



LONDON FIRE BRIGADE

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Freedom of Information request reference number: 7289.1

Date of response: 30 March 2023

Request:

I need access to data related to call center operations such as call volume, staffing levels, call handling time, response time, call outcome, and other factors that may impact call center operations

Response:

The LFB publishes detailed incident response information online via the London Datastore. The information can be accessed via the following link:

<https://data.london.gov.uk/dataset/incident-response-times-fire-facts>

It includes data and analysis on the various stages of emergency response from how long it takes people to call the fire brigade when a fire starts to how long it takes to handle the 999 call and for fire engines to arrive on scene and resolve the incident.

A breakdown of Control room staff ranks and composition can also be found online via the London Datastore. The information can be accessed via the following link:

<https://data.london.gov.uk/dataset/hr-statistical-abstract?q=HR%20abstr>

If you download the [Human Resources \(HR\) Statistical Abstract](#) spreadsheet, Control room information can be found on the 'Workforce Headcount by Role' and 'Workforce Composition – Control' tabs.

We also recently published a FOI response including information on the number of hoax calls received by the LFB since 2022 which you may find useful:

<https://www.london-fire.gov.uk/media/7442/foia-72961.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](#).