

YOUR
LONDON
FIRE
BRIGADE

Key Performance Indicator report

Q2 SEPTEMBER 2025

Data as of 01 October 2025

L **F** **B**
LONDON FIRE BRIGADE

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Performance at a glance – Quarter 2 2025/26

Engaging with you

STAFF COMPOSITION – WOMEN %
(C1-02)

18.82%

Down by 0.24 pp.* compared to last quarter
Down by 0.15 pp. compared to last year

**STAFF COMPOSITION – ETHNIC
MINORITIES % (C1-03)**

18.72%

Up by 0.10 pp. compared to last quarter
Up by 0.31 pp. compared to last year

STAFF COMPOSITION – DISABILITY %
(C1-04)

9.12%

Down by 0.06 pp. compared to last quarter
Down by 0.33 pp. compared to last year

ONLINE HOME FIRE SAFETY CHECKS
(C2-01)

1,255

Up by 75 compared to last quarter
Down by 2,252 compared to last year

Protecting you

1st APPLIANCE ARRIVAL TIMES
(C3-01)

05:35 (min:sec)

Up by 6 seconds compared to last quarter
Up by 11 seconds compared to last year

2nd APPLIANCE ARRIVAL TIMES
(C3-02)

07:06 (min:sec)

Up by 58 seconds compared to last quarter
Up by 58 seconds compared to last year

TIME SPENT ON PREVENTION %
(C4-01)

15.90%

Up by 0.21 pp. compared to last quarter
Up by 2.03 pp. compared to last year

TIME SPENT ON PROTECTION %
(C4-02)

5.02%

Up by 0.40 pp. compared to last quarter
Up by 1.81 pp. compared to last year

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

61.88%

Up by 0.76 pp. compared to last quarter
Up by 6.05 pp. compared to last year

**AUTOMATIC FIRE ALARMS
NON-DOMESTIC (C4-04)**

4,159

Up by 367 compared to last quarter
Down by 1,770 compared to last year

* pp. Percentage points

Performance at a glance – Quarter 2 2025/26

Learning from others

RIDDOR INCIDENTS (C5-01)

27

Up by 12 compared to last quarter
Up by 5 compared to last year

STAFF SICKNESS % (C5-03)

7.50%

Up by 0.90 pp. compared to last quarter
Down by 0.34 pp. compared to last year

Adding value

FIRES IN HOUSES AND BUNGALOWS (C7-03)

396

Down by 35 compared to last quarter
Up by 35 compared to last year

FIRES IN FLATS (C7-05)

554

Down by 32 compared to last quarter
Up by 27 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 Q2

HMI ROUND 3 AREAS FOR IMPROVEMENT COMPLETED

1/11

No change Q2

HMI MISCONDUCT RECOMMENDATIONS COMPLETED

11/15

3 closed in Q2

HMI VALUES & CULTURE RECOMMENDATIONS COMPLETED

14/20

2 closed in Q2

LFB performance summary – On target KPIs

Code	Indicator name	Last value	Last point	Target	Last Q value	Q target	On/Off target
C1-01	Community satisfaction ratings	87.00%	○	85.00%	87.00%	85.00%	On target
C1-05	Staff Composition – lesbian, gay, bisexual (LGB) staff	6.24%	○	4.60%	6.24%	4.60%	On target
C3-01	Average first appliance arrival time	05:33	●	06:00	05:35	06:00	On target
C3-02	Average second appliance arrival time	07:13	●	08:00	07:06	08:00	On target
C3-03	First appliance arrival within 10 minutes	95.71%	●	90.00%	94.88%	90.00%	On target
C3-04	First appliance arrival within 12 minutes	98.30%	●	95.00%	97.74%	95.00%	On target
C3-06	Ratio of high-risk audits completed	55.37%	●	40.00%	51.81%	40.00%	On target
C4-01	Station staff time spent on prevention - day	15.29%	●	12.00%	15.90%	12.00%	On target
C4-02	Station staff time spent on protection - day	5.12%	●	4.00%	5.02%	4.00%	On target
C4-03	Percentage of high-risk home fire safety visits	61.05%	●	60.00%	61.88%	60.00%	On target
C4-04	False alarms due to automatic fire alarm (AFA) in non-domestic buildings	1,429	●	20,000	4,159	5,000	On target
C5-02-A	Pay gap – gender	-1.55%	○	+ -3%	-1.55%	+ -3%	On target
C5-02-B	Pay gap – ethnic minority	0.62%	○	+ -3%	0.62%	+ -3%	On target
C5-02-C	Pay gap – disability	-0.15%	○	+ -3%	-0.15%	+ -3%	On target
C5-04	Percentage of operational staff trained to respond to marauding terrorist attacks (MTA)	97.46%	○	90.00%	97.46%	90.00%	On target
C6-01	I would recommend LFB as a great place to work	64.00%	○	60.00%	64.00%	60.00%	On target
C6-02	LFB is trusted to serve and protect London	92.00%	○	90.00%	92.00%	90.00%	On target
C7-03	Number of fires – houses & bungalows	126	●	1,700	396	425	On target
C7-05	Number of fires – flats	172	●	2,400	554	600	On target
C7-06	Number of fires – care homes and supported living	23	●	330	54	83	On target
C7-07	Net zero carbon by 2030	939	○	6,914	n/a	1,526	On target

- 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 – On target KPIs

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

We've adopted a more targeted approach to identifying those at risk by using geodemographic data and direct referrals from partner agencies, this is also positively impacted by Station Delivery Plans and Borough Risk Management Plans as well as ongoing work with Prevention to streamline referral processes.

Station staff time spent on protection activity (C4-02)

Maintained 12 months of above average performance.

Percentage of high-risk home fire safety visits (C4-03)

Showing above average performance over the last 12 months and each month in Q2 is above target. The use of the Station Delivery Plans (SDPs) to support the tactical delivery of Borough Risk Management Plans (BRMPs) has had a positive impact.

Fires in houses and bungalows and fires in flats (C7-03, C7-05)

Both KPIs are within target, and are monitored closely to consider the impact of the 2025/26 Borough Risk Management Plans (BRMPs) and Station Delivery Plans (SDPs)

+

LFB performance summary – Off target KPIs

Code	Indicator name	Last value	Last point	Target	Last Q value	Q target	On/Off target
C1-02	Staff composition – gender (women)	18.82%	○	20.00%	18.82%	20.00%	Off target (within 10%)
C1-03	Staff composition – ethnic minority staff	18.72%	○	19.00%	18.72%	19.00%	Off target (within 10%)
C1-04	Staff composition – disability	9.12%	○	10.00%	9.12%	10.00%	Off target (within 10%)
C2-01	Triages via our online home fire safety checker	453	●	18,000	1,255	4,500	Off target
C3-05	Alleged fire risks addressed within 3 hours	90.00%	●	90.00%	89.29%	90.00%	Off target (within 10%)
C5-01	Reporting of injuries, diseases and dangerous occurrences regulations	8	●	56	27	14	Off target
C5-03	Staff sickness	7.12%	●	5.75%	7.50%	5.75%	Off target
C5-05	Percentage of managers who have completed training against plan	92.91%	○	95.00%	92.91%	95.00%	Off target (within 10%)
C7-01	Number of fire deaths	41	●	39	41	39	Off target (within 10%)
C7-02	Number of fire injuries	733	●	705	733	705	Off target (within 10%)
C7-04	Accidental fire deaths in the home (5 year rolling average)	31	●	27	31	27	Off target

- Special cause improvement: sequence of at least seven consecutive points above or below the mean.
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- Off target (within 10%).
- Off target.

Performance data highlights – Off target KPIs

Staff composition for Women (C1-02), Ethnic minority staff (C1-03) and staff with disabilities (C1-04)

Continue to report below target in Q2, though we have seen an improvement in the proportion of women in training school compared to Q1.

Number of triages via the Online Home Fire Safety Checker (C2-01)

Remains off target. LFB's strategy for 2025/26 is to increase the number of triages through multiple interrelated strands of activity.

Reporting of injuries, diseases and dangerous occurrences regulations (RIDDOR) (C5-01)

RIDDORs are reporting as off target in Q2 with 27 injuries, an increase of 12 compared to last quarter.

Staff sickness (C5-03)

Remained off target in Q2; however staff sickness was 0.34% lower than same quarter last year and we are seeing consistent improvement.

Fire Deaths (C7-01) and Accidental Fire Deaths in the Home (C7-04)

Have continued to report slightly outside the more challenging targets set since 2024/25 which we aim to achieve by the end of the CRMP.

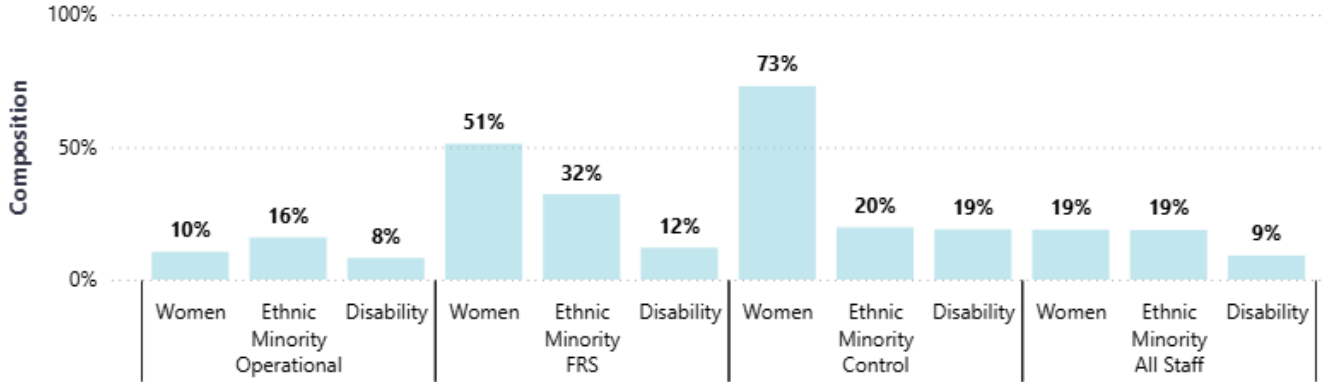
Fire injuries (C7-02)

Has continued to report slightly outside the more challenging targets set since 2024/25 **which we aim to achieve by the end of the CRMP.**

Workforce data

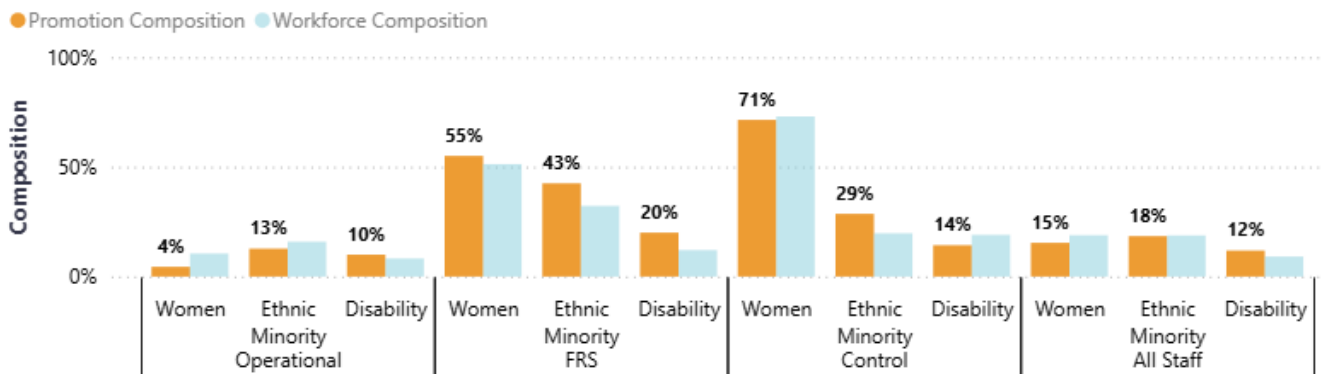
Workforce Composition Data as at 01 October 2025

Overall Staff Composition



Promotions 12 month rolling data ending 01 October 2025

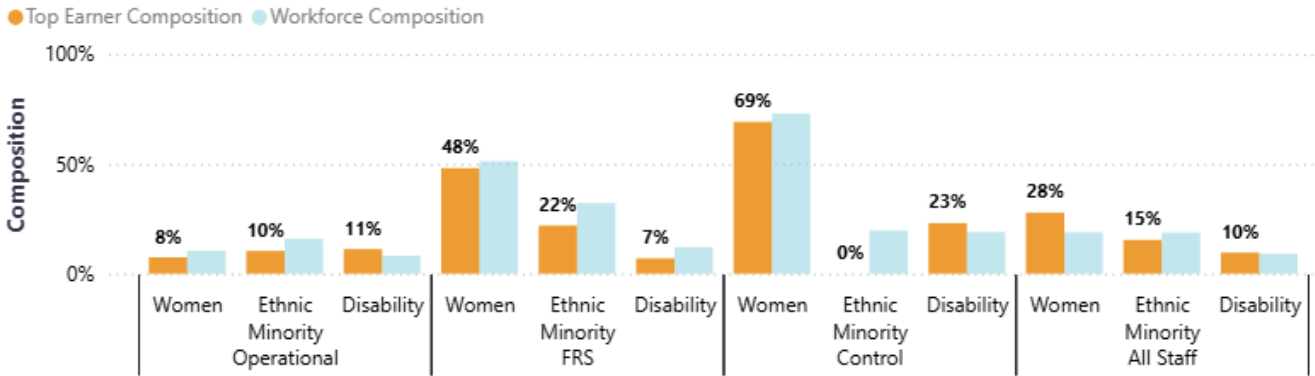
Promotions (12 Month Rolling)



Workforce data

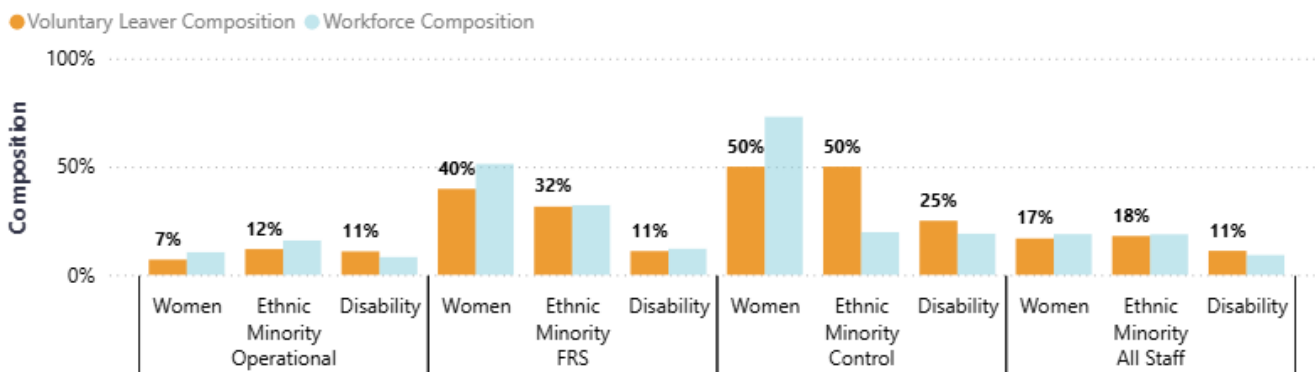
Top Earners Data as at 01 October 2025

Top Earners



Voluntary Leavers 12 month rolling data ending 01 October 2025

Voluntary Leavers (12 Month Rolling)



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 October 2025)

EMERGENCY (999) CALLS

221,881

SPECIAL SERVICES

54,935

Effecting entry/exit: **14,070**

Flooding: **7,838**

Shut in lift releases: **6,857**

Road traffic collisions: **4,293**

Making safe: **1,126**

Spills and leaks: **514**

Not all special services are included in the breakdown above

FALSE ALARMS

60,973

Automatic fire alarms (AFAs): **46,764**

AFAs in non-domestic buildings: **16,503**

False alarm good intent: **12,904**

Malicious (hoax) calls: **1,304**

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

FIRES

19,136

Primary fires: **8,805**

Secondary fires: **10,316**

Fires in the home: **4,737**

Outdoor fires: **10,290**

Rubbish fires: **5,106**

Grass and open land fires: **4,842**

Arson incidents: **2,183**

Non-domestic buildings fires: **1,530**

Road vehicles: **1,562**

Fires in care homes/
specialist housing for older people: **207**

The fire categories in the breakdown above are not mutually exclusive

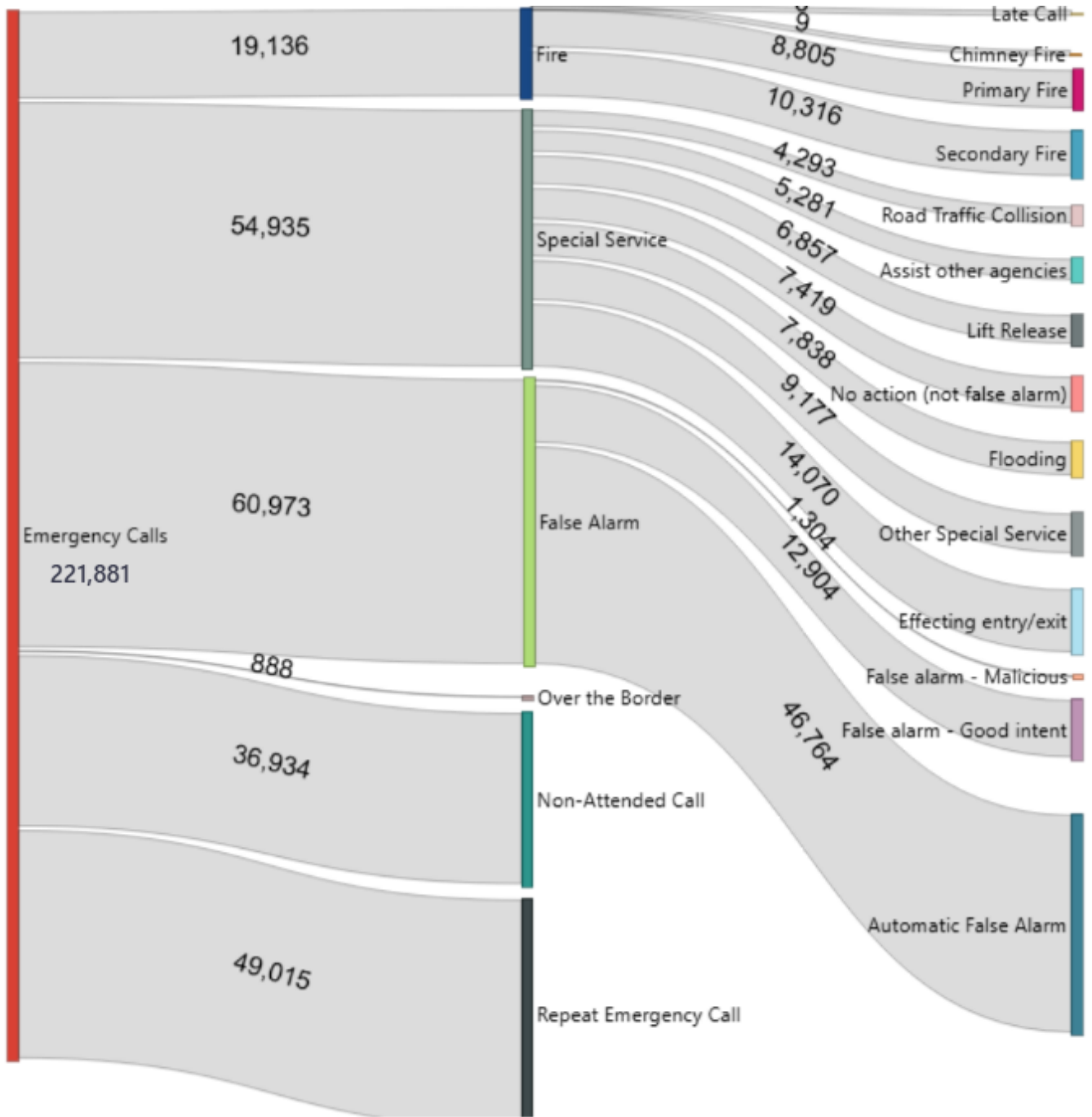
OUTSIDE LONDON

888

ALL EMERGENCY INCIDENTS ATTENDED

135,932

Incidents in numbers (12 month rolling data ending 01 October 2025)



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.

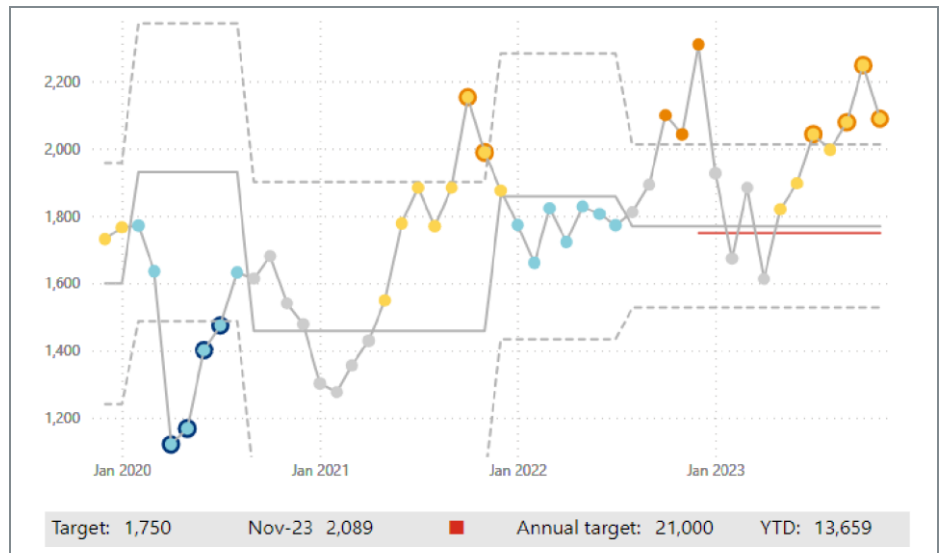
We can also use SPC charts to determine if an improvement (i.e. a project) is actually making the positive change we expect and use them to predict

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.

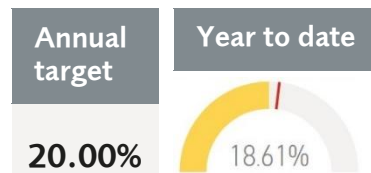
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- Special cause improvement, and point below the control limits.
- Point beyond the control limits, showing improvement.
- No change.
- Not visualised as Statistical Process Control (SPC).



- On target.
- Off target (within 10%).
- Off target.
- Average.
- Target.
- - Control limits.

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

Polling by YouGov - percentage who agree with the statement "I think the services provided by London Fire Brigade to protect and serve London are the right services".

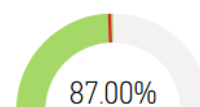
Rationale

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

Annual target

85.00%

Year to date

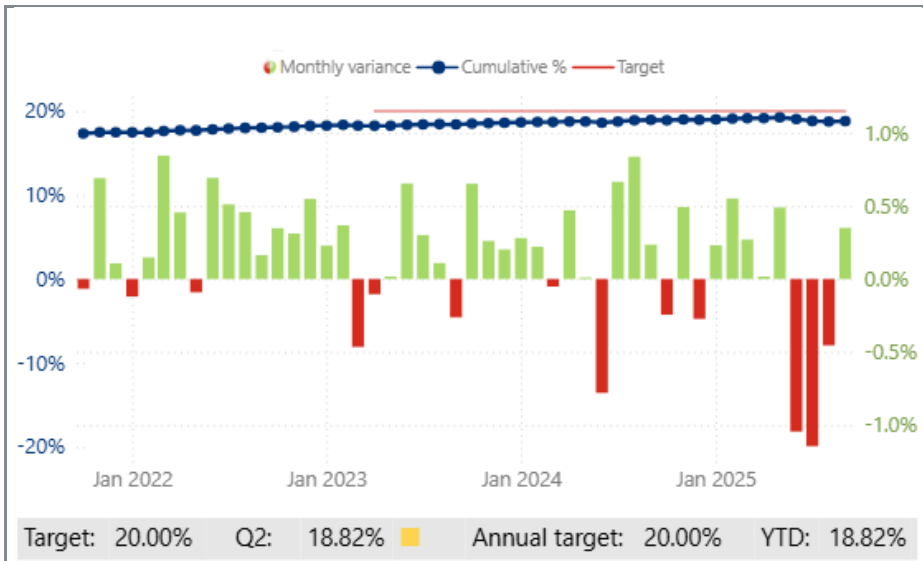


The most recent poll, carried out in August 2025, showed that 87% of respondents agreed that 'the services provided by LFB are the right services', which meets our target. This is 2% lower than the previous poll in March 2025, but this change is not statistically significant. The next poll will be carried out in March 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 and Steering Group. We also aim to work with the public and external 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)

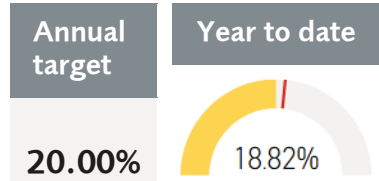


KPI definition

Total monthly count of LFB employees who are women, as a percentage of all LFB employees.

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.



At the end of Q2, total staff numbers (all occupational groups) were 5,899. Of these, 1,109 (18.8%) are women. Operational staff made up 80.8% (4,765) of the workforce, and 10.4% of those (499) were women.

There are a number of constraints impacting the speed with which workforce composition can be changed. These include a fixed budgeted establishment, low turnover and low intake numbers. The turnover rate to 30 September 2025 for the operational workforce was 4.5% compared to average national turnover rates of 34% (ONS). There has been a decrease in the operational turnover rate in the last year due to the reduction in the number of retirements due to pension changes.

Reviewing the data on firefighter trainees in training school as at 30 September 2025, 14.9% were women (12.2% in Q2). There are no trainee courses running in Q3 2025/26 therefore the percentage change of women will slow during this period until courses restart in January.

As part of the Brigade's response to HMICFRS Areas for Improvement (AFI) 007, a Resourcing and Recruitment

project was stood up in April 2025. There is a clear mandate within this workstream to identify barriers to employment and inform how barriers can be overcome, develop an Employee Value Proposition, review our current approach to Outreach as well as our approach to external advertising campaigns to ensure we attract a more diverse range of applicants.

As part of the discovery work for this project there have been focused workshops on the barriers faced by underrepresented groups.

Separately, Organisational Development are also looking at barriers to progression and initial staff engagement will take place from October 2025.

LFB continues to support groups such as Women in Fire and Women's Action Committee as well as Employee Support Groups such as Menopause Awareness Groups. This summer we held a 'Thrive' workshop to better explore lives of women in LFB, the findings of this will be fed into the project.

C1-03: Staff composition – ethnic minority staff

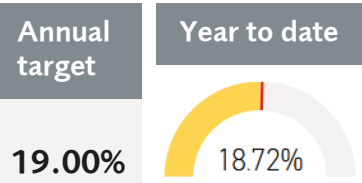


KPI definition

Total monthly count of LFB employees who are from a minority ethnic background, as a percentage of all LFB employees

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.



LFB has demonstrated steady progress in improving ethnic diversity across its workforce. At Q2, 15.9% of operational staff were from ethnic minority backgrounds.

There are a number of constraints impacting the speed with which workforce composition can be changed. These include a fixed budgeted establishment, low turnover and low intake numbers. The turnover rate to 30 September 2025 for the operational workforce was 4.5% compared to average national turnover rates of 34% (ONS). There has been a decrease in the operational turnover rate in the last year due to the reduction in the number of retirements due to pension changes.

As at 30 September 2025, 21.3% of firefighter trainees in training school are from black or minority ethnic backgrounds, which meets the composition target and is a positive indicator for future performance.

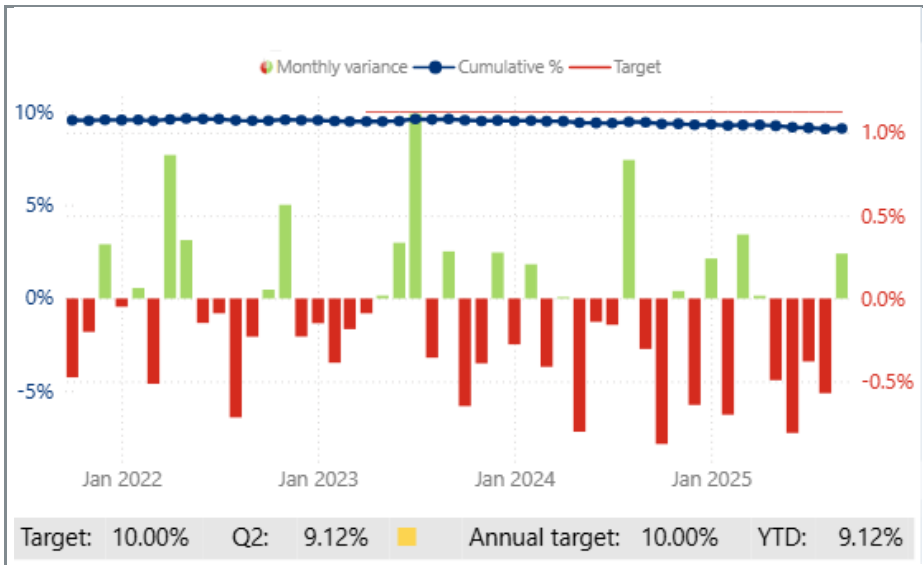
As part of the Brigade's response to HMICFRS Areas for Improvement (AFI) 007, a Resourcing and Recruitment project was stood up in April 2025. There is a clear mandate within this workstream to identify barriers to

employment and inform how barriers can be overcome, develop an Employee Value Proposition, review our current approach to Outreach as well as our approach to external advertising campaigns to ensure we attract a more diverse range of applicants.

Separately, Organisational Development are also looking at barriers to progression with particular focus on underrepresented groups to identify issues and ways to address them. This research is in its early stages with initial staff engagement taking place from October 2025. The two projects share the feedback with each other through Culture Board.

LFB continues to support groups such as the Asian Fire Service Association and FBU's Black & Ethnic Minority Members as well as Employee Support Groups such as Fairness.

C1-04: Staff composition – disability

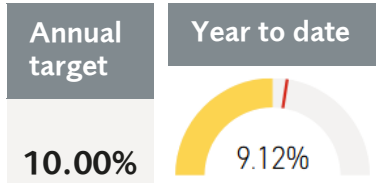


KPI definition

Total monthly count of LFB employees who have disclosed a disability, as a percentage of all LFB employees

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



LFB remains committed to fostering an inclusive workforce and addressing the underrepresentation of staff with disabilities.

A review of data from Q2 highlighted that 9.1% of staff disclosed a disability, although a number of colleagues have not disclosed. In response, People Services will refine onboarding processes to encourage disclosure. Updated demographic categories are being launched with new HR and Payroll system, iTrent, going live and communications will be shared to encourage staff to check their details which may lead to an increase in disclosure.

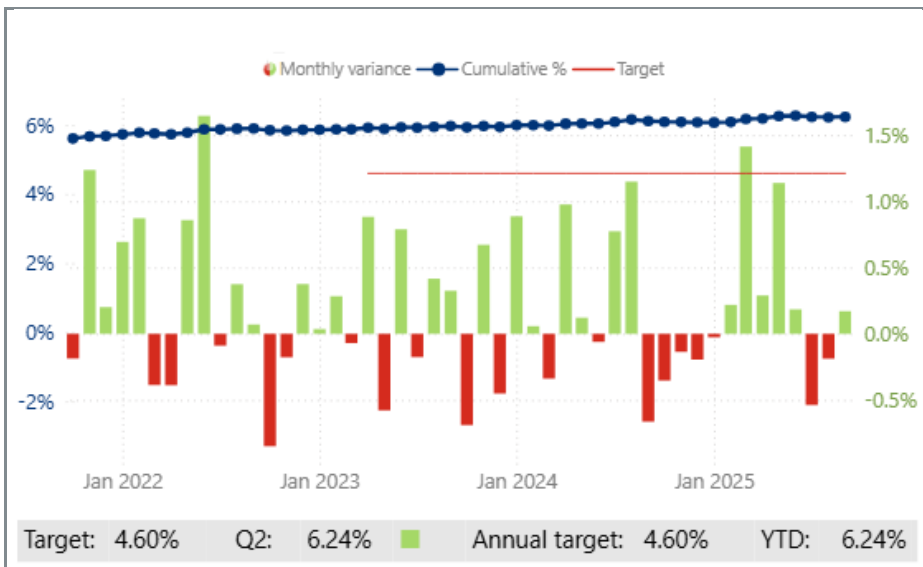
The Learning Support & Resilience Team continue to support staff with neurodiversity. As part of the Brigade's response to HMICFRS AFI 007, a Resourcing and recruitment project was stood up in April 2025. There is a clear mandate within this workstream to identify barriers to employment and use this information to inform how barriers can be overcome, develop an Employee Value Proposition as a clear case for hiring and promoting diverse talent, review our current approach to Outreach

as well as our approach to external advertising campaigns to ensure we are better prepared to attract a more diverse range of applicants. As part of the discovery work for this project there has been focused workshops on the barriers faced by underrepresented groups.

Separately, Organisational Development are also looking at barriers to progression with particular focus on underrepresented groups to identify issues and ways to address them. The project recently reached out to the LFB Community Forum; this group gave us valuable advice and ideas which will be fed into the project. This research is in its early stages with initial staff engagement taking place from October 2025. The two projects share the feedback with each other through Culture Board.

LFB continues to support groups such as the Neurodiversity Employee Support Group.

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



KPI definition

Total monthly count of LFB employees who have disclosed their sexual orientation as Bisexual, Gay, Lesbian or Other, as a percentage of all LFB employees

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	Year to date
4.60%	6.24%

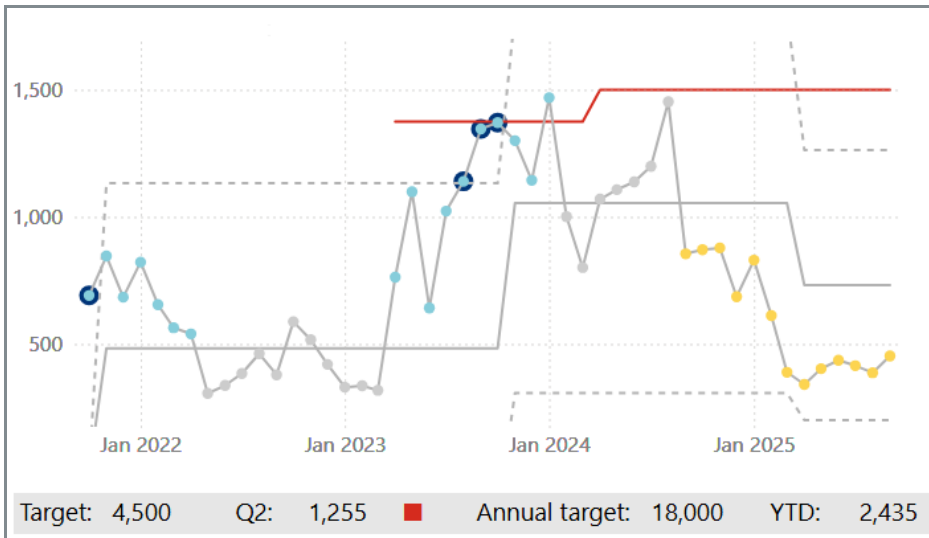
LFB has met and exceeded its target for reflecting the proportion of LGB Londoners, as reported in the 2021 Census. Q2 reported a staff composition of 6.3% of staff employed by the LFB who represent the LGB community.

Upon the launch of the new HR and Payroll system (iTrent), diversity categories will be updated to better reflect the identities of our staff, ensuring a more inclusive and accurate representation across the organisation.

LFB remains dedicated to supporting equality groups, including the LGBTQ+ network. Members of this group play a key role in advocating for LGBTQ+ staff and ensuring our policies and practices are inclusive and supportive.

We continue to exceed our target but we will continue to monitor trends in staff composition closely. Should a downward trend emerge, we will analyse the underlying factors and develop strategies to address any issues effectively. The Resourcing & Recruitment project stood up in April 2025 in response to HMICFRS AFI 007 and includes this group and they are an active part of future design.

C2-01: Triages via our online fire safety checker



KPI definition

Number of triages completed online, identifying households at risk of a fire.

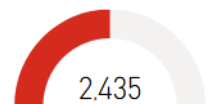
Rationale

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

18,000

Year to date



Home Fire Safety Checker (HFSC) triages are an important measure for the Brigade, because the triage process underpins our strategy to focus our resources on those at greatest risk. A monthly average of 418 people completed a triage during Q2, compared with an average of 353 during Q1.

During Q2, changes were made to the HFSC to improve the user experience. These changes include amendments to the help text, streamlining the questions, and A/B testing further improvements. These changes have already resulted in a 7% increase to the completion rate from the homepage compared to the start of Q2.

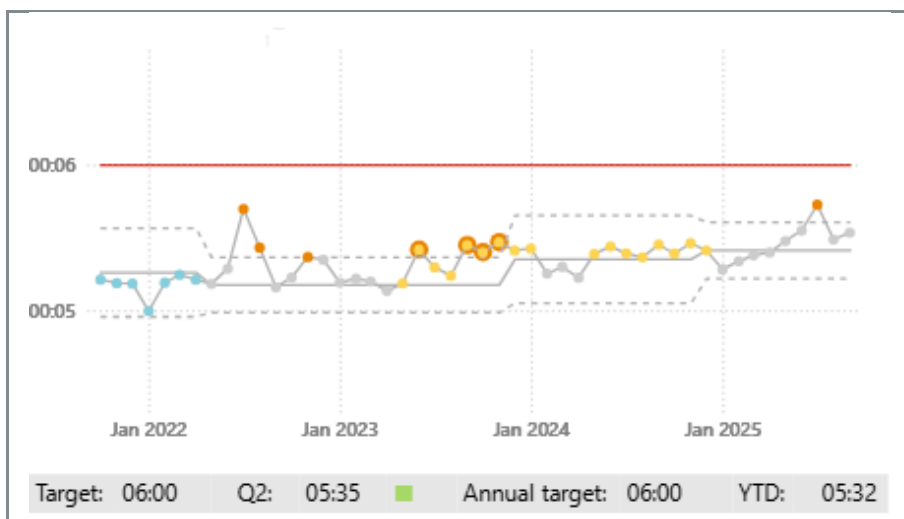
LFB's strategy for 2025/26 is to increase the number of triages through multiple interrelated strands of activity. We will monitor the performance of these activities throughout the year, adapting as needed. We will further optimise our checker and surrounding pages to drive up click-throughs from organic searches. We will continue to improve the accessibility of our website in a range of ways, including through providing safety advice in British Sign Language and creating new easy-read literature, which links through to the checker.

We are supporting public-facing colleagues to promote the checker where appropriate during interactions with members of the community and we are working closely with partners to help them to understand when a referral should be made. Improving the quality of direct referrals helps the Brigade to provide the right support to the right people, and to make the best use of the resources we have. We are working with colleagues across the Brigade on different ways of reaching all sections of London's communities. This includes engaging with people who are less likely to use an online tool, to ensure our safety advice is reaching all Londoners.



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.

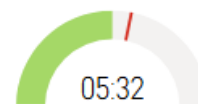
Rationale

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

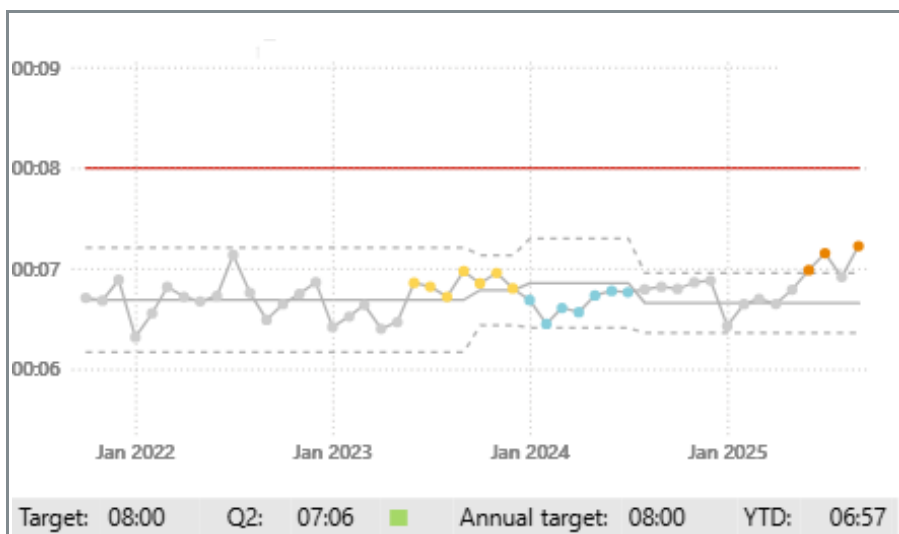
Year to date



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 challenges of London's crowded and complex environment - but not complacent. 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 despite LFB experiencing five of the busiest 15 days of the past three years during Q2 in terms of maximum occupied appliances. The ongoing performance for this KPI will continue to be closely monitored.

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.

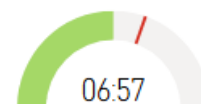
Rationale

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

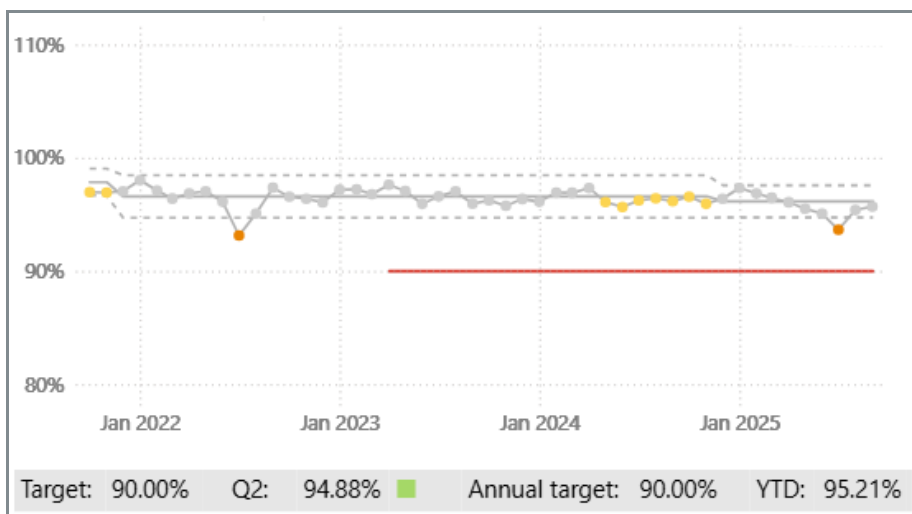
Year to date



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LFB continues to perform well within target for London wide average second appliance arrival time and performance on this KPI largely remains within controls despite LFB experiencing five of the busiest 15 days of the past three years during Q2 in terms of maximum occupied appliances. The ongoing performance for this KPI will continue to be closely monitored.

C3-03: First appliance arrival within 10 minutes



KPI definition

A fire engine anywhere within London in 10 minutes on 90% of occasions.

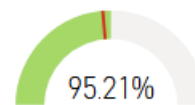
Rationale

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%

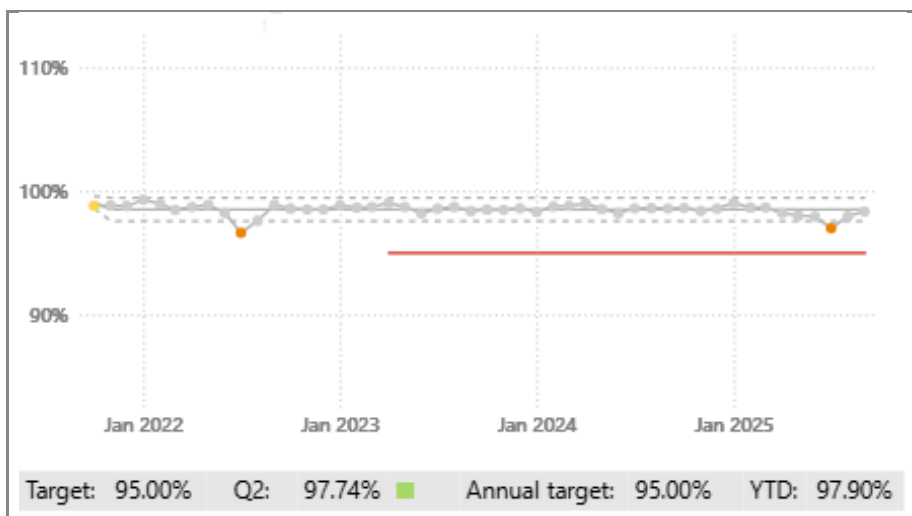
Year to date



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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.

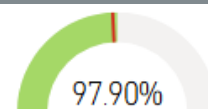
Rationale

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%

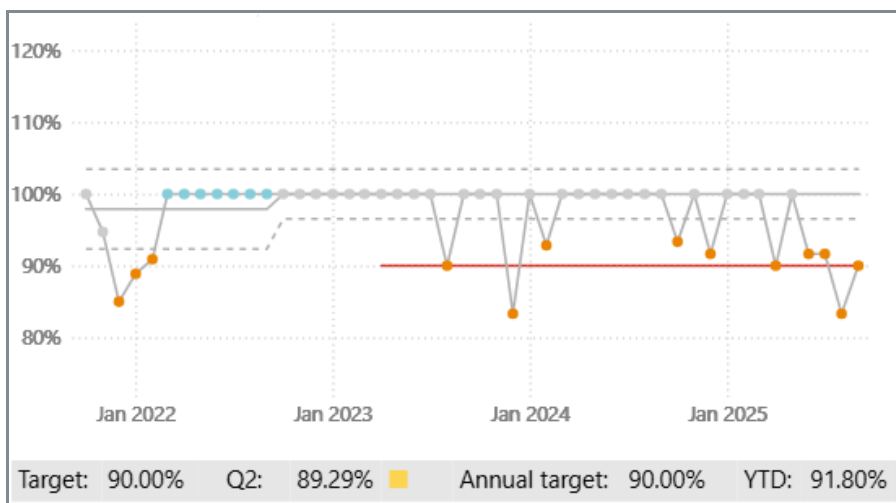
Year to date



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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 following the transition from RMC (Resource Management Centre) to CORE Control Operational Resourcing and Event) holding responsibility for daily crewing and appliance availability. LFB experienced a few very busy days in terms of occupied pumps mid-July that impacted average attendance times in that month. Performance will continue to be closely monitored.

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.

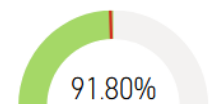
Rationale

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

Annual target

90.00%

Year to date



Investigations into instances where AFRs drop below target have concluded and human error on data entry continues to be the primary reason for below-target performance.

Training for inspection staff and their managers has been programmed for Q3 together with a review of policy and guidance documents.

Figures for August and September would have exceeded the 90% threshold but for data recording errors in each month—August's AFR recorded resolution time rather than response time, and September's was incorrectly logged as an AFR when it was part of a broader resident complaint. Both incidents were responded to within the expected timeframe.

We have seen a 50% upturn in usage of the Prevention and Protection app in the last quarter, simplifying the way AFRs can be reported.

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.

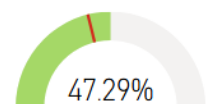
Rationale

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 continues to report within target, reflecting ongoing efforts to train officers to full competency and support them through their qualifications. The introduction of Risk-Based Inspection Programme (RBIP) weeks has enabled teams to focus on programmed work aligned with their team plans.

In Q2, an internal promotion round concluded with 19 successful candidates. The rollout of the new toolkit has supported the development of these staff, who have already been allocated to Level 4 Diploma courses, helping to maintain momentum within the audit programme.

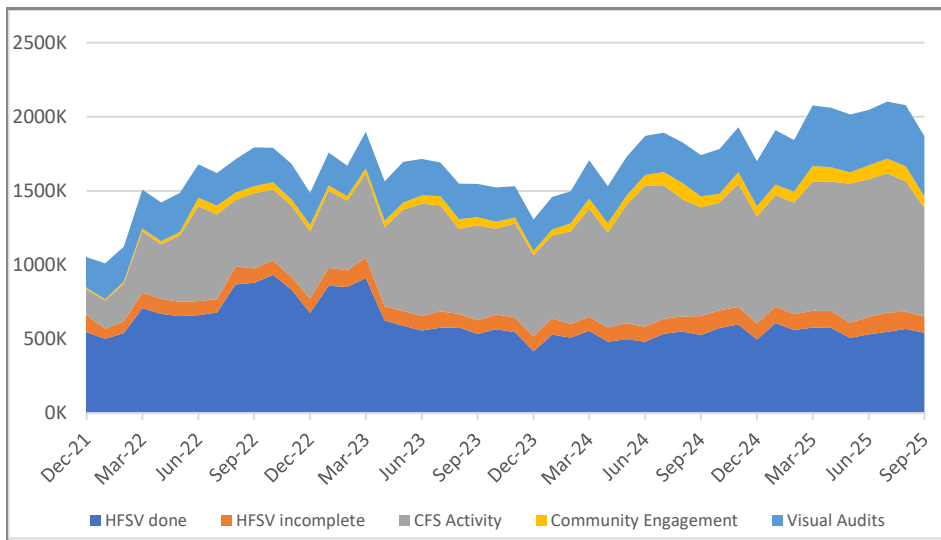
C4-01: Station staff time spent on prevention – day



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.

Total Minutes of Prevention Activity – Day



Rationale

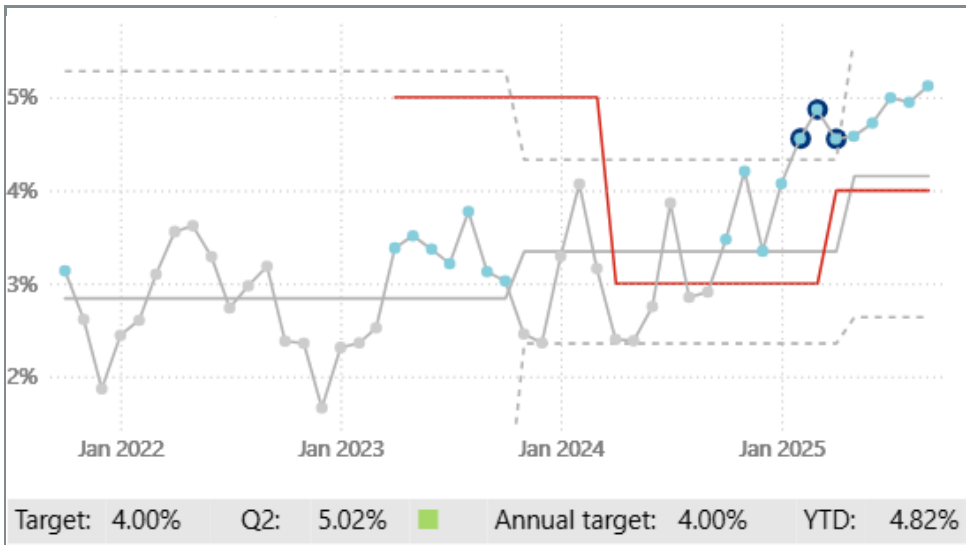
Prevention activities are a core part of our improvement plans and grouping these together allows us to respond to changing needs and environments.

Annual target	Year to date
12.00%	15.79%

The quarterly performance for the percentage of staff time spent on prevention activity remains above target, performing strongly in this area 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 15,135 times in Q2 by 2,527 people, which makes it the most viewed report in LFB.

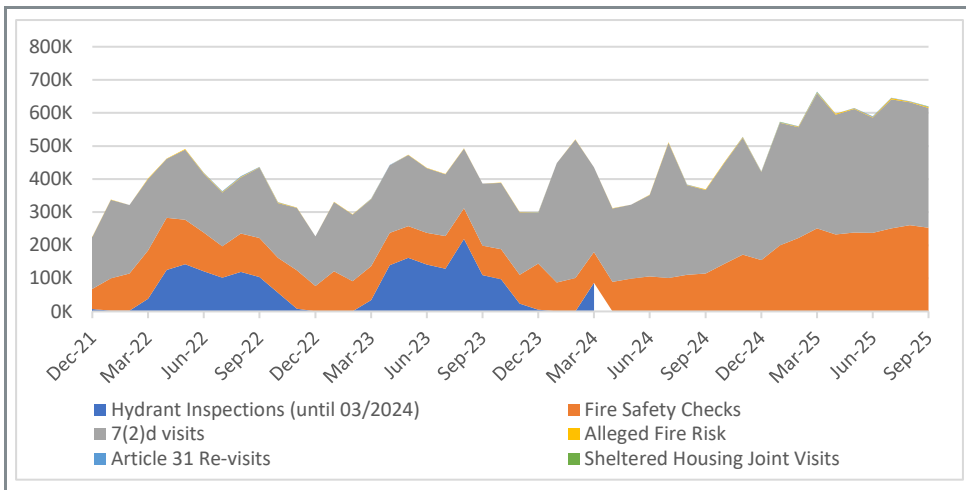
C4-02: Station staff time spent on protection – day



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.

Total Minutes of Protection Activity – Day



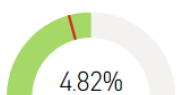
Rationale

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 is reporting on target and has shown a positive shift over the last twelve months.

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 15,135 times in Q2 by 2,527 people, which makes it the most viewed report in LFB.

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.

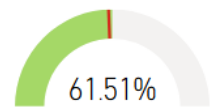
Rationale

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%

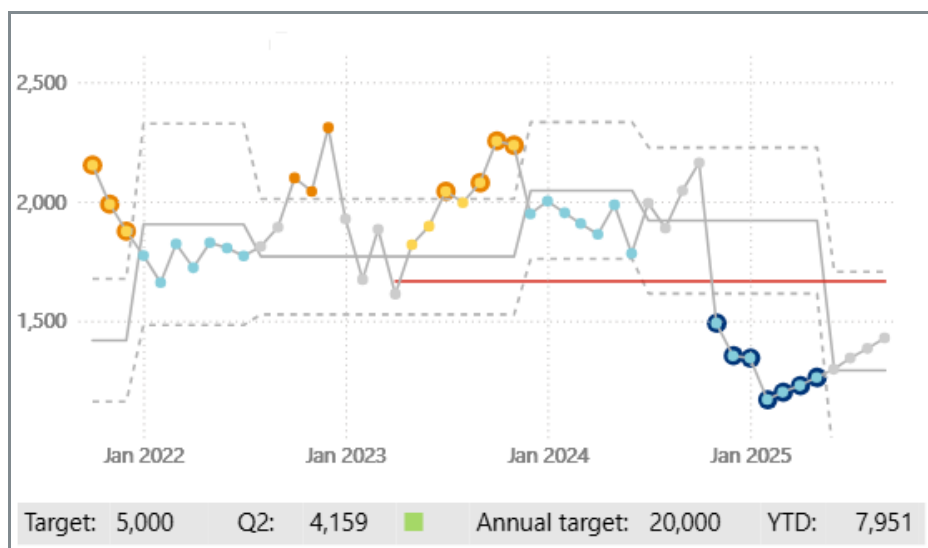
Year to date



LFB has set a challenging target of 60% of all HFSVs to be undertaken at high-risk households and we have exceeded the target each month over the past six months.

We have taken a new, more sophisticated approach to targeting those at risk, including generating referrals directly from partner agencies and use of geodemographic risk data. The use of the Station Delivery Plans (SDPs) to support the tactical delivery of Borough Risk Management Plans (BRMPs) has had an impact on this metric, this will be closely monitored. Fire Stations and Prevention teams are working to streamline referral processes with trusted partners.

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.

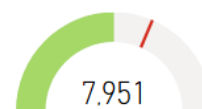
Rationale

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

Annual target

20,000

Year to date



Since the implementation of the revised Automatic Fire Alarm (AFA) policy on 29 October 2024, which restricts 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 shows a marked improvement compared to the previous year's figures.

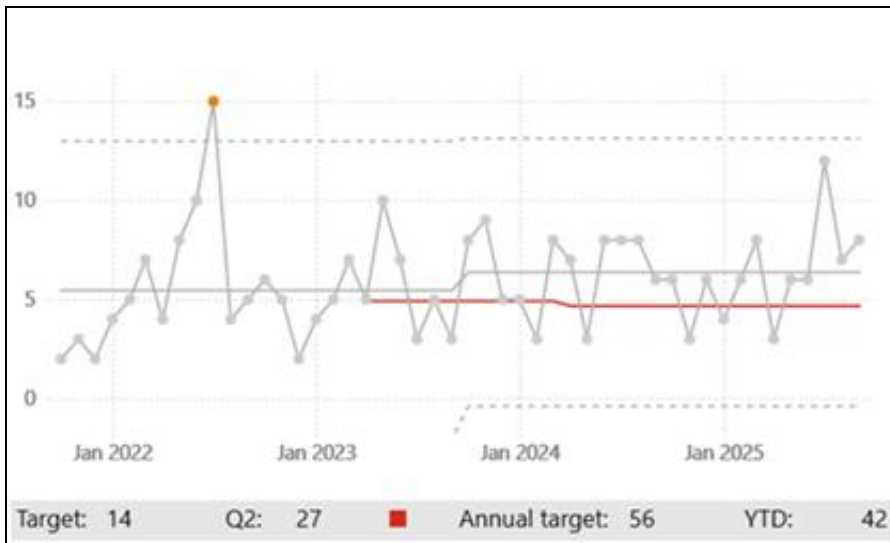
Notably, the downward trend was consistent from the start of the year until August 2025. This dip may be attributed to reduced workplace occupancy, potentially leading to fewer staff available to investigate alarm activations promptly. Since August, figures have shown a slight uplift, which is being closely monitored.

We will continue to assess the impact of current exemptions and review them where necessary to ensure the policy remains effective in reducing unnecessary mobilisations while maintaining public safety.



Learning from others

C5-01: Reporting of injuries, diseases and dangerous occurrences regulations (RIDDOR)



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.

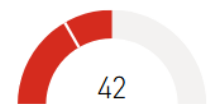
Rationale

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

Annual target

56

Year to date



27 injuries were reported under RIDDOR in Q2 2025/26. In the 12 months to the end of September 2025/26, 77 were reported compared to 74 for 2024/25. There were 12 events reported in July which is higher than an average month but this is not unusual as July tends to see higher incident numbers linked to more frequent outdoor fires such as grass and wildfires. 19 RIDDOR injuries occurred during operations; two during training and six during general activities. 10 events were caused by moving and handling activities and seven were associated with slips/trips. Other events included falls and exposure to heat.

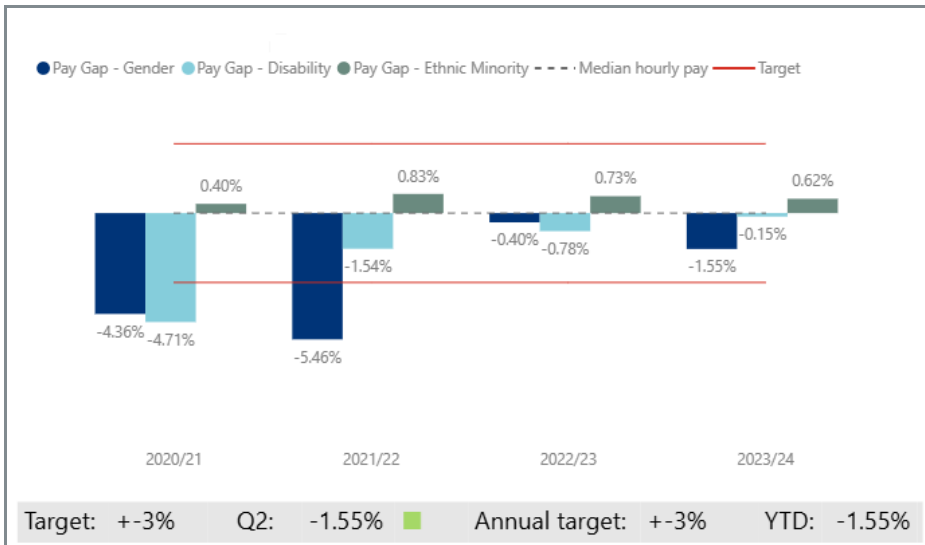
All RIDDOR injuries in Q2 were to firefighters. No 'specified injuries' or 'dangerous occurrences' were reported in this quarter. All injuries are investigated, and recommendations are made to prevent recurrence. Of the 27 injuries reported under RIDDOR in this quarter, 22 investigations have recommended actions to prevent a recurrence. The remaining five investigations are ongoing.

Manual handling remains the biggest cause of injury to staff with 28 injuries reported this quarter. The Health,

Safety and Wellbeing department has produced an action plan to identify any gaps in our risk mitigations for manual handling injuries, and where gaps are found will propose preventive actions to improve control measures. This will have a positive Impact on the overall number of RIDDOR events.

In Q2 2025/26 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 September 2025 and helps drive the health and safety agenda for the Brigade and ensure that health, safety and wellbeing-related workstreams are given sufficient priority. This includes monitoring of the Safety Culture Improvement action plan. The working group, between the Fire Stations department and the Health, Safety and Wellbeing department, has continued to meet to specifically support effective delivery of initiatives to improve health and safety in operations and on fire stations.

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.

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.

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.

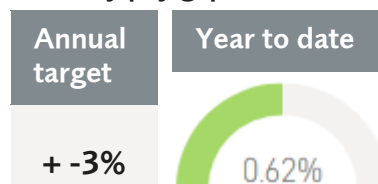
Rationale

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

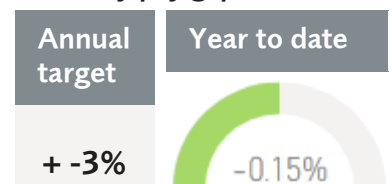
Gender pay gap



Ethnicity pay gap



Disability pay gap



C5-02: Pay gap

(Continued)

Gender Pay Gap:

Overall, last year, women were earning slightly more than men, and this year that trend continues. For gender in 2023/24, the overall median pay gap is -1.55%, and the overall mean pay gap is -6.38%. This means that there is an increase in pay gap this year of 0.40%, but still in favour of women, as the mean pay gap for last year was -5.07%. Women are currently earning on average an hourly salary of £1.41 more than men.

Target: +-3% Q2: -1.55% ■ Annual target: +-3% YTD: -1.55%

Ethnicity Pay Gap:

Overall, the year's analysis shows that the ethnicity pay gap has decreased since 2023/24. Staff from underrepresented ethnic groups currently earn a mean hourly salary of £0.68 less than White staff. The overall gap this year is 0.62% for the median and 3.03% for the mean. Last year, the median was 0.73% and the mean was 4.22%, showing a reduced pay gap for ethnically underrepresented groups overall across LFB.

Target: +-3% Q2: 0.62% ■ Annual target: +-3% YTD: 0.62%

Disability Pay Gap:

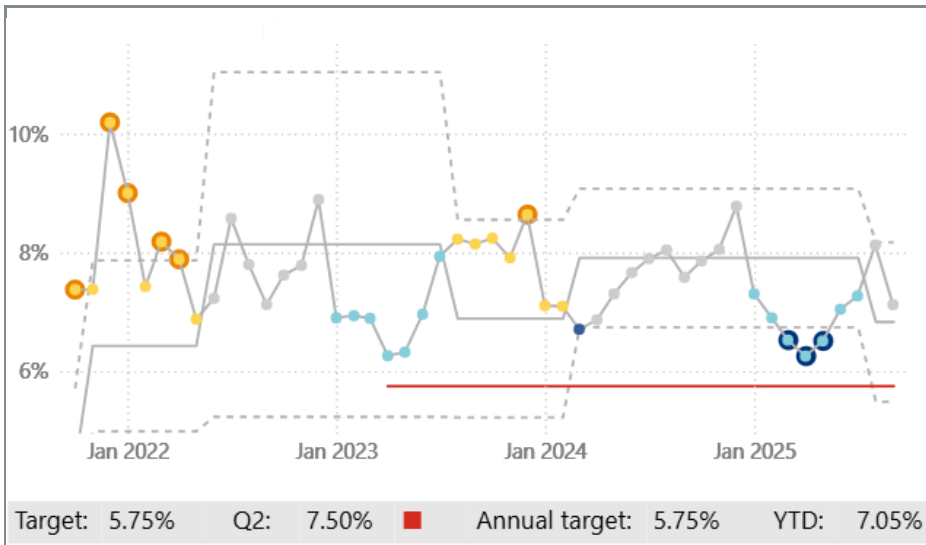
In summary, overall, analysis shows that, the disability pay gap has decreased since 2023, with staff with disabilities currently earning a mean hourly salary of £0.19 more than staff without. Last year, staff with disabilities were earning slightly more than this year and the pay gap was in their favour. This will be kept under review.

Target: +-3% Q2: -0.15% ■ Annual target: +-3% YTD: -0.15%

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 2024](#)

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.

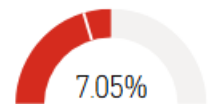
Rationale

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

Annual target

5.75%

Year to date



This quarter has seen the implementation of the new post critical incident contact programme - Emergency Services Trauma Intervention Programme (ESTIP) which has moved the initial intervention following crews attending traumatic incidents to the line manager and trained peer trauma defusers. This provides an escalated process for individuals into specialist trauma therapy with Counselling and Trauma Services (CTS) when needed and frees up capacity within CTS as they will no longer be carrying out post critical incident initial calls. CTS will still provide support to Firefighters on Development (FFD) following their first fatality.

Improvements have been made to the presentation to FFDs in training from CTS to include further input towards the end of their recruitment course around psychological preparedness, prior to them joining stations.

Additional groups have been added to the high-risk routine screening by CTS which include Learning and Development (L&D), Professional Standards Unit (PSU), Fire Brigade Union (FBU) reps in addition to support

already offered to National Interagency Liaison Officers (NILO) and Fire Investigation Officers (FIO).

This quarter will see the launch of the Employee Assistance Programme which has been delayed due to IT security checks which were necessary prior to the launch of the contract.

During this quarter, the HR Business Partnering team continues to focus on all aspects of attendance from the attendance project to the ongoing management upskilling workshops, with the aim of building capability and accountability in the management of absence and the related costs. A further 69 managers have attended workshops held this quarter and included an online event for the first time. The team are actively working with the Leadership Academy to provide the attendance management component of the new management training programme, giving a firm foundation for the ongoing workshops which continue to strengthen capability across the organisation, using scenarios and real-world examples to build confidence.

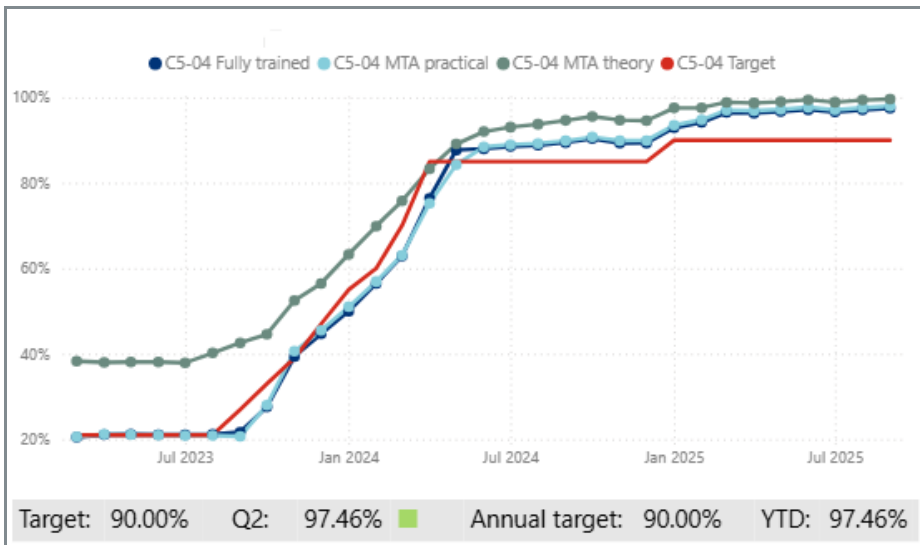
C5-03: Staff sickness

(Continued)

A more proactive approach to complex cases in conjunction with the Long Term Absence Panel (LTAP) is showing tangible results, with several long-standing cases resolved. With the support from the HR Policy team, the team undertook consultation and subsequent introduction of the new Special Leave policy, which was developed in conjunction with AC Fire stations to improve management control and cost to the service whilst delivering support for colleagues.

A full review of the Due to Service process is nearing completion, along with recommendations around Light Duties, with the aim of improving the journey back to work. Senior HRBPs have been instrumental in the delivery of Cluster 1 and 2 of organisation change whilst managing resource challenges, and supporting HRBPs have refreshed and published new guidance and templates for Employee Support Meetings and capability processes.

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



KPI definition

Total number of staff that have completed theory and practical training in Marauding Terrorist Attack Response as a percentage of eligible staff.

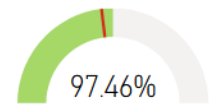
Rationale

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

Annual target

90.00%

Year to date

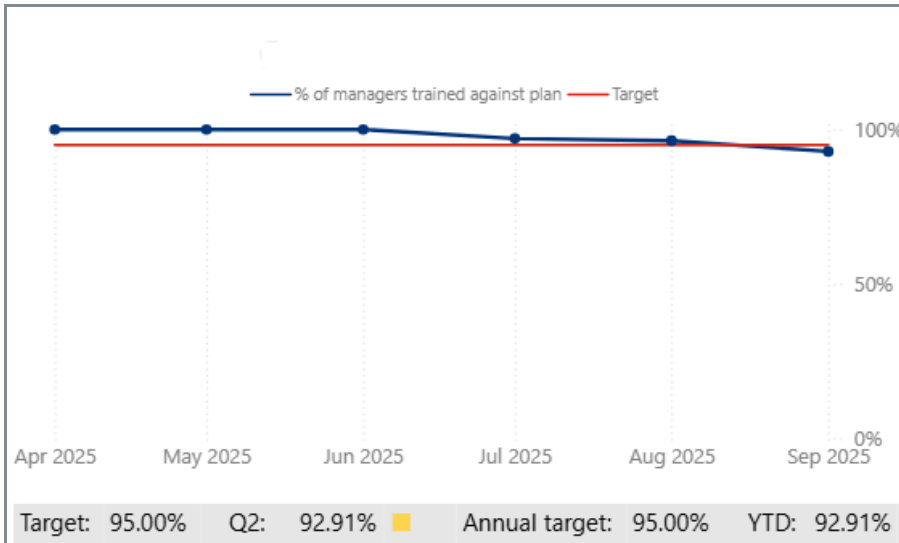


LFB has finalised the mass roll-out of the Marauding Terrorist Attack (MTA) training and has become the first service and one of only two in the country to have all front-line firefighters fully equipped for the most serious terror incidents.

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, that 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 97.5%. 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 training against plan



KPI definition

Total number of staff that have completed Leadership training as a percentage of eligible staff.

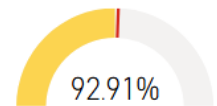
Rationale

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

Annual target

95.00%

Year to date

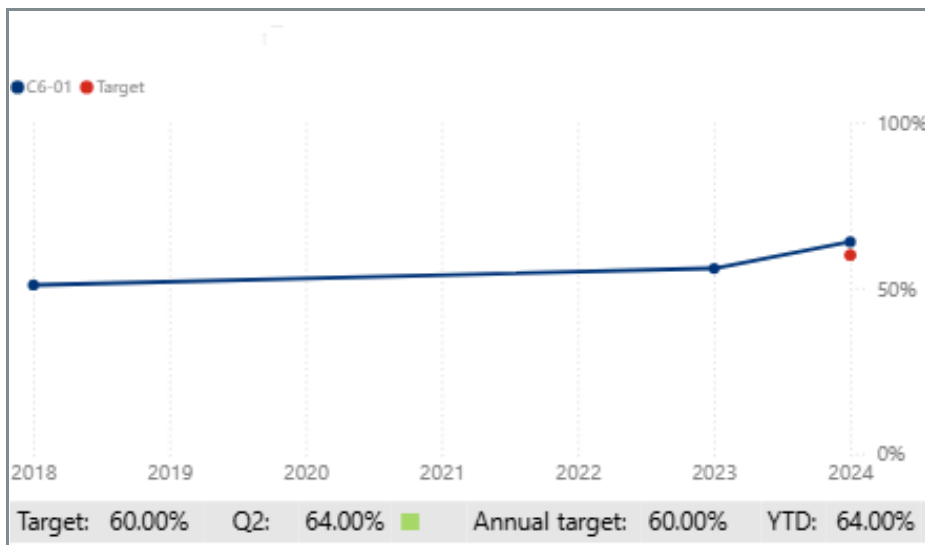


The percentage of managers who have completed training against the plan is slightly below target and is being investigated by the Leadership Academy. Colin Townsley Two Leadership Programme (Challenge, Trust and Psychological Safety), resumed in October 2025. Delivery of the Foundational Management Development Programme has continued with a total of 13 sessions to date; feedback continues to be positive with the Leadership Academy making minor amendments to the course where necessary based on feedback and changes to policies. The Leadership Academy have successfully recruited a Leadership Academy Trainer who will be responsible for delivering the majority of the management development workshops.

A high level proposal for the leadership development review was presented and signed off at the Culture Board in September - the Leadership Academy are working with Training Design to refresh/redesign the Gillian Tanner and Frank Bailey Leadership Programmes for an April 2026 launch. The current Frank Bailey Leadership Programme will end on the 28th October 2025 with a 509 delegates completed. Although 630 places were

allocated on the Frank Bailey Leadership Programme, due to non-attendance, retirement and promotions, 509 delegates completed all five modules.

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".

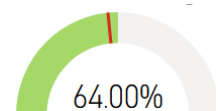
Rationale

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

Annual target

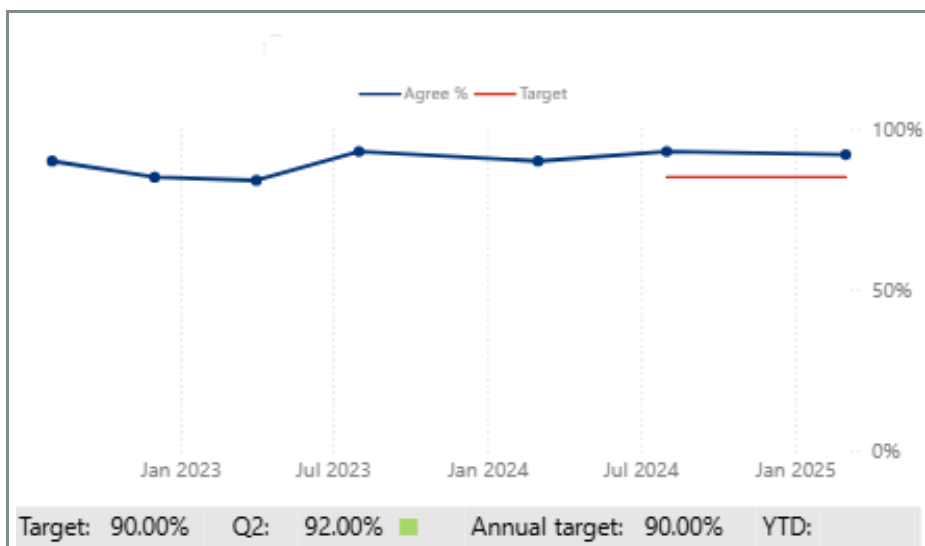
60.00%

Year to date



LFB's 2025 all-staff survey launches on 23 October 2025 and closes on 16 November 2025. "I would recommend LFB as a great place to work" is a key question within the survey, it forms part of LFB's overall engagement score and our eNPS (Employee Net Promoter Score - an assessment of how positively, neutrally, or negatively staff are likely to talk about LFB in social interactions). The question also offers a good all-round assessment of LFB, as every stage of the employee lifecycle impacts how people respond, from attraction to exit. The 2025 target for this question is to achieve a 70% positive response, an increase of 6% from 2024.

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".

Rationale

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

Annual target

85.00%

Year to date

N/A
data available in
Q2

The most recent poll, carried out in August 2025, showed that 92% of respondents agreed that 'London Fire Brigade is trusted to serve and protect'. This is 2% above our target, and the same result as our previous polling, in March 2025. The next poll will be carried out in March 2026.

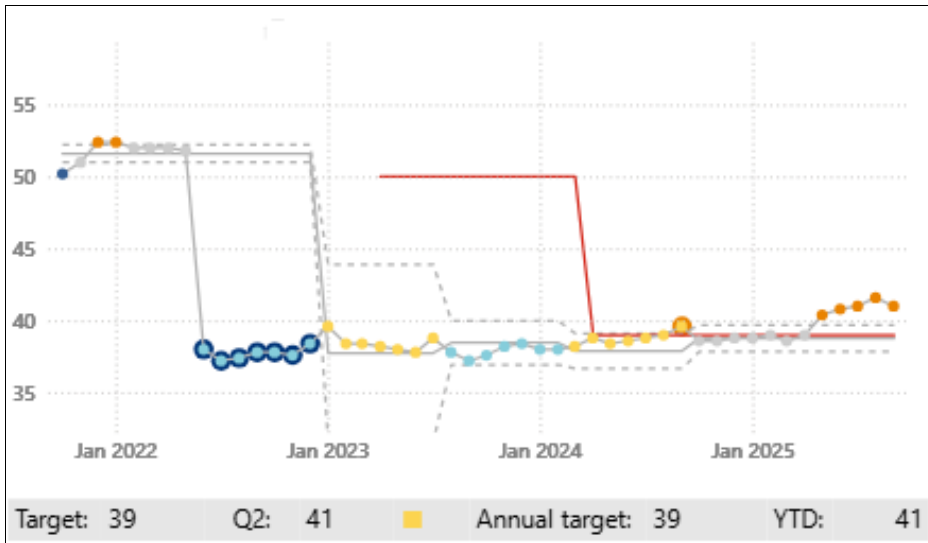
Public opinion polling is one of the measures we use to understand how different communities across London feel about LFB, what their levels of trust are and how they understand or interact with our services.

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: Number of fire deaths (5 year rolling average)



KPI definition

5 year rolling average of fatal casualties as a direct or indirect result of injuries caused by a fire incident.

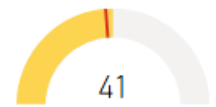
Rationale

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

Annual target

39

Year to date

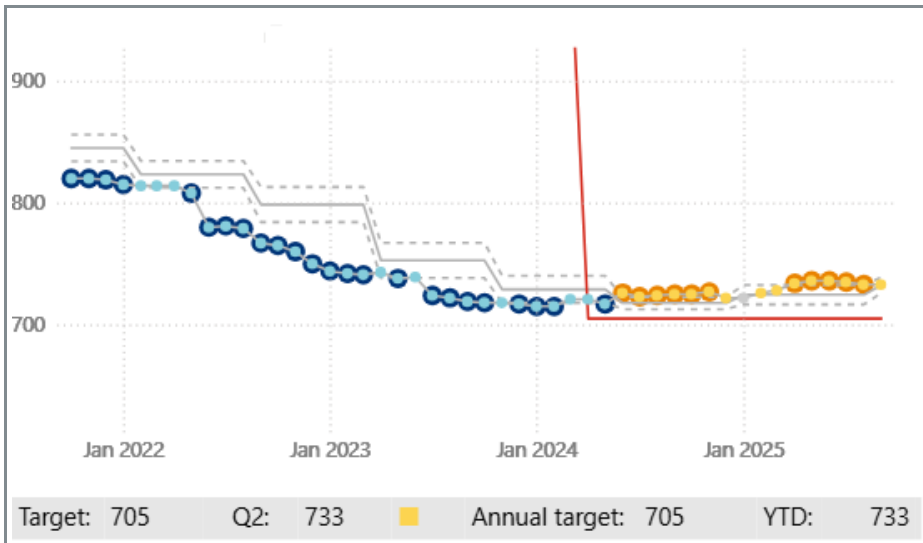


The number of fire-related deaths this year is currently marginally above the annual target. This figure has been influenced by several multi-fatality incidents, which have had a significant impact on overall totals. While fire deaths are not a metric we can fully control, we remain committed to learning from each incident to improve our operational response and community engagement.

A review of organisational learning from fatal fires has been undertaken to strengthen outcomes and inform future practice. Our ongoing #Chargesafe campaign continues to target fire safety messaging within the gig economy, supported by recent press releases aimed at raising public awareness.

Looking ahead, we will work closely with communities across London to ensure timely and culturally appropriate fire safety messaging is delivered in the lead-up to Diwali and Bonfire Night. Through continued learning and targeted engagement, we aim to reduce risk and improve safety outcomes for all Londoners.

C7-02: Number of fire injuries (5 year rolling average)



KPI definition

5 year rolling average of casualties as a direct or indirect result of injuries caused by a fire incident.

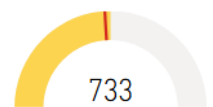
Rationale

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

Annual target

705

Year to date



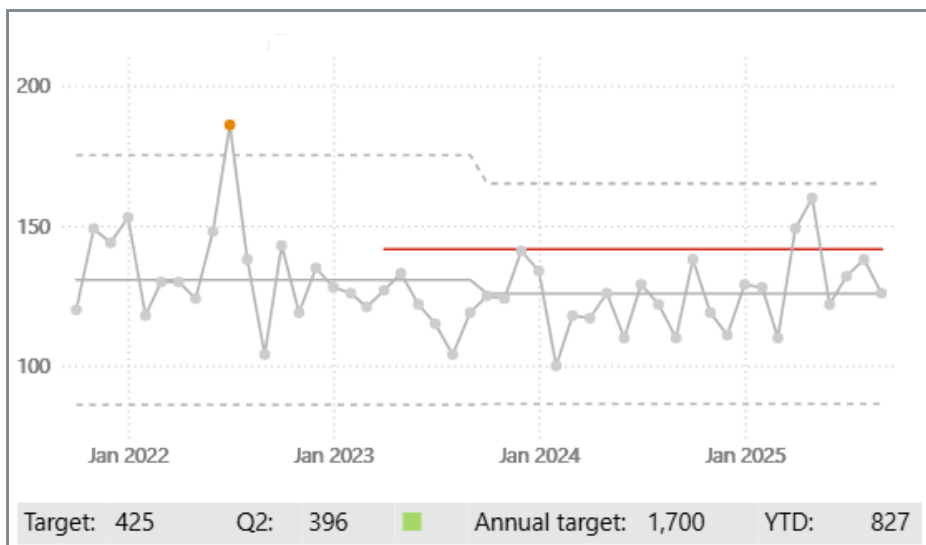
LFB is now reporting slightly outside the new target of 705. This target has been made more challenging for 2024/25 to reflect our aim of having the lowest rate of fire injuries of any Fire and Rescue Service in England by the end of the CRMP in 2029.

In terms of ignition source groups, cookers remain the top ignition source for fire injuries (21.6%), followed by smoking (13.6%) and matches and candles (11.7%). While fire injuries from cooking fires seem to be on decline (26.9% of fire injuries in 2020/21 to 20.4% in 2024/25), we have seen an increase in vehicle related fire injuries (0.9% to 4.9%) which includes e-bikes and e-scooters. Fire injuries caused by batteries / generators (including lithium-ion batteries) have also increased since 2020, resulting in 28 fire injuries in Q1 2025/26, thankfully this has declined in O2 to 8 fire injuries, this compares to 41 across 12 months in 2024/25. 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 we have seen more fires with four fire injuries or more over time.

In 2024/25 there were 30 such incidents (compared to 10 in 2020/21), we have seen nine multi-injury fires in Q1 with two incidents leading to eight fire injuries each, and seven multi-injury fires in Q2. Fire injury data shows that e-bike fires and batteries and generators (including lithium-ion batteries) are the top two ignition sources for fires with four or more injuries (20% of all these fires since e-bikes became a separate recording category). 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.

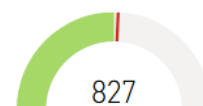
Rationale

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

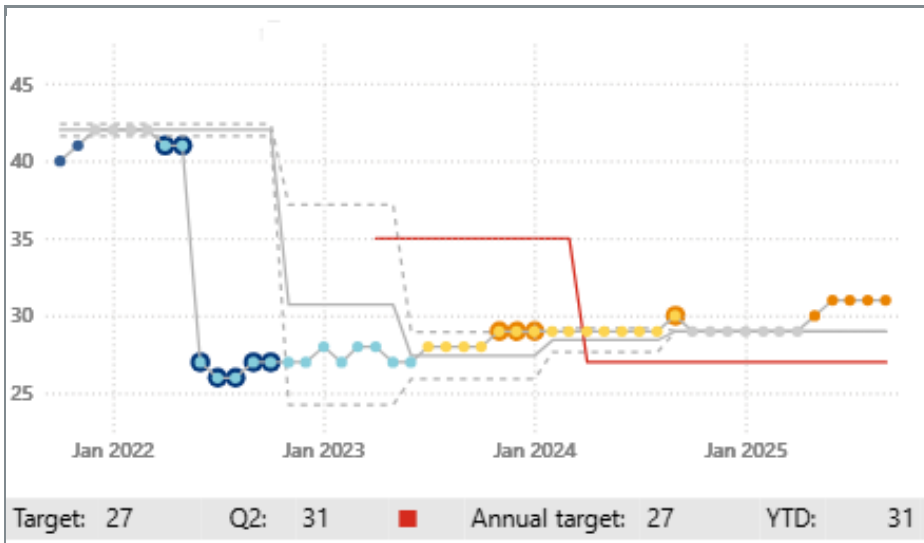
1,700

Year to date



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: Accidental fire deaths in the home (5-year average)



KPI definition

5 year rolling average of fire deaths in dwellings caused by an accidental fire.

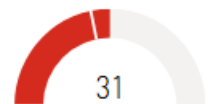
Rationale

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

Annual target

27

Year to date



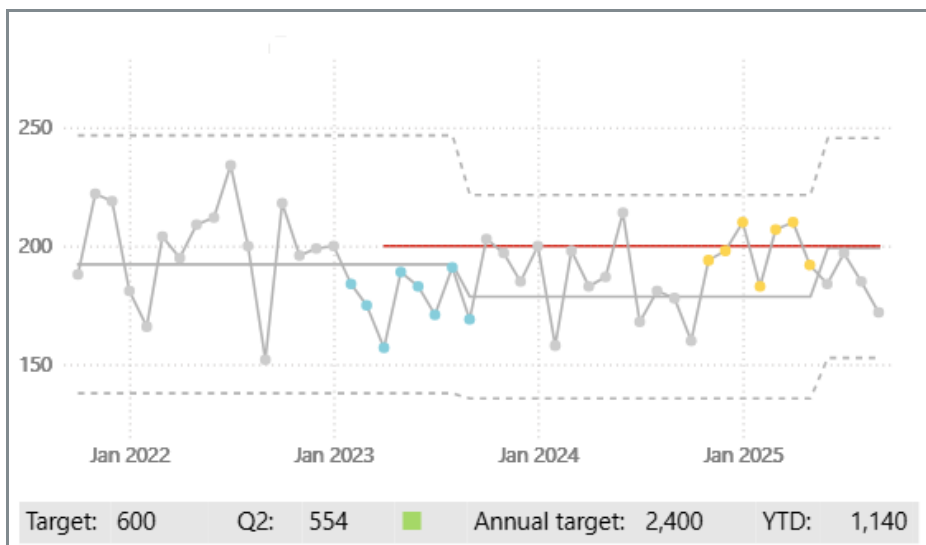
Accidental fire deaths in the home continue to account for approximately 75% of all fire-related fatalities. The 12-month rolling figure remains above target and is tracking similarly to the previous year. While this is a deeply concerning trend, it reflects the complex and often unpredictable nature of domestic fire risk—an area where direct control is limited.

In response, we have strengthened our prevention efforts. Recent updates to the Home Fire Safety Visit (HFSV) Checker have led to a higher completion rate, helping us better identify and support those most at risk. Additionally, new grant funding is enabling us to explore innovative technologies and smart tools to enhance safety messaging and outreach within communities.

Our #Chargesafe campaign continues to raise awareness around fire risks in the gig economy, supported by a series of recent press releases. As we approach seasonal events such as Diwali and Bonfire Night, we will work closely with communities to ensure timely and culturally sensitive fire safety messaging is delivered.

We remain committed to learning from every incident and using those insights to refine our approach to prevention, engagement, and operational response.

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.

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

2,400

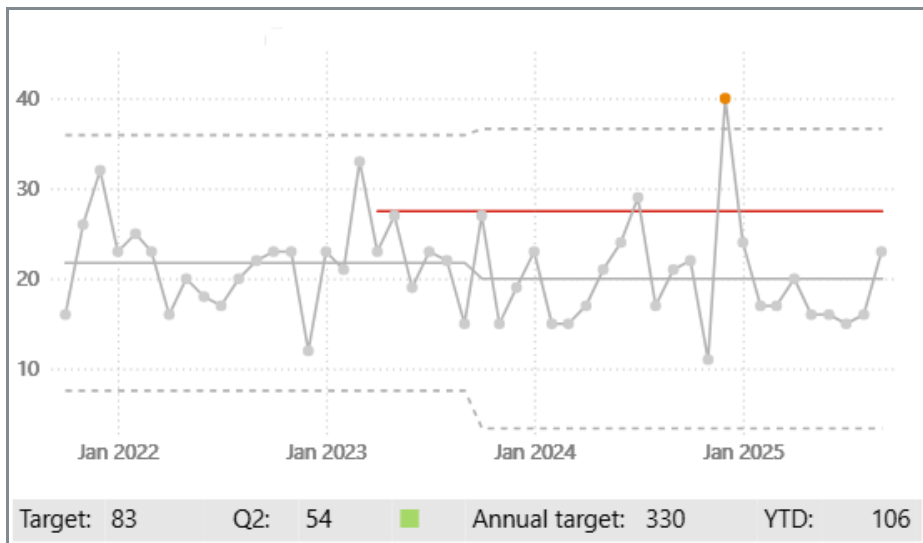
Year to date



This performance continues to be within target despite the number of residential flats continuing to increase. The Q2 figure is within target.

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.

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

330

Year to date

106

We continue to prioritise fire safety in care homes and supported living environments following an observed increase in fire incidents in these settings. Common causes have included the inappropriate management of smoking materials and failures involving medically supplied equipment—highlighting the need for targeted intervention.

In Q1 2025/26, we undertook a focused programme of visits during VE Week in May, with 34 care homes visited. These visits resulted in tailored fire safety advice, the issuance of several Notices of Deficiency, and two enforcement notices. This proactive approach reflects our commitment to improving safety standards across both the physical condition of care buildings and the quality of care provided.

Looking ahead, we will continue working closely with care providers and support fire stations to ensure that relevant safety information is effectively shared. Our aim is to reduce fire risk through collaborative engagement and sustained prevention efforts

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.

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

N/A

LFB entered a new energy contract in April 2025 working closely and collaboratively with the GLA Environment and Energy team to align LFB energy procurement with other functional bodies. LFB has experienced some challenges in receiving Electricity and Gas data from the new energy supplier, resulting in the unavailability of CO₂ data for Electricity from April 2025 and Gas from May 2025. This issue has been escalated to Crown Commercial Services (CCS). Regular supplier meetings are being held, and resolution is estimated by mid-November.

LFB has been awarded three Salix (DESNZ – Department of Energy Security and Net Zero) 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. It is disappointing that, 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 electrical power for property and the capacity to charge the future electric fleet. Further revenue streams are being explored to provide the EV charging infrastructure LFB will require to operate an all-electric fleet.

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.

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.

