

Freedom of Information Request FOI 18 103

Response times

Query:

Please, could you provide the following information;

1. What is the Dorset fire and rescue's response time target in the last two years?
2. What is the Dorset fire and rescues ACTUAL response time?
3. What is the Dorset fire and rescue's success rate on call out's in the last two years?

Response:

1. **Dorset Fire and Rescue Service and Wiltshire Fire and Rescue Service combined to form Dorset & Wiltshire Fire and Rescue Service on 1 April 2016, so the following target (quoted in our Community Safety Plan) is for both Dorset and Wiltshire;**

“On 75% of occasions, we will achieve our response standards based on a 10-minute response time including all call handling and travel time”.

Please note that this target only refers to sleeping risk properties, which would include all dwellings, guest houses, hotels, hospitals, prisons etc.

2. **The average response times to sleeping risk properties across Bournemouth, Poole and Dorset in financial years 2016/17 and 2017/18 is as follows:**

2016/17 = 7:44

2017/18 = 7:51

3. **The percentage of sleeping risk properties that were attended within 10 minutes of the call ringing across Bournemouth, Poole and Dorset for financial years 2016/17 and 2017/18 is as follows:**

2016/17 = 81.6%

2017/18 = 77.5%