

Our reference: FOI 16441

Dear John,

Thank you for your request of 7th February 2020 in which you asked for information on number of 999 calls received, priorities and response times. Below are your original questions along with our responses:

How many 999 calls* were received directly from members of the public in the last calendar year?

**Only calls received directly from members of the public who have dialled 999 and been routed by BT. Exclude emergency calls e.g. requests for assistance from Commercial alarm receiving centres and other emergency services or public bodies that have a dedicated number to contact us.*

The total number of calls received by the Thames Valley Fire Control Service* via the 999 system itself for 2019 was 19815.

**The Thames Valley Fire Control Service services Oxfordshire, Royal Berkshire and Buckinghamshire Fire and Rescue Services jointly and we are unable to split 999 calls by Brigade.*

How many given the highest priority and how long until crews arrived?

Oxfordshire County Council Fire & Rescue Service treat all incidents as being important and give them the same level of urgency, our response pledge is as follows:

“Under normal circumstances, when an emergency occurs we will send the nearest available fire engine. We aim for 80% of these attendances to be made within 11 minutes and 95% to be made within 14 minutes”.

Page 32 of Oxfordshire County Council Fire & Rescue Service’s annual report (attached as separate PDF) provides figures on how we meet our response standards targets

What are the guidelines or policy on grading calls with relevant response times?

Please see the Oxfordshire County Council Fire & Rescue Service’s response standards pledge (attached as separate PDF)

Internal review

If you are dissatisfied with the service or response to your request, you can ask for an internal review as follows:

- Contact the Freedom of Information team in Law & Governance:
foi@oxfordshire.gov.uk
- Write to the Freedom of Information team at the FREEPOST address:

FOI Team
Oxfordshire County Council

FREEPOST RTLL-ECKS-GLUA
Oxford OX1 1YA

If you remain dissatisfied with the handling of your request or complaint, you have a right to appeal to the Information Commissioner at:

The Information Commissioner's Office,
Wycliffe House,
Water Lane,
Wilmslow,
Cheshire,
SK9 5AF

Telephone: 0303 123 1113

Website: www.ico.gov.uk

Yours sincerely,

Paul Bremble
Freedom of Information Officer