57	07:50	08:35	08:27	09:19	09:33	08:41	14:28	17:27	13:46		15:58			13:50	13:22	14:30	08:33	08:37	07:52	07:58	07:50	
Ealing	Lady Margaret	05:20	05:11	05:12	05:07	05:37	06:06	05:37	06:58	06:21	06:57	10:29	07:18	07:28	06:21	07:31	14:29		13:25								07:03	07:31	06:45	06:33	07:06	
Ealing	North Greenford	05:05	05:06	04:42	04:54	05:13	06:37	06:23	06:20	05:50	06:08	11:29	09:17	08:24	09:57	08:28	11:13	11:30	06:32	06:27	06:47			16:59	08:05	07:04	06:55	06:32	06:44	07:12		
Ealing	Northfield	05:34	05:29	05:41	05:12	05:26	07:13	06:58	06:25	06:37	06:16	00:00	08:06	07:16	07:38	08:52	08:04	13:31	08:16	08:57	07:15						07:06	06:51	07:20	06:40	06:56	
Ealing	Northolt Mandeville	05:18																														

## Annex 2A | Pumping and special appliance attendance times - ward data

Borough	Ward	First appliance					Second appliance					Third appliance					Fire rescue unit					Aerial appliance					Overall incident response time (call answer to arrival of first appliance)				
		2015/16	2016/17	2017/18	2018/19	2019/20	2015/16	2016/17	2017/18	2018/19	2019/20	2015/16	2016/17	2017/18	2018/19	2019/20	2015/16	2016/17	2017/18	2018/19	2019/20	2015/16	2016/17	2017/18	2018/19	2019/20	2015/16	2016/17	2017/18	2018/19	2019/20
Greenwich	Coldharbour and New Eltham	06:20	05:38	05:33	05:50	05:34	07:19	07:03	07:19	06:43	06:29	09:39	10:14	06:22	06:19	06:00	12:07	12:26	12:18	12:58	16:53						08:04	07:19	07:12	07:23	07:06
Greenwich	Eltham North	04:30	04:56	04:21	04:12	04:08	07:43	07:50	07:31	06:56	06:31	08:05	09:00	08:28	09:26	07:22	10:57	13:11	11:10	10:20	13:03						11:09	06:42	05:47	05:52	05:42
Greenwich	Eltham South	04:42	04:33	04:45	04:52	03:55	06:55	07:04	07:11	06:47	06:38	10:04	06:38	09:54	08:54	07:05	10:02	10:53	12:26	12:12	11:50						06:31	06:11	06:43	06:45	05:32
Greenwich	Eltham West	05:56	05:30	05:19	05:19	05:38	07:35	07:25	06:44	06:57	06:56	11:53	09:20	09:43	09:12	07:07	15:33	09:20	15:03	08:16	09:47						07:38	07:26	06:57	07:00	07:16
Greenwich	Glyndon	05:14	05:03	04:41	04:45	04:37	06:37	06:26	05:23	06:23	05:34	09:25	09:58	08:30	09:20	08:53	14:45	13:13	13:21	12:33	13:58						07:04	06:40	06:17	06:21	06:20
Greenwich	Greenwich West	04:25	04:31	04:01	04:06	04:03	05:59	06:23	05:53	05:27	05:41	07:13	07:52	07:26	06:33	06:26	09:33	10:44	07:25	10:02	11:03	08:23	04:29	04:28	05:08	05:58	06:18	06:27	05:46	06:40	05:50
Greenwich	Kidbrooke with Hornfair	06:11	06:19	06:10	06:21	06:12	07:01	07:38	06:53	06:46	06:50	07:46	08:12	06:46	06:57	07:06	12:03	12:48	07:42	12:12	11:48	08:09	13:40	08:02	10:36	09:44	07:49	08:03	07:50	08:04	08:02
Greenwich	Middle Park and Sutcliffe	05:17	04:39	04:50	04:50	04:36	07:13	07:02	07:02	07:14	06:08	11:22	14:50	11:10	00:00	00:00	09:04	10:40	17:16	10:32	08:22						06:53	06:17	06:33	06:22	06:15
Greenwich	Peninsula	05:07	05:08	04:54	05:00	05:01	06:10	05:47	06:35	05:47	06:39	09:06	07:11	07:38	08:24	08:17	14:47	13:45	11:34	15:58	12:26	13:26	14:57	10:23	10:49	10:15	06:59	08:21	07:12	06:44	07:11
Greenwich	Plumstead	03:54	04:07	03:46	03:57	04:30	04:49	05:05	05:43	05:25	05:16	08:16	08:44	07:39	07:39	07:47	08:02	10:31	12:14	07:28	08:18						05:33	05:58	06:13	05:45	06:30
Greenwich	Shooters Hill	06:57	07:06	06:35	06:31	06:09	07:51	07:34	07:22	07:08	07:25	08:05	09:13	09:17	09:16	08:27	09:31	11:52	09:46	10:53	10:55						08:36	08:56	08:17	08:01	08:01
Greenwich	Thamesmead Moorings	06:16	06:23	06:06	06:23	06:45	07:10	07:43	07:35	07:07	08:03	09:56	09:18	09:49	08:58	09:43	12:45	13:34	11:56	14:49	14:00	16:00	16:38	15:20	18:53	15:02	08:09	08:17	07:45	08:12	08:35
Greenwich	Woolwich Common	06:08	06:15	06:12	06:09	06:13	07:00	06:55	06:44	06:40	06:43	08:42	07:51	08:04	07:59	07:48	12:02	11:24	14:26	13:23	12:30						07:43	07:59	07:51	07:43	07:43
Greenwich	Woolwich Riverside	05:48	06:00	05:25	05:29	05:47	06:30	06:53	06:16	06:03	06:38	07:31	07:18	07:42	07:56	07:21	15:11	12:19	11:24	16:05	14:43	11:28	09:20	11:58	14:40	12:21	07:35	08:05	07:04	07:17	07:34
Hackney	Brownwood	05:44	05:10	05:13	05:37	05:31	07:20	06:41	06:10	05:52	06:45	07:26	07:30	05:52	07:33	08:51	00:02	11:15	08:27		26:46						07:18	07:03	06:47	07:11	07:09
Hackney	Cazenove	05:05	04:45	04:10	04:34	04:39	05:57	05:39	05:12	05:36	05:33	08:32	07:44	07:35	06:32	07:42	09:49	09:57	08:40	19:52	14:08						06:55	06:29	06:07	06:32	06:20
Hackney	Clissold	04:20	04:00	04:36	04:17	04:15	05:27	04:47	05:20	05:24	05:22	08:10	07:50	06:55	06:46	06:11	09:53	06:33	09:37	09:51	07:21						06:05	05:45	06:23	05:45	05:48
Hackney	Dalston	06:17	05:34	05:33	05:23	05:42	06:46	05:54	06:10	06:05	06:13	08:24	07:07	07:13	06:07	06:40	07:09	08:05	07:31	06:21	08:20	12:18	12:00	10:46	10:33	09:46	07:53	07:01	07:08	07:09	07:24
Hackney	De Beauvoir	06:35	05:41	05:45	05:37	05:42	07:07	06:28	06:39	06:50	06:43	08:13	07:46	06:59	07:06	06:45	06:20	35:23	05:53	09:16	15:50						08:18	07:22	07:22	07:12	07:21
Hackney	Hackney Central	05:03	05:01	04:55	05:18	04:58	05:22	05:32	05:22	05:22	05:15	06:43	07:00	07:29	06:34	06:09	07:24	08:17	06:12	06:33	10:33						06:39	06:34	06:30	06:54	06:35
Hackney	Hackney Downs	04:54	04:52	04:58	04:36	04:51	05:50	05:35	05:25	05:53	05:40	07:55	07:15	06:59	07:11	06:29	11:14	10:15	10:43	09:31	08:00	10:52	12:25	09:09		10:42	06:26	06:35	06:27	06:19	06:32
Hackney	Hackney Wick	04:57	05:01	04:14	04:41	04:48	05:26	05:31	05:30	05:49	06:06	07:56	09:20	09:15	06:54	07:45	08:00	09:25	10:06	07:56	08:52	15:26					06:55	07:12	06:00	06:18	06:19
Hackney	Haggerston	05:42	05:07	05:29	05:10	04:56	07:03	06:23	06:18	06:37	06:25	08:48	07:13	07:28	07:28	07:15	07:21	10:55	10:26	07:58	07:58						07:26	06:48	07:29	06:44	06:35
Hackney	Homerton	03:41	04:01	03:48	03:58	04:06	04:40	05:10	04:44	05:08	05:33	07:07	07:34	07:08	08:27	07:06	08:19	09:02	06:53	10:52	10:39	13:53	12:39	11:33	17:25	14:20	05:06	07:04	05:39	05:40	06:02
Hackney	Hoxton East & Shoreditch	04:53	04:41	04:32	04:36	04:21	06:17	06:26	06:15	06:18	05:48	09:02	08:17	08:01	06:28	06:45	09:36	10:49	09:34	11:11	09:10						08:05	06:29	06:11	06:18	06:04
Hackney	Hoxton West	05:05	04:45	04:55	04:31	04:07	06:44	06:40	06:47	06:06	05:28	08:36	07:56	07:04	06:50	06:35	06:46	07:59	09:48	06:18	09:04						06:48	06:31	06:42	06:18	05:55
Hackney	King's Park	04:48	04:36	04:48	04:39	04:52	05:28	05:13	05:57	05:19	06:01	08:53	08:13	07:46	09:15	06:30	12:13	11:19	14:05	14:23	13:00	15:50					06:33	06:21	06:26	06:31	06:45
Hackney	Lea Bridge	05:38	05:24	05:28	05:05	05:07	06:12	06:03	06:04	05:45	05:43	07:38	08:29	07:26	07:25	06:42	15:15	11:00	11:14	13:17	16:18	10:52	08:37	12:04	08:16	09:22	07:20	07:24	07:04	06:49	06:47
Hackney	London Fields	05:47	05:33	05:22	05:18	05:12	07:07	06:33	06:57	06:25	06:14	06:58	07:11	07:45	06:51	06:53	14:47	11:14	10:06	05:45	07:12						07:34	07:30	06:56	06:58	06:44
Hackney	Shacklewell	05:43	05:03	04:56	04:58	05:25	06:11	05:42	06:13	05:26	06:51	06:50	07:36	07:23	08:53	06:00	09:45	06:03	09:00	07:53	05:39						07:26	06:49	06:35	06:35	07:12
Hackney	Springfield	05:42	05:33	05:14	05:18	05:16	06:00	05:50	06:05	05:54	05:42	07:41	06:52	07:33	07:00	05:59	11:12	10:08	13:21	11:05	12:19						07:20	07:13	07:00	07:02	07:13
Hackney	Stamford Hill West	04:38	04:15	04:57	04:17	04:26	06:07	04:34	06:31	05:35	05:31	06:25	06:55	08:27	05:55	07:39	10:31	12:50	11:36	14:19	15:45						06:18	05:43	06:36	06:25	06:04
Hackney	Stoke Newington	04:10	03:46	04:04	03:45	04:20	05:15	04:45	04:50	05:24	04:58	07:48	07:49	07:41	07:56	07:42	11:33	09:07	10:08	15:25	09:54						06:06	05:46	05:44	05:21	06:24
Hackney	Victoria	05:24	05:15	05:28	05:26	05:22	05:53	05:55	06:10	06:33	06:42	06:15	06:11	06:31	05:30	06:25	05:12	17:39	04:39	18:12	11:22	14:32					06:58	07:12	06:59	07:04	07:02
Hackney	Woodberry Down	05:40	05:28	05:16	05:05	05:16	06:31	06:05	06:07	05:38	05:56	07:20	07:35	07:23	06:31	06:41	11:52	09:35	10:20	09:58	10:53	08:10					08:54	07:16	06:49	06:46	06:58
Hammersmith and Fulham	Addison	04:06	04:19	04:27	04:03	03:56	05:18	05:19	05:20	05:00	05:05	05:51	06:44	06:38	06:38	06:14	10:44	13:28	11:23	15:08	17:31						05:54	06:07	05:55	05:43	05:34
Hammersmith and Fulham	Askew	05:18	05:24	05:27	05:13	05:10	06:06	06:25	06:06	06:03	05:41	06:44	05:52	07:10	07:00	06:40	14:26	14:03		11:27	14:04						06:48	06:52	07:02	06:41	06:46
Hammersmith and Fulham	Avonmore and Brook Green	04:36	04:21	03:55	04:08	04:22	04:45	04:55	04:28	04:59	05:04	06:38	07:06	06:24	06:16	06:01	12:54	08:17	16:39	11:37	13:59						06:26	06:13	05:45	05:40	06:17
Hammersmith and Fulham	College Park and Old Oak	06:17	06:02	05:57	05:45	05:54																									

## Annex 2A | Pumping and special appliance attendance times - ward data

Borough	Ward	First appliance					Second appliance					Third appliance					Fire rescue unit					Aerial appliance					Overall incident response time (call answer to arrival of first appliance)					
		2015/16	2016/17	2017/18	2018/19	2019/20	2015/16	2016/17	2017/18	2018/19	2019/20	2015/16	2016/17	2017/18	2018/19	2019/20	2015/16	2016/17	2017/18	2018/19	2019/20	2015/16	2016/17	2017/18	2018/19	2019/20	2015/16	2016/17	2017/18	2018/19	2019/20	
Harrow	Edgware	05:03	06:08	05:39	05:05	05:17	06:02	06:49	06:14	06:13	06:21	10:04	10:24	08:13	08:20	07:42		17:30	14:10	15:07	14:28				16:11	16:56	07:03	07:53	07:03	06:37	06:42	
Harrow	Greenhill	06:47	06:32	06:23	06:14	06:22	08:32	08:01	08:03	08:07	08:00	10:38	08:33	08:45	07:43	08:02		09:12	09:42	10:28	13:06	14:11	08:55	11:22	11:00	10:21	11:12	08:26	08:14	07:59	08:14	07:56
Harrow	Harrow on the Hill	05:46	05:42	05:39	05:39	05:25	06:26	06:15	06:21	07:09	06:37	07:26	09:04	07:14	07:33	07:17		09:06	07:15	07:08	09:51	06:19				11:02	07:08	07:12	07:05	07:10	07:12	
Harrow	Harrow Weald	07:16	06:52	06:39	06:21	06:37	08:44	07:38	07:35	07:45	07:53	09:30	10:44	08:20	07:35	08:49		17:27	13:36	10:39	11:45	18:36					08:54	08:28	08:38	07:48	08:24	
Harrow	Hatch End	06:59	05:55	05:37	05:03	05:28	09:56	09:16	09:00	07:56	08:30	13:05	00:00	10:55	07:12	11:31		26:17	13:43		13:07	12:15					10:17	07:28	06:59	06:35	06:54	
Harrow	Headstone North	04:15	04:24	04:15	04:33	04:08	08:03	08:39	07:10	08:09	07:42	12:33	09:28	08:04	10:38	00:00			10:14	11:25	10:28	12:49					05:54	06:17	05:47	06:16	05:57	
Harrow	Headstone South	05:45	05:17	05:19	05:02	05:07	07:02	07:12	07:25	06:38	06:29	11:04	08:16	06:59	00:00	05:08		12:41	10:56	09:26	23:53	29:31		10:10	11:09	11:17	07:23	06:51	06:51	06:29	06:34	
Harrow	Kenton East	05:23	05:09	05:34	04:57	05:13	06:05	05:46	06:12	06:21	05:53	11:04	08:19	11:51	00:00	09:03		11:27	11:47	14:36		10:38					06:43	06:43	06:55	06:24	06:31	
Harrow	Kenton West	05:51	06:20	06:38	06:47	06:23	06:06	06:39	06:51	06:53	07:16	00:00	07:16	08:42	06:32	07:25			10:02		13:33	06:40					07:53	07:55	07:59	08:29	07:38	
Harrow	Marlborough	06:24	06:27	06:15	05:42	06:13	07:49	08:03	07:36	07:21	06:42	08:55	09:33	08:45	08:19	08:43		10:33	08:53	14:04	09:16	13:32					07:58	08:18	07:43	07:17	07:36	
Harrow	Pinner	06:34	06:40	06:16	05:16	05:58	09:47	09:59	09:33	08:48	08:55	10:50	11:43	09:20	09:01	11:07		17:59	13:43		14:37	16:33					07:54	07:59	07:43	06:38	07:22	
Harrow	Pinner South	05:52	05:48	05:03	04:53	05:30	07:58	08:00	07:20	08:00	08:22	00:00	08:24	07:28	09:34	09:46		14:01	13:12	25:49	15:14	13:05					07:17	07:14	06:19	06:34	06:45	
Harrow	Queensbury	05:01	04:32	04:55	04:41	04:46	05:48	05:37	06:05	05:29	06:34	11:01	08:56	07:11	11:55	00:00			10:43	12:21	11:04	13:11					06:42	06:01	06:18	06:26	06:39	
Harrow	Rayners Lane	05:37	05:31	05:26	05:36	05:24	06:46	07:09	06:50	07:06	06:37	08:06	12:14	00:00	06:04	05:06		15:01	12:21	11:26	11:05	11:00					07:14	07:10	07:13	07:18	06:56	
Harrow	Roxbourne	05:12	05:34	05:01	04:57	04:59	07:02	07:13	05:55	06:20	06:12	07:36	08:20	08:08	07:04	07:44		10:06	15:19	09:28	05:22	10:36		16:22	08:27		06:55	07:21	06:47	06:24	06:38	
Harrow	Roxeth	04:32	04:26	04:13	04:13	04:42	05:28	06:52	04:55	06:06	06:23	09:29	12:26	07:05	08:37	09:09			16:29	08:40	08:33	09:06					10:57	05:50	06:03	06:01	06:38	
Harrow	Stanmore Park	06:14	05:42	06:08	05:30	05:36	06:36	06:21	06:43	06:39	06:51	09:50	09:47	08:59	07:46	10:57		15:39	17:13	15:52	14:04	12:34					08:19	07:14	07:48	07:08	07:05	
Harrow	Wealdstone	06:38	06:46	06:35	06:09	06:38	07:45	07:35	07:37	08:20	07:23	08:53	10:35	09:12	06:32	09:51		10:08		10:42	10:48			10:31			08:01	08:33	08:13	07:37	08:07	
Harrow	West Harrow	06:16	05:57	05:26	06:09	05:42	08:05	07:05	07:08	08:28	07:29	00:00	10:18	06:24	11:00	09:16		11:14	21:25		12:04	12:55					07:42	07:27	06:58	07:24	07:08	
Havering	Brooklands	06:47	05:30	05:24	05:45	05:51	08:29	07:14	07:06	07:51	06:56	11:16	06:14	08:47	09:35	07:38		17:32	22:20	12:20	17:18	17:16	07:15	05:30	05:55	07:17	06:54	08:31	07:15	07:01	07:15	07:30
Havering	Cranham	08:01	08:22	07:39	07:49	07:28	09:15	10:16	09:59	09:27	08:17	09:34	00:00	00:00	00:00	00:00		25:00	27:21	27:05	22:28	22:06					10:07	10:22	09:32	09:34	09:18	
Havering	Elm Park	07:16	07:10	07:12	06:27	07:28	09:42	08:34	09:31	08:46	08:56	08:33	08:53	09:06	10:13	00:00		14:24	12:20	20:14		13:01					09:03	09:08	08:58	08:23	09:43	
Havering	Emerson Park	05:29	05:26	05:31	05:40	05:35	08:28	08:46	08:05	07:29	06:42	00:00	10:50	07:31	05:43	00:00		21:23	26:23	23:04	34:09	23:17					06:58	06:55	07:37	06:46	08:24	
Havering	Gooshays	05:44	06:00	06:03	05:50	05:48	06:43	08:05	07:35	07:30	07:42	08:32	10:18	12:33	10:22	11:26		21:09	20:37	24:15	21:47	25:39					07:27	07:50	07:53	07:33	07:44	
Havering	Hacton	06:23	05:47	05:51	05:14	06:06	10:57	10:53	10:09	10:49	10:02	00:00	15:55	13:27	00:00	15:07			16:53		26:50						08:47	07:21	07:23	06:49	07:52	
Havering	Harold Wood	04:56	05:01	05:05	05:01	04:42	07:12	07:29	06:41	06:57	06:49	06:22	00:00	00:00	06:55	05:20		25:18		12:08		21:22					06:57	07:41	07:16	06:53	06:15	
Havering	Havering Park	06:24	06:29	05:51	06:13	06:20	08:41	08:24	09:03	08:43	08:08	08:52	09:39	13:37	11:05	09:40		20:17	23:51	34:10	23:09		07:29		14:51		12:15	08:14	08:02	07:32	07:45	08:15
Havering	Heaton	04:58	05:06	04:40	05:05	04:50	06:15	06:49	06:22	06:28	06:40	05:50	00:00	00:00	07:44	12:10		17:07	28:50	18:16	27:55		12:22		11:58	25:51	06:38	06:48	06:12	06:47	06:11	
Havering	Hylands	06:11	06:03	05:50	05:54	05:42	08:13	07:14	07:51	06:57	06:48	10:52	05:49	09:08	07:43	06:00		23:49	17:24	14:48							07:59	07:45	07:21	07:20	07:00	
Havering	Mawneys	05:59	05:17	05:27	05:58	05:55	08:13	07:44	08:25	07:47	08:16	09:44	08:26	15:07	07:15	08:17		19:57	20:38		18:39	12:30					07:37	07:01	07:05	07:32	08:00	
Havering	Pettits	04:01	04:57	04:05	04:23	04:23	06:38	08:22	07:10	07:34	07:36	07:23	10:08	00:00	11:50	09:29		18:52	19:36	19:41	23:13	14:09					05:58	06:55	05:30	06:13	06:19	
Havering	Rainham and Wennington	06:34	06:38	07:08	07:22	06:27	12:03	10:32	10:46	09:58	09:48	13:26	11:48	10:43	12:53	09:00		14:19	14:05	16:00	14:25	12:01			10:02		08:41	09:41	09:29	09:46	08:59	
Havering	Romford Town	05:57	05:21	05:18	05:22	05:35	07:55	06:58	06:56	06:40	07:11	08:46	07:38	07:46	07:42	07:50		16:22	13:39	20:22	16:14	15:52	07:37	08:26	07:55	08:19	07:39	06:57	06:58	06:57	07:22	
Havering	South Hornchurch	07:28	07:14	07:11	07:18	07:57	09:34	08:11	07:54	08:08	09:04	09:33	08:33	09:38	09:27	12:10		10:35	09:23	11:22	14:06	14:50					09:47	09:01	09:06	09:16	09:38	
Havering	Squirrel's Heath	05:18	05:39	05:12	05:05	05:22	06:43	07:31	06:22	06:00	06:51	07:50	07:03	07:53	08:39	07:51		22:45	18:30	18:58	17:15	21:27			10:37	10:57	07:12	07:12	06:53	06:38	06:56	
Havering	St. Andrew's	04:52	04:20	04:00	03:58	03:45	10:14	09:19	08:34	08:07	09:38	12:05	10:27	10:47	08:36	09:52		17:38	17:47	18:50	24:48	14:14			10:07	09:56	06:37	06:09	05:29	05:35	05:21	
Havering	Upminster	07:20	07:51	07:45	07:41	07:35	12:33	10:37	11:02	11:46	11:13	00:00	14:42	10:33	14:49	00:00		31:43	26:36	19:45	23:42	18:12					10:20	09:35	09:17	09:49	09:33	
Hillingdon	Barnhill	06:45	06:57	06:31	07:03	06:49	07:13	07:00	06:57	08:05	08:08	08:10	10:30	08:53	06:15	10:24		14:10	23:35	11:02	10:30	15:08		09:16			08:35	08:25	08:31	08:45	08:46	
Hillingdon	Botwell	05:48	05:44	05:33	05:36	05:30	07:06	07:53	07:26	06:50	06:56	07:59	07:54	08:44	07:50	08:42		20:05	14:59	13:56	11:51	14:35	10:18	08:42	06:43	06:26	07:37	07:34	07:38	07:19	07:13	07:19
Hillingdon	Brunel	05:26	05:02	04:54	04:30	04:24	05:35	05:53	06:51	06:08	05:56	08:44	09:50	08:10	10:20	08:51		18:46	15:35	19:15	16:11	17:11			09:31	09:23	07:34	07:34	07:34	07:34	06:41	
Hillingdon	Cavendish	07:17	07:18	06:54	06:49	07:16	08:38	07:5																								

## Annex 2A | Pumping and special appliance attendance times - ward data

Borough	Ward	First appliance					Second appliance					Third appliance					Fire rescue unit					Aerial appliance					Overall incident response time (call answer to arrival of first appliance)										
		2015/16	2016/17	2017/18	2018/19	2019/20	2015/16	2016/17	2017/18	2018/19	2019/20	2015/16	2016/17	2017/18	2018/19	2019/20	2015/16	2016/17	2017/18	2018/19	2019/20	2015/16	2016/17	2017/18	2018/19	2019/20	2015/16	2016/17	2017/18	2018/19	2019/20						
Hounslow	Hounslow Heath	06:25	05:58	05:52	06:23	05:46	07:20	06:47	07:19	07:24	06:37	08:17	07:10	09:13	08:20	12:08	06:14	05:03	14:46	10:25	06:17						15:02	11:51	08:21	07:50	07:28	07:59	07:24				
Hounslow	Hounslow South	06:14	06:10	05:27	05:52	05:48	06:38	06:22	06:06	05:52	06:51	08:59	08:54	09:07	08:07	09:21	38:40	04:32	05:22	04:25								07:45	07:32	07:00	07:28	08:04					
Hounslow	Hounslow West	06:00	05:49	05:39	05:39	05:56	07:02	06:48	06:17	07:15	06:41	07:18	08:36	07:16	08:01	08:27	07:20	05:03	05:40	13:20						19:31		07:42	07:16	07:26	07:40	07:41					
Hounslow	Isleworth	05:57	05:58	05:38	05:42	05:47	06:53	06:56	06:31	06:20	06:22	08:24	08:35	08:15	07:41	07:09	14:02	05:19	13:38	05:39	05:19	19:16	23:07	35:36	19:19	19:27						07:35	07:44	07:19	08:09	07:26	
Hounslow	Osterley and Spring Grove	05:12	05:10	04:55	05:05	04:35	06:37	07:36	07:02	05:43	06:45	11:12	10:24	09:04	09:39	10:16	10:40	12:17	05:17	08:19	07:39	28:00	17:31	15:38						08:20	07:47	07:35	07:06	06:30			
Hounslow	Syon	05:16	05:03	04:57	05:04	05:18	06:43	06:07	05:26	06:34	06:05	08:41	08:29	08:29	07:59	08:00	11:49	13:50	13:02	08:28	07:50	16:59		16:48	18:25						07:05	06:50	07:03	06:41	06:42		
Hounslow	Turnham Green	04:14	04:30	04:29	04:24	04:01	06:51	07:02	06:56	06:27	06:41	07:49	08:01	08:38	07:09	06:55	09:46	12:11	10:18	08:29	14:34						17:04	13:13	09:55	05:53	06:23	07:37	06:08	05:44			
Islington	Barnsbury	05:13	04:59	04:39	04:53	04:36	06:55	06:33	06:16	06:27	06:19	08:23	08:48	06:33	07:16	06:55	07:41	09:30	12:10	05:38	08:15						16:20	10:12	08:40	06:43	06:27	06:17	06:22	06:26			
Islington	Bunhill	04:59	04:37	04:36	04:27	04:23	06:49	06:35	06:31	06:22	06:04	08:08	07:20	06:51	06:43	06:33	07:01	05:26	08:54	16:57	14:29	09:37	08:56	08:03	08:34	08:42						06:43	06:23	06:16	06:07	05:59	
Islington	Caledonian	05:27	05:33	05:20	05:26	05:20	07:00	06:43	06:09	06:11	06:40	08:45	07:52	07:16	07:26	07:58	10:40	06:26	05:46	10:33	12:20	12:23	10:20	10:51	13:28	12:01						07:21	07:03	08:02	07:05	06:54	
Islington	Canonbury	04:54	04:43	04:48	04:43	04:46	06:35	06:28	06:27	06:05	06:23	08:04	09:25	06:49	07:10	05:12	03:56	08:13	06:51	09:19	14:25	12:15	10:04	14:19	11:28						06:56	06:17	06:29	06:21	06:18		
Islington	Clerkenwell	05:30	05:21	05:11	04:56	04:47	06:29	06:44	06:16	05:51	05:50	08:25	07:14	07:18	06:31	06:57	05:09	05:10	08:07	07:40	07:14	08:00	08:04	07:12	07:18	07:40						07:17	07:04	06:45	06:30	06:25	
Islington	Finsbury Park	04:31	04:23	04:17	04:12	04:14	07:18	07:14	07:15	06:58	06:57	08:12	07:54	08:13	06:46	07:03	13:47	11:03	08:48	09:01	07:44						13:02	12:54	12:16	06:12	06:05	06:09	06:05	06:02			
Islington	Highbury East	05:20	04:48	04:49	04:56	05:06	06:45	06:20	06:43	05:45	06:22	10:25	08:11	08:45	06:18	09:00	14:47	00:02		05:01						07:09		06:59	06:29	06:15	06:16	06:26					
Islington	Highbury West	05:02	04:47	04:45	04:24	04:55	06:51	06:40	06:03	05:57	06:34	07:41	07:57	07:43	07:20	06:18	07:51	11:50	09:01	09:40	06:23			10:36	10:51	11:12	11:02						06:49	06:40	06:17	06:06	06:19
Islington	Hillrise	05:21	05:21	04:56	04:47	05:02	06:27	07:15	06:01	06:06	06:27	07:34	06:06	06:44	06:24	06:38	08:31	09:44	11:00	08:00	13:30						12:15	15:41	07:14	07:25	06:03	06:28	06:42				
Islington	Holloway	05:00	04:46	04:50	04:34	04:38	06:15	05:55	05:57	05:40	05:44	06:34	07:58	06:05	06:42	06:35	07:56	11:33	09:22	10:28				11:01	11:47	11:26						06:40	06:23	06:37	06:13	06:08	
Islington	Junction	05:01	04:53	05:19	04:39	04:33	06:00	05:48	05:48	05:40	05:33	05:54	07:17	07:28	06:34	07:05	13:16	09:37	08:48	11:38	09:12	16:39		12:39	15:02	10:02						06:44	06:44	07:01	06:24	06:04	
Islington	Mildmay	05:51	05:02	05:11	04:57	05:07	06:55	06:23	06:12	06:15	06:09	08:43	07:52	06:50	05:17	07:17	06:53	06:34	06:17	05:02	09:30	11:35		13:39		14:18						07:49	06:46	06:38	06:46	06:46	
Islington	St. George's	05:05	04:31	04:52	04:16	04:14	05:15	05:02	04:50	04:52	04:52	06:31	08:02	06:17	05:56	05:42	17:21		09:50	09:41	15:13	14:17			13:09	12:24						06:44	06:10	06:23	05:45	06:07	
Islington	St. Mary's	04:03	03:32	03:40	03:26	03:58	07:08	06:18	06:23	06:39	06:33	08:51	08:27	07:01	07:19	06:53	07:07	01:38	05:31	08:41	02:35					08:19						05:43	05:06	05:37	05:06	05:38	
Islington	St. Peter's	04:54	04:34	04:42	04:30	04:28	07:04	06:33	06:22	06:25	06:34	07:22	09:04	07:16	07:47	06:30	10:07	05:23	05:47	06:52	09:10			19:15	08:59	09:51	09:07						06:38	06:20	06:25	06:11	06:15
Islington	Tollington	04:38	04:48	04:10	04:31	04:31	06:54	07:04	06:21	06:22	06:12	07:34	07:42	06:41	06:27	08:54	09:59	07:09	08:10	08:57	08:47	10:52		12:01	12:49						06:22	06:25	05:53	06:08	06:04		
Kensington and Chelsea	Abingdon	04:45	04:39	04:37	04:43	04:34	06:23	06:33	06:18	06:06	06:21	06:45	07:20	05:36	07:33	06:54	14:14		10:19	06:50	09:00	09:49	10:20	09:43	09:26	10:26						06:28	05:53	06:07	06:26	06:10	
Kensington and Chelsea	Brompton & Hans Town	05:11	04:59	04:52	04:55	05:01	06:48	06:40	06:32	06:32	06:23	08:39	08:47	08:30	07:48	08:10	08:31	08:50	09:44	06:02	10:22	09:14	09:13	09:29	08:32	08:11						08:14	06:24	06:19	06:29	06:34	
Kensington and Chelsea	Campden	04:22	04:41	04:15	04:12	04:16	06:42	06:44	06:07	06:14	05:46	09:15	07:32	07:23	06:14	06:27	07:11	06:57	09:55	06:52	05:29	09:01	08:44	08:37	07:46	07:54						06:01	06:21	05:30	05:44	05:56	
Kensington and Chelsea	Chelsea Riverside	04:53	04:16	04:07	04:18	04:15	06:37	06:40	05:44	06:16	06:20	07:24	07:14	06:39	08:15	07:23	07:35	07:56	14:30	09:25	11:21	10:25	10:29	09:11	10:03	09:04						07:26	05:50	05:42	06:07	05:56	
Kensington and Chelsea	Colville	04:25	04:09	04:08	04:13	04:13	04:51	05:03	04:39	04:50	04:46	06:31	06:50	06:33	06:27	06:10	07:53		10:58	06:16	07:12	06:34	07:20	06:32	07:35	07:26						05:53	05:46	05:43	05:45	06:05	
Kensington and Chelsea	Courtfield	05:09	04:30	04:45	04:46	04:33	06:21	06:01	05:49	05:41	05:48	10:02	06:43	07:25	07:08	07:36	05:49	05:48	08:57	08:54	03:13	10:46	10:59	10:32	10:19	11:27						06:39	05:58	06:12	06:22	06:07	
Kensington and Chelsea	Dalgarno	04:05	03:58	04:05	03:54	03:35	04:58	05:11	05:13	04:23	04:38	07:34	08:17	06:52	07:10	07:05	00:07	09:29	01:47	06:21	14:19	10:15	12:17	09:20	07:06	08:51						05:51	05:27	05:37	05:29	05:04	
Kensington and Chelsea	Earl's Court	05:31	05:36	05:07	05:42	05:30	07:19	06:47	06:28	06:30	06:33	09:08	08:05	06:36	06:58	07:10	07:40	07:34	06:22	12:26	07:16	12:19	11:20	12:33	10:06	10:39						07:07	07:12	06:48	07:25	07:05	
Kensington and Chelsea	Golborne	03:38	03:51	03:42	03:30	03:20	04:52	05:09	05:06	04:35	04:28	07:33	06:32	06:12	06:59	06:58	05:53	11:02	08:42	07:37	05:47	08:50	07:12	06:47	07:17	06:43						05:25	05:48	05:53	05:23	05:14	
Kensington and Chelsea	Holland	05:32	05:23	05:07	05:07	05:03	06:21	05:50	05:59	05:41	06:11	06:00	07:29	06:13	05:13	05:31	09:29	07:52	08:30	09:07	10:21	07:25	07:58	10:04	08:34	08:47						07:24	12:33	06:46	07:22	06:55	
Kensington and Chelsea	Norland	04:51	05:04	04:54	04:50	04:36	05:33	05:28	05:36	05:15	05:04	06:12	06:29	06:53	06:42	06:19	09:01	13:00	14:21	13:34	07:36	07:52	09:49	07:58	07:39	08:10						06:29	06:27	06:26	06:19	05:57	
Kensington and Chelsea	Notting Dale	04:55	04:45	04:50	04:32	04:43	05:39	06:03	05:48	05:23	05:34	07:59	09:14	08:23	07:01	07:45	16:39	11:34	06:59	10:31	11:17	10:01	11:11	09:59	09:27												

## Annex 2A | Pumping and special appliance attendance times - ward data

Borough	Ward	First appliance					Second appliance					Third appliance					Fire rescue unit					Aerial appliance					Overall incident response time (call answer to arrival of first appliance)									
		2015/16	2016/17	2017/18	2018/19	2019/20	2015/16	2016/17	2017/18	2018/19	2019/20	2015/16	2016/17	2017/18	2018/19	2019/20	2015/16	2016/17	2017/18	2018/19	2019/20	2015/16	2016/17	2017/18	2018/19	2019/20	2015/16	2016/17	2017/18	2018/19	2019/20					
Lambeth	Streatham South	04:55	05:24	04:56	05:20	04:51	05:41	05:45	04:48	05:33	05:40	06:16	07:59	08:10	06:29	05:07	12:15	11:22	13:48	13:54	13:49											06:32	06:50	06:21	06:58	06:34
Lambeth	Streatham Wells	06:04	05:37	05:48	05:52	05:43	06:31	06:00	06:36	05:51	06:07	07:28	08:24	07:28	06:52	06:57	11:17	13:44	12:20	16:28	13:31											10:32	07:13	07:16	07:27	07:10
Lambeth	Thornton	06:15	06:13	05:47	05:59	05:52	07:09	07:10	06:22	06:20	06:23	08:15	08:12	07:26	07:01	06:36																06:48	06:29	07:22	06:51	06:08
Lambeth	Thurlow Park	05:26	05:20	05:05	04:59	05:33	06:21	05:38	05:56	05:45	06:06	08:57	07:33	06:54	07:52	07:20	12:42	10:28	12:29	11:04	12:33											10:40	09:35	12:53	09:12	09:44
Lambeth	Tulse Hill	05:47	05:19	05:19	05:19	05:13	06:03	06:17	06:03	05:41	05:18	06:10	07:04	07:13	06:55	07:08	10:35	16:11	11:37	11:24	07:43											07:22	09:18	08:40	08:40	08:20
Lambeth	Vassall	04:48	04:59	04:31	04:36	04:31	05:12	05:37	05:02	05:16	05:14	07:24	05:36	06:05	06:16	06:18	10:52	07:10	17:17	15:21	12:23											06:12	07:25	09:06	09:38	06:28
Lewisham	Bellingham	06:19	06:19	06:20	06:14	06:02	08:27	07:58	07:36	07:20	08:12	15:08	08:19	09:06	08:51	09:12	10:02	09:05	08:17	14:41	09:11											07:15	08:52	08:25	11:53	08:14
Lewisham	Blackheath	04:42	04:38	04:43	04:31	04:30	06:40	06:51	05:42	05:51	05:43	06:12	08:53	07:35	06:46	06:20	05:09	11:13	11:50	08:30	06:53										07:15	05:56	09:17	15:37	03:48	
Lewisham	Brockley	05:40	05:19	05:11	05:19	05:08	06:40	06:45	06:11	06:15	06:34	06:51	07:17	05:35	05:00	06:08	07:35	11:18	08:30	08:57	07:32										07:24	08:15	05:19	06:13	06:29	
Lewisham	Catford South	05:40	05:44	05:49	05:30	05:40	06:48	07:19	06:40	06:30	06:51	00:00	00:00	08:12	07:45	08:44	05:45	06:01	11:15	15:15	07:00											07:13	07:54	06:21	08:29	07:08
Lewisham	Crofton Park	04:12	04:01	04:07	03:41	04:05	06:44	07:01	06:21	06:34	06:41	08:43	11:57	07:47	08:18	00:00																05:54	05:44	05:37	05:15	05:44
Lewisham	Downham	06:33	06:45	06:22	06:26	06:35	07:30	07:13	07:31	07:26	07:27	07:47	09:49	07:04	07:09	11:50	07:46	10:07	07:42	08:22	08:13										07:14	11:24		09:07	11:45	
Lewisham	Evelyn	04:51	04:19	04:12	04:18	04:09	06:54	06:33	06:16	06:15	06:17	08:02	07:04	06:52	06:51	06:48	08:30	15:05	07:35	15:49	14:00										07:24	06:39	07:17	07:00	07:12	
Lewisham	Forest Hill	05:26	05:21	05:17	05:02	05:06	08:47	08:43	07:59	07:46	08:15	11:04	09:13	08:27	08:27	08:44	12:08	11:39	11:50	08:40	11:16										04:07	10:04	06:10	07:51	09:58	
Lewisham	Grove Park	06:31	06:03	06:05	06:03	05:32	07:45	07:03	07:24	07:00	06:45	08:58	08:28	07:59	06:58	07:43	11:08	06:37	06:37	13:29	08:34											12:35	13:20	15:31	08:14	
Lewisham	Ladywell	05:08	05:07	04:45	04:38	04:51	06:52	06:38	07:07	06:48	07:00	08:21	10:16	00:00	07:30	06:44	06:30	02:44	03:49	12:12	04:21										08:14				06:49	
Lewisham	Lee Green	04:26	04:10	04:03	04:11	04:13	07:09	06:55	06:09	06:25	06:16	08:41	07:14	07:33	05:49	06:14	15:35	14:54	06:12	06:30	04:52											08:58	07:04	07:45	06:25	
Lewisham	Lewisham Central	04:02	03:55	03:46	03:47	03:45	06:26	06:14	05:43	05:51	05:44	07:24	07:14	06:23	06:18	06:19	06:32	05:26	13:17	09:30	12:33										06:06	05:27	05:45	06:09	05:56	
Lewisham	New Cross	05:01	04:54	04:42	04:41	04:37	06:05	06:30	06:08	05:49	06:04	07:00	06:49	06:18	06:40	06:32	12:22	15:26	11:47	11:35	12:25										09:25	06:16	05:24	06:27	07:45	
Lewisham	Perry Vale	04:36	04:24	04:21	04:07	04:10	08:13	07:49	07:48	07:04	07:12	09:35	08:30	06:55	08:34	09:31	08:25	07:07	13:51	18:02	06:13										04:08	06:03	06:12	04:48	05:57	
Lewisham	Rushey Green	04:34	04:25	04:16	04:25	04:13	06:38	05:56	06:13	05:49	06:07	08:06	08:07	09:19	07:33	07:18	07:25	10:41	06:45	07:32	07:28										05:50	07:09	06:39	05:42	05:09	
Lewisham	Sydenham	06:08	06:03	06:09	06:01	06:02	07:41	08:20	07:18	07:39	07:10	09:04	10:58	09:29	09:39	09:13	09:35	13:57	13:16	10:15	15:36										10:02	06:52	07:56	09:14	09:52	
Lewisham	Telegraph Hill	04:58	04:28	04:38	04:42	04:42	05:45	06:27	06:56	06:58	06:29	07:24	07:43	05:54	05:40	06:30	09:05	09:01	15:02	09:55	12:58										07:50	07:03	07:13	07:07	05:47	
Lewisham	Whitefoot	07:28	07:11	07:00	06:53	06:38	08:30	07:45	07:49	08:06	07:42	08:34	08:08	07:39	08:48	04:28	09:15	06:02	07:13	08:00	18:02										07:05	08:45	07:55	14:08	08:14	
Merton	Abbey	04:08	04:11	03:47	03:41	04:02	07:05	06:46	06:35	06:41	06:54	08:37	07:35	06:44	09:17	09:10	02:53	07:07	02:13	07:14	03:32										07:01	02:59	03:20	09:24	03:54	
Merton	Cannon Hill	06:02	06:09	06:04	05:45	05:54	07:30	08:35	07:03	08:01	07:47	10:31	11:25	06:48	07:26	10:20																04:18	06:17	12:39	09:40	07:28
Merton	Colliers Wood	05:42	05:27	05:45	05:07	05:21	06:36	06:12	07:04	07:16	06:24	07:38	07:02	07:35	07:11	07:56	08:21	09:06	08:21	08:50	12:05										08:47	06:49	04:34	05:01	04:48	
Merton	Cricket Green	05:16	05:30	05:07	04:56	05:17	05:42	07:41	07:40	07:26	08:03	07:49	08:32	10:25	10:13	10:31	09:37	07:11	08:09	07:24	08:19										06:04	06:21	09:28	06:19	16:26	
Merton	Dundonald	04:50	05:00	04:37	04:18	04:31	07:00	09:33	06:27	06:56	07:21	00:00	00:00	09:43	08:21	16:40	05:48	09:48	07:41	04:58	24:36										04:06	04:05	05:49	05:09	06:32	
Merton	Figge's Marsh	06:02	06:20	05:39	05:26	05:34	06:33	08:17	07:39	07:18	07:19	00:00	08:46	10:16	07:37	08:04	09:05	07:58	10:30	09:38	07:30											10:00	14:04	09:45	07:30	07:28
Merton	Graveney	06:29	06:14	06:30	06:57	06:56	07:05	07:15	07:39	07:08	06:19	00:00	00:00	06:28	09:32	09:03	11:20	06:38	07:31	09:04	08:16										08:29				07:56	
Merton	Hillside	06:04	05:42	05:20	05:21	05:20	08:37	08:11	07:50	07:27	07:38	09:50	10:30	11:33	08:34	08:52	08:31	10:43	13:33	08:33	15:08										05:34		06:47	07:31	09:32	
Merton	Lavender Fields	05:53	06:16	05:41	05:19	05:37	07:02	07:21	07:14	06:26	07:15	08:41	07:36	10:13	00:00	00:00															07:44	08:09	06:54	06:44	06:54	
Merton	Longthornton	05:23	05:36	05:02	05:50	05:04	06:30	06:34	06:04	06:05	05:37	09:22	07:42	06:55	05:52	07:46	09:33														06:41	06:47	06:22	08:33	06:40	
Merton	Lower Morden	06:30	07:03	06:23	06:14	06:48	06:48	08:58	07:45	08:19	07:53	09:12	00:00	00:00	05:16	09:30	08:26	09:49	21:06		10:17											07:35	08:59	07:47	07:44	08:21
Merton	Merton Park	04:57	04:23	04:48	04:31	04:07	07:06	06:28	06:47	06:14	06:09	08:09	10:13	09:19	00:00	07:22	05:33	08:06	03:24	04:31	04:11											06:56			06:30	
Merton	Pollards Hill	05:52	06:13	05:14	05:27	05:29	06:40	06:58	05:29	06:30	06:00	00:00	06:58	07:07	09:11	08:19	08:02	12:50	08:16	13:25	09:19											07:22	07:55	06:38	07:09	06:53
Merton	Ravensbury	04:37	04:42	04:10	04:08	03:52	05:30	06:39	06:32	06:55	06:48	09:05	06:08	00:00	06:22	08:44	11:29	03:37	09:40	06:00	13:53											06:30	06:42	06:01	05:59	06:13
Merton	Raynes Park	05:49	05:35	05:13	05:08	05:46	07:02	07:00	07:20	06:30	07:20	09:07	12:07	09:45	08:10	08:59	05:43	14:14	22:02	12:28	14:47											08:01	06:50	06:41	07:26	
Merton	St. Helier	05:42	06:09	05:40	05:05																															

## Annex 2A | Pumping and special appliance attendance times - ward data

Borough	Ward	First appliance					Second appliance					Third appliance					Fire rescue unit					Aerial appliance					Overall incident response time (call answer to arrival of first appliance)				
		2015/16	2016/17	2017/18	2018/19	2019/20	2015/16	2016/17	2017/18	2018/19	2019/20	2015/16	2016/17	2017/18	2018/19	2019/20	2015/16	2016/17	2017/18	2018/19	2019/20	2015/16	2016/17	2017/18	2018/19	2019/20	2015/16	2016/17	2017/18	2018/19	2019/20
Redbridge	Fairlop	05:25	04:56	05:12	05:34	04:43	08:23	08:27	08:49	08:27	09:16	00:00	07:48	08:29	00:00	07:58	15:39	12:31	18:38	14:23	18:48						07:18	07:08	06:54	07:28	06:56
Redbridge	Fullwell	06:51	06:54	06:35	07:06	06:25	08:31	08:34	08:09	09:10	08:18	11:49	09:08	10:57	08:31	10:04	15:49	16:56	20:21	11:48	11:28			20:53			08:28	08:42	08:14	08:49	08:05
Redbridge	Goodmayes	05:23	04:50	04:39	04:42	04:44	05:48	06:13	05:34	05:27	05:41	10:17	07:10	07:37	08:03	09:12	09:33	13:39	09:30	10:40	09:54	10:43					07:10	06:11	06:26	06:29	06:17
Redbridge	Hainault	05:49	05:12	04:36	04:38	05:00	09:54	09:49	09:43	09:08	10:05	11:21	09:36	08:34	08:38	12:53	25:39	19:52	15:23	18:21	16:46			10:19			07:34	07:00	06:24	06:20	06:54
Redbridge	Ilford Town	04:51	04:46	04:30	04:45	04:29	05:56	06:20	05:28	06:18	05:42	10:12	09:08	08:30	08:28	08:17	10:47	10:19	10:31	13:34	13:08	09:21	14:23	13:22	11:13	11:00	08:01	06:50	06:16	06:31	06:12
Redbridge	Loxford	05:56	05:58	05:44	05:49	05:51	06:53	06:32	06:58	07:11	06:44	08:48	09:49	08:25	10:32	08:25	10:51	11:27	06:56	10:20	12:16			11:33			07:37	07:40	07:19	07:26	07:26
Redbridge	Mayfield	05:01	05:05	04:45	04:34	04:54	06:30	05:44	05:37	05:39	05:33	08:43	07:29	08:18	07:52	06:49	08:39	09:34	08:43	08:49	17:14						06:43	06:47	06:20	05:59	06:45
Redbridge	Monkhams	04:34	05:02	04:26	04:54	04:27	08:00	07:24	07:45	08:05	07:15	11:08	00:00	08:14	00:00	10:07	12:19		13:04	18:48	13:46						08:52	07:14	06:26	06:36	06:26
Redbridge	Newbury	04:49	04:42	04:33	04:12	04:17	06:22	05:32	05:36	05:04	05:32	11:03	10:29	08:24	09:22	08:07	11:37	10:33	14:58	12:35	13:13			10:52	10:17	10:11	07:12	06:21	06:14	05:48	05:59
Redbridge	Seven Kings	04:53	05:03	04:34	05:06	04:44	06:04	06:02	05:34	05:28	05:27	08:42	09:57	07:54	05:30	07:28	13:52	20:54	13:16	22:26	20:46	15:38					06:24	06:29	06:06	06:45	06:30
Redbridge	South Woodford	06:30	06:18	05:51	05:37	06:27	09:01	08:37	07:28	08:05	08:00	10:25	09:18	08:59	00:00	09:09	15:53	10:20	12:27	12:21	13:50			14:10			08:15	07:58	07:32	07:07	08:31
Redbridge	Valentines	06:40	05:56	06:05	06:03	06:01	07:45	07:09	06:43	07:01	07:02	10:14	09:40	10:37	00:00	11:01	11:51	14:32	10:56	14:27	15:03			10:20	11:37		08:25	07:35	07:43	07:38	07:31
Redbridge	Wanstead Park	07:21	06:43	06:30	06:25	06:32	09:57	08:14	08:20	08:27	07:37	15:23	13:05	09:58	10:34	11:00	12:16	12:23	08:32	10:21	10:40			18:04			09:37	08:54	08:33	08:31	08:27
Redbridge	Wanstead Village	07:45	06:40	06:10	06:10	06:18	09:35	08:04	07:57	07:55	07:33	10:38	07:22	09:47	11:06	10:09	13:07	08:56	10:41	13:49	11:31			15:09			09:50	08:22	07:52	07:50	08:13
Richmond upon Thames	Barnes	06:25	06:39	05:51	05:58	07:20	07:02	07:31	07:17	07:01	08:56	09:23	09:32	10:02	08:55	09:14	23:48	13:20									07:50	08:29	07:30	07:25	08:38
Richmond upon Thames	East Sheen	06:05	06:00	05:48	06:00	06:18	09:03	08:16	08:01	08:28	08:50	00:00	00:00	00:00	00:00	09:32	15:15	15:21	12:52	13:04	11:59						07:53	07:41	07:43	07:49	08:13
Richmond upon Thames	Fulwell and Hampton Hill	04:04	04:03	04:13	04:22	04:28	05:21	05:43	06:07	05:01	06:08	11:07	09:25	14:03	08:48	10:29	11:47		09:29		18:53						05:42	05:59	06:03	05:53	06:37
Richmond upon Thames	Ham, Petersham and Richmond Riverside	05:45	05:32	05:04	04:59	05:20	06:41	06:49	06:23	06:04	05:53	11:52	09:43	08:32	08:49	09:35	10:26	15:42	15:55	08:32	19:01						07:42	07:27	06:52	06:56	07:26
Richmond upon Thames	Hampton	07:59	07:29	07:12	06:46	07:00	08:12	07:55	06:47	07:45	07:44	11:55	09:27	09:51	08:29	10:55	18:10	14:59	18:20	20:36	18:14						09:51	09:29	08:59	08:25	08:46
Richmond upon Thames	Hampton North	06:47	07:10	06:17	06:41	06:42	08:00	08:18	07:11	07:04	07:46	09:17	09:42	08:16	08:59	12:06			19:37	07:58	10:15						08:17	08:45	08:12	08:36	08:05
Richmond upon Thames	Hampton Wick	06:47	06:22	05:57	06:13	06:19	07:13	07:07	06:31	06:55	06:39	08:21	08:22	07:39	07:36	07:29	18:40	14:19	15:06	13:23	18:04						08:30	07:59	07:41	08:00	08:10
Richmond upon Thames	Heathfield	06:48	06:14	06:01	05:53	05:55	07:11	07:01	07:27	07:50	06:15	08:13	08:56	07:52	07:56	06:41	07:28	06:54	14:01	06:49	18:24			17:53	14:53		08:53	08:05	08:11	07:49	07:21
Richmond upon Thames	Kew	05:25	05:08	04:43	04:40	05:14	07:27	07:42	07:19	07:05	07:20	10:49	10:24	09:46	00:00	00:00	18:48	12:51	09:05	10:50	10:18						07:04	06:55	06:27	06:46	06:56
Richmond upon Thames	Mortlake and Barnes Common	06:24	05:53	06:01	05:42	05:41	08:02	09:07	08:14	08:09	08:08	09:48	09:34	07:33	10:03	00:00	10:43	14:40	12:45	10:31	12:43			12:07			08:09	07:47	07:36	07:22	07:22
Richmond upon Thames	North Richmond	04:47	04:43	04:05	04:19	04:06	08:49	08:19	07:57	07:40	07:58	08:34	07:20	08:58	10:22	10:34	10:07	13:18	08:38	14:23	11:17			12:53			06:24	06:22	05:34	05:56	05:43
Richmond upon Thames	South Richmond	05:19	05:12	04:58	05:06	04:56	08:57	07:55	07:47	07:58	07:39	10:23	10:59	09:08	08:46	08:15	16:30	13:50	13:43	13:06		27:28	16:57	15:36	18:04	23:00	06:44	06:39	06:21	06:24	06:33
Richmond upon Thames	South Twickenham	04:56	04:58	04:44	04:43	04:23	06:46	05:42	06:44	06:08	05:00	09:32	08:47	08:20	09:47	08:04	21:45	08:24	10:58	24:01	15:06						06:31	06:53	06:28	06:24	05:48
Richmond upon Thames	St. Margarets and North Twickenham	06:55	06:44	06:23	06:29	06:23	07:45	08:10	06:59	07:15	07:51	08:58	09:24	08:31	09:29	09:07	15:11	13:55	07:56	10:50	13:07					21:42	08:36	08:15	07:44	08:04	08:17
Richmond upon Thames	Teddington	04:44	05:27	05:06	05:03	05:03	05:44	05:40	06:01	06:25	05:44	09:09	09:48	09:49	09:02	09:43	14:21	12:23	21:18	13:23	11:07				16:12	22:08	06:28	06:54	06:47	06:42	06:31
Richmond upon Thames	Twickenham Riverside	06:19	06:07	06:22	06:00	05:42	07:38	06:59	07:05	07:40	07:12	08:28	07:33	07:14	08:10	09:20	15:00	09:34	11:18	11:41	11:33					18:58	08:06	07:48	07:52	07:29	07:21
Richmond upon Thames	West Twickenham	05:47	04:31	04:41	04:48	03:43	06:24	05:08	06:14	05:55	05:41	08:09	09:14	09:30	08:02	08:41	09:17	11:46		10:27	11:33						07:22	05:54	06:22	06:21	05:23
Richmond upon Thames	Whitton	06:15	06:33	06:01	06:21	06:43	07:15	07:16	07:23	06:35	07:02	09:08	09:18	09:10	08:40	11:34	07:32	12:53	14:03	06:56	06:25						08:00	08:03	07:21	07:55	08:11
Southwark	Borough & Bankside	05:11	04:57	04:43	04:32	04:41	07:05	06:31	06:21	05:53	05:52	06:55	07:15	07:14	06:29	06:39	10:07	13:21	09:06	09:00	10:27	07:36	08:23	08:22	07:11	06:58	06:55	06:41	06:21	06:10	06:22
Southwark	Camberwell Green	04:50	04:56	04:23	04:42	04:40	06:09	05:56	05:14	05:22	05:23	07:33	06:27	05:32	05:55	06:03	14:47	14:10	13:11	10:23	09:25	06:51	07:19	07:04	07:32	07:21	06:32	06:21	05:58	06:10	06:18
Southwark	Champion Hill	06:01	05:50	05:35	05:32	05:27	07:01	07:02	05:59	06:35	06:16	09:52	06:07	06:01	07:18	07:19	14:30	17:22	11:37	14:49	11:41	09:20	09:48	10:20	08:47	09:10	07:37	07:14	07:19	07:11	07:05
Southwark	Chaucer	05:34	05:30	05:01	05:03	04:54	06:31	05:44	05:38	05:54	05:42	07:14	06:41	05:50	05:43	06:25	11:59		09:48	10:24	09:26	06:18	05:22	05:22	05:44	06:34	07:22	07:03	06:40	06:34	06:35
Southwark	Dulwich Hill	06:51	06:35	06:24	06:24	06:21	08:48	08:21	08:09	08:14	07:37	08:01	09:30	00:00	09:03	08:57	22:03	11:14	13:54		10:26	07:38		06:56	06:40		08:26	08:12	08:05	07:55	08:03
Southwark	Dulwich Village	06:30	06:10	05:18	05:26	05:21	07:07	06:52	05:46	05:51	06:09	08:54	08:45	07:57	07:41	07:21	12:35	12:10	12:59	10:56	10:56	07:39				08:35	08:09	07:50	06:37	06:52	06:42
Southwark	Dulwich Wood	06:44	06:16	05:45	05:59																										



## Annex 2A | Pumping and special appliance attendance times - ward data

Borough	Ward	First appliance					Second appliance					Third appliance					Fire rescue unit					Aerial appliance					Overall incident response time (call answer to arrival of first appliance)								
		2015/16	2016/17	2017/18	2018/19	2019/20	2015/16	2016/17	2017/18	2018/19	2019/20	2015/16	2016/17	2017/18	2018/19	2019/20	2015/16	2016/17	2017/18	2018/19	2019/20	2015/16	2016/17	2017/18	2018/19	2019/20	2015/16	2016/17	2017/18	2018/19	2019/20				
Sutton	Worcester Park	06:29	07:10	06:02	06:31	06:11	08:09	06:54	06:52	07:47	08:18	09:23	09:43	09:07	00:00	08:43	17:40		11:18	09:56	10:34										08:06	08:32	07:41	08:17	07:50
Tower Hamlets	Bethnal Green	04:32	04:15	04:17	04:18	04:08	06:55	06:24	06:31	06:30	06:17	08:05	07:38	07:52	06:54	06:46	06:54	09:53	06:13	09:22	05:11	15:05	12:50	17:18	15:38	12:58				06:24	06:02	05:59	06:07	06:10	
Tower Hamlets	Blackwall & Cubitt Town	04:54	05:36	04:56	05:17	05:00	06:14	06:44	06:32	06:49	06:03	06:42	10:12	08:18	09:22	08:09	12:11	10:31	10:26	09:13	10:52	11:29	14:17	16:21	17:19	13:57			06:32	07:30	06:32	07:04	07:03		
Tower Hamlets	Bow East	06:35	06:19	06:04	05:59	06:02	07:32	07:36	07:16	07:13	06:54	07:40	07:45	08:16	07:22	07:34	10:14	14:35	10:42	13:18	09:38	18:49	20:06	16:46	13:30	16:23			08:22	08:02	07:47	08:06	08:01		
Tower Hamlets	Bow West	05:50	05:29	05:21	05:35	05:27	07:47	07:39	07:06	07:05	07:00	08:21	08:57	08:49	09:09	07:13	12:55	07:44	06:00	12:34	10:37	12:18	15:08	12:18	13:53	14:26			07:34	07:06	07:05	07:29	07:12		
Tower Hamlets	Bromley North	05:51	06:23	05:55	05:57	05:52	06:48	07:41	07:17	06:55	07:05	07:13	08:06	07:18	06:39	07:26	05:40	09:47	03:50	08:42	07:38	18:22	16:37	15:47	13:11	13:43			07:31	08:09	07:38	07:42	07:42		
Tower Hamlets	Bromley South	05:45	06:11	05:48	05:19	05:34	06:56	08:03	07:52	07:25	07:21	10:24	08:05	08:09	08:03	07:41	12:13	08:18	11:54	11:31	10:03	12:55	15:36	13:46	15:51			08:05	07:57	07:48	06:58	07:24			
Tower Hamlets	Canary Wharf	04:29	04:22	03:54	04:14	04:04	06:16	06:30	06:13	06:12	05:54	07:29	08:46	07:30	07:45	07:07	11:05	16:53	16:57	11:04	20:25	18:29	15:31	14:01	13:58	15:02			06:12	06:13	06:01	06:17	06:07		
Tower Hamlets	Island Gardens	05:13	05:05	05:03	04:47	05:08	07:01	07:57	07:31	07:02	07:40	07:25	10:12	09:57	08:20	09:07	18:17	22:55	11:02	10:37				08:10	15:57	17:46			06:50	07:02	06:43	06:29	06:44		
Tower Hamlets	Lansbury	04:26	05:03	04:34	04:33	04:43	05:34	07:21	06:54	07:10	07:33	07:57	08:15	07:42	07:12	07:24	09:18	10:47	10:58	14:36	12:50	13:36		14:19	13:26	16:07			06:12	06:39	06:12	06:20	06:28		
Tower Hamlets	Limehouse	05:13	05:07	04:51	04:50	04:48	05:46	05:57	05:56	06:06	05:35	06:42	07:19	08:00	07:23	07:45	12:49	08:39	09:26	10:36	09:18	10:24	14:40	12:14	13:39	13:46			07:06	07:16	06:43	06:51	06:23		
Tower Hamlets	Mile End	05:07	05:28	04:53	04:49	04:37	06:01	06:09	05:38	06:00	05:32	06:50	07:59	06:35	06:43	05:57	07:25	07:58	06:26	06:42	09:31	14:47	16:30	13:33	14:44	14:51			07:28	07:14	06:42	06:43	06:30		
Tower Hamlets	Poplar	04:04	04:10	03:58	03:57	04:13	05:47	07:01	06:25	07:18	07:02	09:30	08:24	07:53	09:52	07:11	11:37	11:09	12:07	11:31	09:21	16:20		14:14	14:26	13:42			06:06	06:17	05:44	06:14	06:19		
Tower Hamlets	Shadwell	05:06	04:13	04:03	03:45	03:35	06:44	05:32	05:27	05:06	04:37	08:06	06:50	06:24	05:44	06:00	09:46	11:41	06:00	08:52	08:07	11:38	11:10	11:50	10:20	11:04			06:47	06:34	05:49	05:28	05:19		
Tower Hamlets	Spitalfields & Banglatown	04:32	04:20	04:23	04:21	04:09	06:48	05:44	05:26	05:41	05:24	07:46	05:56	06:39	06:23	06:39	05:34		09:03	07:16	07:21	12:29	11:21	10:25	10:53	12:07			07:06	05:55	06:20	05:57	05:33		
Tower Hamlets	St. Dunstan's	05:45	05:27	05:06	05:18	05:08	06:34	06:44	06:37	05:57	06:27	07:16	07:44	05:43	06:54	07:50	14:42	12:28	09:42	04:15	09:51	05:53		12:50	10:09	17:17			07:31	07:12	06:44	06:55	06:44		
Tower Hamlets	St. Katharine's & Wapping	06:06	05:23	04:53	05:09	04:54	07:42	05:46	06:59	05:42	05:36	08:12	07:04	07:09	06:36	06:18	09:04	12:57	12:57	10:07	10:56	11:09	04:04	09:55	10:13	09:07			08:01	07:07	06:40	07:03	06:33		
Tower Hamlets	St. Peter's	04:36	04:22	04:14	04:10	04:10	06:30	06:01	05:58	06:10	05:54	08:58	07:06	06:55	07:08	06:37	08:41	08:06	03:17	05:04	05:30	23:08		12:14	10:05	11:06			06:17	06:25	05:58	05:44	05:56		
Tower Hamlets	Stepney Green	05:16	05:00	04:35	04:25	04:40	06:05	06:34	05:48	05:26	05:44	07:06	07:16	07:09	06:24	05:45	11:07	14:49	05:49	05:31	07:10	14:11	12:00	13:20	11:29	11:32			07:08	06:34	06:13	06:01	06:11		
Tower Hamlets	Weavers	05:13	04:48	04:38	04:38	04:32	06:59	06:13	05:52	05:35	05:52	07:56	06:30	06:29	06:54	06:03	07:41		13:32	12:38	06:56			12:12	11:04	11:27	10:50			06:56	06:25	06:11	06:04	06:56	
Tower Hamlets	Whitechapel	04:25	03:51	03:54	03:47	03:45	06:08	05:12	04:53	05:01	04:58	08:00	06:22	05:46	05:37	05:34	12:13	06:28	07:18	07:37	08:57	13:29	12:37	10:34	10:26	09:56			06:19	05:36	05:46	05:35	05:28		
Waltham Forest	Cann Hall	05:33	04:11	03:54	04:03	03:46	06:23	06:00	06:26	06:22	05:37	08:32	08:38	06:54	08:35	06:07	14:43	11:57	07:01	11:07	22:25			16:20					07:03	05:55	05:37	05:35	05:16		
Waltham Forest	Cathall	05:31	04:12	04:14	04:18	04:11	06:02	05:55	05:45	05:47	05:54	08:08	08:01	09:24	07:44	07:08		17:46	18:33	15:28	19:46			15:16	18:50				07:12	05:55	05:52	06:03	05:47		
Waltham Forest	Chapel End	05:35	05:19	04:59	04:50	04:53	07:23	06:21	06:56	06:19	05:40	08:53	09:16	09:34	07:52	04:50	14:29	14:12	15:05	12:44	14:01								07:21	07:14	06:50	06:36	06:22		
Waltham Forest	Chingford Green	04:42	04:27	05:24	04:48	04:31	07:43	07:36	07:35	07:24	07:52	09:30	09:13	07:22	07:53	07:30	14:25	10:38		12:38	11:39								06:27	06:09	07:17	06:57	06:00		
Waltham Forest	Endlebury	04:05	04:19	03:47	04:02	03:45	07:27	07:40	07:29	08:03	07:00	00:00	09:18	00:00	08:16	00:00	10:39	09:31	11:53	11:24	11:48				16:12			05:33	05:59	05:27	05:28	05:40			
Waltham Forest	Forest	05:34	05:42	05:15	05:38	05:18	06:14	07:04	07:26	07:31	06:50	09:31	08:17	07:55	08:23	06:40	13:25	15:43	13:41	11:13	14:26			07:03	15:09	14:52	12:58			07:10	07:42	07:05	07:17	06:57	
Waltham Forest	Grove Green	04:57	04:12	04:14	05:04	04:46	06:00	06:58	06:28	06:42	06:14	00:00	06:43	11:29	16:32	00:00	11:22	13:43	00:08	16:47	12:53								06:43	05:40	07:24	06:46	06:40		
Waltham Forest	Hale End and Highams Park	05:56	06:39	06:37	06:15	06:14	07:56	08:11	08:25	07:05	07:30	06:08	09:36	09:27	11:37	13:18	16:20	09:04	12:06	11:28	11:00								07:39	08:45	08:22	08:02	08:07		
Waltham Forest	Hatch Lane	06:10	05:53	05:25	05:27	05:39	07:23	08:42	07:21	07:20	07:23	11:36	11:40	08:46	10:05	07:58	12:37	16:12	11:47	16:08	14:01			13:24					07:46	07:43	07:01	07:00	07:02		
Waltham Forest	High Street	05:16	04:49	04:55	04:56	04:41	05:48	05:36	06:12	05:55	05:30	06:53	06:45	08:52	14:03	06:22	12:41	15:15	13:59	14:13	15:01			28:08	08:28				06:57	06:25	06:41	06:29	06:28		
Waltham Forest	Higham Hill	05:21	05:20	05:11	05:09	05:13	06:04	06:35	06:16	06:18	06:59	08:09	09:44	07:26	09:26	06:47	18:11	09:20	10:09	09:52	14:46								06:54	07:01	06:52	06:55	06:47		
Waltham Forest	Hoe Street	05:24	05:18	05:09	05:22	04:56	05:59	06:27	06:14	06:14	06:24	08:15	07:06	08:50	09:57	06:15	15:17	11:55		09:48	18:48								07:04	06:45	06:33	06:44	06:30		
Waltham Forest	Larkswood	05:08	05:34	05:52	05:35	05:41	07:35	07:20	07:15	06:59	07:25	10:07	07:55	08:59	06:57	08:42		15:14	09:17	11:42	08:30			10:15	10:51	14:29			07:02	07:08	07:16	06:48	07:08		
Waltham Forest	Lea Bridge	05:19	05:06	05:14	05:16	04:51	06:36	06:53	07:07	07:14	06:46	09:41	07:13	08:47	07:46	07:01	13:19	13:08	11:00	16:15	13:49			08:20	12:57	12:05			07:04	07:27	06:51	06:59	06:34		
Waltham Forest	Leyton	04:04	04:37	04:10	04:07	03:55	05:05	07:09	06:31	07:03	06:44	06:46	08:39	06:34	07:51	07:02	14:45	13:05	12:09	13:25	14:44			08:50	13:59	13:52			06:00	06:18	05:40	05:44	05:40		
Waltham Forest	Leytonstone	06:19	05:01	04:54	05:12	05:25	07:47	07:26	07:16	07:30	06:54	08:20	07:39	08:42	10:31	10:02	15:37	12:24	13:04	21:24	16:15								07:56	07:05	06:46	06:51	07:05		
Waltham Forest	Markhouse	05:38	05:05	05:28	05:22</																														

## Annex 2A | Pumping and special appliance attendance times - ward data

Borough	Ward	First appliance					Second appliance					Third appliance					Fire rescue unit					Aerial appliance					Overall incident response time (call answer to arrival of first appliance)				
		2015/16	2016/17	2017/18	2018/19	2019/20	2015/16	2016/17	2017/18	2018/19	2019/20	2015/16	2016/17	2017/18	2018/19	2019/20	2015/16	2016/17	2017/18	2018/19	2019/20	2015/16	2016/17	2017/18	2018/19	2019/20	2015/16	2016/17	2017/18	2018/19	2019/20
Westminster	Marylebone High Street	06:36	06:11	06:02	05:56	05:53	07:28	07:23	06:59	07:00	06:43	10:39	08:12	07:53	07:21	06:50	10:36	05:47	09:02	05:36	07:19	07:29	07:32	07:59	06:47	07:19	08:15	07:49	07:31	07:27	07:17
Westminster	Queen's Park	04:59	05:02	05:10	04:48	04:39	05:44	05:56	05:50	05:07	05:30	06:19	09:32	06:02	07:12	06:25	06:51	11:12	11:30	09:15	10:16	09:16	06:49	09:12	06:43	07:37	06:42	06:49	06:42	06:21	06:18
Westminster	Regent's Park	05:04	04:51	04:49	05:00	04:46	05:25	05:14	05:25	05:26	05:29	07:28	07:36	06:42	06:33	06:49	06:49	09:37	06:31	06:09	06:31	04:55	05:53	04:49	05:02	04:27	06:43	06:26	06:15	06:31	06:24
Westminster	St. James's	04:57	04:52	04:47	04:44	04:48	05:52	05:54	05:48	05:34	05:34	08:05	08:15	07:23	07:04	07:09	12:08	11:07	11:28	08:12	12:08	05:43	06:11	05:44	05:39	05:23	07:13	06:58	06:32	06:24	06:35
Westminster	Tachbrook	05:07	04:50	04:48	04:58	04:50	05:27	05:33	05:53	05:56	05:48	07:22	07:42	07:23	07:38	06:35	05:34	08:54	09:14	16:26	07:22	09:27	08:18	08:29	09:03	08:09	06:45	07:15	06:20	06:36	06:43
Westminster	Vincent Square	05:01	04:42	04:36	04:47	05:01	05:55	05:40	05:25	05:31	06:15	07:18	07:27	06:48	07:35	07:46	10:08	11:16	09:34	10:09	11:13	07:21	08:17	07:48	07:51	08:28	08:41	06:18	06:06	06:27	06:48
Westminster	Warwick	05:42	05:34	05:19	05:31	05:21	06:25	06:18	05:53	06:11	06:04	07:09	06:58	06:35	06:39	06:53	05:57	05:36	09:43	09:03	11:16	09:30	09:54	08:14	08:23	08:23	07:23	07:11	06:56	07:46	06:58
Westminster	West End	05:43	05:45	05:30	05:25	05:38	06:39	06:52	06:25	06:04	06:37	08:52	09:36	08:13	08:11	08:00	09:35	07:58	07:48	10:56	13:15	06:17	06:45	06:48	06:33	06:10	07:47	07:28	07:06	07:01	07:18
Westminster	Westbourne	04:32	04:34	04:31	04:26	04:16	05:08	05:28	04:59	05:04	04:52	06:50	06:58	06:35	05:57	06:06	14:06	04:47	07:31	17:37	07:02	05:58	06:36	05:35	05:32	04:33	06:29	06:17	06:15	06:11	05:45
		<b>05:32</b>	<b>05:22</b>	<b>05:13</b>	<b>05:13</b>	<b>05:12</b>	<b>06:51</b>	<b>06:44</b>	<b>06:34</b>	<b>06:32</b>	<b>06:30</b>	<b>08:20</b>	<b>08:10</b>	<b>07:46</b>	<b>07:40</b>	<b>07:36</b>	<b>11:42</b>	<b>11:24</b>	<b>11:19</b>	<b>11:28</b>	<b>11:30</b>	<b>08:38</b>	<b>08:33</b>	<b>08:35</b>	<b>08:37</b>	<b>08:33</b>	<b>07:28</b>	<b>07:08</b>	<b>06:54</b>	<b>06:57</b>	<b>06:53</b>

Note: Calculation follows the counting rules as agreed and revised in light of LSP 2017-2021

Note: Calculation follows the counting rules as agreed and revised in light of LSP 2017-2021

Note: Calculation follows the counting rules as agreed and revised in light of LSP 2017-2021

Note: Calculation follows the counting rules as agreed and revised in light of LSP 2017-2021 with a cut-off of 40 minutes

Note: Calculation follows the counting rules as agreed and revised in light of LSP 2017-2021 with a cut-off of 40 minutes

Note: Calculation follows the counting rules as agreed and revised in light of LSP 2017-2021. This measure is from the time the call is answered in Control to arrival of the first appliance; see section 6 of Fire Facts document.





## Annex 2B | Incidents, fires and fire casualties - ward data

Borough	Ward	Incidents					Primary fires					Arson					Dwelling fires (Accidental)					Fires in care homes and sheltered housing					Fire deaths					Fire serious injuries				
		2015/16	2016/17	2017/18	2018/19	2019/20	2015/16	2016/17	2017/18	2018/19	2019/20	2015/16	2016/17	2017/18	2018/19	2019/20	2015/16	2016/17	2017/18	2018/19	2019/20	2015/16	2016/17	2017/18	2018/19	2019/20	2015/16	2016/17	2017/18	2018/19	2019/20	2015/16	2016/17	2017/18	2018/19	2019/20
City of London	Cordwainer	62	67	46	47	48	1	0	3	4	1	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
City of London	Cornhill	48	49	37	37	37	1	3	1	3	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
City of London	Cripplegate	44	40	55	39	32	2	3	3	2	1	-	-	-	-	-	-	-	-	-	2	1	2	2	-	-	-	-	-	-	-	-	-	-	-	
City of London	Dowgate	19	27	24	29	43	2	0	2	1	0	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
City of London	Farringdon Within	94	76	51	77	74	9	6	4	5	5	1	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	1	
City of London	Farringdon Without	74	65	83	105	102	8	1	4	6	5	-	-	2	1	1	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
City of London	Langbourn	45	43	52	52	41	3	4	2	3	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
City of London	Lime Street	42	40	36	43	39	1	0	0	1	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
City of London	Portsoken	28	24	35	34	36	2	2	2	1	2	-	-	-	-	-	-	-	-	-	1	1	-	1	1	-	-	-	-	-	-	-	-	1	-	
City of London	Queenhithe	17	14	14	12	14	1	0	0	2	0	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
City of London	Tower	70	59	79	91	65	3	5	2	9	6	-	-	-	-	-	-	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	
City of London	Vintry	33	29	26	31	33	5	4	0	1	2	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
City of London	Walbrook	43	50	59	45	46	2	3	4	0	4	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	
Croydon	Addiscombe East	95	101	97	100	115	16	13	11	13	12	1	3	3	3	-	-	-	-	-	13	4	6	6	8	-	-	-	-	-	-	-	-	1	3	
Croydon	Addiscombe West	141	141	136	163	128	22	20	20	14	11	2	8	3	2	2	-	-	-	-	14	11	15	10	9	-	-	-	-	-	-	-	-	2	4	
Croydon	Bensham Manor	107	115	116	121	150	11	16	17	16	14	2	3	2	4	1	-	-	-	-	9	9	10	6	9	-	-	-	-	-	-	-	-	2	1	
Croydon	Broad Green	235	236	241	240	237	31	20	29	18	23	14	9	5	8	8	-	-	-	-	14	8	17	11	13	-	-	-	-	-	-	-	-	2	5	
Croydon	Coulsdon Town	49	88	64	84	64	5	14	12	13	7	1	2	6	5	2	-	-	-	-	3	9	3	4	1	-	-	-	-	-	-	-	-	-	-	
Croydon	Crystal Palace & Upper Norwood	130	164	145	154	132	17	14	13	21	19	2	2	4	5	4	-	-	-	-	16	10	8	13	12	-	-	-	-	-	-	-	1	3		
Croydon	Fairfield	405	417	441	469	484	31	33	32	31	31	10	15	7	8	7	-	-	-	-	10	11	14	13	11	-	-	-	-	-	-	-	-	5	2	
Croydon	Kenley	59	53	55	49	45	8	8	14	7	7	1	3	1	3	1	-	-	-	-	4	6	11	5	2	-	-	-	-	-	-	-	-	1	-	
Croydon	New Addington North	126	152	148	152	174	13	18	17	21	15	9	27	17	5	11	-	-	-	-	11	7	12	13	4	-	-	-	-	-	-	-	-	-		
Croydon	New Addington South	119	144	134	114	140	18	24	26	20	26	21	24	18	13	17	-	-	-	-	7	8	13	6	10	-	-	-	-	-	-	-	1	2		
Croydon	Norbury & Pollards Hill	119	159	114	128	124	17	13	9	14	13	1	2	2	-	2	-	-	-	-	14	5	4	10	11	-	-	-	-	-	-	-	-	-	1	
Croydon	Norbury Park	85	93	58	79	81	16	7	7	11	8	4	4	3	2	2	-	-	-	-	6	3	1	5	6	-	-	-	-	-	-	-	-	2	1	
Croydon	Old Coulsdon	37	64	68	60	87	12	9	9	7	14	6	4	3	2	2	-	-	-	-	3	4	3	3	9	-	-	-	-	-	-	-	-	-	-	
Croydon	Park Hill & Whitgift	59	63	78	64	66	5	5	8	2	3	1	4	2	5	-	-	-	-	-	3	2	3	-	2	-	-	-	-	-	-	-	-	-	1	
Croydon	Purley & Woodcote	165	213	175	184	190	20	19	22	20	22	2	12	5	2	8	-	-	-	-	14	8	9	9	7	-	-	-	-	-	-	-	-	-	1	
Croydon	Purley Oaks & Riddlesdown	59	67	59	53	70	5	6	9	6	9	-	4	1	3	3	-	-	-	-	4	5	3	4	5	-	-	-	-	-	-	-	-	-	2	
Croydon	Sanderstead	72	79	73	62	88	14	8	6	13	9	6	1	4	1	4	-	-	-	-	8	6	2	7	5	-	-	-	-	-	-	-	-	-	1	
Croydon	Selhurst	158	148	127	168	150	19	25	18	22	20	8	7	7	6	4	-	-	-	-	10	18	15	14	13	-	-	-	-	-	-	-	-	-	2	
Croydon	Selsdon & Addington Village	57	64	63	56	94	10	11	14	7	14	7	1	7	2	3	-	-	-	-	3	6	4	2	6	-	-	-	-	-	-	-	-	-	2	
Croydon	Selsdon Vale & Forestdale	55	47	62	59	46	3	9	8	7	6	4	8	6	5	2	-	-	-	-	3	2	3	2	2	-	-	-	-	-	-	-	-	-	-	
Croydon	Shirley North	75	89	79	96	104	9	17	17	15	7	5	3	4	2	2	-	-	-	-	4	9	7	11	5	-	-	-	-	-	-	-	-	-	1	
Croydon	Shirly South	95	96	83	87	78	13	11	8	10	5	16	9	4	3	2	-	-	-	-	5	5	6	4	2	-	-	-	-	-	-	-	-	-	-	
Croydon	South Croydon	120	144	144	195	164	24	14	20	17	19	6	7	2	7	3	-	-	-	-	13	7	13	9	14	-	-	-	-	-	-	-	-	-	-	2
Croydon	South Norwood	208	198	191	236	241	27	23	34	24	20	9	6	7	8	2	-	-	-	-	13	14	23	13	10	-	-	-	-	-	-	-	-	-	-	-
Croydon	Thornton Heath	172	177	177	174	215	33	24	25	22	24	7	4	4	4	2	-	-	-	-	19	16	16	15	13	-	-	-	-	-	-	-	-	-	6	3
Croydon	Waddon	234	270	274	294	304	22	34	30	25	21	3	16	15	12	7	-	-	-	-	9	14	14	9	11	-	-	-	-	-	-	-	-	-	1	4
Croydon	West Thornton	150	180	170	179	192	27	25	30	18	24	9	7	2	7	1	-	-	-	-	13	12	24	8	15	-	-	-	-	-	-	-	-	-	-	4
Croydon	Woodside	154	163	173	180	156	24	21	30	39	22	6	7	8	18	8	-	-	-	-	15	10	20	21	11	-	-	-	-	-	-	-	-	-	-	8
Ealing	Acton Central	208	234	171	211	273	26	21	14	9	14	7	14	-	2	3	-	-	-	-	14	13	10	6	10	-	-	-	-	-	-	-	-	-	1	1
Ealing	Cleveland	156	157	121	138	128	14	17	12	13	14	3	2	4	2	2	-	-	-	-	12	14	7	7	6	-	-	-	-	-	-	-	-	-	-	2
Ealing	Dormers Wells	119	151	140	107	139	12	19	9	12	19	4	7	4	2	4	-	-	-	-	4	11	6	8	12	-	-	-	-	-	-	-	-	-	1	1
Ealing	Ealing Broadway	222	215	215	214	223	19	18	15	16	17	3	1	1	2	3	-	-	-	-	9	9	6	11	11	-	-	-	-	-	-	-	-	-	1	1
Ealing	Ealing Common	117	139	109	107	119	17	19	16	12	10	7	3	9	3	2	-	-	-	-	7	9	6	8	4	-	-	-	-	-	-	-	-	-	-	1
Ealing	East Acton	400	389	387	313	321	28	31	30	27	36	7	9	5	7	7	-	-	-	-	11	10	12	7	11	-	-	-	-	-	-	-	-	-	-	3
Ealing	Elthorne	158	165	192	180	150	24	21	17	10	10	2	5	5	6	1	-	-	-	-	14	14	10	6	5	-	-	-	-	-	-	-	-	-	-	3
Ealing	Greenford Broadway	166	181	179	167	180	19	25	19	16	19	11	13	3	10	10	-	-	-	-	10	10	10	5	10	-	-	-	-	-	-	-	-	-	-	3
Ealing	Greenford Green	133	166	160	135	120	10	17	23	13	10	5	4	5	4	2	-	-	-	-	5	6	10	4	4	-	-	-	-	-	-	-	-	-	-	1
Ealing	Hanger Hill	109	129	158	142	131	24	6	19	18	10	3	7	2	4	4	-	-	-	-	17	3	9	6	5	-	-	-	-	-	-	-	-	-	-	-
Ealing	Hobbayne	138	118	92	101	102	14	14	12	15	10	5	6	6	8	4	-	-	-	-	7	7	6	8	6	-	-	-	-	-	-	-	-	-	-	2
Ealing	Lady Margaret	53	64	47	69	51	10	7	4	11	12	3	6	2																						





## Annex 2B | Incidents, fires and fire casualties - ward data

Borough	Ward	Incidents					Primary fires					Arson					Dwelling fires (Accidental)					Fires in care homes and sheltered housing					Fire deaths					Fire serious injuries				
		2015/16	2016/17	2017/18	2018/19	2019/20	2015/16	2016/17	2017/18	2018/19	2019/20	2015/16	2016/17	2017/18	2018/19	2019/20	2015/16	2016/17	2017/18	2018/19	2019/20	2015/16	2016/17	2017/18	2018/19	2019/20	2015/16	2016/17	2017/18	2018/19	2019/20	2015/16	2016/17	2017/18	2018/19	2019/20
Havering	Romford Town	325	294	293	299	287	30	23	19	28	25	22	13	18	12	7	14	6	7	14	10	1		1	1	1			1	1	1	2				
Havering	South Hornchurch	155	179	156	157	143	21	19	29	19	28	10	14	11	14	8	6	7	8	4	9	1			1			1			2	1	1	1		
Havering	Squirrel's Heath	91	114	116	104	86	8	14	14	15	10	5	7	12	5	4	2	9	5	4	6	1			2	1	1			3	1	2	2			
Havering	St. Andrew's	138	140	151	142	99	12	14	12	13	9	1	7	8	9	1	5	4	4	4	5	2	1			1	2			1						
Havering	Upminster	112	102	117	111	82	20	17	14	18	9	13	11	12	6	7	5	3	7	3	-						1			1	1	2				
Hillingdon	Barnhill	94	96	97	106	101	17	21	23	15	20	13	16	12	8	5	4	8	5	10	11								2				1			
Hillingdon	Botwell	196	200	206	201	221	28	29	10	25	25	21	27	4	19	15	6	6	6	10	11					1					2	2				
Hillingdon	Brunel	147	146	137	153	131	23	25	21	23	18	10	8	10	9	4	7	8	7	8	6					1				1	8	3	1			
Hillingdon	Cavendish	74	77	68	62	68	9	6	9	6	5	2	6	5	1	2	4	3	4	5	4	1														
Hillingdon	Charville	82	94	70	68	82	16	14	15	9	17	12	7	6	6	10	7	4	9	4	6				1	1				6	1	1	2			
Hillingdon	Eastcote and East Ruislip	70	83	80	77	81	10	10	11	15	15	4	5	3	6	4	6	7	10	4	6	1					1			2						
Hillingdon	Harefield	92	105	92	122	114	18	16	13	16	8	10	7	6	10	4	3	5	4	4	2	1								1	1					
Hillingdon	Heathrow Villages	611	666	564	589	658	94	112	98	84	102	12	18	10	15	17	8	7	7	10	6	2	1	1						4	1	1	3			
Hillingdon	Hillingdon East	81	94	106	84	100	6	22	26	9	9	9	10	10	8	10	2	10	8	4	2									1	4					
Hillingdon	Ickenham	62	64	76	73	56	11	9	10	8	2	2	2	3	-	1	6	4	3	2	1	1														
Hillingdon	Manor	63	80	61	77	49	5	12	10	14	5	1	5	4	2	1	3	5	4	3	3															
Hillingdon	Northwood	107	126	138	122	141	17	13	12	7	14	2	3	1	1	4	7	5	5	3	6	1		1	1	1										
Hillingdon	Northwood Hills	89	112	94	96	129	4	13	13	10	12	1	4	3	5	2	3	6	8	7	5			1	1	2						1				
Hillingdon	Pinkwell	133	137	119	149	131	19	15	25	20	13	17	13	5	9	10	8	6	12	8	6				1	1	1				2		2			
Hillingdon	South Ruislip	113	101	96	108	130	12	17	10	12	9	4	8	3	4	3	5	10	5	3	3	1								1	3					
Hillingdon	Townfield	207	223	231	239	224	28	30	27	20	26	18	18	12	14	11	13	10	10	12	6	1	1	2		1				1	1	2				
Hillingdon	Uxbridge North	167	182	168	147	172	23	17	22	12	14	13	11	8	8	4	5	8	6	4	6	2	3	2	1	1					1		1			
Hillingdon	Uxbridge South	168	159	158	187	200	23	18	16	20	25	11	8	4	3	4	7	5	5	5	8			1						5	1	2				
Hillingdon	West Drayton	161	141	130	141	131	23	24	23	24	12	22	30	24	12	8	13	9	6	9	5	2			1	1				1	1	2				
Hillingdon	West Ruislip	91	121	114	130	139	10	14	20	8	19	5	1	3	4	7	4	9	12	3	9	1	2	3		2				1			1			
Hillingdon	Yeading	129	120	115	107	122	18	18	12	12	16	9	13	7	3	4	6	6	5	8	6			1						2	2					
Hillingdon	Yiewsley	142	156	175	175	176	26	20	34	24	23	13	19	30	18	10	9	5	9	9	7	1		1	1					1	1	9	1			
Hounslow	Bedfont	105	158	112	120	130	17	17	23	26	21	7	14	13	16	11	7	8	11	9	8			1	1	1						1	4			
Hounslow	Brentford	178	231	201	214	206	19	22	20	16	9	10	11	7	6	6	9	10	11	9	4			2				1			2		1			
Hounslow	Chiswick Homefields	107	92	117	120	99	12	9	6	10	12	2	1	-	2	3	9	4	4	3	5									1	1	2				
Hounslow	Chiswick Riverside	106	126	134	128	160	9	12	16	10	10	3	2	3	-	2	5	6	9	8	6			1	1						1	1				
Hounslow	Cranford	87	127	133	93	104	13	15	14	9	19	7	9	10	3	3	4	6	7	2	8									2	4					
Hounslow	Feltham North	123	121	110	151	147	20	11	11	14	19	4	5	5	10	12	7	6	6	7	6	1	1	2						3		2				
Hounslow	Feltham West	173	194	151	144	143	17	38	27	24	48	14	34	21	16	34	7	13	12	7	11									1	1	1				
Hounslow	Hanworth	99	122	106	125	122	27	16	12	16	21	14	20	9	11	8	11	3	6	5	9									6	2	4	1			
Hounslow	Hanworth Park	183	151	128	171	157	21	19	11	27	14	7	18	10	16	11	7	9	4	9	6				1					2		1				
Hounslow	Heston Central	57	81	104	87	95	11	11	11	8	14	8	10	4	5	2	3	5	2	3	8					1							1			
Hounslow	Heston East	93	85	94	87	91	11	8	18	10	9	7	7	5	-	3	6	7	5	5	4				1	1					1	2				
Hounslow	Heston West	152	145	128	134	194	23	16	20	20	25	19	5	6	5	9	10	6	6	9	8										2	3	1			
Hounslow	Hounslow Central	180	205	243	237	205	29	23	30	23	17	11	6	7	3	5	11	11	12	14	10	3	2	3	1	2					1		1			
Hounslow	Hounslow Heath	113	102	98	148	148	18	9	17	23	17	11	11	13	7	14	8	6	5	12	9	1			1					1	1	1				
Hounslow	Hounslow South	43	53	53	42	40	12	5	11	5	7	5	4	2	3	1	6	2	8	2	4															
Hounslow	Hounslow West	112	149	121	130	118	23	14	14	21	14	2	7	5	5	3	12	5	8	10	9	1	1	3	1	1					1		1			
Hounslow	Isleworth	103	125	119	144	112	12	17	15	25	14	6	10	2	3	-	5	4	6	13	6	3	1	1	1	1				3						
Hounslow	Osterley and Spring Grove	154	163	154	179	185	10	27	14	28	20	4	6	3	4	3	2	10	5	8	11	1								2	2	3	1			
Hounslow	Syon	144	139	139	148	168	21	18	15	15	20	8	4	5	4	3	8	8	3	4	10			1	1	1				1	2	2				
Hounslow	Turnham Green	193	217	190	205	207	18	9	19	13	14	2	2	4	3	2	7	6	10	9	7	2		3						1	1					
Islington	Barnsbury	152	160	144	157	166	28	23	18	13	19	13	10	1	3	4	12	13	14	9	9				1	1				1						
Islington	Bunhill	457	532	563	520	531	24	22	31	28	30	8	2	6	1	4	9	11	14	12	20			1						1	1	5	4			
Islington	Caledonian	219	223	210	215	230	37	32	24	24	19	28	21	9	9	6	7	10	9	9	5	1								3	8	2	1			
Islington	Canonbury	114	113	132	138	134	12	9	14	16	5	1	1	1	5	1	10	7	11	10	5					1						1				
Islington	Clerkenwell	305	266	320	350	330	23	17	23	17	16	2	6	2	2	3	12	11	15	11	9	2			1					3		1				
Islington	Finsbury Park	239	231	249	268	225	20	20	18	23	15	6	6	6	3	4	11	7	10	12	7			1						1	7	2				
Islington	Highbury East	145	164	137	136	138	9	10	13	14	12	5	6	1	-	3	2	6	10	11	9	1									1	3				
Islington	Highbury West	171	165	185	179	136	18	14	17	18	15	2	4	-	5	1	8	8	11	12	12	1			1					1	4	4	1			
Islington	Hillrise	137	1																																	











