

## KEY BENEFITS

- Objective and transparent review process allowed officers to make decisions with confidence
- ORH's modelling approach withstood both public consultation and a judicial review
- LFB implemented ORH's recommendations to achieve the required level of savings



## Making substantial financial savings with minimal impact on cover

### KEY FACTS

**Population = 8,674,000**

**Area Covered = 1,572 km<sup>2</sup>**

**Fire Stations = 102**

**Annual Incidents = 105,000**

**Budget = £389,000,000**

**Operational Staff = 4,650**

### ABOUT LFB

LFB is the busiest fire service in the UK and one of the largest fire and rescue organisations in the world. From over 100 stations, LFB resources respond to a unique blend of incidents across the nation's capital city.

### THE CHALLENGE

Over a number of years, LFB had made significant savings from back-office functions. When the Mayor of London tasked LFB with achieving further savings from its operational budget, LFB asked ORH to assess the front-line services provided by fire stations and appliances. The

overall objective was to achieve the required savings with minimal impact on response and risk cover across London.

### ORH'S APPROACH

Having discussed the coverage objectives and a range of operational constraints with LFB officers, ORH optimised the deployment of pumping appliances at current stations for different levels of savings. Using simulation modelling ORH examined the local and London-wide implications for risk cover and response times. To support the consultation process, ORH tested preferred configurations against a range of sensitivity measures.

### RESULTS

In order to achieve the necessary savings, LFB closed 10 stations and removed 14 appliances. The associated redeployment of five appliances ensured that response times remained within LFB's

attendance standards, and that equity of cover across London improved. ORH supported LFB through public consultation and a judicial review, before LFB implemented the changes as part of their London Safety Plan.



*We have been working with ORH for over ten years now – their team has continually provided new insights into the work of the Brigade. ORH consultants are also important in helping us develop new ideas and solutions to the problems and issues we face, and that included the front-line changes we had to make to deliver budget reductions as part of the Fifth London Safety Plan.*

Deputy Commissioner,  
London Fire and Emergency  
Planning Authority



# About ORH

## PLAN. PREPARE. PERFORM.

ORH helps emergency services around the world to optimise resource use and respond in the most effective and efficient way.



We have set the benchmark for emergency service planning, with a proven approach combining rigorous scientific analysis with experienced, insightful consultancy. Our expert team uses sophisticated modelling techniques to identify opportunities for improvement and uncover hidden capacity. Simulating future scenarios ensures that solutions are objective, evidence-based and quantified.

Every organisation faces a unique set of challenges, so remaining independent and flexible allows us to deliver an appropriate solution every time. The outputs of our work enable clients to make robust, data-driven decisions and explain them clearly to stakeholders.

ORH's approach is always tailored to the needs of the client. Above all, we are committed to getting it right, for the good of our clients and the people who rely on their services.

### ORH WORKS WITH FIRE AND RESCUE SERVICES TO:

- Optimise the locations of vehicles and stations
- Support decision making
- Deliver efficiency savings
- Assess alternative duty systems and service delivery options
- Develop contingency plans
- Evaluate the potential for co-responding

For control rooms, ORH provides its DCT software to support dynamic decision making and enable effective and efficient resource use.



Emergency  
Service Planning  
Case Study

[www.orhltd.com](http://www.orhltd.com)  
t.+44 (0)118 959 6623

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