HUMBERSIDE FIRE AND RESCUE SERVICE

Resilience and Public Safety

Operational Intervention Standards

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Responsible Person	**Head of Fleet, Research and Capability**
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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 Community Risk Management Plan
- The Humberside Fire & Rescue Service Reasonable Worst Case Scenario planning document.

Core Code of Ethics

Humberside Fire and Rescue Service (HFRS) has adopted the Core Code of Ethics for Fire and Rescue Services. The Service is committed to the ethical principles of the Code and strives to apply them in all we do; therefore, those principles are reflected in this Policy.

National Guidance

Any National Guidance which has been adopted by HFRS, will be reflected in this Policy.

2. EQUALITY, DIVERSITY AND INCLUSION

HFRS has a legal responsibility under the Equality Act 2010, and a commitment, to ensure it does not discriminate either directly or indirectly in any of its functions and services or in its treatment of staff, in relation to race, sex, disability, sexual orientation, age, pregnancy and maternity, religion and belief, gender reassignment or marriage and civil partnership. It also has a duty to make reasonable adjustments for disabled applicants, employees and service users.

3. AIM AND OBJECTIVES

To establish in policy the Intervention standards identified in the Community Risk Management Plan and support the delivery of the mission statements of the HFRS Strategic Plan:

4. ASSOCIATED DOCUMENTS

- Equality Impact Assessment
  Legal References
  - The Fire & Rescue Services Act 2004
  - The Fire & Rescue National Framework Document

- National Guidance
  There is no specific National Guidance relevant to this policy.
- Humberside Fire & Rescue Service Community Risk Management Plan
- The Humberside Fire & Rescue Service Reasonable Worst Case Scenario planning document.

5. INTERVENTION STANDARDS

The Intervention standards have been determined by sub-dividing the activities into the two distinct areas below. This is based on the outputs from the Fire Fatality Property Risk Modelling software.

- The speed of response (the attendance times of engines)
- The weight of response (the type and number of engines)

The Pre-Determined Attendance (PDA) (number and type) of engines mobilised to all incident types has been determined by the Fire Fatality Property Risk Modelling assessment, the analysis of recognised procedures (e.g. National Operating Guidance) and professional judgement of anticipated first actions.

The process used to determine the appropriate weight of response is principally focused on firefighter safety arrangements.

GUIDANCE

Dwelling Fires

Humberside Fire Authority (HFA) has determined that (a minimum of two) fire engines will be mobilised to dwelling fires and the first engine to be in attendance within the following times afterbeing 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, (a minimum of) two fire engines will be mobilised and the first engine to be in attendance within **15 minutes** of being mobilised.

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

Second Engine PDA

The second engine on a PDA will be at the incident within **5 minutes** of the first engine on 80% of occasions.

Major Incidents

The disposition of engines in the Service area will be arranged so that 10 pumping engines 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 Assurance Section on a six-monthly basis.

Once incident data is completed and quality assured for each month, analysis will be carried out to identify any incidents that fall into the set standards of intervention. Additional analysis will highlight those incidents that pass or fail the intervention criteria.

The accepted exclusion criteria will then be applied to the failing incidents. The resulting calculations showing the percentage of passed and failed incidents will be published in the Performance Management Software.

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

A full audit trail for the calculations will be created each month showing passed, failed and excluded incidents.

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 engine PDA**: Control reduce the PDA due to information given at the time of call, for example road traffic collisions where HFRS is only required to swill away, make vehicle safe or extinguish a car on fire.
- **Stop Message:** First engine in attendance sends stop message to Control and second engine is returned to station.
- **Simultaneous Incidents:** The criteria for this is, exclude any incident within the same station ground, within ten minutes of another incident.
- **Insufficient engines 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 unableto 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 (engine 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

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

The Service's Community Risk Management Plan in conjunction with Reasonable Worst Case Scenario planning assumptions will support a cyclical review of intervention standards and emergency response resourcing.

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 via Service Performance Indicator dashboards.

Guidance Standards

Intervention standards will be produced using appropriate/available toolkits in conjunction with guidance issued by the Home Office or other relevant government department.

If you require any further guidance in relation to this policy, please contact Fleet, Research and Capability