

KEY BENEFITS

- Assessed impacts on response times and workload through modelling
- Supported WMFS both pre- and post-trial to understand the outcomes
- Achieved required efficiency savings while maintaining response performance



Assessing the potential for an alternative delivery model for emergency response.

KEY FACTS

Population = 2,830,000

Area Covered = 902 km²

Annual Incidents = 25,000

Operational Staff = 1,220

Stations = 38

Budget = £96,000,000

ABOUT WMFS

WMFS is the second largest fire and rescue service in the country, serving a diverse and multi-cultural population. The West Midlands includes areas with the highest demographic risk in England outside of London, presenting a range of socio-economic and health and wellbeing challenges.

THE CHALLENGE

In response to unprecedented cuts to funding from central government, WMFS sought innovative ways to achieve efficiencies while maintaining an excellent level of response to local communities. ORH's objective was

to help develop a new service delivery regime. This involved taking account of how different resource types, including brigade response vehicles (BRVs), could work alongside traditional pumping appliances (PRLs). BRVs are smaller than PRLs and can attend a range of incidents with a crew of three firefighters.

ORH'S APPROACH

WMFS identified which incident types would be suitable for a BRV response. ORH analysed the expected location and volume of this demand - which WMFS used in identifying trial stations for BRVs.

To assess the impacts of potential changes, ORH designed an appropriate model that took account of planned response strategies for different incident types. Reporting against the WMFS's risk-based attendance (RBA) standards, ORH modelled the effect on high and low risk incidents, plus the expected workload for BRVs and PRLs.

RESULTS

Taking account of ORH's work and the outcomes from the trial, WMFS has subsequently introduced a BRV as the second appliance at 19 fire stations. As a result, WMFS successfully achieved required savings while still providing a quick and appropriate response to emergency incidents. On a day-to-day basis, ORH's Dynamic Cover Tool assists control staff with the dynamic management of both vehicle types.



ORH's specialist modelling work clarified the options available to WMFS, so as to maximise efficiencies in the development of new ways of working, while still maintaining the highest standards of service for local communities.

Manager, Integrated Risk Management, West Midlands Fire Service



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**

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