

**YOUR
LONDON
FIRE
BRIGADE**

Key Performance Indicator report

QUARTER 1 2026/27
1 APRIL TO 30 JUNE 2026

Data as of 20 July 2026

L F B
LONDON FIRE BRIGADE

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Performance at a glance – Quarter 1 2026/27

Engaging with you

STAFF COMPOSITION – WOMEN %
(C1-02)

19.54%

Up by 0.10 pp. compared to last quarter
Up by 0.50 pp. compared to last year

STAFF COMPOSITION – ETHNIC MINORITIES % (C1-03)

18.83%

Down by 0.02 pp. compared to last quarter
Up by 0.17 pp. compared to last year

STAFF COMPOSITION – DISABILITY %
(C1-04)

9.61%

Up by 0.15 pp. compared to last quarter
Up by 0.52 pp. compared to last year

ONLINE HOME FIRE SAFETY CHECKS
(C2-01)

1,292

Down by 241 compared to last quarter
Up by 233 compared to last year

Protecting you

1st APPLIANCE ARRIVAL TIMES
(C3-01)

05:38 (min:sec)

Up by 9 seconds compared to last quarter
Up by 9 seconds compared to last year

2nd APPLIANCE ARRIVAL TIMES
(C3-02)

07:03 (min:sec)

Up by 16 seconds compared to last quarter
Up by 15 seconds compared to last year

TIME SPENT ON PREVENTION %
(C4-01)

15.46%

Down by 0.32 pp. compared to last quarter
Up by 0.10 pp. compared to last year

TIME SPENT ON PROTECTION %
(C4-02)

5.80%

Up by 0.10 pp. compared to last quarter
Up by 1.39 pp. compared to last year

HIGH RISK HOME FIRE SAFETY VISITS %
(C4-03)

67.10%

Up by 2.97 pp. compared to last quarter
Up by 5.94 pp. compared to last year

AUTOMATIC FIRE ALARMS
NON-DOMESTIC (C4-04)

4,370

Up by 315 compared to last quarter
Up by 590 compared to last year

* pp. Percentage points

Performance at a glance – Quarter 1 2026/27

Learning from others

LFB IS TRUSTED TO SERVE AND PROTECT LONDON (C6-02)

93%

Up by 1.00 pp. compared to August 2025
Up by 1.00 pp. compared to March 2025

STAFF SICKNESS % (C5-03)

6.16%

Down by 0.02 pp. compared to last quarter
Down by 0.44 pp. compared to last year

Adding value

FIRES IN HOUSES AND BUNGALOWS (C7-03)

398

Down by 8 compared to last quarter
Down by 33 compared to last year

FIRES IN FLATS (C7-05)

625

Up by 110 compared to last quarter
Up by 43 compared to last year

Recommendations completed

GRENFELL ROUND 2 RECOMMENDATIONS COMPLETED

0/6

(1 directed at LFB,
5 for all FRS's)

No change in Q1

HMI ROUND 3 AREAS FOR IMPROVEMENT COMPLETED

11/11

6 closed in Q1

HMI MISCONDUCT RECOMMENDATIONS COMPLETED

15/15

No change in Q1

HMI VALUES & CULTURE RECOMMENDATIONS COMPLETED

20/20

No change in Q1

LFB performance summary – On target KPIs

Code	Indicator name	Jun-26 value	Jun-26 point	Target	Q1 value	Q target	On/Off target
C1-01	Community satisfaction ratings	90.00%	○	85.00%	90.00%	85.00%	
C1-05	Staff composition – lesbian, gay, bisexual, transgender (LGBT) staff	6.57%	○	4.60%	6.57%	4.60%	
C3-01	Average first appliance arrival time (min:sec)	05:39	●	06:00	05:38	06:00	
C3-02	Average second appliance arrival time (min:sec)	07:06	●	08:00	07:03	08:00	
C3-03	First appliance arrival within 10 minutes	94.88%	●	90.00%	94.95%	90.00%	
C3-04	First appliance arrival within 12 minutes	98.00%	●	95.00%	97.94%	95.00%	
C3-06	Ratio of high-risk audits completed	53.20%	●	40.00%	51.82%	40.00%	
C4-01	Station staff time spent on prevention - day	16.24%	●	12.00%	15.46%	12.00%	
C4-02	Station staff time spent on protection - day	5.48%	●	4.00%	5.80%	4.00%	
C4-03	Percentage of high-risk home fire safety visits	67.19%	●	60.00%	67.10%	60.00%	
C5-02-A	Pay gap – gender	-1.39%	○	+ -3%	-1.39%	+ -3%	
C5-02-B	Pay gap – ethnic minority	0.79%	○	+ -3%	0.79%	+ -3%	
C5-02-C	Pay gap – disability	-0.03%	○	+ -3%	-0.03%	+ -3%	
C6-01	I would recommend LFB as a great place to work	64.00%	○	60.00%	64.00%	60.00%	
C6-02	LFB is trusted to serve and protect London	93.00%	○	90.00%	93.00%	90.00%	
C7-01	Rate of deaths from fires per 100,000 Londoners	0.42	●	0.44	0.42	0.44	
C7-03	Number of fires – houses & bungalows	127	●	1,686	398	422	
C7-06	Number of fires – care homes and supported living	23	●	288	59	72	
C7-07	Net Zero Carbon by 2030	565	○	6,914	1,821	1,947	

- | | |
|---|---|
| <ul style="list-style-type: none">  Special cause improvement: sequence of at least seven consecutive points above or below the mean.  Point beyond the control limits, showing improvement.  Special cause improvement, and point below the control limits.  Special cause worsening: sequence of at least seven consecutive points above or below the mean.  Point beyond the control limits, showing worsening.  Special cause worsening, and point beyond the control limits.  No change.  Not visualised as Statistical Process Control (SPC). | <ul style="list-style-type: none">  On target.  Off target (within 10%).  Off target. |
|---|---|

Performance data highlights – On target KPIs

Average 1st and 2nd appliance arrival times (C3-01, C3-02)

Both 1st and 2nd average appliance arrival times have remained on target. The robust local performance monitoring and effective prioritisation of operational resource that underpin our performance will continue.

Ratio of high-risk audits completed (C3-06)

Performance against this metric remains on target. Competency development for inspection staff remains on track for the 2027 target, and the Risk Based Intervention Programme (RBIP) focus week is providing effective departmental support for this work. Efforts continue to explore opportunities to increase competency through targeted development and support.

Station staff time spent on prevention – day, and Station staff time spent on protection – day (C4-01, C4-02)

The quarterly performance for the percentage of staff time spent on prevention and protection activities remains within target, performing strongly in this area well above the 12% and 4% targets respectively. We've now launched new fire stations assurance framework policy and first and second line assurance of these activities are underway.

Rate of deaths from fire per 100,000 Londoners (C7-01)

This KPI is now measured as a rate per 100,000 Londoners, rather than a target number of incidents. This approach better reflects changes in London's population and provides a more meaningful measure of performance over time. While multi-fatality incidents can have a significant impact on the data, performance is currently tracking positively and remains just below the target level.

Fires in houses and bungalows (C7-03)

Performance for this quarter is within target and is monitored closely to consider the impact of the published 2025/26 Borough Risk Management Plans (BRMPs) and Station Delivery Plans (SDPs), which target our prevention activity towards local risks and the needs of the community.

LFB performance summary – Off target KPIs

Code	Indicator name	Jun-26 value	Jun-26 point	Target	Q1 value	Q target	On/Off target
C1-02	Staff composition – gender (women)	19.54%	○	20.50%	19.54%	20.50%	
C1-03	Staff composition – ethnic minority staff	18.83%	○	21.00%	18.83%	21.00%	
C1-04	Staff composition – disability	9.61%	○	10.00%	9.61%	10.00%	
C2-01	Triages via our online home fire safety checker	469	●	9,000	1,292	2,250	
C2-02	Total social media followers	237,643	○	400,000	237,643	400,000	
C2-03	Social media engagement rate	2.69%	○	5.00%	2.69%	5.00%	
C3-05	Alleged fire risks addressed in 3 hours	100.00%	●	90.00%	89.39%	90.00%	
C3-07	Average time to manage a 999 call	124	●	120	121	120	
C4-04	False alarms due to automatic fire alarms (AFA) in non-domestic building	1,538	●	15,600	4,370	3,900	
C5-01	Rate of RIDDORs per 100,000 staff (rolling 12 month)	1,568	●	1,148	1,568	1,148	
C5-03	Staff sickness	6.50%	●	5.75%	6.16%	5.75%	
C5-04	Percentage of operational staff trained to respond to marauding terrorist attacks	85.14%	○	90.00%	85.14%	90.00%	
C5-05	Percentage of managers who have completed leadership training	73.74%	○	95.00%	73.74%	95.00%	
C7-02	Rate of fire injuries per 100,000 fire incidents (12-month rolling)	3,708	●	3,589	3,708	3,589	
C7-04	Rate of accidental fire deaths in the home per 100,000 Londoners	0.3	●	0.3	0.3	0.3	
C7-05	Number of fires - flats	202	●	1,931	625	483	

- Special cause improvement: sequence of at least seven consecutive points above or below the mean.
- Point beyond the control limits, showing improvement.
- Special cause improvement, and point below the control limits.
- Special cause worsening: sequence of at least seven consecutive points above or below the mean.
- Point beyond the control limits, showing worsening.
- Special cause worsening, and point beyond the control limits.
- No change.
- Not visualised as Statistical Process Control (SPC).

- On target.
- Off target (within 10%).
- Off target.

Performance data highlights – Off target KPIs

Staff composition, women (C1-02), ethnic minority (C-03) and disability (C1-04)

All continue to report below target in Q1, although we have seen an improvement in the staff composition for women and, disability compared to Q4.

Total social media followers (C2-02), and engagement rate (C2-03)

These have been introduced for 2026/27, although they are current reporting as off target we believe they are achievable by the end of the CRMP in 2029

Staff Sickness (C5-03)

Although Staff sickness is reporting as off target for Q1, it has shown a clear and sustained improvement over the past year. In the last 6 months performance has been below the current average and was within target in April.

Rate of accidental fire deaths in the home per 100,000 Londoners (C7-04)

This KPI is now measured as a rate per 100,000 Londoners, rather than a target number of incidents. This approach better reflects changes in London's population and provides a more meaningful measure of performance over time. Performance is currently tracking slightly above target; however, it remains within expected control limits.

Fires in flats (C7-05)

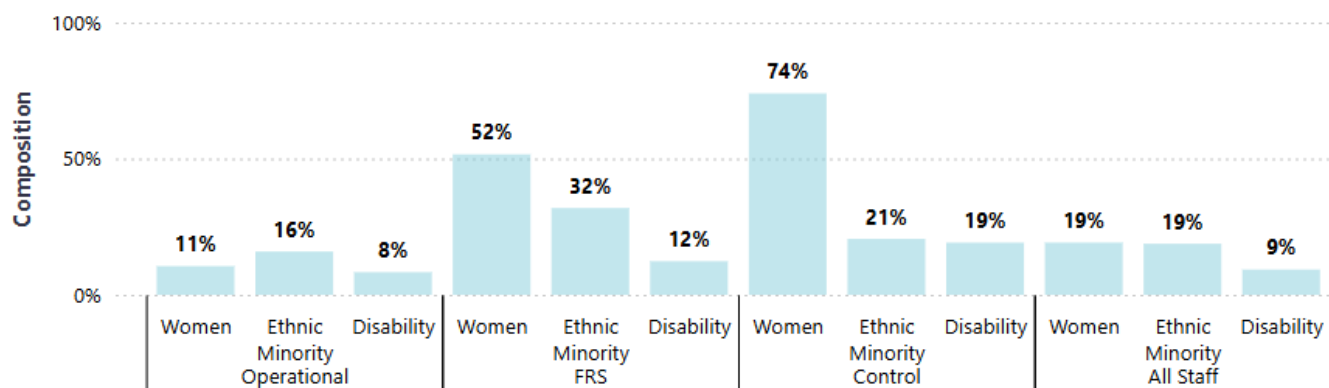
KPI is off target and has increased by 110 compared to last quarter, but the performance will continue to be monitored closely to consider the impact of the Borough Risk Management Plans (BRMPs) and Station Delivery Plans (SDPs).

Workforce data

Please note, to protect confidentiality, staff numbers are rounded to the nearest 10, and where staff numbers fall below 5 they are suppressed. As a result, totals may not sum due to rounding.

Workforce Composition Data as at 01 July 2026

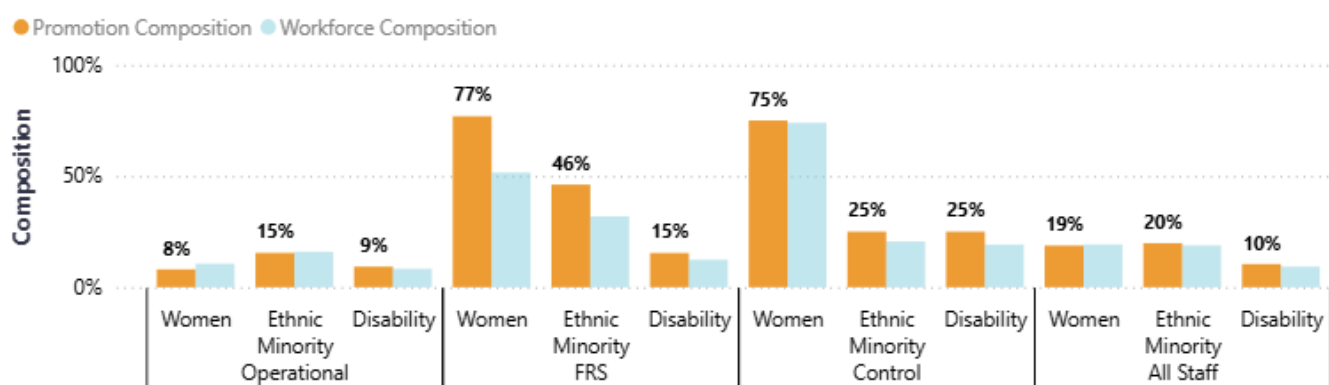
Overall Staff Composition



Operational			FRS			Control			All Staff		
Women	Ethnic Minority	Disability	Women	Ethnic Minority	Disability	Women	Ethnic Minority	Disability	Women	Ethnic Minority	Disability
500	740	400	540	330	130	110	30	30	1,140	1,100	560

Promotions 12 month rolling data ending 01 July 2026

Promotions (12 Month Rolling)



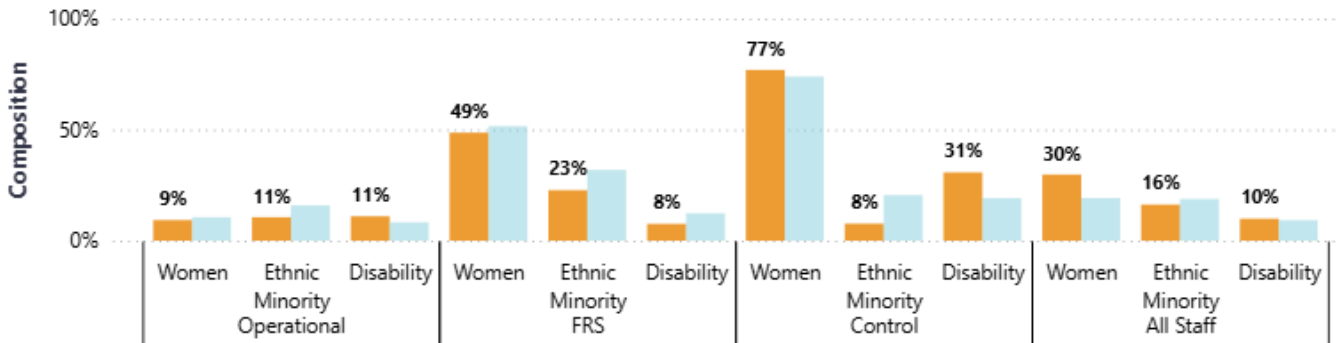
Operational			FRS			Control			All Staff		
Women	Ethnic Minority	Disability	Women	Ethnic Minority	Disability	Women	Ethnic Minority	Disability	Women	Ethnic Minority	Disability
20	40	20	30	20	10	Confidential due to small data sample	Confidential due to small data sample	Confidential due to small data sample	60	60	30

Workforce data

Top Earners Data as at 01 July 2026

Top Earners

● Top Earner Composition ● Workforce Composition

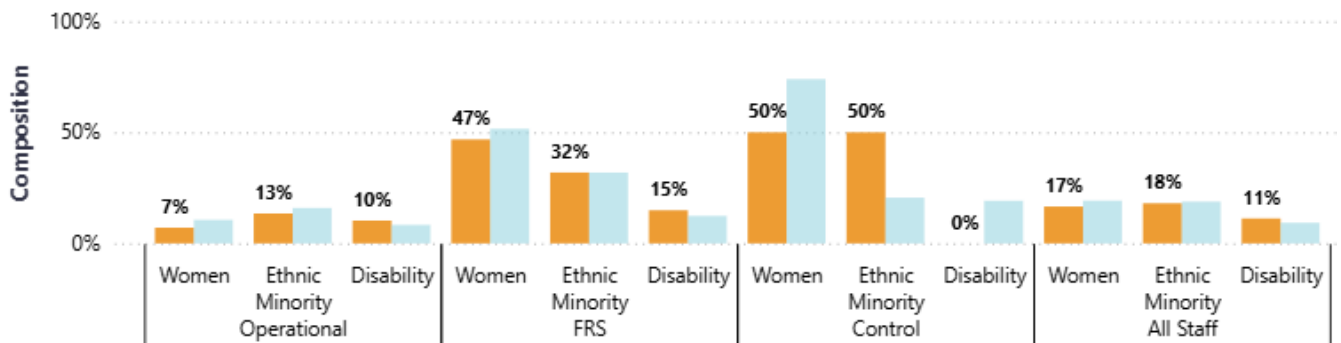


Operational			FRS			Control			All Staff		
Women	Ethnic Minority	Disability	Women	Ethnic Minority	Disability	Women	Ethnic Minority	Disability	Women	Ethnic Minority	Disability
20	30	30	110	50	20	10	Confidential due to small data sample	Confidential due to small data sample	150	80	50

Voluntary Leavers 12 month rolling data ending 01 July 2026

Voluntary Leavers (12 Month Rolling)

● Voluntary Leaver Composition ● Workforce Composition



Operational			FRS			Control			All Staff		
Women	Ethnic Minority	Disability	Women	Ethnic Minority	Disability	Women	Ethnic Minority	Disability	Women	Ethnic Minority	Disability
20	20	20	30	20	10	Confidential due to small data sample	Confidential due to small data sample	Confidential due to small data sample	50	40	30

Example: Amongst the Voluntary Leavers, women represent 7% of Operational Staff but 17% of all staff

Incidents in numbers (12 month rolling data ending 01 July 2026)

EMERGENCY (999) CALLS

231,356

SPECIAL SERVICES

58,417

Effecting entry/exit: **14,859**

Flooding: **8,707**

Shut in lift releases: **7,206**

Road traffic collisions: **4,432**

Making safe: **1,123**

Spills and leaks: **559**

Not all special services are included in the breakdown above

FALSE ALARMS

63,723

Automatic fire alarms (AFAs): **48,979**

AFAs in non-domestic buildings: **16,798**

False alarm good intent: **13,581**

Malicious (hoax) calls: **1,163**

The false alarm categories in the breakdown above are not mutually exclusive

FIRES

18,774

Primary fires: **8,783**

Secondary fires: **9,970**

Fires in the home: **4,860**

Outdoor fires: **10,574**

Rubbish fires: **5,070**

Grass and open land fires: **4,717**

Arson incidents: **1,928**

Non-domestic buildings fires: **1,507**

Road vehicles: **1,512**

Fires in care homes/
specialist housing for older people: **212**

The fire categories in the breakdown above are not mutually exclusive

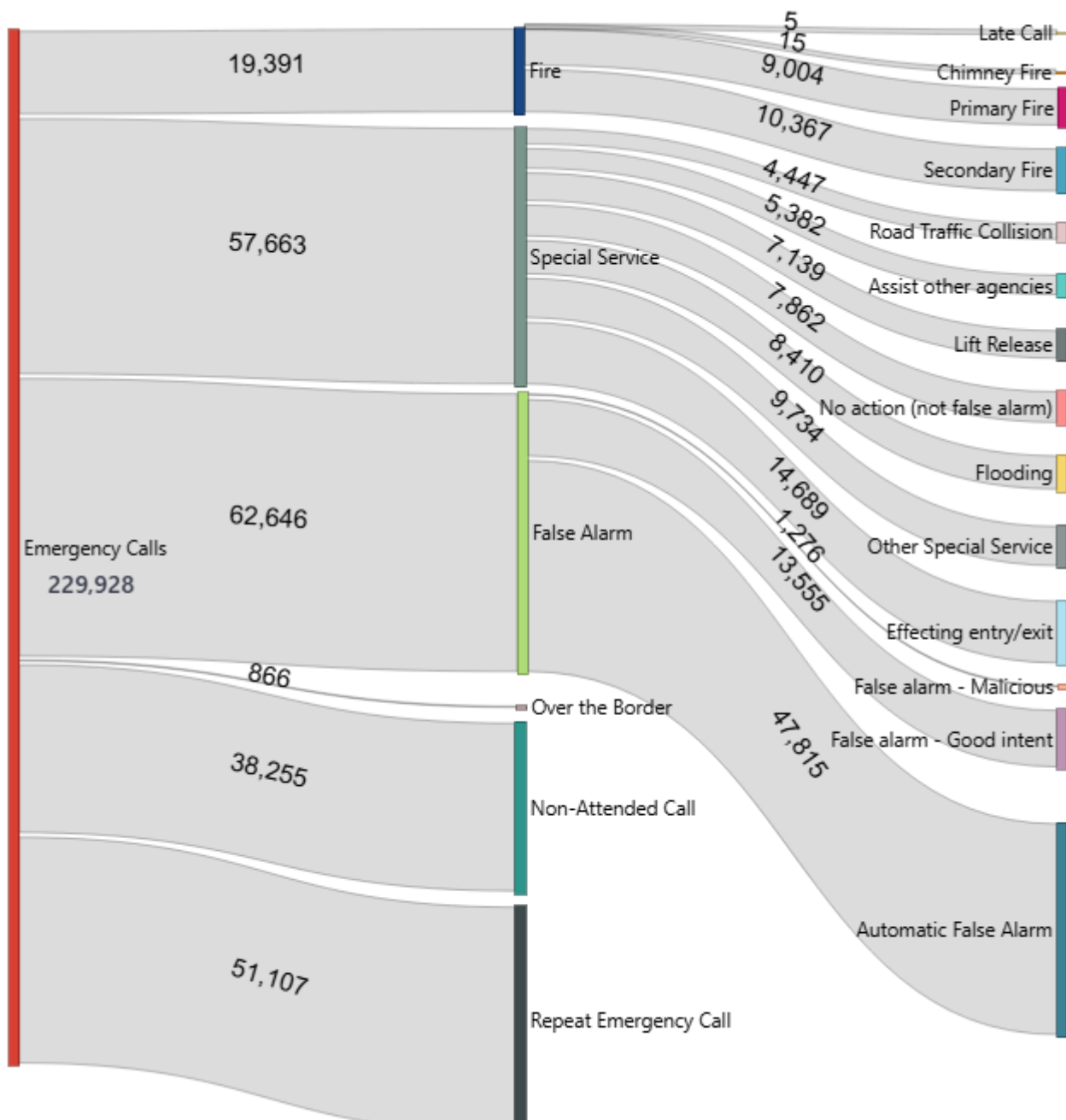
OUTSIDE LONDON

834

ALL EMERGENCY INCIDENTS ATTENDED

141,748

Incidents in numbers (12 month rolling data ending 01 July 2026)



The chart displays incident data over a 12-month period, categorising the incidents into various types. The data begins with a total of Emergency Calls, broken down into incident categories such as Fires, Special Services, False Alarms and Non-Attended Calls. It also shows the number of Emergency Calls that were repeated calls about the same incident. Most categories further split into subcategories.

For example, Fires are split into Secondary Fires, Primary Fires, Chimney Fires and Late Calls. False Alarms include Malicious, Good Intent and Automatic Fire Alarms. The chart uses a flow diagram to visually represent the distribution and subcategories of each type of incident, with the size of the flow representing the number of incidents.

Understanding the graphs

Statistical Process Control (SPC) Charts

Statistical Process Control (SPC) charts are used to study how a system or process changes over time. It allows us to understand what is 'different' and what is the 'norm'. By using these charts, we can understand where the focus of work needs to be concentrated in order to make a difference.

We can also use SPC charts to determine if an improvement (i.e. a project) is actually making the positive change we expect and use them to predict

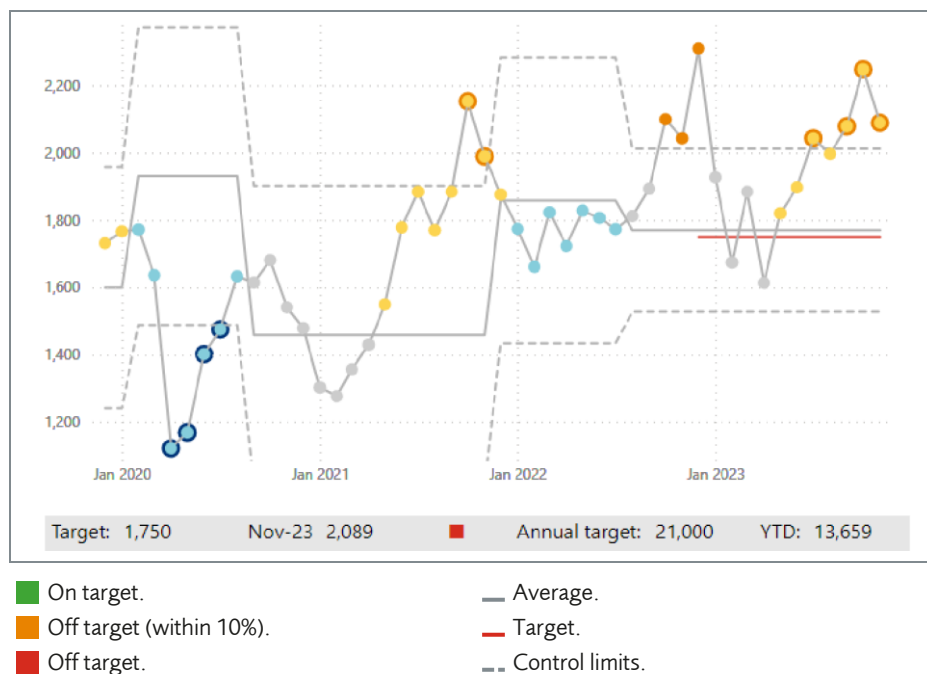
statistically whether a process is capable of meeting a target.

The SPC chart key explains the different types of circle that can represent monthly data as well as the different types of reference line that are visible on every SPC chart.

SPC charts are used for the following KPIs:

C2-01, C3-01, C3-02, C3-03, C3-04, C3-05, C3-06, C4-01, C4-03, C4-05, C4-06, C5-01, C5-03, C7-01, C7-02, C7-03, C7-04, C7-05 and C7-06.

- Point beyond the control limits, showing worsening.
- Special cause worsening, and point beyond the control limits.
- Special cause worsening: sequence of at least seven consecutive points above or below the mean.
- Special cause improvement: sequence of at least seven consecutive points above or below the mean.
- Special cause improvement, and point below the control limits.
- Point beyond the control limits, showing improvement.
- No change.
- Not visualised as Statistical Process Control (SPC).



Tracking Progress to date

Whilst the SPC charts are used to monitor performance over time, we have also included a visual for each Key Performance Indicator (KPI) which shows Year to Date (YTD) performance. For example, the visual above shows cumulative performance of 18.61% YTD which is just below the target represented by a red line.





Engaging
with you

C1-01: Community satisfaction ratings



KPI definition

Percentage who agree with the statement "I think the services provided by London Fire Brigade to protect and serve London are the right services". This KPI is a twice yearly snapshot.

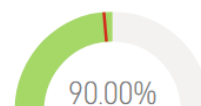
Rationale

To ensure our communities feel we are providing the right services to meet their needs.

Annual target

85.00%

Year to date

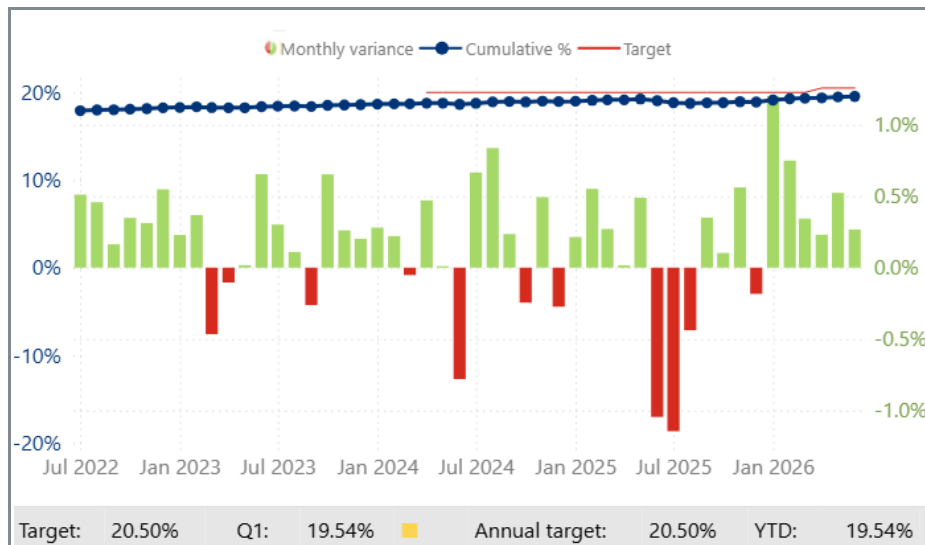


The most recent poll, carried out in March 2026, showed that 90% of respondents agreed that 'the services provided by LFB are the right services'. This is the highest rate since the question was introduced in August 2021, and is three per cent above our target. The next poll will be carried out in summer 2026.

LFB has been carrying out public opinion polling twice a year since early 2019. Public opinion polling is one of the measures we use to understand how different communities across London feel about LFB, what their levels of trust are and how communities understand or interact with our services.

We aim to drive up performance for this indicator through genuine engagement with the communities we serve, including through our Community Forum. We also aim to work with stakeholders to share information about our range of services, including showcasing our technical capabilities and demonstrating the improvements the Brigade has made.

C1-02: Staff composition – gender (women)



KPI definition

Total monthly count of LFB employees who are women, as a percentage of all LFB employees. This KPI is a monthly snapshot.

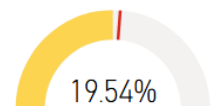
Rationale

We need operational staffing numbers that reflect the communities we serve in order to deliver the best service to London and continue to improve.

Annual target

20.50%

Year to date



The end of CRMP target for this KPI has been increased to 20.5% to reflect the steady improvement in performance and the forecast trajectory to the end of the CRMP period.

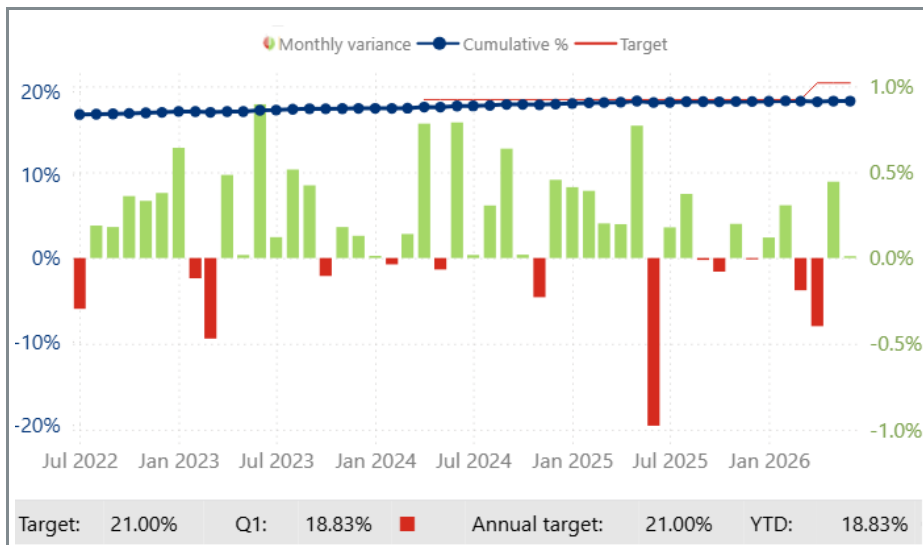
At the end of Q1 2026/27, LFB employed 5,851 staff, of whom 1,145 (19.6%) were women, a slight increase from Q4. Women represented 10.7% (500) of the operational workforce. The target for women's representation increased from 20.0% to 20.5% this quarter.

Progress remains constrained by a fixed establishment, low turnover, and limited recruitment opportunities. Operational turnover was 4.9% in Q1, well below the national average, although women represented 10.1% of firefighter trainees in training school, up from 6.3% in Q4.

The Resourcing and Recruitment Project continues to address barriers to employment through the development of an Employee Value Proposition (EVP), implementation of the Outreach Strategy, and targeted recruitment campaigns aimed at attracting more diverse applicants, including women.

LFB also continues to support initiatives that improve recruitment, retention and progression for women, including fitness sessions for prospective recruits, workshops exploring barriers faced by underrepresented groups, and employee support networks. Engagement with International Women's Day events has continued to grow, with registrations increasing from 77 in 2024 to 125 in 2026. Planned activity next quarter includes menopause cafés and fitness groups for women experiencing menopause.

C1-03: Staff composition – ethnic minority staff



KPI definition

Total monthly count of LFB employees who are from a minority ethnic background, as a percentage of all LFB employees. This KPI is a monthly snapshot.

Rationale

We need operational staffing numbers that reflect the communities we serve in order to deliver the best service to London and continue to improve.

Annual target

21.00%

Year to date

18.83%

The end of CRMP target for this KPI has been increased to 21.0% as performance was approaching the previous target and forecasts indicated continued improvement over the remainder of the CRMP period.

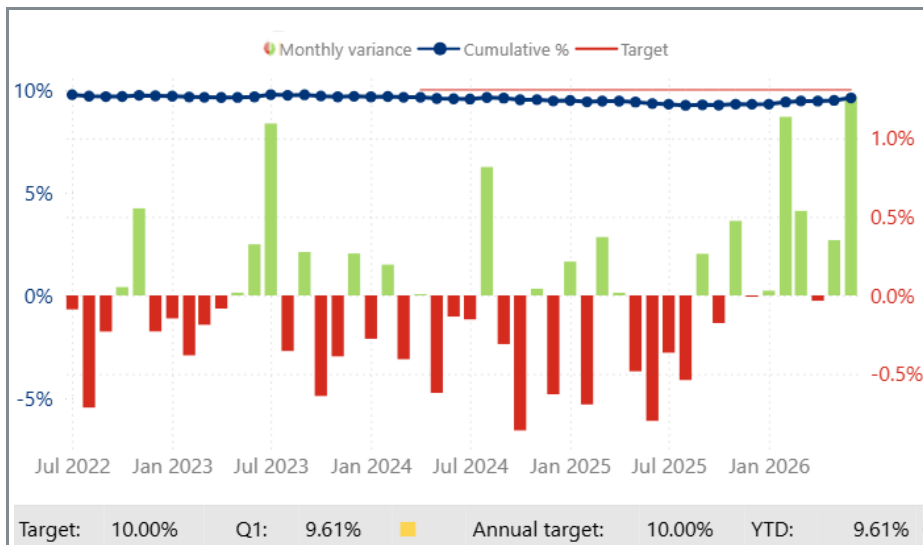
LFB continues to make progress in improving ethnic diversity, with ethnic minority staff representing 18.8% of the total workforce and 15.9% of the operational workforce in Q1.

Progress remains constrained by a fixed establishment, low turnover, and limited recruitment opportunities. Operational turnover was 4.9% in Q1, reflecting reduced retirements following pension changes.

The Resourcing and Recruitment Project continues to address barriers to employment through development of an Employee Value Proposition (EVP), implementation of the Outreach Strategy, and targeted recruitment campaigns designed to attract a more diverse range of applicants. The Outreach Strategy also includes a focus on social mobility, recognising its impact on communities with higher ethnic minority populations.

Alongside recruitment activity, Organisational Development is exploring barriers to progression for underrepresented groups. LFB continues to support staff networks, including the Asian Fire Service Association, FBU Black & Ethnic Minority Members, and Fairness. Engagement remains strong, with the 2026 Fairness Speed Networking event oversubscribed and attracting broad participation from senior leaders, operational staff, and ethnic minority staff network members.

C1-04: Staff composition – disability



KPI definition

Total monthly count of LFB employees who have disclosed a disability, as a percentage of all LFB employees. This KPI is a monthly snapshot.

Rationale

We need operational staffing numbers that reflect the communities we serve in order to deliver the best service to London and continue to improve

Annual target

10.00%

Year to date

9.61%

LFB remains committed to creating an inclusive workforce and improving representation of disabled and neurodiverse staff. In Q1, 9.6% of staff disclosed a disability, a slight increase from Q4. To improve data accuracy and encourage disclosure, updated demographic categories were introduced through the new iTrent HR system, supported by staff communications. Staff who have disclosed neurodiversity will be included in the KPI where they identify this as a disability

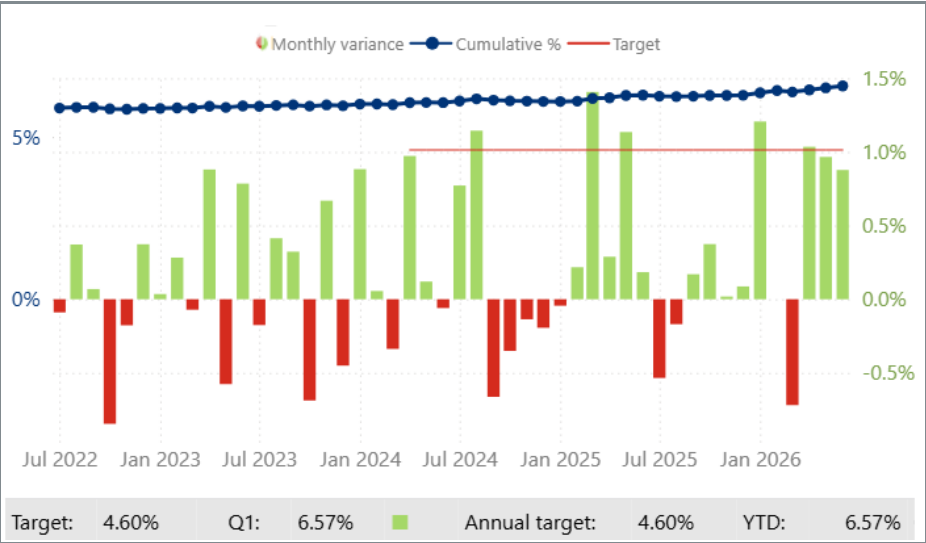
The Resourcing and Recruitment Project continues to address barriers to employment through the development of an Employee Value Proposition (EVP) and implementation of the Outreach Strategy, helping to attract a more diverse range of applicants.

Organisational Development is also exploring barriers to progression for underrepresented groups, with activity aligned across the organisation. The Learning Support & Resilience Team continues to support neurodiverse staff, while the LFB Community Forum and Neurodiversity

Employee Support Group provide valuable insight to inform policy and project work.

Recent initiatives include improving the accessibility of recruitment processes, such as providing interview questions in advance for neurodiverse candidates and highlighting accessible workplace environments, including the Control Centre.

C1-05: Staff composition – lesbian, gay, bisexual, transgender (LGBT) staff



KPI definition

Total monthly count of LFB employees who have disclosed their sexual orientation as Bisexual, Gay, Lesbian or Other, or their gender identity as Transgender as a percentage of all LFB employees. Transgender staff are included in the KPI definition from April 2026 onwards. This KPI is a monthly snapshot.

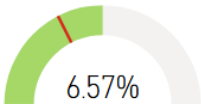
Rationale

We need operational staffing numbers that reflect the communities we serve in order to deliver the best service to London and continue to improve

Annual target

4.60%

Year to date



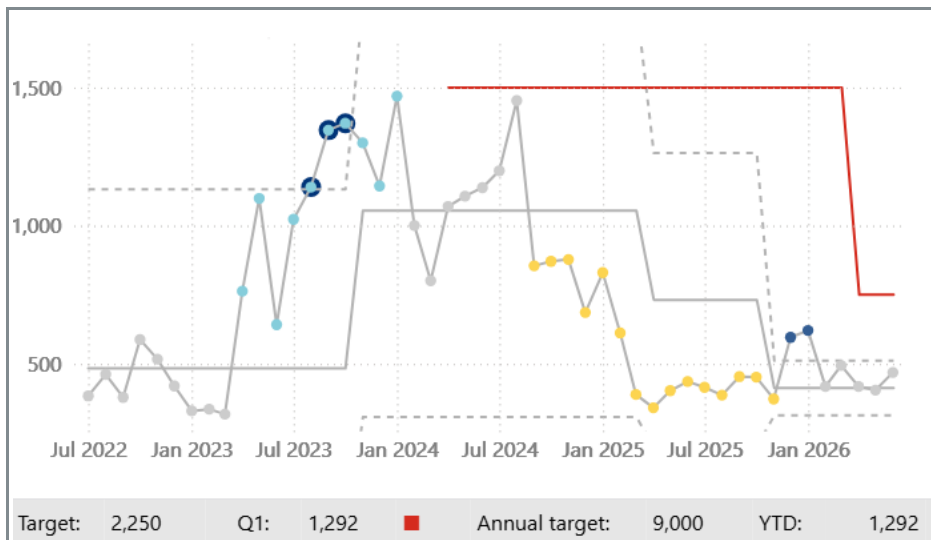
Trans staff have been included in the KPI since April 2026. This results in a minor change to the population covered, however the number of staff affected is expected to be small and therefore historical trend comparisons remain broadly comparable.

LFB continues to exceed its target for LGBT+ representation, with 6.6% of staff identifying as LGBT+ in Q1, surpassing the proportion reported in the 2021 Census.

LFB remains committed to supporting LGBT+ staff through its LGBTQ+ network, which plays an important role in promoting inclusion and informing organisational initiatives. The Resourcing and Recruitment Project continues to engage equality groups, including the LGBTQ+ network, in the design of future recruitment and inclusion activities.

Representation levels will continue to be monitored, with any emerging trends reviewed to ensure appropriate action can be taken. The introduction of the new iTrent HR system has also updated diversity categories, enabling more inclusive and accurate reporting of staff identities. Pride celebrations continue to be actively supported across the organisation, demonstrating LFB's ongoing commitment to inclusion.

C2-01: Triages via our online fire safety checker



KPI definition

Number of triages completed online, identifying households at risk of a fire. This KPI is a count.

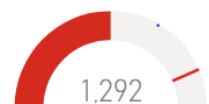
Rationale

The delivery of prevention work has changed and will continue to strengthen using online tools, this allows us to prioritise in-person high risk Home Fire Safety Visits.

Annual target

9,000

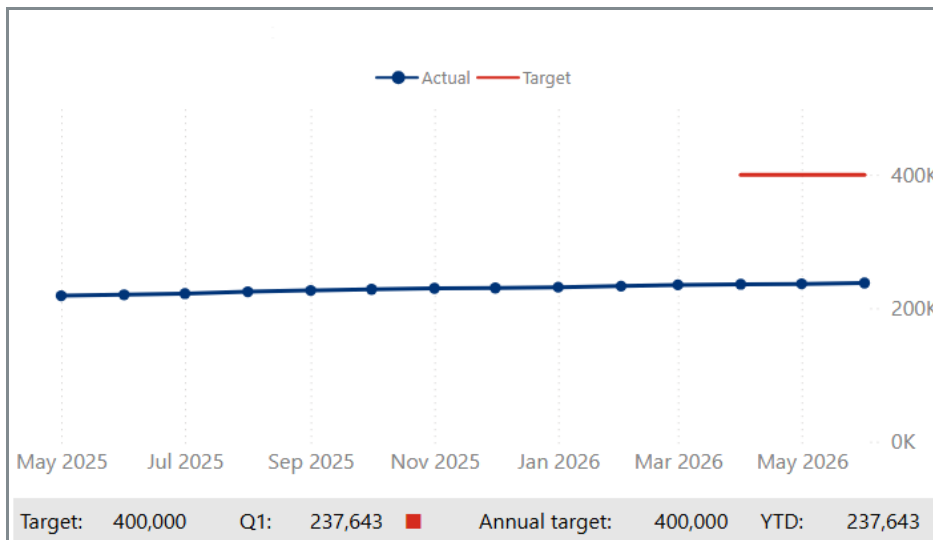
Year to date



Home Fire Safety Checker (HFSC) triages are an important measure for the Brigade, because the triage process underpins its strategy to focus resources on those at greatest risk.

During Q1 there was an average of 430 triages per month, which is 57% of the monthly target of 750. The majority of users reached the checker through organic search. Traffic was also supported by referral links, as well as public posters. The boroughs with the highest number of recorded triages were Merton, Wandsworth and Islington. The HFSC landing page was also improved, with different versions tested to see which had a high percentage of visitors clicking through. An average of 40% of visitors to the new page have clicked through to the checker. Paid-for adverts for the HFSC started in late June, with 688 triages during the first fortnight of July (up 140% on June).

C2-02: Total social media followers



KPI definition

Total monthly count of social media followers across the following platforms; Facebook, Instagram, LinkedIn, TikTok and YouTube. This KPI is a monthly snapshot

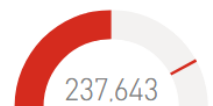
Rationale

Social media is becoming increasingly important for the Brigade's communication with the public and it forms a large part of the Communications Strategy.

Annual target

400,000

Year to date

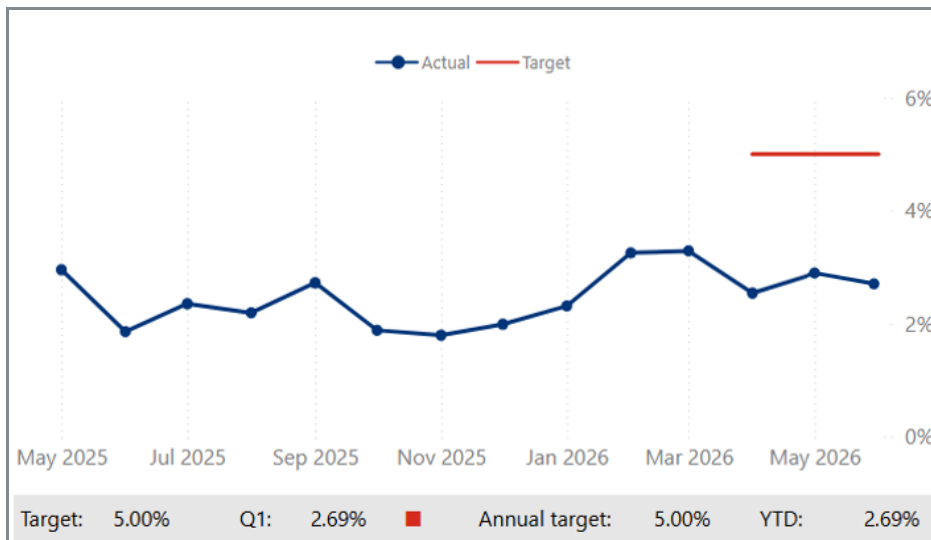


This is a new KPI for 2026/27, with an end-of CRMP target of 400,000 followers across all Brigade social media accounts: Facebook, Instagram, LinkedIn, TikTok and YouTube.

Social media reach is an important measure for the Brigade as it assesses and improves how it reaches Londoners with key content. Information shared across social media channels ranges from news and incident updates to stories about the Brigade's activities and priorities, as well as safety campaigns themed around risks such as lithium-ion batteries and wildfires. Followers are a high-level means for measuring how it engages with audiences. LFB is hoping to grow the number of people who subscribe to its accounts to bring them in line with other world-class fire and rescue services such as Paris and New York.

The focus for Q2 is to continue to build a sense of community through direct messages and comment responses. The Brigade will also work with different organisations to mutually benefit from one another's audiences.

C2-03: Social media engagement rate



KPI definition

Monthly engagement rate; likes, comments, and shares, as a proportion of overall views across the following platforms; Facebook, Instagram, LinkedIn, TikTok and YouTube. This KPI is a monthly snapshot

Rationale

Social media is becoming increasingly important for the Brigade's communication with the public and it forms a large part of the Communications Strategy.

Annual target

5%

Year to date



This is a new KPI for 2026/27, with an end-of CRMP target of 5% across the Brigade's social media accounts.

Social media engagement is a measure of the proportion of people who interact with the Brigade's content, such as through likes, comments and shares. This is an important measure, because it shows that the content is resonating with followers. Engagement rates also inform future content planning, as well as improving content reach.

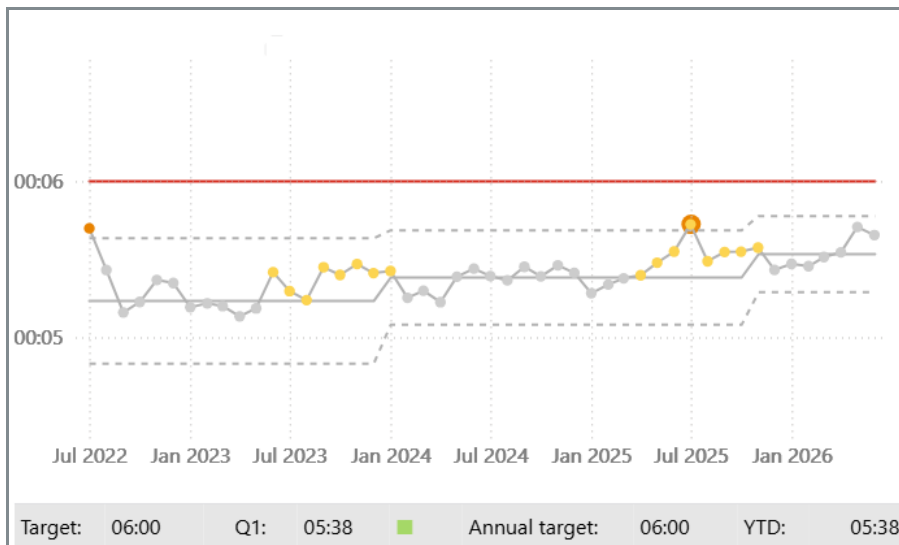
Across the first quarter, Brigade accounts had more than 1.38 million views in total, with a combined engagement rate of 3.92%. LinkedIn is the most consistent platform for engagement, with an engagement rate in the double digits through Q1, peaking at 19.25% in June. Engagement rates across Instagram and Facebook are less consistent, but both saw an upward trend in Q1, with rates of 2.42% and 1.16% respectively. A YouTube video titled 'A Day in the Life of Fire Investigation' led to a 12.16% engagement spike on YouTube.

The focus for Q2 is to increase the frequency of videos across channels, as this results in positive engagement. The team will also continue to use journalistic-style captions, and to collaborate with other content creators in order to reach new audiences.



Protecting you

C3-01: Average first appliance arrival time



KPI definition

Monthly average arrival time of first fire engine to arrive at an incident within six minutes of being mobilised. This KPI is an average.

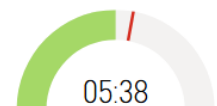
Rationale

Response times are one of the key drivers for ensuring operational staff have the best chance of dealing with fires and other incidents effectively.

Annual target

06:00

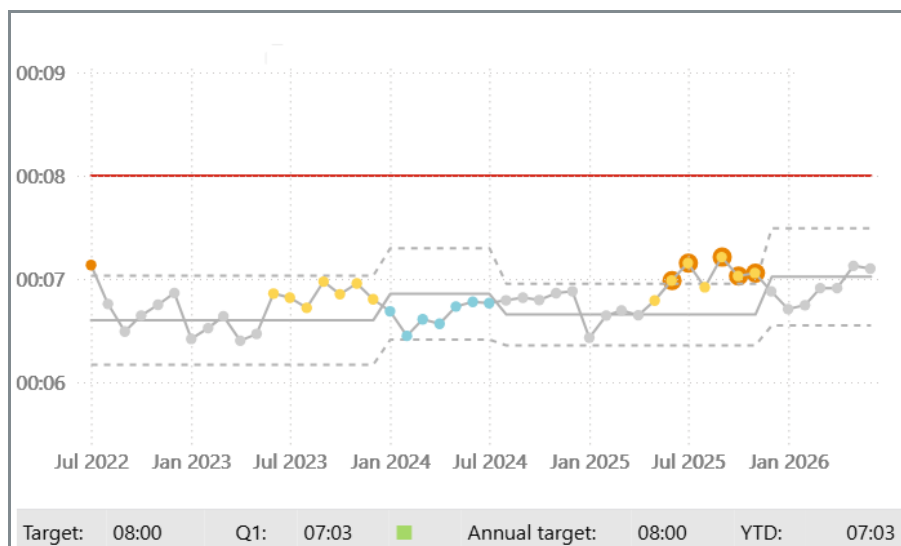
Year to date



LFB is the busiest fire and rescue service in the UK, taking nearly a quarter of all fire and rescue calls nationally. LFB is proud that it continues to have amongst the best average attendance times in the country - despite the unseasonably hot and dry conditions. Therefore, the robust local performance monitoring and effective prioritisation of operational resource that underpin our performance will continue.

LFB continues to perform well within target for London-wide average first appliance arrival time and performance on this KPI largely remains within controls.

C3-02: Average second appliance arrival time



KPI definition

Monthly average arrival time of second fire engine to arrive at an incident within eight minutes of being mobilised. This KPI is an average.

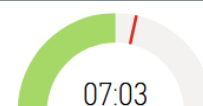
Rationale

Response times are one of the key drivers for ensuring operational staff have the best chance of dealing with fires and other incidents effectively.

Annual target

08:00

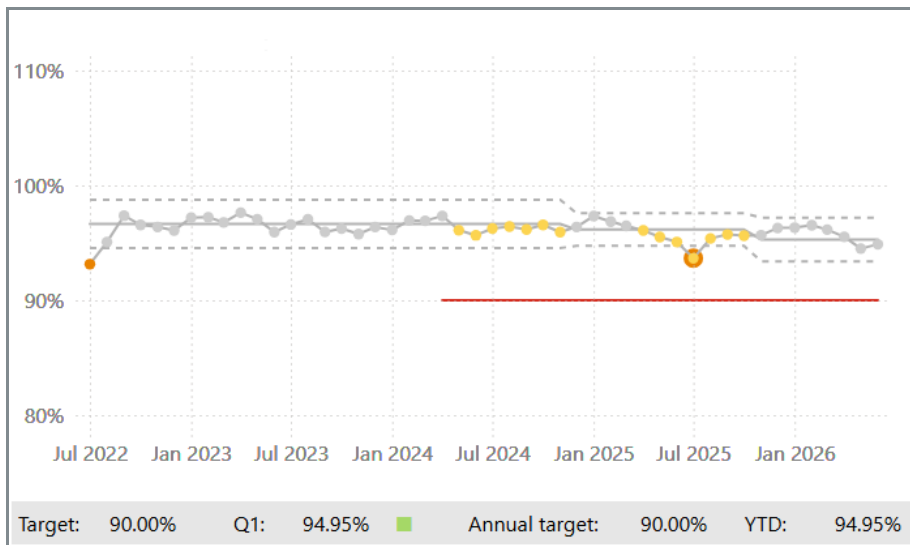
Year to date



LFB is the busiest fire and rescue service in the UK, taking nearly a quarter of all fire and rescue calls made nationally. LFB is proud that it continues to have amongst the best average attendance times in the country - despite the unseasonably hot and dry conditions. Therefore, the robust local performance monitoring and effective prioritisation of operational resource that underpin our performance will continue.

LFB continues to perform well within target for London wide average second appliance arrival time and performance on this KPI largely remains within controls.

C3-03: First appliance arrival within 10 minutes



KPI definition

A fire engine anywhere within London in 10 minutes on 90% of occasions. This KPI is an average.

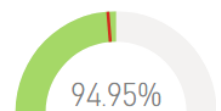
Rationale

Response times are one of the key drivers for ensuring operational staff have the best chance of dealing with fires and other incidents effectively.

Annual target

90.00%

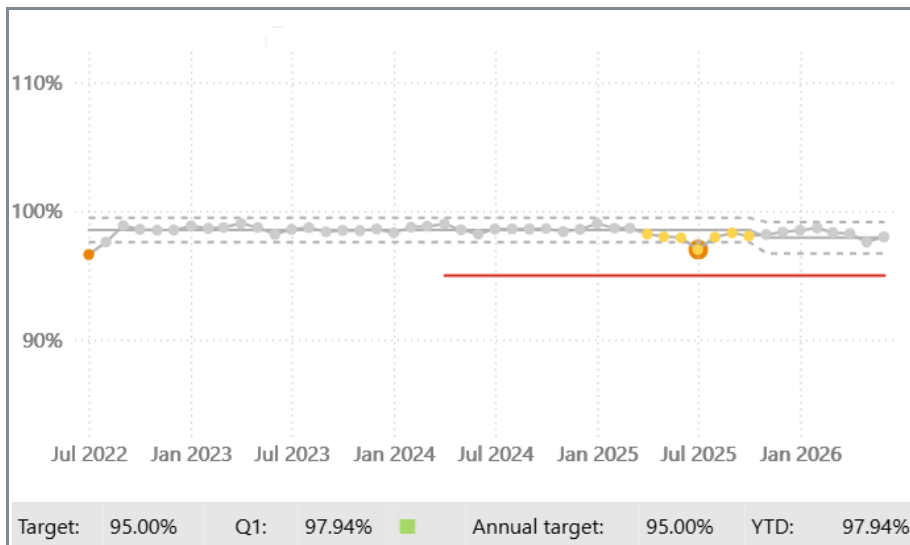
Year to date



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LFB continues to perform well within target for London wide percentage first appliance arrival time within 12 minutes and performance on this KPI largely remains within controls, performance will continue to be closely monitored.

C3-04: First appliance arrival within 12 minutes



KPI definition

A fire engine anywhere in London in 12 minutes on 95% of occasions. This KPI is an average.

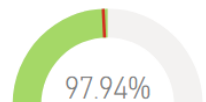
Rationale

Response times are one of the key drivers for ensuring operational staff have the best chance of dealing with fires and other incidents effectively.

Annual target

95.00%

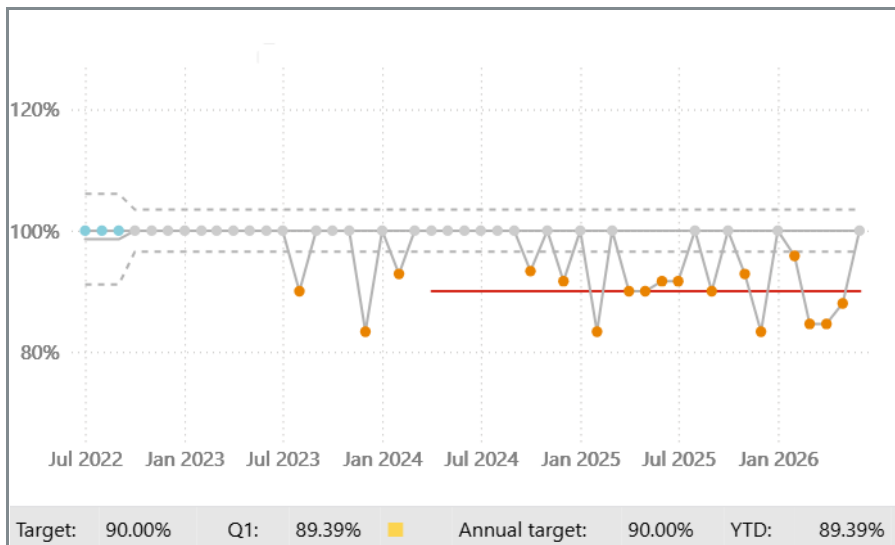
Year to date



LFB is the busiest fire and rescue service in the UK, taking nearly a quarter of all fire and rescue calls made nationally. LFB is proud that it continues to have amongst the best average attendance times in the country - despite the unseasonably hot and dry conditions. Therefore, the robust local performance monitoring and effective prioritisation of operational resource that underpin our performance will continue.

LFB continues to perform well within target for London wide percentage first appliance arrival time within 12 minutes and performance on this KPI largely remains within controls.

C3-05: Alleged fire risks addressed within 3 hours



KPI definition

Total monthly count of completed Alleged Fire Risks (AFR) investigations following notification to the Brigade of concerns about fire safety arrangements and/or concerns that indicate there are persons at risk. The investigations must take place within a three-hour time period and be conducted by an Investigating Officer. This KPI is an average.

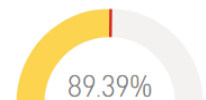
Rationale

Responding quickly to alleged fire risks remains a core part of prevention activity.

Annual target

90.00%

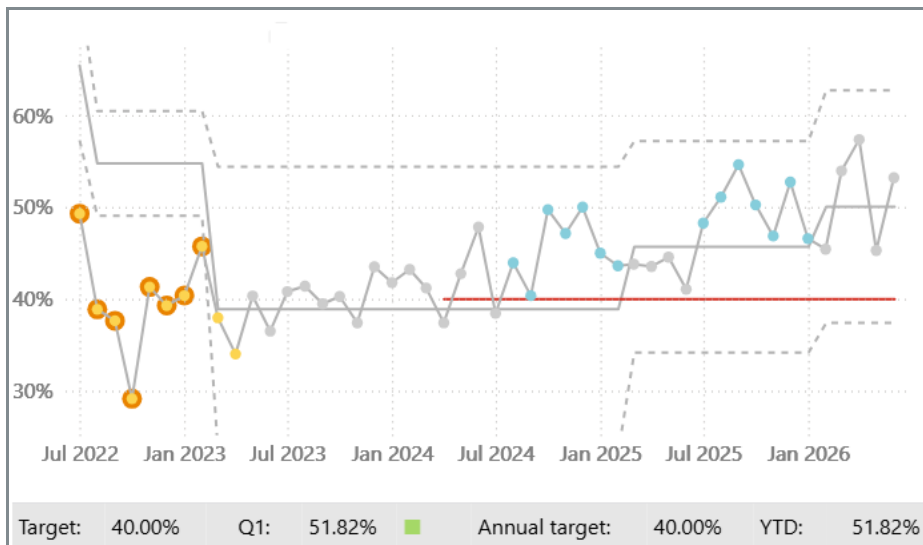
Year to date



Q1 saw an implementation on a revised way of recording and reporting for this Alleged Fire Risks. Although the data suggests a dip in performance during this time, overall, there is a picture of improvement throughout which will be monitored to ensure successful embedding.

Through this new recording and reporting, we have been able to find efficiencies within admin processing that should reduce data entry issues experienced previously.

C3-06: Ratio of high-risk audits completed



KPI definition

Total high-risk audits completed on premise types such as Hospitals, Care Homes, Purpose Built Flats that have four or more floors, Hostels, Hotels, Houses converted to flats or other sleeping accommodation divided by the total number of audits completed. This KPI is an average.

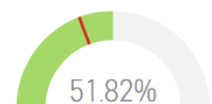
Rationale

We want to make best use of our resources. Overall audits will be part of the summary protection metric, but we will separately track high risk audits.

Annual target

40.00%

Year to date



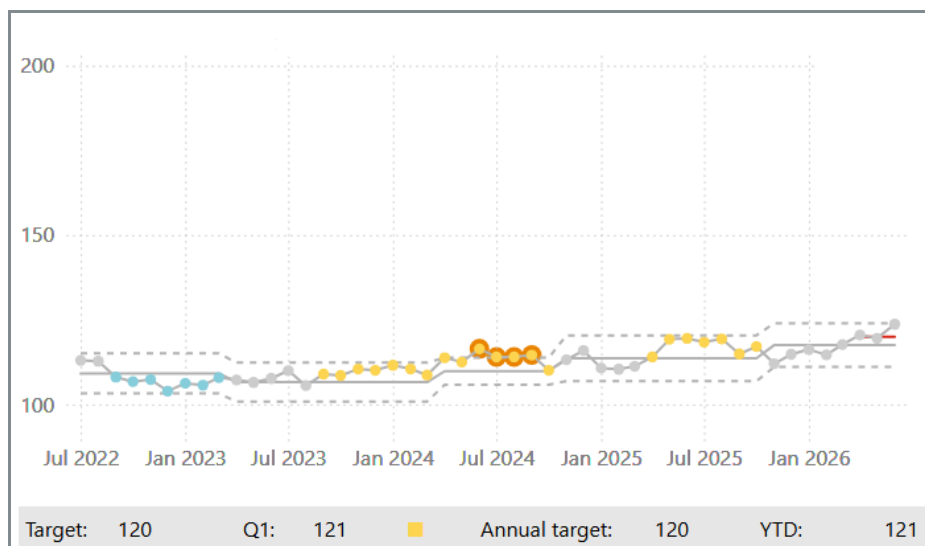
Performance against this metric has continued to improve; however, delivery remains closely linked to inspection officer competency levels, as only competent Inspection Officers (IOs) are able to complete high-risk audits. Current competency levels across delivery teams stand at 37%, and we continue to explore opportunities to increase competency through targeted development and support.

To strengthen this work, each team now has a Team Development Plan, providing Team Leaders with enhanced information and tools to support the development and progression of staff. As competency levels increase, we will review opportunities to raise the current KPI target from 40%, while continuing to assess the appropriateness of the 2027 target.

The Risk Based Intervention Programme (RBIP) focus weeks continue to provide effective departmental support, with activity prioritised towards premises representing the greatest societal risk, including hospitals, care homes, sheltered housing, hostels and high-risk residential high-rise buildings.

Continuing professional development and further training are scheduled throughout 2026/27 to support competency growth. As competency levels improve, we expect a corresponding increase in our capacity to deliver high-risk audits and will continue to review both performance expectations and future targets accordingly.

C3-07: Average time to manage a 999 call



KPI definition

Average time taken to deal with an emergency 999 call, including the time to confirm the location of the incident and the dispatch of a response in seconds. This KPI is an average.

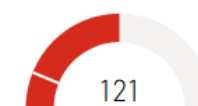
Rationale

The time taken to manage 999 calls is a critical element of delivering an effective response strategy.

Annual target

120

Year to date



3

The KPI has been reintroduced to reflect its importance in delivering the response strategy and increasing external interest in this part of the incident pathway, including from the government.

The slight increase in call handling time this quarter reflects the hot weather conditions and Met Office red wildfire warning, which resulted in an increase in call volumes. The nature of these incidents, in open spaces with difficult access means Control staff are proactively using tools such as GoodSAM and What3words to

identify the location and best access. Grass and wildfires can be very visible and cover large areas, generating a multiple calls reporting the same incident from different locations. So, it is essential Control officers spend additional time questioning callers to ascertain if these calls are related to one incident or multiple incidents. This ensures the most appropriate resources are mobilised in the quickest possible time.

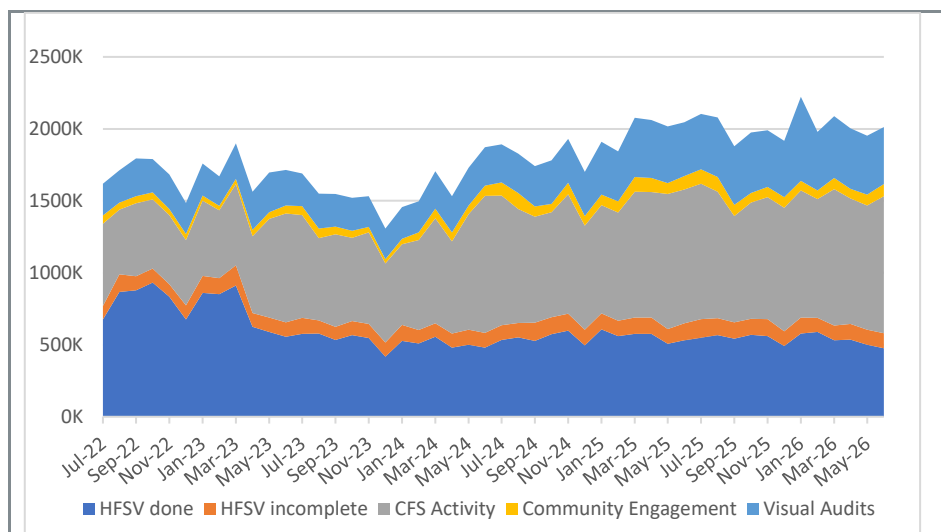
C4-01: Station staff time spent on prevention – day



KPI definition

Operational staff total minutes spent per month during day shifts (09:30-20:00), on Community Fire Safety (CFS), Home Fire Safety Visits (HFSV) and Community Engagement. This KPI is an average.

Total Minutes of Prevention Activity – Day



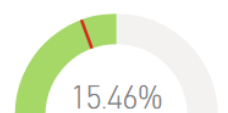
Rationale

Prevention activities are a core part of our improvement plans and grouping these together allows us to respond to changing needs and environments.

Annual target

12.00%

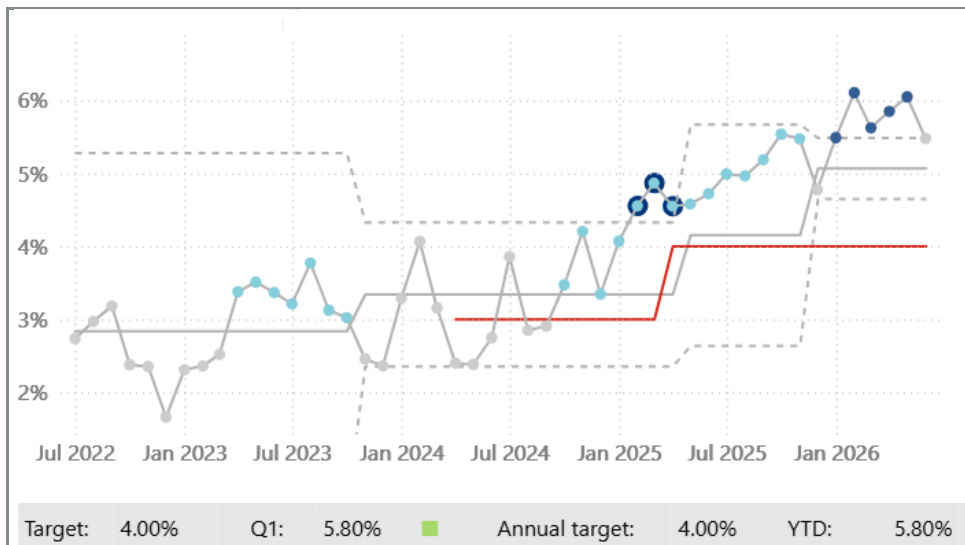
Year to date



The quarterly performance for the percentage of staff time spent on prevention activity is performing strongly, well above the 12% target. The Fire Stations Performance report combined with the performance management framework set against all management levels within fire stations is reaping significant performance benefits. This

is demonstrated by the positive shift this year. The Fire Stations Performance Report was opened 23,510 times in Q1, which makes it the most viewed report in LFB. New fire stations assurance framework policy has now been launched, and first and second line assurance of these activities are underway.

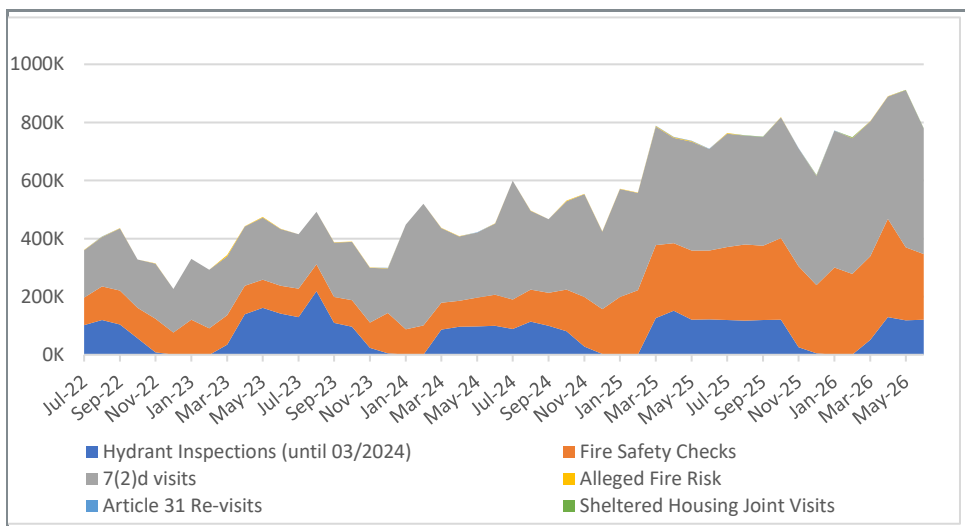
C4-02: Station staff time spent on protection - day



KPI definition

Operational staff total minutes spent per month during day shifts (09:30 - 20:00) on Fire Safety Check visits, Outside Duty (72.d inspections), visual audits and hydrant inspections. This KPI is an average.

Total Minutes of Protection Activity – Day



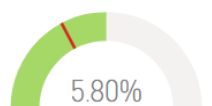
Rationale

Protection activities are a core part of our improvement plans and grouping these together allows the organisation to respond to changing needs and environments.

Annual target

4.00%

Year to date

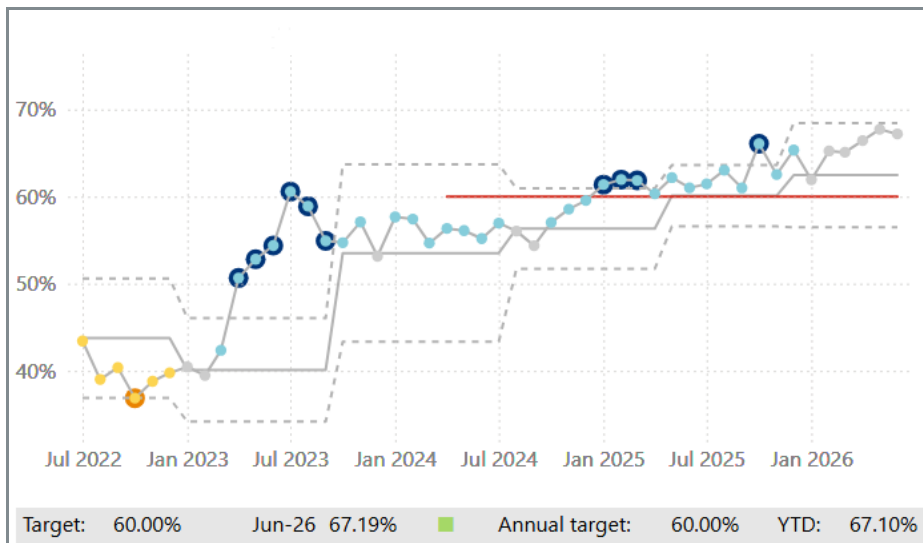


The performance for the percentage of staff time spent on protection activity remains within target.

The Fire Stations Performance report combined with the performance management framework set against all management levels within fire stations, is reaping significant performance benefits. This is demonstrated through the positive shift this year.

The Fire Stations Performance Report was opened 23,510 times in Q1, which makes it the most viewed report in LFB. We've now launched new fire stations assurance framework policy and first and second line assurance of these activities are underway.

C4-03: Percentage of high-risk home fire safety visits



KPI definition

Visits to households which have been identified as at a higher risk of experiencing an accidental dwelling fire and/or being injured as a result of a fire. This KPI is an average.

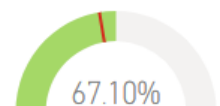
Rationale

The delivery of prevention work has changed and will continue to strengthen using online tools, this allows us to prioritise in-person high risk HFSVs.

Annual target

60.00%

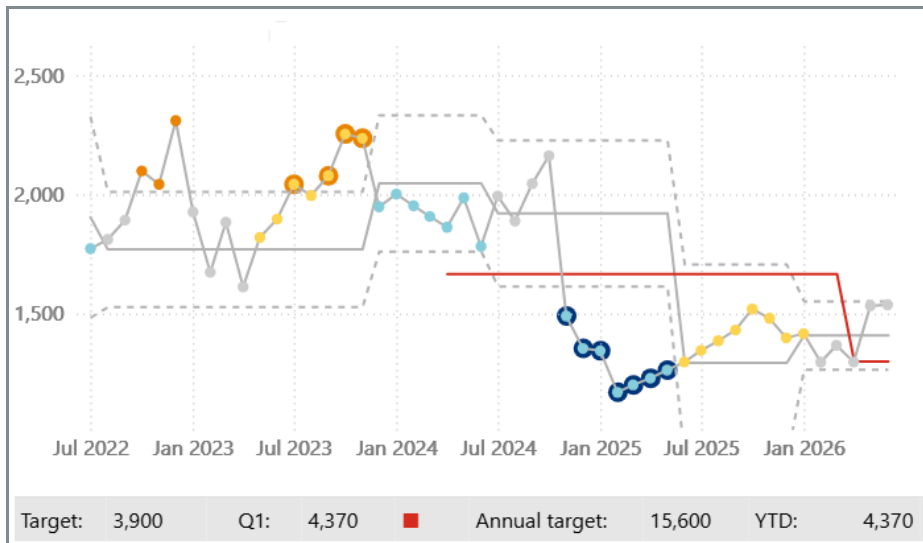
Year to date



Home Fire Safety Visits (HFSVs) enable the Brigade to focus its resources on those at the greatest risk. The target is that 60% of HFSVs will be carried out in high-risk households. This target has been exceeded for 18 consecutive months.

The Brigade has employed a number of ways to ensure that its HFSVs reach people at the greatest risk. These include working with partner agencies to receive appropriate referrals, as well as using geodemographic data. Following a series of arson attacks, Brigade colleagues worked in Jewish communities to deliver targeted HFSVs and risk-based prevention advice, as well as reassurance to communities. Crews also continued to deliver 'hot strikes', which HFSVs are offered in a building or street following a fire, supported by 'digital hot strikes' on social media. This work was supported by a bespoke community engagement plan, as well live incident reporting as appropriate.

C4-04: False alarms attended due to automatic fire alarms in non-domestic buildings



KPI definition

Monthly count of false alarms attended by LFB relating to automatic fire alarms that have actuated in other residential (places that accommodate people on a temporary basis) and non-residential properties (places that do not accommodate people) that have been categorised by the Home Office. This KPI is a count.

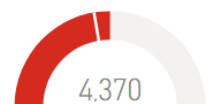
Rationale

We propose to continue the current London Safety Plan indicator whilst we review our response to automatic fire alarm actuation.

Annual target

15,600

Year to date



Since the implementation of the revised Automatic Fire Alarm (AFA) policy on 29 October 2024, which restricts the Brigade's attendance at AFAs in commercial buildings during business hours (with some exemptions), the LFB has seen a sustained reduction in false alarm attendances. Over the past 12 months, the number of AFAs attended has remained below the upper target threshold and demonstrates a significant improvement compared with previous years.

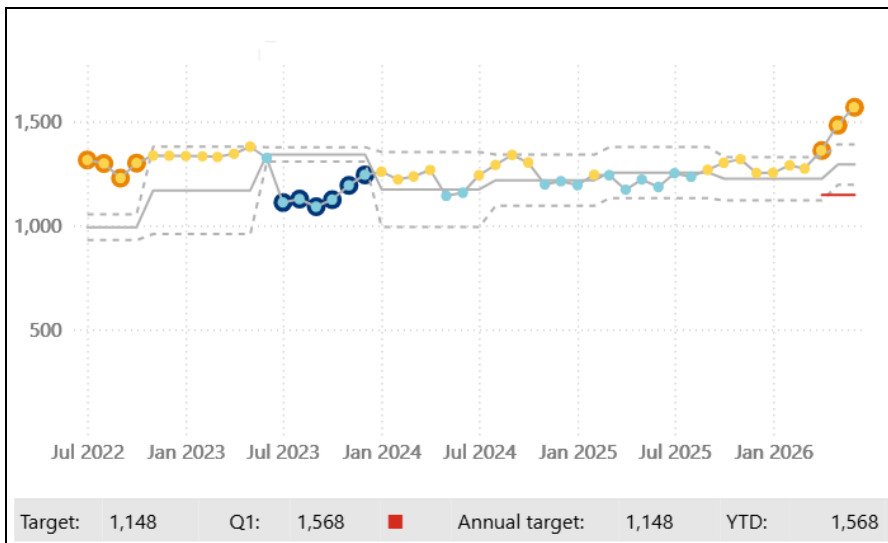
As a result of this sustained positive performance, the target has been revised and lowered to 1,300 AFAs per month (3,900 per quarter). Performance continues to track positively against this revised target, reflecting the ongoing benefits of the policy and associated interventions.

The Brigade will continue to work closely with key partners, including the NHS and Transport for London (TfL), to further reduce the number of AFAs attended by the Brigade. This partnership approach remains central to addressing the underlying causes of unwanted fire signals and improving alarm management within high-demand premises. The Brigade will also continue to be supported by Control's call challenge process.



Learning from others

C5-01: Rate of RIDDORs per 100,000 staff (12 month rolling)



KPI definition

Total monthly injuries that have been reported to the Health and Safety Executive where there is a specific injury which has affected a person's ability to work 7 days after the injury had occurred, calculated as a 12-month rolling rate per 100,000 staff. This KPI is an average.

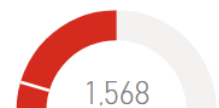
Rationale

LFB strives to be an organisation where staff feel safe at work.

Annual target

1,148

Year to date



This KPI is now measured as a rate of RIDDORs per 100,000 staff (12 month rolling), which is the industry standard measurement used by the Health and Safety Executive (HSE). Current performance is outside the new target.

RIDDOR performance deteriorated significantly in Q1 2026/27, with 33 reportable injury events recorded compared to 20 events during the previous quarter, representing a 65% increase. When compared to the same period in the previous financial year, an additional 20 events were recorded. This increase is reflected in the rise in the RIDDOR incidence rate seen during the past few months. The Health and Safety team will be investigating injuries during real fire training to establish causation and recommend actions to prevent recurrence.

Most RIDDOR events occurred during operational activities (16 events during Q1 2026/27 compared with 12 during Q4 2025/26). Operational incidents attended increased during the quarter, with 38,630 events attended in Q1 compared with 33,751 in Q4 2025/26, an increase of 14.5%. However, this is significantly lower than the 65.0% increase in RIDDOR events, indicating

that increased operational activity alone does not explain the deterioration.

The increase in RIDDOR events in Q1 2026/27 can partially be explained by increases in events that occurred during operations (16 in the last quarter compared to 12 in the quarter before) and increases in events that occurred during training activities, with 8 training events recorded during the period compared to 2 during the previous quarter. Training injuries occurred during real fire training, water rescue and fitness training.

The main causes of injury were manual handling, including pushing and pulling, handling of hose and equipment, forcing entry to premises, and mounting and dismounting appliances. There were also a number of slips, trips and falls during movement in dynamic operational environments.

C5-01: Rate of RIDDORs per 100,000 staff (12 month rolling) (Continued)

Manual handling is still the biggest cause of injury to staff and the Health, Safety and Wellbeing department is working through an action plan to identify any gaps in our current risk mitigations for manual handling injuries. The operational fitness test was reintroduced in 2024/25; this promotes fitness amongst staff, improves cardiovascular health, muscle strength and endurance, which can help to mitigate risks of physical injury through manual handling activities.

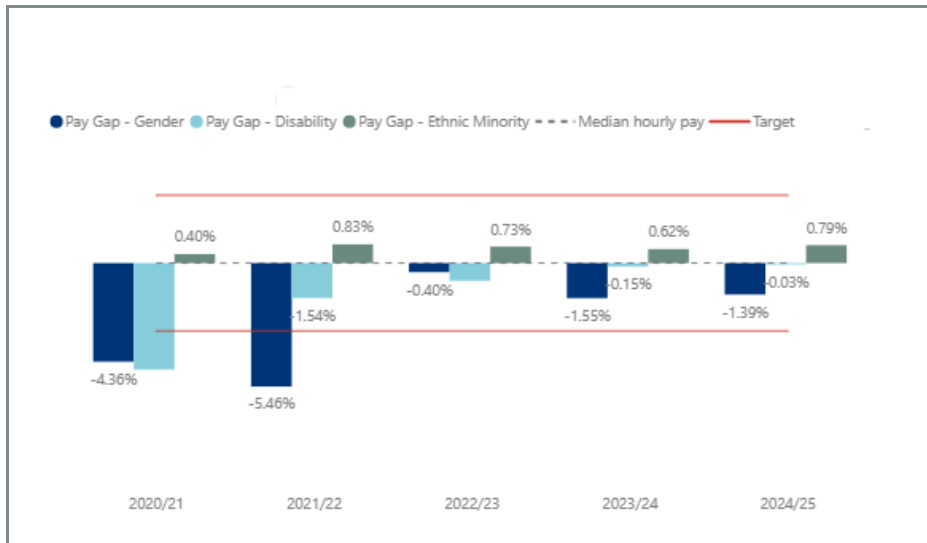
The Health and Safety team have worked with colleagues to introduce an improved incident ground safety management model that utilizes operational risk assessment (known as 'Analytical Risk Assessment' (ARA)) to manage risks to staff during operational incidents. Managers, from Leading Firefighter and above, will be trained in the use of ARA, which was also introduced to staff in Operational News 42. LFB is also exploring the use of an electronic ARA solution to make recording, sharing and retrieval of ARA information easier. Improved safety management on the incident should reduce operational injuries.

A quicker system of raising awareness of health and safety concerns was introduced in 2024/25. Operational News Flash was introduced to share risk critical operational learning about hazards and risk control measures in a quick and agile way. Operational News Flash issues have covered subjects such as fires involving electric vehicles, learning from significant incidents, electrical safety awareness, large hanger doors (following a fatal incident) and the use of respiratory protective equipment (RPE) at incidents to protect health. Operational News Flash articles are added to the LFB Diary under Mandatory Training and the content must be recorded as read and understood by staff within two weeks.

The Health, Safety and Wellbeing (HSW) Board has continued to provide greater corporate oversight, challenge, scrutiny and assurance of health and safety performance in support of the Service Delivery Board. The Board last met in May 2026 and helps drive the health and safety agenda for the Brigade and ensure that health, safety and wellbeing-related workstreams are given sufficient priority. Several multidisciplinary working groups have continued to meet to specifically support effective delivery of initiatives to improve health and safety in operations and on fire stations and in the management of occupational road risk.

General health and safety management training, through the National Examination Board for Occupational Safety and Health (NEBOSH) National General Certificate in Occupational Health and Safety for has been provided to a number of middle managers throughout the year. 97 delegates have now completed and passed the NEBOSH certificate with further courses scheduled for 2026/27.

C5-02: Pay gap



KPI definition

Gender – pay gap percentage based on the difference between the median hourly pay for men compared to the median hourly pay for women at the end of each financial year. This KPI is an annual snapshot

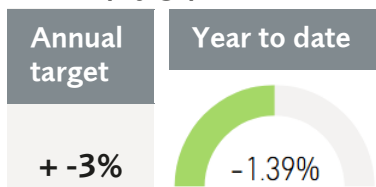
Ethnic Minority – pay gap percentage based on the difference between the median hourly pay for white staff compared to the median hourly pay for Ethnic Minority staff at the end of each financial year. This KPI is an annual snapshot

Disability – pay gap percentage based on the difference between the median hourly pay for disabled staff compared to the median hourly pay for non-disabled staff at the end of each financial year. This KPI is an annual snapshot.

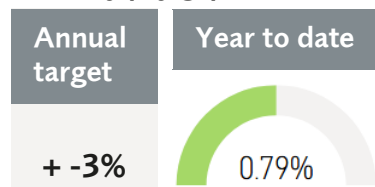
Rationale

LFB staff should be paid equally regardless of any protected characteristics.

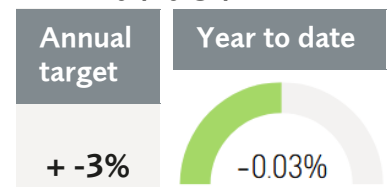
Gender pay gap



Ethnicity pay gap



Disability pay gap



C5-02: Pay gap

(Continued)

Gender Pay Gap:

As of 31 March 2025, London Fire Brigade had an overall mean gender pay gap of -5.57% and a median gender pay gap of 1.39%.

Overall, there is a trend in favour of women across the past seven years which is being largely influenced due to a widening disparity within our Control occupational group. However, although women are currently earning a mean average hourly salary of £1.31 more than men, the disparity in pay has narrowed by 0.81% since last year.

Target: +-3%	Q1: -1.39%		Annual target: +-3%	YTD: -1.39%
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Ethnicity Pay Gap:

As of 31 March 2025, London Fire Brigade had an overall mean ethnicity pay gap of 2.83% and a median ethnicity pay gap of 0.79%. Even though there is a trend in favour of White staff over the past seven years, statistically it is minimal and overall, there is pay parity across this category.

Target: +-3%	Q1: 0.79%		Annual target: +-3%	YTD: 0.79%
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Disability Pay Gap:

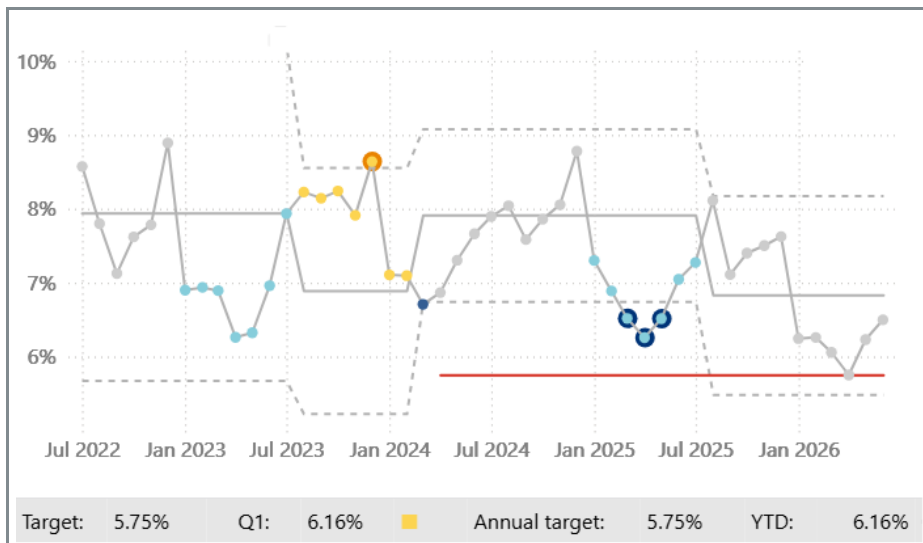
As of 31 March 2025, London Fire Brigade had an overall mean disability pay gap of 0.11% and a median disability pay gap of 0.03%. Statistically, overall there is parity in pay between staff with disabilities and those without. Over the last three years there has been a positive trend narrowing an already small pay gap which has historically been in favour of staff with disabilities, from -1.54% in 2022 to virtually zero by 2025

Target: +-3%	Q1: -0.03%		Annual target: +-3%	YTD: -0.03%
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While the pay gaps are minimal due to the flat pay structure, it should be noted that the mean gaps could mask issues of disproportionate representation in grades across the organisation. Further analysis of the data of mean gaps, at grade and rank level is necessary to understand whether impact of skills payments and/or overtime availability has an impact.

LFB publishes an annual report on the gender, ethnicity and disability pay report, which can be found here: [LFB gender, ethnicity and disability pay gap report 2025](#)

C5-03: Staff sickness



KPI definition

Total number of lost working days due to sickness absence (both short term and long term) accrued over a given month as a percentage of the total number of working days completed by all LFB employees over the same period. This KPI is an average.

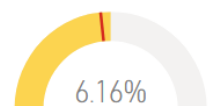
Rationale

We expect sickness rates to decrease following planned improvement programmes on staff wellbeing.

Annual target

5.75%

Year to date



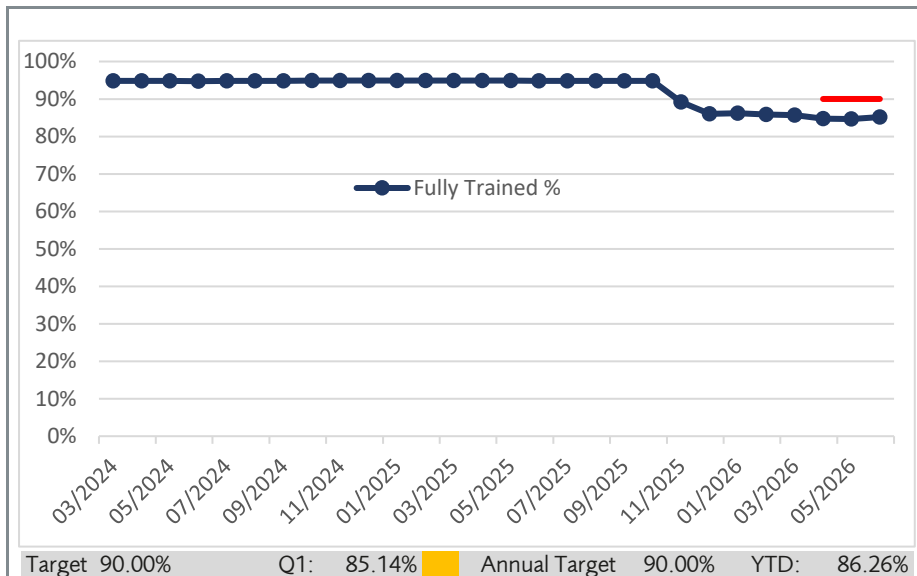
Staff sickness has shown a clear and sustained improvement over the past year. In the last 6 months performance has been below the current average and was within target in April. We continue to embed the Emergency Services Trauma Intervention Programme (ESTIP) into our post incident support arrangements. Work on ESTIP is ongoing: further communications are needed to raise awareness and ensure consistent use across the Brigade, and we are developing a dedicated reporting app to capture critical incident exposures so we can track long term crew exposure and better target preventative and therapeutic responses. A sustained and coordinated management focus on sickness absence has remained an important contributor to the improvement in attendance levels seen over the past year. Since the launch of the Employee Assistance Programme on 31st October 2025, to 30th June 2026, the service has supported 58 individuals who have made 94 calls. Of these calls:

- 88 calls were from employees and six from relatives.
- 77 related to counselling and 17 calls for legal or financial and debt advice.

- 18 calls were received for structured therapy, resulting in a total of 62 therapy sessions being delivered so far.
- The top three reasons for counselling calls were Anxiety, Relationships, and Bereavement.

The HR Business Partnering team continues to deliver the full attendance programme, both in person and online, to build managerial capability and accountability in absence management and cost control. Over the past year we have completed attendance training across all fire stations and are now rolling that learning out brigade wide, while continuing to work with the Leadership Academy to embed attendance management into the new management training programme. With the team now almost at full strength we have re-established a true partnership model, providing earlier, more proactive casework and hands on support to managers, including direct attendance at formal capability hearings rather than ad hoc phone advice; this approach is reframing meetings as genuinely supportive for both managers and staff, helping to reset capability processes and strengthen confidence through practical, scenario based workshops.

C5-04: Percentage of operational staff trained to respond to marauding terrorist attacks (MTA)



KPI definition

Total number of operational staff who are up to date with Marauding Terrorist Attack training requirements as a percentage of employed operational staff. For new staff, this includes those who have completed both the theory and practical components. For existing staff, this includes those who have completed the required theory refresher. This KPI is a monthly snapshot.

Rationale

To monitor the percentage of eligible staff trained to respond to marauding terrorist attacks.

Annual target

90.00%

Year to date

85.14%

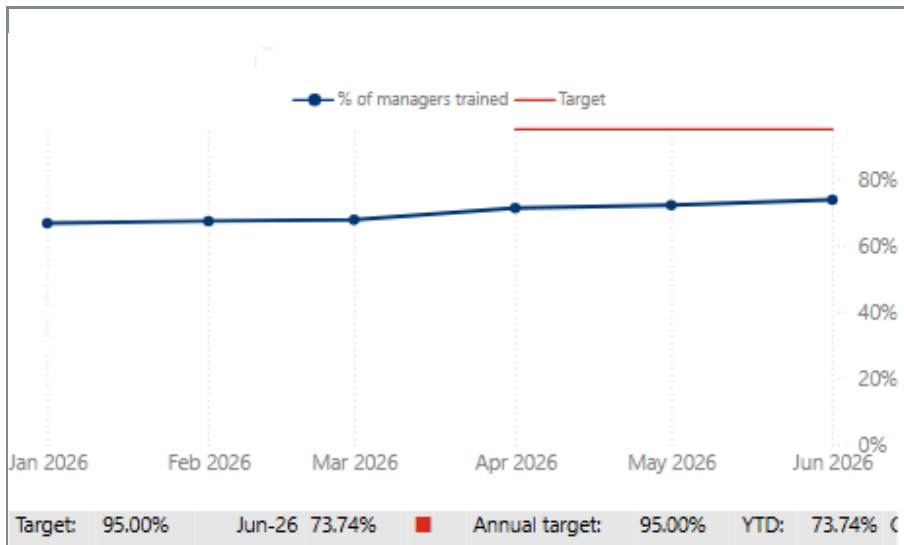
This KPI now includes Marauding Terrorist Attack (MTA) maintenance training as well as acquisition and is presented from March 2024. Performance was comfortably meeting the target under the previous acquisition only measure. Now that maintenance activity has been included in the KPI, the original target has been retained to ensure it remains ambitious while still being realistic and achievable this year. Alongside this change, data quality improvements are being delivered through the introduction of standardised course codes for all MTA training elements and the resolution of historical data gaps affecting practical maintenance course records for some senior staff. This should help to strengthen the accuracy and consistency of management information used to derive the KPI.

LFB has finalised the mass roll-out of the Marauding Terrorist Attack (MTA) training and has become the first service and currently one of only two in the country to

have all front-line firefighters fully equipped for the most serious terror incidents.

Acquisition training in all boroughs was completed in May 2024, and the Brigade now delivers frontline MTA level one and two capabilities from all Boroughs with 142 pumping appliances, 14 Fire Rescue Units (FRUs), and 11 aerial appliances. Command Units and aerals do not carry Ballistic Personal Protective Equipment (BPPE), but the crews are MTA trained. The Brigade also has two operational support units (OSUs) that carry a resource pack consisting of nine sets of BPPE each and additional stretchers which will be mobilised as part of the Incident Type Code mobilisation, with FRUs also carrying additional BPPE. The current completion rate is above the 90% target and is at 95%. The ongoing MTA training delivery is now business as usual. This also includes giving our newest firefighters training input on MTA response as part of the firefighter development programme.

C5-05: Percentage of managers who have completed leadership training



KPI definition

Total number of staff that have completed Leadership training as a percentage of eligible staff. This KPI is a monthly snapshot.

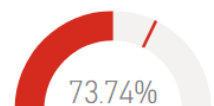
Rationale

We want to ensure LFB staff are given the training and resources to manage their services and teams effectively.

Annual target

80.00%

Year to date



This KPI now measures the percentage of managers who have completed leadership training, rather than those who completed training against plan. This was in response to feedback about the ambiguity of the previous KPI. Historical data has been provided from January 2026 onwards to support the analysis of trends.

The Leadership Academy is continuing to deliver against its agreed KPI (80% of all managers having attended at least one Leadership or Management Development initiative by March 2027). The initiatives are Colin Townsley 2 (1 day workshop), Foundation Management Development Programme (1 day workshop), Gillian Tanner (three phases, 2 days each) and Frank Bailey (four modules, 1 day each).

The Leadership Academy has delivered Leadership or Management Development to 74% of total 1824 LFB Managers (as at 1st July 2026). In Q1 the Leadership Academy delivered training to 201 managers - 181 attended the Foundational Management Development programme with a further 20 completing the Colin Townsley 2 workshop. The Foundation Management

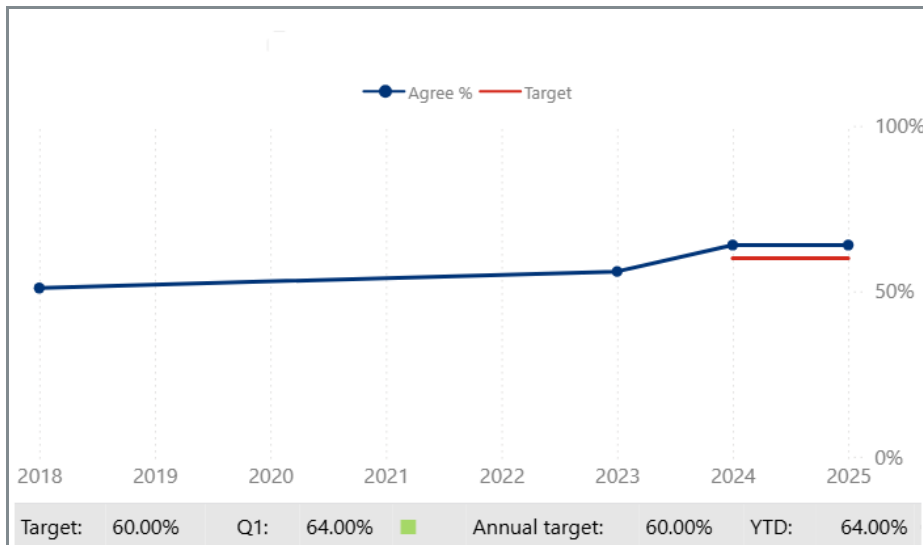
Development Programme has had 685 managers attend the programme since delivery commenced in July 2025.

The Frank Bailey Middle Leader programme relaunched in June 2026, and we expect to see delegates (SC/GC, FRS E - G and SCC in Control) completing the full four module programme by January/February 2027.

The Gillian Tanner Supervisory Leadership Development Programme will relaunch in September 2026 with redesign currently underway. The first cohort of delegates (LFF - StnO, FRS C - D, ACC in Control) to complete the full course, of three 2-day phases, by February/March 2027.

The Colin Townsley programme continues to deliver around 2/3 workshops per month. The Leadership Academy is unable to increase delivery rate due to low resource and limited staff release capacity. .

C6-01: I would recommend LFB as a great place to work



KPI definition

Percentage of staff in staff survey who agree with the statement "I would recommend LFB as a great place to work". This KPI is an annual snapshot.

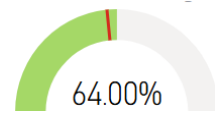
Rationale

We want to ensure LFB staff consider us a great employer.

Annual target

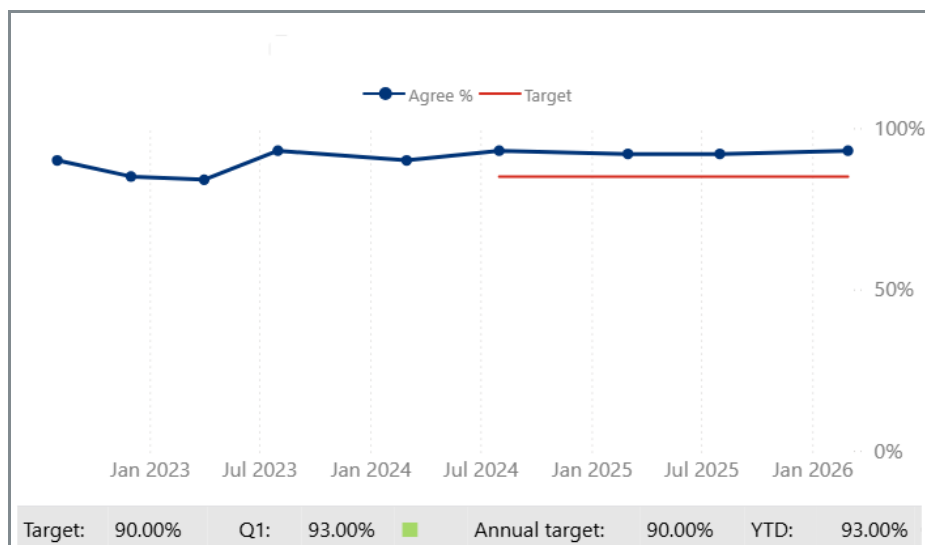
60.00%

Year to date



LFB's 2025 all-staff survey closed in December 2025 and had a 72% response rate, which was broadly similar to the previous year's response rate (74%), demonstrating consistency. The proportion of staff who agreed with the statement "I would recommend LFB as a great place to work" in 2025 was 64% which has remained stable compared to the previous year. There was an 11% unfavourable score, which has also remained stable. This offers a good all-round assessment of LFB, as this encompasses all stages of the employee lifecycle and how staff perceive their experience at LFB. Accordingly, there is no targeted campaign to improve this score as it represents the holistic sentiment behind change, as opposed to a specific initiative or project. The target of a 70% favourable response rate remains in place.

C6-02: LFB is trusted to serve and protect London



KPI definition

Polling by YouGov - percentage who agree with the statement "LFB is trusted to serve and protect London". This KPI is a twice yearly snapshot

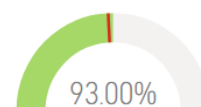
Rationale

Having the trust of the community we serve is integral to the organisation.

Annual target

85.00%

Year to date



The most recent poll, carried out in March 2026, showed that 93% of respondents agreed that 'LFB is trusted to serve and protect'. This is the joint highest rate since the question was introduced in April 2021. A score of 93% has been achieved three times in the six surveys carried out since August 2023 and reflects a one percent increase from our previous polling six months ago and three percent above our target. The next poll will be carried out in summer 2026.

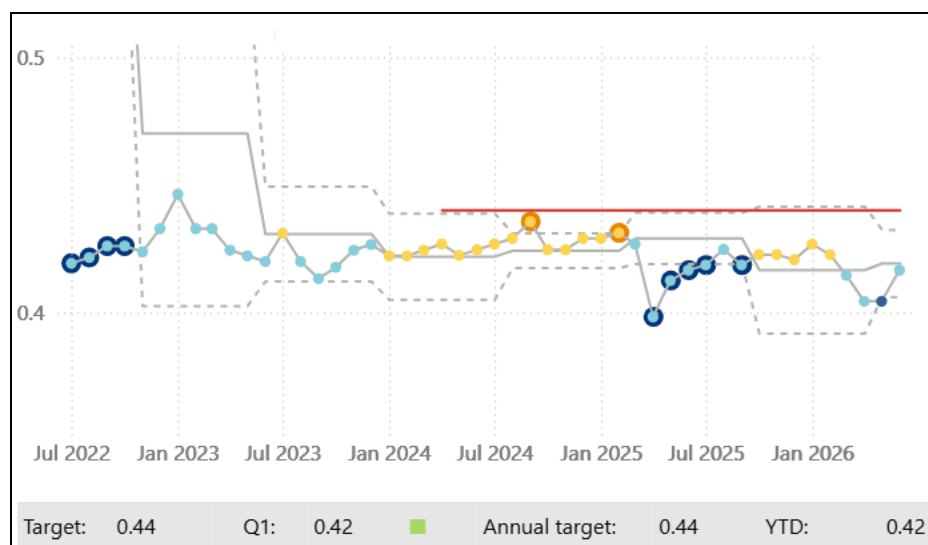
Public opinion polling is one of the measures we use to understand how different communities across London feel about LFB, what their levels of trust are and how they understand or interact with our services.

We aim to build levels of trust in the Brigade through a range of communications and community engagement campaigns and activities. This includes working proactively to warn and inform Londoners, supporting communities to keep themselves safe from emerging risks, holding public relations events to demonstrate how we keep Londoners safe from seasonal risks, and sharing the Brigade's work during and after incidents.



Adding
value

C7-01: Rate of fire deaths per 100,000 Londoners (12 month rolling average)



KPI definition

12-month rolling average of fatal casualties as a direct or indirect result of injuries caused by a fire accident, expressed as a rate per 100,000 London population. This KPI changed from a 5-year rolling average to a 12 month rolling rate in April 2026. This KPI is an average.

Rationale

Preventing fire deaths is a core part of the London Fire Brigade's purpose.

Annual target

0.44

Year to date

0.42

This KPI is now measured as a rate per 100,000 Londoners, rather than a target number of incidents. This approach better reflects changes in London's population and provides a more meaningful measure of performance over time. While multi-fatality incidents can have a significant impact on the data, performance is currently tracking positively and remains just below the target level.

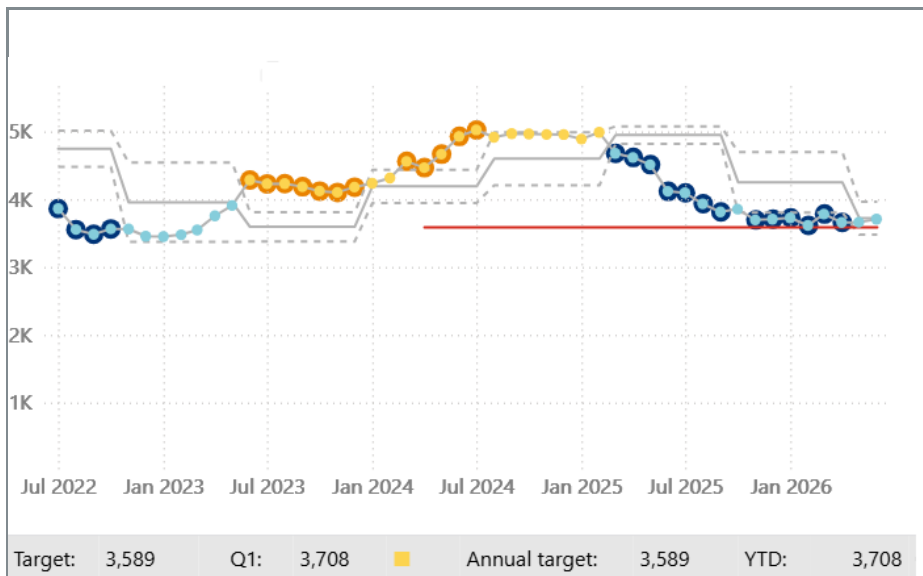
Unsafe disposal of smoking materials continues to feature prominently in fatal fires, particularly where vulnerability, alcohol use or mobility issues are present. Learning from Fatal Fire Reviews (FFRs) continues to highlight consistent themes, including the concentration of risk within private dwellings, the compounding impact of smoking, lithium-ion batteries and cluttered environments, and opportunities to strengthen early prevention activity, partnership working and public messaging.

The new triage-based Fatal Fire Review process enables earlier scrutiny of all fatal fires and more comprehensive reviews where there is significant learning potential, including incidents involving lithium-ion batteries, multiple fatalities or heightened vulnerability. Organisational learning and actions are now captured and

shared more consistently to inform operational practice, policy and prevention activity. We will continue to monitor performance data and emerging trends to assess the impact of the revised Fatal Fire Review process on future outcomes.

Targeted prevention activity remains a key focus. We will continue to work with partners to promote important safety campaigns, including #ChargeSafe, aimed at reducing the risks associated with lithium-ion batteries, particularly within the gig economy and among the wider public. Alongside this, ongoing engagement and prevention activity will continue to address smoking-related fire risks and other factors associated with accidental fires in the home.

C7-02: Rate of fire injuries per 100,000 incidents (12 month rolling average)



KPI definition

12-month rolling average of non-fatal casualties as a direct or indirect result of injuries caused by a fire incident, excluding those that were only recommended a precautionary check, expressed per 100,000 incidents. This KPI changed from a 5-year rolling average to a 12 month rolling rate in April 2026. This KPI is an average.

Rationale

Preventing fire injuries is a core part of the London Fire Brigade's purpose.

Annual target

3,589

Year to date

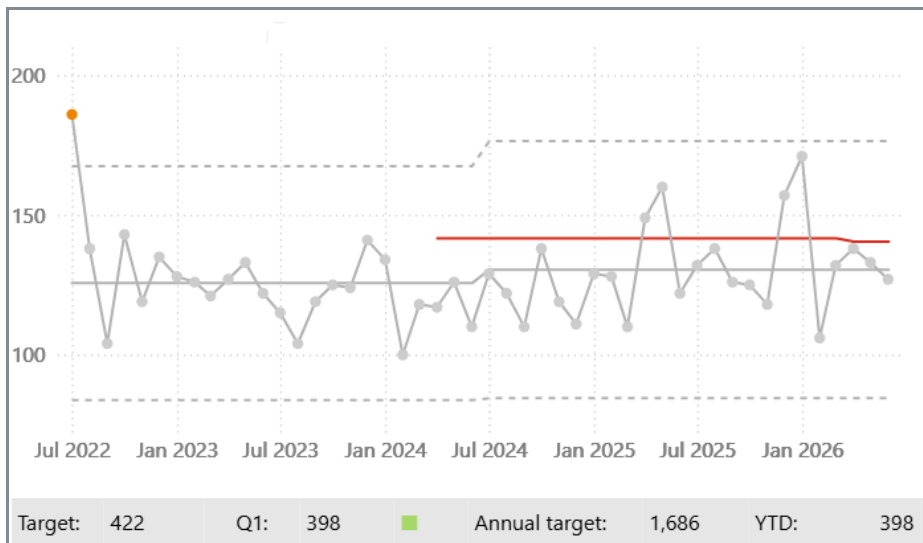
3,708

This KPI is now measured as a rate of injuries per 100,000 incidents, rather than a target number of incidents. This approach better reflects the severity of incidents and provides a more meaningful measure of performance over time. LFB is reporting slightly outside the new rate target of 3,589.

For Q1 in terms of ignition source groups, cookers remain the top ignition source for fire injuries (27.47%), followed by vehicle related fires (10.44%). electrical distribution, which includes lithium-ion batteries (9.89%). Cooking fires have remained the main source of fire injuries over the last 5 years and is at similar rate as in Q1 2022/23 (27.50%) although is significantly higher than in 2025/26 (19.44%). Fire injuries caused by batteries / generators (including lithium-ion batteries) have also increased over the last 4 years, resulting in 60 fire injuries in 2026/27, compared to 24 in 2022/23, in Q1 2026/27 there have been 14 such fire injuries. Significant work is being undertaken in relation to the #Chargesafe campaign to reduce these types of fires.

In terms of multi-injury fires the data shows that number has fallen slightly after a peak in 2024/25. Rising from 18 in 2021/22, to 30 in 2024/25, to 25 in 2025/26. In Q1 we have seen four multi-injury fires, with one incident leading to six injuries. LFB has worked to target those most at risk with the publication of the 2025/26 Borough Risk Management Plans (BRMPs) and associated Station Delivery Plans (SDPs), which target our prevention activity towards local risks and the needs of the community.

C7-03: Number of fires – houses and bungalows



KPI definition

Total monthly figure of fires that have occurred in a house or bungalow of single occupancy. This KPI is a count.

Rationale

Monitoring the number of fires in different locations allows us to assess trends across different property types and plan our use of resources efficiently.

Annual target

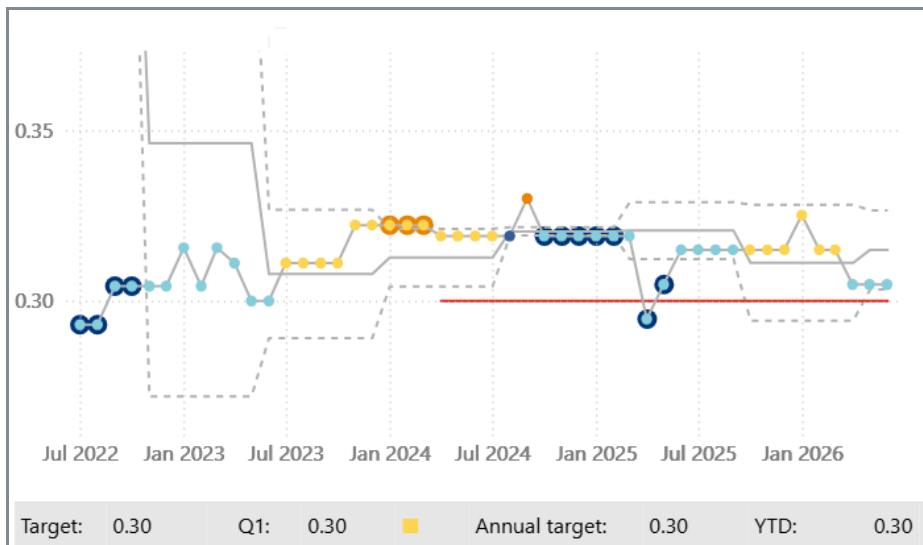
1,686

Year to date

398

Performance for this quarter is within target and is monitored closely to consider the impact of the published 2025/26 Borough Risk Management Plans (BRMPs) and Station Delivery Plans (SDPs), which target our prevention activity towards local risks and the needs of the community.

C7-04: Rate of accidental fire deaths in the home per 100,000 Londoners (12 month rolling average)



KPI definition

12-month rolling average of deaths in dwellings caused by a fire that has been accidental, expressed as a rate per 100,000 London population. This KPI changed from a 5-year rolling average to a 12 month rolling rate in April 2026. This KPI is an average.

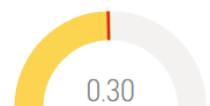
Rationale

Monitoring the number of accidental deaths in the home enables us to assess trends and undertake analysis where we see an increase.

Annual target

0.30

Year to date



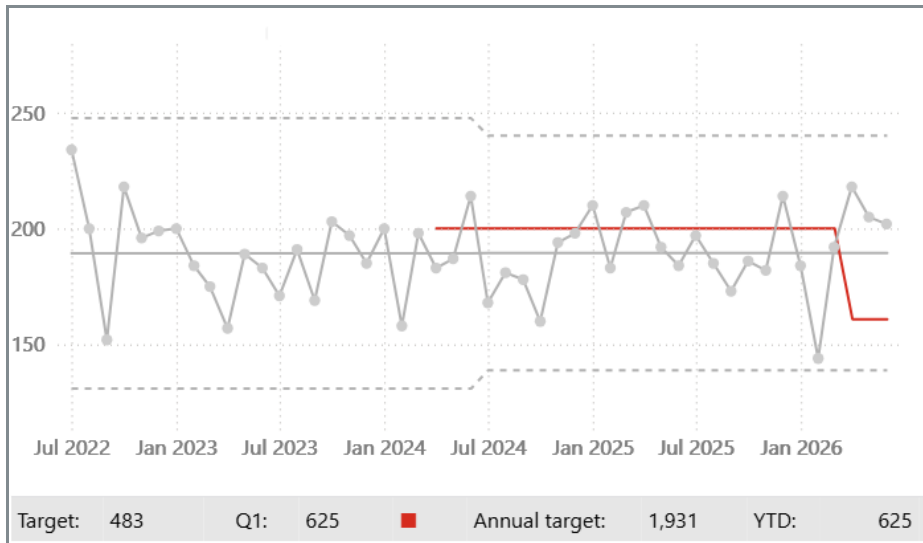
This KPI is now measured as a rate per 100,000 Londoners, rather than a target number of incidents. This approach better reflects changes in London's population and provides a more meaningful measure of performance over time. Performance is currently tracking slightly above target; however, it remains within expected control limits.

The Brigade continues to prioritise fire safety activity in care homes, supported living environments and private dwellings where vulnerable individuals may be at greater risk. Common causes of these incidents continue to include the inappropriate disposal of smoking materials, cooking-related fires and failures involving medically supplied equipment, highlighting the need for targeted prevention and intervention activity. The Brigade will continue to work closely with key partners, including local authorities and the Greater London Authority (GLA), to support prevention efforts and ensure Londoners have access to relevant fire safety information. This includes promoting and guiding residents towards the Brigade's Home Fire Safety Checker, helping people to better

understand risks within their homes and take appropriate steps to reduce them.

The Brigade will continue to monitor performance closely and work collaboratively with partners, care providers and local fire stations to ensure that fire safety messaging reaches those most at risk.

C7-05: Number of fires – flats



KPI definition

Total monthly figure of fires that have occurred in purpose-built flats or maisonettes of all storeys. This KPI is a count.

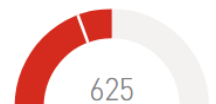
Rationale

Monitoring the number of fires in different locations allows us to assess trends across different property types and plan our use of resources efficiently.

Annual target

1,931

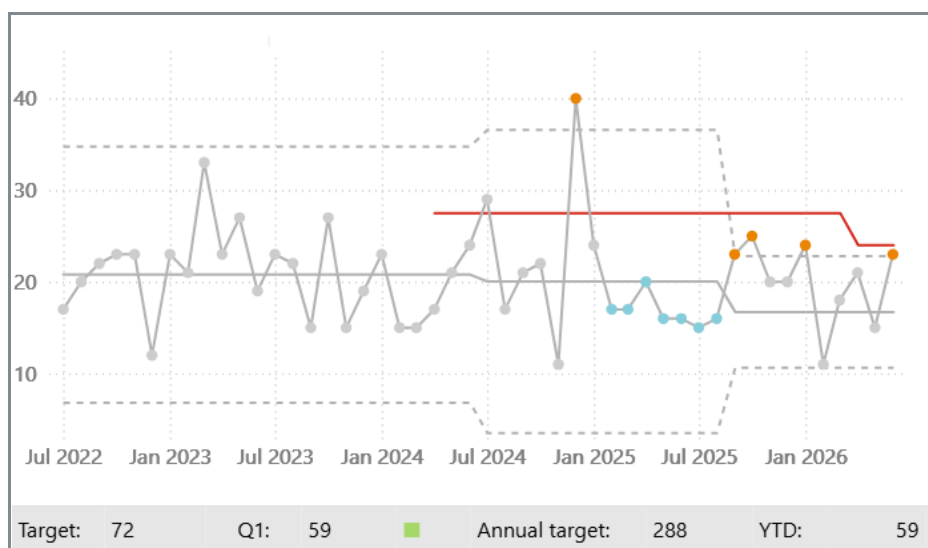
Year to date



Performance against this KPI is outside of the target for Q1.

This performance has been monitored closely to consider the impact of the Borough Risk Management Plans (BRMPs) and Station Delivery Plans (SDPs), which target our prevention activity towards local risks and needs of the community.

C7-06: Number of fires – care homes and supported living



KPI definition

Total monthly figure of fires that have occurred in self-contained sheltered housing, residential home, children's home or nursing/care home. This KPI is a count.

Rationale

Monitoring the number of fires in different locations allows us to assess trends across different property types and plan our use of resources efficiently.

Annual target

288

Year to date

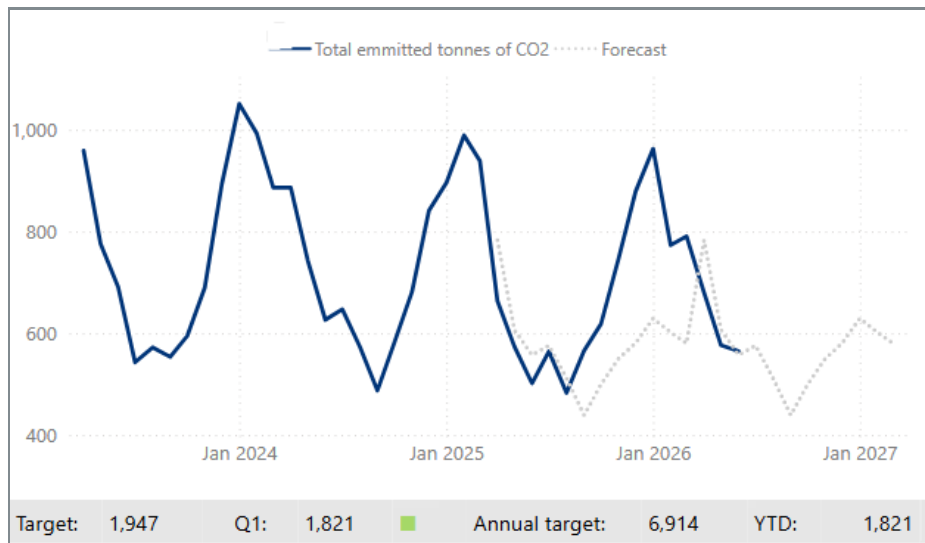
59

Performance against this KPI has remained consistently below target for a sustained period, reflecting the positive impact of focused prevention work, protection activities and engagement within the sector. As a result, the KPI target has been revised and lowered to 288 fires, providing a more challenging and appropriate measure of performance while recognising the improvements achieved to date.

Recent data continues to show a reduction in the number of fires in these premises. The Brigade will continue to build on this progress by working closely with care providers, local partners and operational teams to ensure that relevant fire safety information is effectively shared and that risks are identified and addressed at an early stage.

Through collaborative engagement, targeted prevention activity and sustained support to those responsible for managing these premises, the Brigade aims to continue to work to reduce fire incidents and improve safety outcomes for some of London's most vulnerable residents.

C7-07: Net zero carbon by 2030



KPI definition

All direct (scope 1) and indirect (scope 2) CO₂ emissions from activities of the London Fire Brigade or under its control, collated in accordance with the methodologies laid out in the Greenhouse Gas Protocol. This KPI is a count.

Rationale

LFB has a key role as a large public sector organisation to reduce our impact on the environment.

Annual target

6,914

Year to date

1,821

The property capital projects team are currently delivering 19 decarbonised fire stations in two separate projects. The first project, nine fire stations due in 2025/26 have been delayed and these will now be delivered in 2026/27. The second project, ten stations remain on track to realise potential in 2027/28. Revised projections will be developed during the summer and reported in the Q2 report. For Q1 we are reporting within target; 1,821 tonnes of CO₂, emitted against a quarterly target of 1,947 tonnes.

LFB recognises the requirement to purchase carbon offsetting post-2030 to address the emissions of some specialist vehicles that can't be electrified or made zero emissions by 2030. Such vehicles are not expected to be available until 2036 as detailed in LFB's Fleet Strategy. The new energy procurement programme working collaboratively with the GLA Environment and Energy team to align LFB energy procurement with other functional bodies, means LFB is now placed to join the GLA clean power programme. LFB has resolved the challenges in receiving Electricity and Gas data from the new energy supplier, (there is a 3-week lag for electricity data). LFB has been awarded three Salix Department of Energy Security

and Net Zero (DESNZ) grants, which are decarbonising 24 fire stations with expected completion during 2028. In addition, self-funded capital investment projects will result in 28 fire stations fully carbon net zero before 2027. Under the UK Government 2025 spending review (SR25), DESNZ has withdrawn future Salix grants from 2028 onwards.

LFB carbon net zero strategy identifies the move away from fossil fuels to an all-electric operation. LFB has applied for borrowing from the GLA green fund finance scheme and is currently mobilising the increased electrical infrastructure project. This project provides additional electrical power for property and the capacity to charge the future electric fleet and de-carbonise the estate.

LFB's 37 stations strategic bulk fuel tanks have been supplied with Hydrotreated vegetable oil (HVO) instead of Diesel fuel, which is being used by fleet vehicles based at those stations. This change of fuel is reducing the carbon emissions and contributing to carbon reduction by 600 tCO₂e per year.

C7-07: Net zero carbon by 2030

(Continued)

LFB has 113 Electric Vehicle Charging points, these are all BP Pulse units, who at the end of 2025 announced its withdrawal from this marketplace. LFB Fleet team in conjunction with LFB Energy and Carbon Reduction Team are actively changing all infrastructure to a new supplier and this is expected to be completed by Q4. LFB applied and were awarded funding from the Office for Zero Emission Vehicles (OZEV), depot charging scheme and with additional contributions from LFB have provided additional high-speed chargers available for LFB Fleet vehicles which will be crucial to provide charging for the current and future electric fleet vehicles.

Further revenue streams are being explored to provide the EV charging infrastructure, Estate de-carbonisation and renewable energy generation across the operation.

