



LONDON FIRE BRIGADE

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Freedom of Information request reference number: 6051.1

Date of response: 21/10/2021

Request:

I would like to request data for fire engine call outs and response times for (1) London Borough of Tower Hamlets (2) Postcode starting E2 (3) Postcode starting E2 7 as follows: a. Reporting period 1 August 2019 to 31 August 2021 b. Data summarised: Monthly c. Number of Callouts d. Incident Group and Incident Type e. Av response time per incident group and type.*

Response:

In response, I attach an Excel workbook which provides the data you have requested; there are three tables:

- Data for Tower Hamlets borough
- Data for postcode E2
- Data for postcodes E2 7*

Just a few notes to accompany the data and to explain it:

- The Brigade's attendance standard for arrival of a first appliance is six minutes on average.
- Our annual Fire Facts document Incident Response Times 2020 – available [here](#) – explains our attendance standard and how it is calculated (see annex B).
- The Brigade has a commitment to meet its attendance standard on a London-wide basis on an annual basis, and also seeks to achieve the standard at borough level. We do not commit to meet the attendance standard at any geography below borough level (e.g. at ward or postcode level).
- Given the small numbers of incidents in the data sets you have requested, you will see relatively wide fluctuations in attendance time performance.
- Very occasionally, for various reasons, a fire engine arrival time is not recorded so there will be no attendance time available (e.g. special services, November 2019 in E2 7* dataset).

We have dealt with your request under the Freedom of Information Act 2000. For more information about this process please see the guidance we publish about making a request [on our website](#).

London Fire Brigade

Response to FOIA6051.1

Tower Hamlets, E2, E2 7* - incidents and attendance times

Notes

The Brigade's attendance standard for arrival of a first appliance is six minutes on average.

Our annual Fire Facts document Incident Response Times 2020 – available [here](#) – explains our attendance standard and how it is calculated (see annex B).

The Brigade has a commitment to meet its attendance standard on a London-wide basis on an annual basis, and also seeks to achieve the standard at borough level. We are not able to commit to meet the standard at any geography below borough level (e.g. at ward or postcode level).

Given the small numbers of incidents in the data sets you have requested, you will see relatively wide fluctuations in attendance time performance.

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Produced by LFB Business Intelligence Team | October 2021

Borough TOWER HAMLETS
PostCode All

Row Labels	Incidents attended			
	False Alarm	Fire	Special Service	Grand Total
2019	927	278	780	1985
August	207	64	161	432
September	172	61	175	408
October	203	51	173	427
November	198	62	126	386
December	147	40	145	332
2020	1768	697	1608	4073
January	161	48	100	309
February	144	49	145	338
March	167	61	136	364
April	108	68	83	259
May	136	68	142	346
June	135	63	138	336
July	140	57	131	328
August	159	59	169	387
September	130	75	136	341
October	175	39	149	363
November	159	69	144	372
December	154	41	135	330
2021	1462	431	1481	3374
January	147	41	122	310
February	130	38	139	307
March	138	53	137	328
April	157	54	136	347
May	149	51	169	369
June	167	59	182	408

First appliance attendance time (mins)			
False Alarm	Fire	Special Service	Grand Total
04:27	04:47	04:54	04:39
04:36	04:39	04:38	04:37
04:25	04:42	05:00	04:40
04:15	05:13	04:58	04:38
04:37	04:43	05:08	04:46
04:21	04:40	04:50	04:35
04:18	04:25	04:34	04:25
04:22	04:25	04:34	04:26
04:12	04:35	04:39	04:25
04:10	04:42	04:24	04:20
04:02	04:01	03:55	04:00
04:09	04:22	04:27	04:18
04:22	04:05	04:50	04:29
04:20	04:16	04:47	04:29
04:31	04:43	04:44	04:38
04:33	04:39	04:35	04:35
04:28	04:55	04:16	04:27
04:10	04:22	04:38	04:22
04:18	04:05	04:39	04:24
04:21	04:33	04:45	04:32
04:02	04:32	04:22	04:13
04:18	04:05	04:43	04:26
04:07	04:09	04:53	04:24
04:25	04:25	04:41	04:30
04:34	04:35	04:48	04:40
04:39	05:11	05:19	04:59

July	180	47	227	454
August	188	54	176	418
September	206	34	193	433
Total	4157	1406	3869	9432

04:25	05:12	04:44	04:39
04:13	04:18	04:24	04:18
04:22	04:14	04:45	04:30
04:21	04:32	04:42	04:30

Borough **TOWER HAMLETS**
PostCode **E2**

	Incidents attended			
	False Alarm	Fire	Special Service	Total
2019	123	42	101	266
August	30	12	18	60
September	20	9	27	56
October	30	7	25	62
November	27	9	13	49
December	16	5	18	39
2020	228	96	245	569
January	18	9	13	40
February	13	5	29	47
March	24	6	16	46
April	19	12	11	42
May	16	7	30	53
June	16	15	25	56
July	16	9	22	47
August	18	7	16	41
September	19	8	16	43
October	24	1	24	49
November	25	12	26	63
December	20	5	17	42
2021	203	54	233	490
January	22	5	17	44
February	16	6	21	43
March	29	8	27	64
April	22	6	21	49
May	21	6	26	53
June	19	6	26	51

First appliance attendance time (mins)			
False Alarm	Fire	Special Service	Total
04:06	04:13	04:45	04:19
04:19	04:40	04:45	04:30
03:34	03:46	05:07	04:16
04:26	04:53	04:46	04:36
04:05	04:00	04:40	04:11
03:42	03:23	04:15	03:53
04:01	04:03	04:16	04:08
04:30	03:37	04:10	04:11
04:01	04:04	04:29	04:18
03:29	04:13	03:54	03:43
03:46	03:22	04:14	03:46
04:26	04:07	04:13	04:16
03:23	04:04	04:25	03:58
04:11	03:51	04:28	04:14
04:26	04:07	04:17	04:19
04:24	03:34	04:30	04:17
04:14	06:42	03:52	04:08
03:48	04:49	04:10	04:09
03:50	04:56	04:24	04:11
04:16	04:00	04:29	04:19
04:05	03:23	03:59	03:58
04:06	03:25	04:10	04:01
04:37	03:28	04:28	04:24
04:29	03:33	04:36	04:23
03:44	03:56	04:35	04:08
04:30	05:37	04:50	04:48

July	23	4	40	67
August	27	6	26	59
September	24	7	29	60

Total	554	192	579	1325
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Borough **TOWER HAMLETS**
PostCode **E2 7***

Incidents attended				
	False Alarm	Fire	Special Service	Total

2019	32	8	14	54
August	7	3	4	14
September	6	1	5	12
October	7	2	3	12
November	7	1	1	9
December	5	1	1	7

2020	68	33	50	151
January	5	1	2	8
February	4		6	10
March	9	3	2	14
April	3	4	1	8
May	6	1	4	11
June	4	6	4	14
July	4	5	3	12
August	5	2	9	16
September	6	3	2	11
October	7	1	8	16
November	8	5	5	18
December	7	2	4	13

2021	47	13	58	118
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04:03	04:46	04:38	04:25
04:05	04:00	04:39	04:17
04:42	04:08	03:58	04:20

04:08	04:04	04:26	04:14
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First appliance attendance time (mins/secs)

	False Alarm	Fire	Special Service	Total
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04:11	04:46	04:50	04:25
03:54	06:20	05:17	04:49
03:23	03:15	03:45	03:30
04:35	04:19	06:24	04:52
04:04	03:46		04:02
05:06	03:27	04:18	04:45

04:15	04:20	04:11	04:15
05:10	05:45	05:10	05:14
04:17		04:13	04:15
03:47	04:17	04:50	04:02
03:42	02:35		03:04
04:32	05:53	04:03	04:29
03:24	03:45	05:05	04:06
04:07	04:15	04:07	04:11
04:45	05:16	04:27	04:43
04:29	03:41	03:50	04:09
04:10	06:42	03:19	04:02
04:08	04:41	03:50	04:13
04:12	06:10	03:01	04:29

04:31	03:49	04:38	04:29
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January	3	2	7	12
February	2	2	5	9
March	11	2	5	18
April	4	1	5	10
May	5	2	5	12
June	3	1	6	10
July	5	1	16	22
August	6		5	11
September	8	2	4	14
Total	147	54	122	323

04:38	04:05	03:34	03:59
05:18	03:18	02:29	03:31
03:59	02:42	05:22	04:14
05:25	02:59	04:18	04:37
04:02	05:42	05:56	05:06
04:49	03:11	04:47	04:38
04:36	04:49	04:37	04:37
03:47		04:44	04:13
05:16	03:34	05:41	05:03
04:19	04:17	04:29	04:22