



LONDON FIRE BRIGADE

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Freedom of Information request reference number: 6710.1

Date of response: 17/08/2022

Request:

I would like some specific data about response times namely: For the period from June 2019 until June 2022 (or the most recent available date), could I have the monthly incident count and the average response time and 90th percentile response time for emergency calls to the following areas:

- 1. Tower Hamlets borough as a whole*
- 2. The complete E2 postcode area*
- 3. Each of the following postcode areas: E2 0, E2 6, E2 7, E2 9*

I would also be grateful if you could send me any information you hold in the form of reports or meeting notes that details any impact that the Liveable Streets scheme in Bethnal Green has had on London Fire Brigade response times since Phase 1 of the scheme was completed in June 2021.

Response:

We recently issued three FOI requests which include the data for your questions 1, 2 and part of question 3:

- https://www.london-fire.gov.uk/media/6859/66751_response.pdf
- https://www.london-fire.gov.uk/media/6832/60511_response.pdf

Our Data team have provide the number of incidents and average response times for the remaining three post code areas (E2 0, E2 6 and E2 9) which I have included in this response below.

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 2021 – 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.

We also published another FOI response online recently which contains details of any correspondence between the LFB and Tower Hamlets council in relation to the Bethnal Green liveable streets scheme:

https://www.london-fire.gov.uk/media/6310/63221_foi-response.pdf

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](#).

Number of Incidents Attended	Postcode Area			Grand Total
	E2 0	E2 6	E2 9	
2019	89	78	88	255
Jun-19	15	6	12	33
Jul-19	17	8	11	36
Aug-19	14	10	17	41
Sep-19	8	12	17	37
Oct-19	12	19	12	43
Nov-19	14	13	10	37
Dec-19	9	10	9	28
2020	154	124	113	391
Jan-20	9	11	12	32
Feb-20	11	13	10	34
Mar-20	10	11	9	30
Apr-20	12	11	11	34
May-20	17	14	8	39
Jun-20	17	12	6	35
Jul-20	8	15	11	34
Aug-20	11	5	8	24
Sep-20	14	7	10	31
Oct-20	9	9	12	30
Nov-20	21	10	9	40
Dec-20	15	6	7	28
2021	195	117	135	447
Jan-21	11	11	8	30
Feb-21	13	2	13	28
Mar-21	16	12	13	41
Apr-21	14	8	12	34
May-21	20	5	12	37
Jun-21	19	12	7	38
Jul-21	20	12	9	41
Aug-21	16	10	17	43
Sep-21	9	12	17	38
Oct-21	13	6	12	31
Nov-21	14	13	10	37
Dec-21	30	14	5	49
2022	110	54	70	234
Jan-22	15	15	11	41
Feb-22	9	6	18	33
Mar-22	17	9	11	37
Apr-22	17	9	11	37
May-22	26	6	8	40
Jun-22	26	9	11	46
Grand Total	548	373	406	1327

Average Response Times	Postcode Area			Overall Average
	E2 0	E2 6	E2 9	
2019	00:03:59	00:04:44	00:04:03	00:04:15
Jun-19	00:03:56	00:03:40	00:03:47	00:03:48
Jul-19	00:04:46	00:04:23	00:03:53	00:04:21
Aug-19	00:03:48	00:03:59	00:05:13	00:04:20
Sep-19	00:02:58	00:06:09	00:03:31	00:04:13
Oct-19	00:03:57	00:05:05	00:04:22	00:04:28
Nov-19	00:04:05	00:04:29	00:04:02	00:04:12
Dec-19	00:03:35	00:04:23	00:02:58	00:03:39
2020	00:03:53	00:04:24	00:03:55	00:04:04
Jan-20	00:04:24	00:03:25	00:03:56	00:03:55
Feb-20	00:03:00	00:04:37	00:05:05	00:04:14
Mar-20	00:03:32	00:04:08	00:02:55	00:03:32
Apr-20	00:03:55	00:04:29	00:03:20	00:03:55
May-20	00:03:39	00:05:06	00:03:16	00:04:00
Jun-20	00:04:11	00:03:46	00:03:30	00:03:49
Jul-20	00:03:31	00:04:52	00:03:53	00:04:05
Aug-20	00:04:17	00:05:07	00:03:18	00:04:14
Sep-20	00:03:53	00:04:14	00:04:59	00:04:22
Oct-20	00:04:18	00:04:30	00:03:52	00:04:13
Nov-20	00:04:02	00:03:50	00:04:35	00:04:09
Dec-20	00:03:53	00:04:50	00:03:53	00:04:12
2021	00:04:00	00:04:44	00:04:29	00:04:24
Jan-21	00:03:50	00:04:15	00:03:50	00:03:58
Feb-21	00:03:17	00:04:42	00:04:49	00:04:16
Mar-21	00:03:57	00:04:41	00:04:59	00:04:32
Apr-21	00:03:38	00:05:00	00:04:27	00:04:22
May-21	00:03:43	00:04:02	00:03:56	00:03:54
Jun-21	00:04:31	00:05:05	00:04:57	00:04:51
Jul-21	00:03:44	00:04:45	00:05:04	00:04:31
Aug-21	00:03:46	00:04:17	00:04:50	00:04:18
Sep-21	00:03:42	00:04:39	00:03:50	00:04:04
Oct-21	00:03:54	00:05:16	00:04:31	00:04:34
Nov-21	00:04:29	00:05:09	00:04:11	00:04:36
Dec-21	00:04:50	00:04:43	00:04:28	00:04:37
2022	00:04:02	00:04:09	00:04:21	00:04:11
Jan-22	00:03:38	00:04:06	00:03:41	00:03:48
Feb-22	00:02:45	00:04:16	00:04:15	00:03:45
Mar-22	00:04:24	00:03:41	00:04:57	00:04:21
Apr-22	00:04:32	00:04:21	00:04:43	00:04:32
May-22	00:04:36	00:03:53	00:04:24	00:04:18
Jun-22	00:03:36	00:04:36	00:04:12	00:04:08
Overall Average	00:03:58	00:04:32	00:04:12	00:04:14