

Northamptonshire Fire and Rescue Authority

Standards of Operational Response 2007

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1 Intention

The Authority is mindful of its duties under the Health and Safety at Work Act⁽¹⁾, and so will expect its service to be able to maintain as safe an environment for its employees and the public as is feasible to achieve given the nature of emergency incidents.

As a matter of principle, given all the risks apparent in the circumstances, the authority expects its Fire and Rescue Service to respond to incidents as quickly and as safely as possible. The Authority also expects that the service will proactively engage with the community to reduce risk to life, property and the environment. It will do this in a risk-assessed way so as to ensure efficient and effective use of resources.

Northamptonshire Fire and Rescue Authority will fulfil its statutory function under the Fire and Rescue Services Act 2004⁽¹⁾ by setting the standards it expects its Fire and Rescue Service to meet, and by providing suitable resources to enable effective management of the standard.

Northamptonshire Fire and Rescue Authority acknowledges that the targets within this standard will be achieved in time through a program of continuous improvement and managed through production of an annual Integrated Risk Management Plan.

2 Proactive Measures

2.1 Prevention

Northamptonshire Fire and Rescue Service will normally respond to all requests for community safety advice and information within 5 working days.

Northamptonshire Fire and Rescue Service will meet its statutory obligations under Section 17 of the Crime and Disorder Reduction Act 1998⁽¹⁾ and the Police and Justice Act 2006⁽¹⁾. In its role as responsible authority, it will work with local agencies and organisations to develop and implement strategies to tackle crime, disorder, anti-social behaviours and other activities that adversely affect the local environment.

Northamptonshire Fire and Rescue Service will meet its statutory obligations under the Fire and Rescue Services Act 2004⁽¹⁾ and proceeding National Framework documents, and be 'pro-active' in driving down risk. This will be achieved through the delivery of prevention interventions seen to reduce deaths and injury as a result of fire, road traffic collisions and other avoidable injuries. Through community and partner engagement, Northamptonshire Fire and Rescue Service will mitigate risk by focusing preventative activities towards high-risk societal groups, through actively raising awareness, providing accessible information, campaigns and risk assessments.

2.2 Protection

Northamptonshire Fire and Rescue Service will fulfil its statutory function as the Fire Authority in accordance with the law and its strategic plan, and align resources to enable its service to meet these requirements.

Northamptonshire Fire and Rescue Service will fulfil its statutory duty to enforce The Regulatory Reform (Fire Safety) Order 2005⁽¹⁾ by conducting a risk based inspection program for non-domestic premises within Northamptonshire.

Northamptonshire County Council (NCC) has a statutory duty to enforce the Fire Safety and Safety at places of Sports Act 1987⁽¹⁾. NCC has delegated this responsibility to the Fire and Rescue Service. Northamptonshire Fire and Rescue Service will fulfil this responsibility and endeavour to ensure that spectator safety is at the highest attainable standard at sports grounds within Northamptonshire, in liaison with event's organisers and venues.

(1) Or subsequent legislation.

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The Service will offer fire safety advice and guidance to building developers, owners, occupiers, responsible persons, and other organisations and individuals across Northamptonshire. In doing so, will educate and inform, to improve understanding and awareness of fire safety legislation within the community.

The Service will work with premises managers, responsible persons and community partners to reduce False Alarms/ Unwanted Fire Signals in non- domestic premises. The aim being to reduce vehicle mobilisations, contributing to a safer community and increasing availability of operational crews to attend real incidents, maximising efficient use of resources

Northamptonshire Fire and Rescue Service will endeavour to provide written comments to the Building Control bodies or Approved Inspectors, within 15 working days of receipt of consultation documentation concerning building regulations.

To comply with service level agreements between Northamptonshire Fire and Rescue Service and Northamptonshire Licensing Authority, the service will endeavour to respond to any representation within 20 working days of receipt of application, including a supporting substantiating statement of evidence.

Northamptonshire Fire and Rescue Service will endeavour to respond within 24hrs from receipt of call to all concerns where a risk is identified that may have the potential for immediate threat to life.

3 Intervention Response

Working in collaboration where appropriate, Northamptonshire Fire and Rescue Authority will endeavour to ensure availability of a professional and effective response service, that is available to meet the range of incidents which will be encountered.

Northamptonshire Fire and Rescue Authority will equip its Fire and Rescue Service with the capability to provide a professional, effective and safe response to the range of incidents that it can normally expect to encounter. Wherever possible its service will work in collaboration with others in order to achieve a safe and appropriate resolution of incidents.

3.1 Mobilisations

3.1.1 Call Handling

Northamptonshire Fire and Rescue Authority recognise the importance of effectively dealing with calls for help, by providing the ability to mobilise the appropriate resources, as quickly as possible.

Northamptonshire Fire and Rescue Authority recognise that it is the speed and accuracy in which calls are handled and the right resources mobilised, that ultimately affects overall attendance times of the Fire and Rescue Service.

While it is important to ensure that appliances/ resources are mobilised as quickly as possible, Northamptonshire Fire and Rescue Authority recognises the need to:

- Confirm the accuracy of information obtained from the caller, to determine the most accurate location of the incident,
- Identify and mobilise the most suitable resources required within the initial attendance,
- Act upon additional information received from repeat calls, this may include changes to appliances/ resources already mobilised.

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Northamptonshire Fire and Rescue Authority are mindful of the fact that some incidents will take longer to deal with due to:

- The accuracy and amount of information received from the caller.
- The ability of the caller to identify the exact location or incident type, this can be affected by:
 - The age, nationality or disability of the caller.
 - The proximity of the caller to the incident.
 - The critical nature of the incident and ability of the caller to provide accurate information.
 - Rural location without a clear address.

Northamptonshire Fire and Rescue Authority will ensure all calls for a fire service emergency response are handled and resources alerted as quickly as possible.

Northamptonshire Fire and Rescue Authority will aim to **alert resources within 1 minute from receipt of call**; historically this has been achieved on average within 1 minute.

3.1.2 Location of Resources

Northamptonshire Fire and Rescue Authority recognise the importance of a speedy response in mitigating risk to life, property or the environment and that it is the location of resources that will determine actual attendance times.

Northamptonshire Fire and Rescue Authority will provide suitable resources located across the county to ensure their most effective use in managing societal risk, the location of these resources will be determined by risk and likelihood. The aim being that when called upon, resources are mobilised in a timely and efficient manner without negatively impacting likely outcomes.

Northamptonshire Fire and Rescue Authority recognise that specified attendance times cannot be achieved on all occasions but will ensure resources are strategically located to minimise risk.

This will be achieved through:

- Analysis of societal risk.
- Modelling the impact of resource locations through indicative casualty/ fatality rates.
- Modelling the impact of resource locations on changes in indicative levels of risk.

The aim being to ensure response standards detailed are achieved and where possible improved.

3.1.3 Pre-Determined Attendance

Due to the demands placed on the service by legislation, safe systems of work and lessons learned through historical performance or debriefs, the service will define the weight of response required to manage risk, this will be known as the pre- determined attendance (PDA).

The pre- determined attendance to meet the level of risk identified at the time of call reception will be mobilised on **100%** of occasions, to ensure all resources required to conclude the incident arrive on scene as expediently as possible.

If further information comes to light to alter the control operator's knowledge of the incident being attended, the initial PDA will be altered to reflect the changing situation on all occasions.

The aim being to send the correct resources to resolve the incident as quickly as possible, so ensuring fire fighter and public safety is maintained or established as quickly and as efficiently as possible.

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What forms the Pre-Determined Attendance will be detailed within Northamptonshire Fire and Rescue Service Policy and be subject to periodic review, PDA's will be defined by either;

- Incident type.
- Geographical area.
- Incident Type within a Geographical area.
- Specific address.

And will specify what resources make up the **initial attendance**, **supporting attendance** and **full pre-determined attendance**.

Initial attendance *The resources required within the emergency phase to initiate initial emergency action to save life or prevent escalation of the incident. This response will be the first resources arriving at the scene, providing a limited command and control structure, ensuring fire fighter and public safety is maintained or established as quickly and as efficiently as possible, considering the demands of the incident.*

Supporting attendance *This will be the arrival of supporting resources, their role will be to provide additional resources to support the demands of the emergency phase and enhance the command and control structure.*

This will not remove the opportunity for additional resources to be requested by the Incident Commander as part of the dynamic risk assessment, wherein resources will always be mobilised as and when requested.

3.1.4 Crewing Levels

Northamptonshire Fire and Rescue will determine **Standard** and **Safe** Crewing Level for all types of incidents to allow the most efficient, effective and safe use of resources in managing risk.

When responding to incidents where national guidance exists, the service will align crewing levels with national guidance, or higher if more appropriate.

When responding to all other types of incidents, **Safe** and **Standard** crewing levels will be maintained, with any changes to current standards to be set via consultation, with a view to achieving an agreed outcome with representative bodies.

As a good employer Northamptonshire Fire and Rescue Service will determine standard crewing levels to allow contingency for unexpected eventualities caused by sickness, minor accidents or issues of a compassionate or personal nature as deemed appropriate within service policy.

Northamptonshire Fire and Rescue Service will ensure the most efficient and effective use of resources in maintaining an effective safe response to incidents.

Northamptonshire Fire and Rescue Service will endeavour to achieve **Standard crewing levels on a minimum of 75%** of occasions with **Safe crewing levels being achieved on 100%** of occasions.

3.2 Response to Fires

Northamptonshire Fire and Rescue will, in normal circumstances (where the address and incident type can be confirmed, and resources mobilised within 1 minute from receipt of call), endeavour to respond to all primary fires within **8 minutes from receipt of call**, this to be achieved on a minimum of 75% of occasions, when either;

- The effectiveness of the fire services response based on information received at time of call, is likely to have a significant impact on the survivability of casualties.
- The effectiveness of the fire services response based on information received at time of call, is likely to prevent the likely spread of fire that has the potential to endanger life.
- A response within 8 minutes will mitigate significant economic loss caused by fire.

Northamptonshire Fire and Rescue Service will respond to all such incidents with an **initial attendance** capable of taking mitigating actions to reduce risk to life, this will include the capability to enter a smoke filled environment, provide fire fighting media, take all reasonable actions to effect rescues and provide an effective command and control system. The initial attendance provided with equipment deemed reasonably practicable to prevent/ reduce or remove immediate risk to life.

Where the need is identified at call reception to mobilise additional resources as part of a pre-determined attendance, a **supporting attendance**, in normal circumstances (where the address and incident type can be confirmed, and resources mobilised within 1 minute from receipt of call), will endeavour to arrive within **12 minutes from receipt of call**, this to be achieved on a minimum of 75% of occasions.

For all other incidents where it is identified at call reception that the full economic/ environmental impact caused by fire has occurred, and there is no risk to life, the service will endeavour to respond within **15 minutes from receipt of call**.

3.3 Road Traffic Collisions

Northamptonshire Fire and Rescue Service will, in normal circumstances (where the address and incident type can be confirmed, and resources mobilised within 1 minute from receipt of call), endeavour to respond to all road traffic collisions within **8 minutes from receipt of call**, this to be achieved on a minimum of 75% of occasions, when;

- Based on information received at time of call the effectiveness of the Fire and Rescue services response is likely to have a significant impact on the survivability of casualties.

Or

- Based on information received at time of call there is a known imminent risk of death or serious injury.

Northamptonshire Fire and Rescue Service will provide a response to all such incidents with an **initial attendance** consistent with the Fire and Rescue Services role and commensurate to the clinical needs of casualties trapped.

This will include personnel and equipment deemed appropriate and reasonably practicable within the initial attendance to prevent/ reduce or remove immediate risk to life and where required providing a minimum capability to make initial access for medical care.

The service will always ensure that the nearest resources will be mobilised to meet the initial attendance, where possible this will include the full capability to extricate persons trapped.

The service recognises the risks associated with increasing the number of vehicles mobilised to incidents, and the impact on road safety, so will aim to reduce the number of vehicles mobilised by suitably equipping its fleet to maximise efficiency, reduce risk and provide the best response for persons trapped.

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Where the need is identified at call reception to mobilise additional resources as part of a pre-determined attendance, a **supporting attendance**, in normal circumstances (where the address and incident type can be confirmed, and resources mobilised within 1 minute from receipt of call), will endeavour to arrive within **15 minutes from receipt of call**, providing the capability to effect the release or rescue of persons trapped (if not forming part of the initial attendance), this to be achieved on a minimum of 75% of occasions.

3.4 Other Eventualities

3.4.1 Other Eventualities (Imminent Risk To Life)

Northamptonshire Fire and Rescue Service will, in normal circumstances (where the address and incident type can be confirmed, and resources mobilised within 1 minute from receipt of call), endeavour to respond to all other eventualities within **8 minutes from receipt of call**, this to be achieved on a minimum of 75% of occasions, when;

- Based on information received at time of call the effectiveness of the Fire and Rescue services response is likely to have a significant impact on the survivability of casualties.

Or

- Based on information received at time of call there is a known imminent risk of death or serious injury.

Northamptonshire Fire and Rescue Service will provide a response to all such incidents with an **initial attendance** consistent with the Fire and Rescue Services role and commensurate to the clinical needs of casualties.

This will include personnel and equipment deemed appropriate and reasonably practicable within the initial attendance to prevent/ reduce or remove immediate risk to life and where required provide initial access for medical care.

Where the need is identified at call reception that persons are unable to be rescued without fire service intervention, a **supporting attendance** response, in normal circumstances (where the address and incident type can be confirmed, and resources mobilised within 1 minute from receipt of call), will endeavour to arrive within **15 minutes from receipt of call**, this being achieved on a minimum of 75% of occasions, providing suitable personnel and equipment deemed appropriate and reasonably practicable, and providing the capability to effect the release or rescue of persons, if not forming part of the initial intervention response.

3.4.2 Other Eventualities (No Risk to Life)

Where the need is identified at call reception that persons are unable to be rescued without fire service intervention and there is no imminent risk to life, suitable personnel and equipment deemed appropriate and reasonably practicable, providing the capability to effect the release or rescue will, in normal circumstances (where the address and incident type can be confirmed, and resources mobilised within 1 minute from receipt of call), arrive within **15 minutes from receipt of call**, this to be achieved on a minimum of 75% of occasions.

3.5 Economical/ Environmental Impact

Northamptonshire Fire and Rescue Service will, in normal circumstances (where the address and incident type can be confirmed, and resources mobilised within 1 minute from receipt of call), endeavour to respond to all eventualities within **8 minutes from receipt of call**, this to be achieved on a minimum of 75% of occasions, when;

- The effectiveness of the fire services response based on information received at time of call, is likely to have a significant impact on reducing economic loss and the incident warrants an emergency attendance by the Fire and Rescue Service.

Or

- The effectiveness of the fire services response based on information received at time of call, is likely to reduce environmental loss/damage to as low as can be reasonably expected within the circumstances and the incident warrant an emergency attendance by the Fire and Rescue Service.

Northamptonshire Fire and Rescue Service will respond to all such incidents with an **initial attendance** consistent with the fire services nationally and/or locally agreed core function.

Where the need is identified at call reception to mobilise additional resources as part of the pre-determined attendance, a **supporting attendance** will, in normal circumstances (where the address and incident type can be confirmed, and resources mobilised within 1 minute from receipt of call), endeavour to arrive within **15 minutes from receipt of call**, this being achieved on a minimum of 75% of occasions, providing suitable personnel and equipment deemed appropriate and reasonably practicable, and providing the capability to effect the release or rescue of persons, if not forming part of the initial attendance.

3.6 Other Eventualities (Spate Conditions)

Northamptonshire Fire and Rescue Service will respond to all other incidents caused by natural or other means on the basis of risk to life, property or the environment. The service will respond as expeditiously as possible considering demand for services by mobilising the right resources efficiently to meet normal requirements.

3.7 Outcome

Northamptonshire Fire and Rescue Authority's strategy in managing societal risk will be monitored over time due to changes in identified risks, local developments, local economic trends, population growth and demographics.

The authority's strategy will be reviewed to determine if higher or lower levels of protection, or a change in the balance of community safety education and operational cover, are required to maintain a satisfactory level of local community safety. This entails a continuous process of review of local social-demographic profiles, rates of fire, rates of casualty and community safety indicators, for the purposes of:

- Appraising whether the levels of operational cover and community safety education are achieving their goals of minimising losses, and;
- Monitoring changes in risk which might warrant a change in operational cover or fire safety provision.

This will be achieved by the Fire and Rescue Authority producing an annual Integrated Risk Management Plan outlining the actions taken in reducing risk year-on-year. The Fire and Rescue Authority will endeavour to continually reduce risk through its actions; this will be measured as part of the risk management process. As a measure of success the service will aim to reduce over a three year rolling cycle accidental, deliberate and avoidable;

- Death or injury,
- Primary Fires,
- Emergency Incidents,
- False Alarms
- Economic and Environmental impact through effective management of these standards.

And deliver measurable improvements in;

- Community Safety Activities
- Intervention response

It is recognised that the standard could not be achieved when this document was initially implemented by Northamptonshire Fire and Rescue Authority, to ensure the process of continuous improvement in meeting the attendance times, the Authority will state within its Integrated Risk Management Plan how these improvements are going to be achieved, this document will be subject to public consultation.

Outcomes will be measured through the suite of Performance Indicators (LPI's) contained within the annual Integrated Risk Management Plan.

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ADDENDUM

The Service will maintain the ability to respond to historic “B” risk areas of initial and supporting response within 8 minutes. This standard may be subject to review; any outcomes of review must form part of the Integrated Risk Management Process and will require Fire Authority approval. (This clause does not affect day to day movement required for operational reasons.)

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