

## Risk Based Attendance Standard

We group all high risk incidents together and ensure that we always respond in the fastest way possible to a call that could result in people's lives or property being in danger. The focus on risk means that we can afford to set longer attendance time standards for minor calls where lives and property are known to be in no danger. By doing this, we can spread our resources most effectively across the West Midlands area, not just day by day, but dynamically from one minute to the next, using Fire Control staff to maintain the most effective distribution of resources at all times. Protocols are in place, so that however many personnel are committed to fires and emergencies at a given time, we are able to make cover moves based on a combination of the level of risk identified in each area of the West Midlands and the anticipated travel times as our resources become stretched, during periods of high demand.

Emergency incidents are categorised in the following way:

| Incident Risk Category  | Description  | First Appliance Attendance Standard |
|---|--|-------------------------------------|
| <b>Category 1</b><br>(High Risk)  | Incidents that present the most significant risk to life, namely dwelling fires, other building fires, RTCs and 'Life Risk' Special Service Calls, such as water rescue.   | 5 minutes                           |
| <b>Category 2</b><br>(Medium Risk)  | Incidents where there is a potential risk (either through incident severity or the type of property affected), but there is a reduced likelihood of this risk being realised. For example- a flooding or a person locked in. | 7 minutes                           |
| <b>Category 3</b><br>(Low Risk)   | Incidents where there is a significantly reduced risk to life.   | 10 minutes                          |
| <b>Category 4</b><br>(secondary fires that attract a 20 minute attendance standard) | Incidents that are secondary fires and where there is a very low risk to life; e.g. fires in the open, in waste materials or grass fires   | 20 minutes                          |
| <b>Category 5</b>   | False Alarm calls  |                                     |

This is informed by our [Community Safety Strategy](#).