**Warwickshire Fire & Rescue Service(WFRS)**

**Performance Standards Explained**

**WFRS Performance Standards**

The Service has a set of Emergency Response Standards that it is measured against.

Prior to April 2015, the standard was to provide an appliance to an incident within ten minutes of receiving a call in an urban area, and within twenty minutes in a rural area. A changing risk profile resulted in the adoption of an overall performance standard based on attendance to life risk incidents wherever they occur. These include Road Traffic Collisions (RTCs), which are as likely to occur on fast rural roads and motorways, as well as in urban areas.

Since April 2015, the performance standard is:

* The first fire engine will attend life risk emergencies (P1&P2) across the County within 10 minutes on 75% of occasions.
* The second fire engine will attend life risk emergencies across the County within 15 minutes on 90% of occasions.

**WFRS Incident Priorities**

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| Priority Level&Definition | Examples |
| P1 (Highest Priority)Incidents which pose an immediate threat to human life  | Persons physically trappedRescue from waterRescue from Road Traffic CollisionBuilding fire, persons reported |
| P2Incidents which pose a serious hazard and high risk threat to life | Building fire or explosionFire in a trainFire in electrical installationsCaravan fireLorry or coach fire |
| P3Incidents which pose a potential serious hazard to human life | Car fireHazardous MaterialsChimneyRailway Embankments |
| P4Incidents which pose a potential hazard to human life | Small fire outdoorsRoadside Furniture |
| P5 (Lowest Priority)Incidents which pose a confirmed low hazard to human life | Fire believed to be already out |