**Freedom of Information request reference number:**  8420.1

**Date of response:** 5 February 2024

**Request:**

*We are using your data in order to make projects on the response time of fire brigades. I was wondering if you had a report on how you are acquiring the data, precisely and if we could discuss the process with you.*

**Response:**

The LFB publishes an annual Fire Facts document *Fires in Greater London* this is available via the London Datastore - here.

For each chapter in Fire facts – incident response times there is an explanation for how we collect the part of that data and factors which could affect this.

Attached below is  an extract from Fire facts – Response times explaining how we calculate performance times.

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

# Annex B – How we calculate performance

## Call handling times

Call handling times are calculated for attended incidents in London only. They include incidents attended by any LFB resource (although the majority will be by one or more fire engines). In line with the calculation for fire engine response times (below), call handling times in excess of 20 minutes are excluded from the calculation. This ensures that extended call handling times, which sometimes occur because of a failure to record the time resources are mobilised, do not distort true performance.

## Crew turn-out times

Crew turn-out times are calculated for LFB fire engines (pumps) only. We only look at the times where the fire engine is mobilised from the fire station and we exclude times where the appliance is sent as a relief crew for an ongoing incident.

This means we count:
1) London pumps
2) Turned out from a fire station
3) Where the mobilisation is an 'initial' or 'reinforcement' mobilisation (excludes reliefs and standby mobilisations).

## Fire engine response times

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.

We updated our attendance time calculation from April 2017 to capture more accurate times, and all data published in this document use this calculation, including historic times prior to April 2017. The following criteria are used to calculate published attendance time performance:

1)  Arrival times for all pumping appliances regardless of location of the appliance at time of mobilisation and will include appliances from other station grounds.

2) 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.

3) Mobilisations included in the calculation are for:

   a) Incidents in London only.

   b) London pumping appliances only; pumping appliances from neighbouring brigades that attend in London are not included.

   c) Appliances on any mobilised attendance, including running calls, incident upgrades, additional mobilisations.

   d) 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.

4) Mobilisations are excluded where:

   a) The incident is a 'shut in lift' release not attended as an emergency (i.e. not on 'blue light').

b) The mobilisation is to a batch mobilised flooding call (not attended as an emergency)[1].

c) 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.

d) The mobilisations was a relief appliance for an appliance mobilised as part of the initial or upgraded attendance, or the mobilisation was a standby move to another fire station.

e) 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'.

f) The attendance was on a strike day by a non-LFB crew (e.g. emergency fire crew capability (EFCC)).

The impact of these 'counting rules' on the numbers of pumping appliance mobilisations counted and not counted is shown in the table 8 below.

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[1] We sometimes 'batch' calls to flooding together when we get a high number of 999 calls from within a very small area with very localised flooding.