HUMBERSIDE FIRE AND RESCUE SERVICE

Service Delivery

Operational Intervention Standards

Owner	Director of Service Delivery
Responsible Person	Heads of Emergency Response
Date written	May 2018
Date of last review	June 2019
Date of next review	July 2021

CONTENTS

1. INTRODUCTION

Operational Intervention Standards involve two key elements:

- **Risk categorisation** - the mapping of risk areas within the Service Area.
- **Fire Cover** - the weight of attack required in a specified time, according to each categorised area.

Current Standards are principally focused on risk to life rather than property based criteria. There are several drivers which have altered this stance, including:

- The Fire & Rescue Services Act 2004
- The Fire & Rescue National Framework Document
- Humberside Fire & Rescue Service Integrated Risk Management Plan

The Service's ICT Senior Information Technician is responsible for producing relevant and timely assessments and thematic maps and to continually monitor data to inform the Services intervention and prevention strategies and policies.

Such assessments will be based upon:

- Relevant historical and empirical incident data
- Level 2 Technical Fire Safety Audits
- Demographic/statistical information resulting findings are used to determine the levels of risk in emergency situations to:
  - Life
  - Property
  - Heritage
  - Built and natural environments.

2. EQUALITY AND INCLUSION

HFRS aims to continuously improve the standards of service we provide to the community we serve. We recognise the importance of and are committed to promoting equality and inclusion in the provision of our services and to our employees. We are committed to encouraging equality and diversity amongst our workforce and to eliminating unlawful discrimination. We aim for our workforce to be truly representative of the community we serve and for each of our employees to feel respected and to be able to give their best.

3. INTERVENTION STANDARDS

Once the Risk Categorisation process has been carried out, the corresponding Fire Cover requirement can be determined. This will include such matters as the type,

location and number of fire stations, and the type of fire appliances necessary to make the most efficient use of resources.

The Intervention standards have been determined by sub-dividing the activities into two distinct areas:

1. The speed of response (the attendance times of appliances)
2. The weight of response (the type and number of appliances)

Speed of response is determined using toolkits developed by the Department for Communities and Local Government (CLG).

The process used to determine the appropriate weight of response is principally focused on firefighter safety arrangements. The number and type of appliances mobilised to all incident types has been determined by risk assessment, the analysis of recognised procedures and anticipated first actions.

4. GUIDANCE

Dwelling Fires

Humberside Fire Authority has determined that two fire appliances will be mobilised to dwelling fires and the first appliance to be in attendance within the following times after being mobilised:

- Very high and high risk – **8 minutes**
- Medium risk – **12 minutes**
- Low risk – **20 minutes**

This standard is to be achieved on a minimum of 90% of occasions.

Road Traffic Collisions

For road traffic collisions, two fire appliances will be mobilised and the first appliance to be in attendance within **15 minutes** of being mobilised.

This standard is to be achieved on a minimum of 90%of occasions.

Second Appliance PDA

The second appliance on a predetermined attendance will be in attendance at the incident within **5 minutes** of the first appliance on 80% of occasions.

Major Incidents

The disposition of appliances in the Service area will be arranged so that 10 pumping appliances will be able to arrive at a major incident within 45 minutes of it being declared.

Monitoring Performance against Standards

Intervention Standards will be measured, monitored and published by the Corporate Planning and Performance Section on a monthly basis.

Once incident data is complete for each month, analysis will be carried out to identify the incidents which fall into the set standards of intervention. Further analysis will highlight passed and failing incidents. The accepted exclusion criteria will then be applied to the failing incidents and the resulting calculations showing the percentage of passed and failing incidents will be published on the Performance Management Software.

- SPI 2   Intervention Standard of first appliance in attendance met
- SPI 2.1   Intervention Standard of second appliance in attendance met

A full audit trail for the calculations will be created each month showing passed, failed and excluded incidents and this will be viewable on the Corporate Information Portal.

Monitoring of Service Indicator 16d (Intervention Standard to muster 10 pumping appliances at a declared major incident met) will be monitored by the Service Control Manager.

Exclusions

To ensure a realistic approach to measuring performance against the Intervention Standards there is a need to provide a robust rationale for excluding failing incidents from Intervention Standards calculations. These identified exclusions are in line with previous approaches and are as follows:

- **Late Call**. Call is taken after the fire has been extinguished, emergency intervention is not required.

- **Reduction in appliance PDA**. Control reduce the PDA due to information given at the time of call, for example road traffic collisions where FRS is only required to swill away, make vehicle safe or extinguish a car on fire.

- **Stop Message.** First appliance in attendance sends stop message to Control and second appliance is returned to station.

- **Simultaneous Incidents.** This was an accepted exclusion from the old BVPI 145 standards of fire cover. The criteria for this is exclude any incident within the same station ground, within ten minutes of another incident.

- **Insufficient appliances mobilised but correct PDA.** For example, crew make pumps or incident type on arrival is found to be different to that given at the time of call.

- **Incorrect address.** Caller has given the wrong location and crews are unable to find the incident. (Will not include incidents where the address has been correctly provided to crews but they are unable to find the location).

- **Further information from caller deems emergency intervention is not required.** Control reduces the PDA due to information received AFTER original call, automatic fire alarms where FRS is only required to inspect (appliance travels at normal road speed).

- **Other Operational Commitments.** For example spate conditions. Any incidents excluded within this category will have clear documentation to highlight the reason for the exclusion.

Monitoring and Reviewing

The Service's ICT Senior Information Technician will produce a range of risk maps and associated analysis reports at least annually to identify changes and trends in the Service Area.

Intervention Standards will be reviewed bi-annually and will be based on operational data to monitor trends.

Every ten years, immediately following the latest census data, Intervention Standards will undergo a major review to ensure that operational resources are appropriately located.

Operational performance standards will be continuously monitored.

Guidance Standards

Operational data will be collected according to guidance issued in Fire Service Circulars specifying performance indicators. Intervention standards will be produced using relevant toolkits and/or guidance issued by the Home Office.

If anyone requires any further guidance/information relating to this document, please contact Emergency Preparedness