**Freedom of Information Request FOI 19 06**

**Response times**

**Query:**

Please, could you provide the following information;

1. What is the Dorset fire and rescue's response time target for the 2018/19 financial year?
2. What is the Dorset fire and rescues ACTUAL response time for the 2018/19 financial year?
3. What is the Dorset fire and rescue's success rate on call out's in the 2018/19 financial year?

**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.**

1. **The average response times to sleeping risk properties across Bournemouth, Poole and Dorset in the first three quarters of financial year 2018/19 (ending 31/12/2018) was 08:21.**
2. **The percentage of sleeping risk properties that were attended within 10 minutes of the call ringing across Bournemouth, Poole and Dorset in the first three quarters of financial year 2018/19 (ending 31/12/2018) was 75.9%.**