

Freedom of Information request reference number: 8536.1

Date of response: 11/04/2024

Request:

Can you please inform which criteria reference (standard/normative or other documentary criteria) you use as a reference of objectives/goes for quality assessment in Fire Department Emergency Response/Emergency Reaction in relation to:

Alarm time - Arrival time?

Alarm time - Arrival time - Damage containment?

Is there a benchmarking document for your Fire Department (LFB) as quality objectives/goes regarding Emergency Response/Emergency Reaction?

And, if yes, can you please provide document or link to?

Response:

Our incident response times can be viewed here: <https://data.london.gov.uk/dataset/incident-response-times-fire-facts>.

There are no established quality benchmarks, but the government department responsible for Fire do produce some comparative response time data for English fire services that you might find of interest. These can be viewed here: <https://www.gov.uk/government/statistics/detailed-analysis-of-response-times-to-fires-year-to-march-2023>

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: <https://www.london-fire.gov.uk/about-us/transparency/request-information-from-us>