



**DORSET & WILTSHIRE
FIRE AND RESCUE**

Item 26/24 Appendix M

Fire Station Review

Appendix M: Response Times

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Introduction

The modelling used by the Service assumes a call handling time of 1.5 minutes for all incidents, with mobilisation times of two minutes for wholetime stations and five minutes for on-call stations. These assumptions are consistent with the parameters used within the Service's mobilising system and align with the approach of other fire and rescue services.

As part of the Service's assurance measures, internal validation has been undertaken by comparing modelled travel times against historic attendance times in selected operational incidents. This process has enabled the Service to assess whether the assumptions used within the model are broadly consistent with operational experience and real-world response activity.

In addition, the model is based on road network data combined with assumed appliance speeds, informed by previous analysis undertaken by Nottinghamshire Fire and Rescue Service. These speeds are applied across different road classifications to estimate expected travel times within the modelling framework.

The Services approach to travel times formed part of the independent assurance review, as highlighted in the above sections, this resulted in the following comment provided within the report (Appendix B):

"A particularly positive feature of the approach is that the travel time assumptions used in the model are aligned with those used within the mobilisation system. This means that the travel time estimates used for strategic analysis are consistent with the calculations used when mobilising appliances to real incidents"

Response Times

The average modelled first appliance response times for incidents where the eight review stations are modelled closest have been calculated and compared to the average actual response times for those incidents. All response times include call handling; appliance turn out and travel times.

Response Times by Season

The actual average first appliance response time, split by season, to incidents which occurred where the eight stations under review are modelled closest, between 1 April 2021 and 31 March 2026, can be seen in Table 1. This only includes incidents where a pumping appliance has arrived at the incident scene. Dependant on the appliance availability this is the Service resource which attended the incident and not necessarily the modelled closest appliance.

Average First Appliance Response Time to Incidents Where Station Modelled Closest over Five Years 1 April 2021 to 31 March 2026				
Station Area	Winter (Dec-Feb)	Spring (Mar-May)	Summer (Jun-Aug)	Autumn (Sep-Nov)
Bradford on Avon	13:18	12:37	13:13	13:22
Charmouth	13:10	12:08	11:57	11:13
Cranborne	13:42	16:08	14:35	13:56
Hamworthy	8:27	9:17	9:36	8:39
Maiden Newton	17:19	14:33	16:01	15:21
Mere	13:29	13:43	12:57	12:40
Ramsbury	16:49	17:30	18:12	17:52
Wilton	11:01	12:26	10:53	11:21

Table 1: Average actual first appliance response times, split by season, between 1 April 2021 and 31 March 2026 (This is the response of the DWFRS appliance which attended the incident, and not necessarily the modelled closest station depending on availability)

The modelled average first appliance response time, split by season, where each station was modelled as the closest pumping appliance (modelled available 100% of the time), between 1 April 2021 and 31 March 2026, can be seen in Table 2.

Average Modelled First Appliance Response Time to Incidents Where Station Modelled Closest over Five Years 1 April 2021 to 31 March 2026				
Station Area	Winter (Dec-Feb)	Spring (Mar-May)	Summer (Jun-Aug)	Autumn (Sep-Nov)
Bradford on Avon	09:48	09:31	10:04	10:18
Charmouth	11:48	10:44	11:04	09:48
Cranborne	13:43	16:35	16:29	16:19
Hamworthy	8:53	8:56	9:10	8:59
Maiden Newton	13:49	15:16	13:22	14:00
Mere	11:58	12:38	11:46	11:57
Ramsbury	14:52	17:03	16:24	15:39
Wilton	10:40	11:47	11:48	10:48

Table 2: Average modelled first appliance response times, split by season, between 1 April 2021 and 31 March 2026

Summary

Actual and modelled response times generally correlate with each other. Differences are to be expected due to a number of reasons, including appliance availability, turn in and call handling times, whether crews were already on station, and local traffic and whether conditions.

The use of modelling allows these variations to be limited to align all station and incidents across the Service under one methodology, removing as many outside factors as possible.

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