

Home Office Primary Fire Average Response Time Statistics 2013/14 - 2018/19



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The full set of fire statistics releases, tables and guidance can be found by visiting www.gov.uk/government/collections/fire-statistics.

The statistics in this table are National Statistics.

Significantly rural services are 16 services in England that have been classed as this particular category by the Home Office.

Table 10 for 2019/20 is based on current Leicestershire Incident recording system data.

Table 1 - No. of incidents used in Response Times Analysis (including heat/smoke damage) 2013/14 – 2018/19

LFRS No. of incidents used in response time calculations

Number of Incidents	Year					
	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19
All Primary Fires	981	1,049	1,125	1,081	1,084	1,084
Dwellings (of which):	394	408	426	438	418	406
House/bungalow	269	279	275	298	264	269
Flats	87	110	124	97	126	108
Other Dwellings	38	19	27	43	28	29
Other Buildings (of which):	248	256	288	251	247	247
Other Residential	18	19	28	30	23	16
Non Residential	230	237	260	221	224	231
Road Vehicles	268	306	322	288	334	309
Other Outdoor	71	79	89	104	85	122
Secondary Fires	982	863	813	837	849	1,151

England Significantly Rural Services (16) No. of incidents used in response time calculations

Number of Incidents	Year					
	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19
All Primary Fires	19,026	18,311	18,739	19,230	18,692	18,741
Dwellings (of which):	7,768	7,736	7,739	7,692	7,663	7,421
House/bungalow	4,986	4,905	4,895	4,946	4,827	4,728
Flats	2,033	2,010	1,987	1,895	2,009	1,915
Other Dwellings	749	821	857	851	827	778
Other Buildings (of which):	4,459	4,184	4,316	4,424	4,227	4,089
Other Residential	583	530	513	483	543	457
Non Residential	3,876	3,654	3,803	3,941	3,684	3,632
Road Vehicles	5,239	4,949	5,021	5,353	4,995	4,978
Other Outdoor	1,560	1,442	1,663	1,761	1,807	2,253
Secondary Fires	18,311	15,202	16,838	17,066	18,205	22,152

England No. of incidents used in response time calculations

Number of Incidents	Year					
	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19
All Primary Fires	67,836	65,395	66,960	67,456	67,273	67,076
Dwellings (of which):	30,658	30,128	30,143	29,353	29,757	28,715
House/bungalow	17,829	17,389	17,462	17,217	17,211	16,423
Flats	9,783	9,701	9,713	9,294	9,674	9,585
Other Dwellings	3,046	3,038	2,968	2,842	2,872	2,707
Other Buildings (of which):	15,964	14,969	15,473	15,310	15,163	14,613
Other Residential	2,056	1,982	1,925	1,697	1,856	1,692
Non Residential	13,908	12,987	13,548	13,613	13,307	12,921
Road Vehicles	16,232	15,722	16,312	17,742	17,077	17,197
Other Outdoor	4,982	4,576	5,032	5,051	5,276	6,551
Secondary Fires	84,893	70,730	77,350	76,375	82,633	99,287

Table 2 - Average Response Times - 2013/14 to 2018/19

LFRS Average Response times – 2013/14 to 2018/19

Average Response time	Year					
	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19
All Primary Fires	8m 43s	8m 58s	9m 48s	10m 10s	10m 14s	10m 21s
Dwellings (of which):	7m 40s	7m 59s	8m 36s	8m 59s	9m 08s	8m 47s
House/bungalow	7m 56s	8m 16s	9m 01s	9m 16s	9m 33s	9m 12s
Flats	6m 34s	6m 59s	7m 42s	7m 57s	8m 04s	8m 01s
Other Dwellings	8m 17s	9m 34s	8m 35s	9m 23s	10m 07s	7m 51s
Other Buildings (of which):	8m 36s	8m 51s	9m 33s	9m 49s	10m 19s	10m 03s
Other Residential	8m 13s	8m 10s	10m 02s	10m 28s	9m 40s	8m 14s
Non Residential	8m 38s	8m 54s	9m 30s	9m 44s	10m 23s	10m 10s
Road Vehicles	9m 52s	9m 56s	11m 10s	11m 33s	11m 16s	11m 17s
Other Outdoor	10m 34s	10m 34s	11m 27s	12m 04s	11m 24s	13m 47s
Secondary Fires	8m 24s	8m 33s	9m 12s	10m 11s	10m 24s	9m 59s

England Significantly Rural Services (16) Average Response times – 2013/14 to 2018/19

Average Response time	Year					
	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19
All Primary Fires	9m 07s	9m 26s	9m 38s	9m 39s	9m 46s	9m 59s
Dwellings (of which):	8m 10s	8m 35s	8m 39s	8m 43s	8m 49s	8m 52s
House/bungalow	8m 38s	9m 00s	9m 09s	9m 07s	9m 15s	9m 13s
Flats	7m 12s	7m 33s	7m 33s	7m 46s	7m 50s	8m 01s
Other Dwellings	7m 45s	8m 34s	8m 21s	8m 29s	8m 39s	8m 47s
Other Buildings (of which):	8m 49s	9m 12s	9m 21s	9m 23s	9m 28s	9m 38s
Other Residential	8m 12s	8m 25s	8m 48s	8m 50s	8m 56s	9m 05s
Non Residential	8m 54s	9m 19s	9m 25s	9m 27s	9m 32s	9m 43s
Road Vehicles	10m 11s	10m 27s	10m 47s	10m 40s	10m 52s	10m 59s
Other Outdoor	11m 03s	11m 10s	11m 31s	11m 17s	11m 27s	12m 05s
Secondary Fires	9m 08s	9m 35s	9m 48s	9m 52s	9m 52s	10m 29s

England Average Response times – 2013/14 to 2018/19

Average Response time	Year					
	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19
All Primary Fires	8m 16s	8m 37s	8m 40s	8m 38s	8m 38s	8m 49s
Dwellings (of which):	7m 29s	7m 49s	7m 47s	7m 46s	7m 48s	7m 47s
House/bungalow	7m 53s	8m 15s	8m 14s	8m 11s	8m 15s	8m 14s
Flats	6m 48s	7m 04s	7m 02s	7m 01s	7m 00s	7m 01s
Other Dwellings	7m 17s	7m 44s	7m 39s	7m 42s	7m 49s	7m 45s
Other Buildings (of which):	8m 04s	8m 28s	8m 26s	8m 29s	8m 27s	8m 34s
Other Residential	7m 33s	7m 54s	8m 00s	8m 08s	7m 56s	7m 56s
Non Residential	8m 08s	8m 33s	8m 30s	8m 32s	8m 31s	8m 40s
Road Vehicles	9m 20s	9m 45s	9m 47s	9m 36s	9m 35s	9m 43s
Other Outdoor	10m 18s	10m 27s	10m 58s	10m 40s	10m 46s	11m 34s
Secondary Fires	8m 43s	9m 03s	9m 15s	9m 09s	9m 10s	9m 42s

Table 3 - Average Call Handling Times - 2013/14 to 2018/19

LFRS Average Call Handling times – 2013/14 to 2018/19

Average Call Handling Time	Year					
	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19
All Primary Fires	0m 59s	1m 02s	1m 41s	2m 01s	1m 58s	1m 53s
Dwellings (of which):	0m 53s	0m 54s	1m 28s	1m 44s	1m 45s	1m 34s
House/bungalow	0m 50s	0m 52s	1m 23s	1m 36s	1m 35s	1m 27s
Flats	1m 00s	1m 01s	1m 34s	1m 57s	2m 00s	1m 50s
Other Dwellings	0m 54s	1m 00s	1m 53s	2m 08s	2m 06s	1m 40s
Other Buildings (of which):	0m 58s	1m 03s	1m 37s	2m 03s	2m 00s	1m 51s
Other Residential	1m 13s	0m 52s	1m 42s	1m 55s	2m 13s	1m 56s
Non Residential	0m 56s	1m 04s	1m 36s	2m 04s	1m 58s	1m 50s
Road Vehicles	1m 06s	1m 10s	1m 56s	2m 17s	2m 11s	2m 04s
Other Outdoor	1m 09s	1m 12s	2m 03s	2m 25s	2m 12s	2m 31s
Secondary Fires	1m 03s	1m 02s	1m 38s	2m 12s	2m 14s	2m 01s

England Significantly Rural Services (16) Average Call Handling times – 2013/14 to 2018/19

Average Call Handling Time	Year					
	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19
All Primary Fires	1m 07s	1m 13s	1m 26s	1m 26s	1m 25s	1m 28s
Dwellings (of which):	0m 58s	1m 03s	1m 13s	1m 14s	1m 13s	1m 15s
House/bungalow	0m 56s	1m 02s	1m 11s	1m 10s	1m 09s	1m 10s
Flats	1m 01s	1m 04s	1m 16s	1m 19s	1m 20s	1m 25s
Other Dwellings	1m 02s	1m 09s	1m 21s	1m 21s	1m 17s	1m 22s
Other Buildings (of which):	1m 00s	1m 18s	1m 26s	1m 26s	1m 25s	1m 28s
Other Residential	1m 04s	1m 09s	1m 28s	1m 20s	1m 20s	1m 24s
Non Residential	1m 10s	1m 20s	1m 26s	1m 26s	1m 25s	1m 29s
Road Vehicles	1m 14s	1m 20s	1m 37s	1m 36s	1m 38s	1m 36s
Other Outdoor	1m 22s	1m 30s	1m 46s	1m 48s	1m 47s	1m 51s
Secondary Fires	1m 18s	1m 29s	1m 38s	1m 41s	1m 42s	1m 45s

England Average Call Handling times – 2013/14 to 2018/19

Average Call Handling Time	Year					
	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19
All Primary Fires	1m 14s	1m 23s	1m 27s	1m 26s	1m 24s	1m 23s
Dwellings (of which):	1m 08s	1m 15s	1m 17s	1m 17s	1m 15s	1m 14s
House/bungalow	1m 03s	1m 09s	1m 12s	1m 12s	1m 10s	1m 08s
Flats	1m 18s	1m 23s	1m 26s	1m 24s	1m 23s	1m 22s
Other Dwellings	1m 11s	1m 21s	1m 23s	1m 22s	1m 19s	1m 19s
Other Buildings (of which):	1m 17s	1m 27s	1m 30s	1m 30s	1m 27s	1m 25s
Other Residential	1m 14s	1m 21s	1m 28s	1m 27s	1m 24s	1m 22s
Non Residential	1m 18s	1m 27s	1m 30s	1m 30s	1m 28s	1m 26s
Road Vehicles	1m 18s	1m 28s	1m 34s	1m 31s	1m 29s	1m 27s
Other Outdoor	1m 31s	1m 42s	1m 51s	1m 51s	1m 48s	1m 51s
Secondary Fires	1m 33s	1m 47s	1m 48s	1m 46s	1m 44s	1m 47s

Table 4 - Average Crew Turn Out Times - 2013/14 to 2018/19

LFRS Average Crew Turn Out times – 2013/14 to 2018/19

Average Crew Turn Out Time	Year					
	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19
All Primary Fires	2m 19s	2m 22s	2m 22s	2m 11s	2m 11s	2m 06s
Dwellings (of which):	2m 05s	2m 06s	2m 07s	1m 58s	1m 58s	1m 49s
House/bungalow	2m 06s	2m 09s	2m 09s	1m 59s	2m 07s	1m 55s
Flats	1m 54s	1m 51s	2m 03s	1m 47s	1m 47s	1m 34s
Other Dwellings	2m 19s	2m 37s	1m 59s	2m 15s	1m 35s	1m 53s
Other Buildings (of which):	2m 17s	2m 23s	2m 17s	2m 08s	2m 09s	2m 05s
Other Residential	2m 42s	2m 16s	2m 03s	2m 23s	1m 47s	2m 21s
Non Residential	2m 15s	2m 24s	2m 18s	2m 06s	2m 11s	2m 03s
Road Vehicles	2m 31s	2m 37s	2m 39s	2m 28s	2m 23s	2m 13s
Other Outdoor	3m 07s	2m 42s	2m 46s	2m 32s	2m 27s	2m 43s
Secondary Fires	2m 12s	2m 14s	2m 20s	2m 24s	2m 21s	2m 04s

England Significantly Rural Services (16) Average Crew Turn Out times – 2013/14 to 2018/19

Average Crew Turn Out Time	Year					
	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19
All Primary Fires	2m 14s	2m 14s	2m 09s	2m 07s	2m 04s	2m 04s
Dwellings (of which):	2m 00s	2m 04s	1m 57s	1m 55s	1m 54s	1m 52s
House/bungalow	2m 04s	2m 08s	2m 01s	1m 57s	1m 58s	1m 55s
Flats	1m 49s	1m 48s	1m 45s	1m 47s	1m 41s	1m 42s
Other Dwellings	2m 03s	2m 14s	2m 06s	1m 58s	2m 02s	1m 58s
Other Buildings (of which):	2m 07s	2m 08s	2m 04s	1m 58s	1m 58s	1m 57s
Other Residential	2m 13s	2m 09s	2m 08s	2m 08s	2m 03s	2m 08s
Non Residential	2m 06s	2m 08s	2m 03s	1m 57s	1m 57s	1m 55s
Road Vehicles	2m 31s	2m 29s	2m 24s	2m 23s	2m 17s	2m 17s
Other Outdoor	2m 40s	2m 38s	2m 32s	2m 31s	2m 28s	2m 26s
Secondary Fires	2m 11s	2m 12s	2m 11s	2m 11s	2m 06s	2m 04s

England Average Crew Turn Out times – 2013/14 to 2018/19

Average Crew Turn Out Time	Year					
	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19
All Primary Fires	1m 45s	1m 45s	1m 41s	1m 40s	1m 37s	1m 37s
Dwellings (of which):	1m 32s	1m 33s	1m 29s	1m 27s	1m 27s	1m 25s
House/bungalow	1m 38s	1m 39s	1m 34s	1m 32s	1m 32s	1m 30s
Flats	1m 20s	1m 19s	1m 17s	1m 16s	1m 15s	1m 14s
Other Dwellings	1m 37s	1m 39s	1m 36s	1m 33s	1m 35s	1m 35s
Other Buildings (of which):	1m 43s	1m 43s	1m 38s	1m 35s	1m 33s	1m 33s
Other Residential	1m 43s	1m 42s	1m 38s	1m 42s	1m 35s	1m 35s
Non Residential	1m 43s	1m 43s	1m 38s	1m 34s	1m 32s	1m 32s
Road Vehicles	2m 04s	2m 02s	2m 00s	1m 57s	1m 52s	1m 52s
Other Outdoor	2m 15s	2m 08s	2m 07s	2m 05s	2m 03s	2m 04s
Secondary Fires	1m 40s	1m 40s	1m 40s	1m 37s	1m 35s	1m 35s

Table 5 - Average Driver Times - 2013/14 to 2018/19

LFRS Average Driver times – 2013/14 to 2018/19

Average Driver Time	Year					
	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19
All Primary Fires	5m 25s	5m 34s	5m 45s	5m 57s	6m 06s	6m 23s
Dwellings (of which):	4m 43s	4m 59s	5m 01s	5m 18s	5m 25s	5m 24s
House/bungalow	5m 00s	5m 15s	5m 28s	5m 42s	5m 51s	5m 50s
Flats	3m 41s	4m 08s	4m 05s	4m 12s	4m 17s	4m 37s
Other Dwellings	5m 05s	5m 57s	4m 43s	5m 01s	6m 26s	4m 18s
Other Buildings (of which):	5m 22s	5m 25s	5m 39s	5m 38s	6m 10s	6m 07s
Other Residential	4m 18s	5m 02s	6m 16s	6m 10s	5m 40s	3m 57s
Non Residential	5m 27s	5m 27s	5m 35s	5m 33s	6m 13s	6m 16s
Road Vehicles	6m 16s	6m 10s	6m 34s	6m 48s	6m 43s	7m 00s
Other Outdoor	6m 18s	6m 40s	6m 38s	7m 07s	6m 45s	8m 32s
Secondary Fires	5m 09s	5m 16s	5m 14s	5m 36s	5m 49s	5m 54s

England Significantly Rural Services (16) Average Driver times – 2013/14 to 2018/19

Average Driver Time	Year					
	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19
All Primary Fires	5m 46s	5m 58s	6m 04s	6m 06s	6m 16s	6m 27s
Dwellings (of which):	5m 12s	5m 28s	5m 28s	5m 34s	5m 42s	5m 45s
House/bungalow	5m 38s	5m 50s	5m 56s	5m 59s	6m 09s	6m 08s
Flats	4m 23s	4m 41s	4m 33s	4m 39s	4m 48s	4m 54s
Other Dwellings	4m 40s	5m 10s	4m 55s	5m 10s	5m 19s	5m 27s
Other Buildings (of which):	5m 33s	5m 45s	5m 51s	5m 59s	6m 05s	6m 13s
Other Residential	4m 54s	5m 07s	5m 13s	5m 22s	5m 33s	5m 34s
Non Residential	5m 38s	5m 51s	5m 56s	6m 04s	6m 10s	6m 18s
Road Vehicles	6m 26s	6m 38s	6m 46s	6m 42s	6m 57s	7m 06s
Other Outdoor	7m 01s	7m 01s	7m 13s	6m 58s	7m 12s	7m 48s
Secondary Fires	5m 40s	5m 55s	5m 59s	6m 01s	6m 04s	6m 40s

England Average Driver times – 2013/14 to 2018/19

Average Driver Time	Year					
	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19
All Primary Fires	5m 16s	5m 29s	5m 32s	5m 32s	5m 37s	5m 48s
Dwellings (of which):	4m 48s	5m 01s	5m 01s	5m 02s	5m 06s	5m 08s
House/bungalow	5m 12s	5m 26s	5m 28s	5m 27s	5m 33s	5m 36s
Flats	4m 11s	4m 21s	4m 20s	4m 20s	4m 22s	4m 25s
Other Dwellings	4m 29s	4m 44s	4m 39s	4m 47s	4m 55s	4m 51s
Other Buildings (of which):	5m 04s	5m 18s	5m 19s	5m 24s	5m 27s	5m 37s
Other Residential	4m 35s	4m 51s	4m 55s	4m 59s	4m 57s	4m 59s
Non Residential	5m 08s	5m 23s	5m 22s	5m 27s	5m 31s	5m 41s
Road Vehicles	5m 58s	6m 14s	6m 14s	6m 07s	6m 14s	6m 24s
Other Outdoor	6m 32s	6m 37s	7m 00s	6m 44s	6m 55s	7m 39s
Secondary Fires	5m 30s	5m 36s	5m 47s	5m 46s	5m 51s	6m 20s

Table 6 - Response times bands for Primary Fires - 2013/14 to 2018/19

LFRS Response time bands for Primary Fires – 2013/14 to 2018/19

Response time bands (minutes)	Year					
	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19
Less than 1	0	0	1	0	0	0
1 to 2	0	1	0	0	2	0
2 to 3	6	7	3	2	1	3
3 to 4	24	25	15	0	2	10
4 to 5	81	79	55	27	15	34
5 to 6	132	128	111	80	74	83
6 to 7	158	156	146	134	120	116
7 to 8	141	154	148	158	130	147
8 to 9	83	97	137	131	154	132
9 to 10	63	93	104	129	125	109
10 to 11	71	47	80	77	111	91
11 to 12	59	65	62	78	80	69
12 to 13	35	47	52	56	65	53
13 to 14	27	26	32	38	42	43
14 to 15	35	32	37	38	50	29
15 to 16	12	23	41	22	22	32
16 to 17	11	23	23	19	19	31
17 to 18	13	14	16	24	10	20
18 to 19	8	5	15	18	15	23
19 to 20	8	8	5	14	11	21
20 to 60	14	19	43	36	36	38
More than 60	0	0	1	0	0	3

England Significantly Rural Services (16) Response time bands for Primary Fires – 2013/14 to 2018/19

Response time bands (minutes)	Year					
	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19
Less than 1	7	12	9	7	4	9
1 to 2	35	35	33	33	34	35
2 to 3	129	129	97	87	90	71
3 to 4	598	480	428	411	372	342
4 to 5	1,490	1,213	1,179	1,088	1,073	944
5 to 6	2,155	1,888	1,920	1,903	1,767	1,768
6 to 7	2,401	2,315	2,336	2,296	2,261	2,207
7 to 8	2,403	2,262	2,205	2,442	2,262	2,220
8 to 9	2,048	1,956	2,049	2,080	2,066	1,966
9 to 10	1,603	1,648	1,667	1,749	1,679	1,752
10 to 11	1,313	1,370	1,407	1,479	1,425	1,459
11 to 12	1,100	1,068	1,102	1,218	1,206	1,184
12 to 13	853	846	954	950	927	947
13 to 14	673	673	697	742	768	812
14 to 15	544	543	586	634	627	610
15 to 16	417	440	440	496	488	490
16 to 17	278	362	371	369	381	428
17 to 18	274	229	275	311	282	350
18 to 19	167	192	224	223	221	301
19 to 20	124	150	165	171	173	197
20 to 60	421	512	604	549	590	658
More than 60	9	15	20	16	13	23

England Response time bands for Primary Fires – 2013/14 to 2018/19

Response time bands (minutes)	Year					
	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19
Less than 1	32	46	26	25	23	27
1 to 2	103	111	98	115	128	126
2 to 3	554	436	410	431	469	444
3 to 4	2,937	2,212	2,098	2,175	2,352	2,215
4 to 5	7,152	5,972	5,777	5,955	5,924	5,816
5 to 6	10,361	9,146	9,464	9,276	9,333	9,149
6 to 7	10,525	10,042	10,268	10,225	10,131	10,018
7 to 8	8,985	8,786	8,855	9,135	8,875	8,526
8 to 9	6,567	6,663	7,156	7,061	7,006	6,697
9 to 10	4,878	5,135	5,238	5,297	5,235	5,312
10 to 11	3,573	3,823	3,952	4,075	4,031	3,982
11 to 12	2,770	2,873	2,967	3,028	3,054	3,112
12 to 13	2,137	2,201	2,387	2,336	2,321	2,403
13 to 14	1,654	1,710	1,817	1,829	1,862	1,985
14 to 15	1,314	1,331	1,406	1,475	1,482	1,478
15 to 16	994	1,063	1,108	1,137	1,161	1,181
16 to 17	722	894	871	871	868	975
17 to 18	626	638	692	670	684	787
18 to 19	446	514	507	511	535	688
19 to 20	322	401	408	415	423	475
20 to 60	1,216	1,444	1,481	1,439	1,399	1,707
More than 60	45	79	56	57	39	50

Table 7 - LFRS Primary Fire Response Times Analysis (including heat/smoke damage) 2013/14 to 2018/19

Number of Incidents	Year						Change from 2017-18
	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	
Average Response Time	8m 43s	8m 58s	9m 48s	10m 10s	10m 14s	10m 21s	+0m 07s
Call Handling Time	0m 59s	1m 02s	1m 41s	2m 01s	1m 58s	1m 53s	-0m 05s
Crew Turnout Time	2m 19s	2m 22s	2m 22s	2m 11s	2m 11s	2m 06s	-0m 05s
Driver Time	5m 25s	5m 34s	5m 45s	5m 57s	6m 06s	6m 23s	+0m 17s

Table 8 - Response Times East Midlands Analysis - 2013/14 to 2018/19

Average Response times primary fires – Rank 3rd fastest out of 5

Service	Year					
	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19
Nottinghamshire	8m 09s	8m 36s	9m 24s	10m 06s	9m 57s	9m 50s
Derbyshire	8m 43s	9m 13s	10m 11s	10m 28s	10m 16s	10m 06s
Leicestershire	8m 43s	8m 58s	9m 48s	10m 10s	10m 14s	10m 21s
Northamptonshire	10m 00s	10m 05s	9m 48s	9m 36s	10m 13s	10m 30s
Lincolnshire	10m 27s	20m 34s	9m 52s	9m 54s	10m 00s	10m 36s

Average Call Handling times primary fires – Rank 5th fastest out of 5

Service	Year					
	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19
Lincolnshire	0m 53s	1m 10s	1m 05s	1m 05s	1m 05s	1m 04s
Northamptonshire	1m 35s	1m 34s	1m 33s	1m 27s	1m 34s	1m 30s
Derbyshire	0m 38s	0m 42s	1m 47s	2m 06s	1m 53s	1m 39s
Nottinghamshire	0m 56s	1m 04s	1m 42s	2m 06s	1m 54s	1m 48s
Leicestershire	0m 59s	1m 02s	1m 41s	2m 01s	1m 58s	1m 53s

Average Crew Turn Out times primary fires – Rank 3rd fastest out of 5

Service	Year					
	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19
Nottinghamshire	1m 43s	1m 37s	2m 05s	2m 14s	2m 12s	2m 05s
Northamptonshire	2m 29s	2m 30s	2m 07s	2m 10s	2m 07s	2m 05s
Leicestershire	2m 19s	2m 22s	2m 22s	2m 11s	2m 11s	2m 06s
Lincolnshire	3m 05s	2m 37s	2m 16s	2m 20s	2m 13s	2m 11s
Derbyshire	1m 52s	2m 33s	2m 36s	2m 22s	2m 22s	2m 13s

Average Driver times primary fires – Rank 3rd fastest out of 5

Service	Year					
	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19
Nottinghamshire	5m 29s	5m 56s	5m 37s	5m 46s	5m 51s	5m 57s
Derbyshire	6m 14s	5m 58	5m 47s	6m 00s	6m 01s	6m 13s
Leicestershire	5m 25s	5m 34s	5m 45s	5m 57s	6m 06s	6m 23s
Northamptonshire	5m 56s	6m 00s	6m 08s	5m 58s	6m 32s	6m 54s
Lincolnshire	6m 29s	6m 47s	6m 31s	6m 29s	6m 42s	7m 20s

Table 9 - Response Times England and England Significantly Rural Services (16) Analysis - 2018/19

Average	LFRS Average	England Average	No of services	Rank	Sig Rural Average	No of services	Rank
Response times	10m 21s	8m 49s	45	32nd	9m 59s	16	13th
Call Handling times	1m 53s	1m 23s	45	44th	1m 28s	16	16th
Crew Turn Out times	2m 06s	1m 37s	45	26th	2m 04s	16	7th
Driver times	6m 23s	5m 48s	45	= 25th	6m 27s	16	= 7th

Table 10 - LFRS Primary Fire Response Times Analysis (including heat/smoke damage) 2013/14 to 2019/20 (Apr - Jan 26th)

Number of Incidents	Year							Change from 2018-19
	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20 (Apr - Jan 26th)	
Average Response Time	8m 43s	8m 58s	9m 48s	10m 10s	10m 14s	10m 21s	09m 46s	-0m 35s
Call Handling Time	0m 59s	1m 02s	1m 41s	2m 01s	1m 58s	1m 53s	1m 43s	-0m 10s
Crew Turnout Time	2m 19s	2m 22s	2m 22s	2m 11s	2m 11s	2m 06s	1m 36s	-0m 30s
Driver Time	5m 25s	5m 34s	5m 45s	5m 57s	6m 06s	6m 23s	6m 27s	+0m 04s

Please note: This table provides update for 2019/20 as to performance on Average Response Times as at January 26th 2020. Year 2019/20 is based on current Leicestershire Incident Recording System data.