

Headquarters

Hindlip Park
Worcester
WR3 8SP

Tel 0345 122 4454

Web www.hwfire.org.uk

Email info@hwfire.org.uk



HEREFORD & WORCESTER
HWFR
FIRE AND RESCUE SERVICE

Chief Fire Officer / Chief Executive
Jonathon Pryce MBA, Dip, GFireE

Public Consultation: Attendance Performance Measure

We would like to let you know that we have launched a public consultation exercise on a proposal to update the Service's Attendance Performance Measure. We want to encourage individuals and organisations to have their say on the proposal, which we have set out in a consultation document along with a short questionnaire. The consultation closes on 16 September 2022, and results and recommendations will be reported to Fire Authority at the end of the year.

You can read more about the proposal in the Attendance Performance Measure Consultation Document, which is available on the [Service website](#). To help to gather views, we have engaged an independent research company, Opinion Research Services (ORS), to carry out the consultation for us. They have prepared a separate questionnaire document and an online version, which should only take about 10 minutes to complete. You can access the questionnaire here: www.opinionresearch.co.uk/HWFire.

During the consultation, ORS will also aim to meet with a cross-section of residents and stakeholders to discuss the proposal in more detail.

We'd like to encourage your organisation to consider the proposal and respond to the consultation. We'd also encourage you to share the consultation with your wider community to help to ensure we get a good cross-section of views to consider.

If you have any questions, or would like any further information, please contact us directly using our consultation@hwfire.org.uk email address.

Best wishes,

Anna Davidson

Assistant Director - Prevention

Additional Information: About the Attendance Performance Measure

An attendance performance measure is simply a measure of how long it takes a fire engine to reach an emergency incident, and it is used to help to assess performance and to look at where improvements might be made. It doesn't change the emergency response at all, and the Service will continue to respond to all incidents as quickly and safely as they can with the closest available and most appropriate resources.

The current Attendance Performance Measure dates back to 2009 and is considered no longer meaningful for a number of reasons: it only measures attendance times at fires in buildings rather than the much broader range of incidents the Service attends; it doesn't take account of where fire stations are or how they are crewed; and it hasn't kept pace with the changes to road networks and increasing levels of traffic congestion.

The proposed new Measure aims to address these and other issues and give communities a clearer and more realistic picture of the response times they can expect for a wider range of incidents in relation to where they live.