

YOUR
LONDON
FIRE
BRIGADE

Key Performance Indicator report

QUARTER 4 2025/26
Including End of Year Summary

Data as of 01 April 2026

L F B
LONDON FIRE BRIGADE

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LFB 2025/26 end of year summary

Code	Indicator name	Target	2025/26 end year value	On/Off target
C1-01	Community satisfaction ratings	85.00%	90.00%	On
C1-02	Staff composition – gender (women)	20.00%	19.34%	Off
C1-03	Staff composition – ethnic minority staff	19.00%	18.85%	Off
C1-04	Staff composition – disability	10.00%	9.46%	Off
C1-05	Staff Composition – lesbian, gay, bisexual (LGB) staff	4.60%	6.43%	On
C2-01	Triages via our online home fire safety checker	18,000	5,390	Off
C3-01	Average first appliance arrival time (min:sec)	06:00	05:31	On
C3-02	Average second appliance arrival time (min:sec)	08:00	06:55	On
C3-03	First appliance arrival within 10 minutes	90.00%	95.64%	On
C3-04	First appliance arrival within 12 minutes	95.00%	98.12%	On
C3-05	Alleged fire risks addressed within 3 hours	90.00%	93.33%	On
C3-06	Ratio of high-risk audits completed	40.00%	48.11%	On
C4-01	Station staff time spent on prevention - day	12.00%	15.70%	On
C4-02	Station staff time spent on protection - day	4.00%	5.16%	On
C4-03	Percentage of high-risk home fire safety visits	60.00%	62.92%	On
C4-04	False alarms due to automatic fire alarm (AFA) in non-domestic buildings	20,000	16,412	On
C5-01	Reporting of injuries, diseases and dangerous occurrences regulations (RIDDORs)	56	75	Off
C5-02-A	Pay gap – gender	+ -3%	-1.55%	On
C5-02-B	Pay gap – ethnic minority	+ -3%	0.62%	On
C5-02-C	Pay gap – disability	+ -3%	-0.15%	On
C5-03	Staff sickness	5.75%	6.95%	Off
C5-04	Percentage of operational staff trained to respond to marauding terrorist attacks (MTA)	90.00%	95.00%	On
C5-05	Percentage of managers who have completed training against plan	95.00%	116.00%	On
C6-01	I would recommend LFB as a great place to work	60.00%	64.00%	On
C6-02	LFB is trusted to serve and protect London	90.00%	93.00%	On
C7-01	Number of fire deaths	39	41	Off
C7-02	Number of fire injuries	705	733	Off

Code	Indicator name	Target	2025/26 end year value	On/Off target
C7-03	Number of fires – houses & bungalows	1,700	1,633	On target
C7-04	Accidental fire deaths in the home (5 year rolling average)	27	31	Off target
C7-05	Number of fires – flats	2,400	2,238	On target
C7-06	Number of fires – care homes and supported living	330	224	On target
C7-07	Net zero carbon by 2030 (metric tonnes)	6,914	8,397	Off target

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

Performance at a glance – Quarter 4 2025/26

Engaging with you

STAFF COMPOSITION – WOMEN %
(C1-02)

19.34%

Up by 0.44 pp.* compared to last quarter
Up by 0.19 pp. compared to last year

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

18.85%

Up by 0.08 pp. compared to last quarter
Up by 0.20 pp. compared to last year

STAFF COMPOSITION – DISABILITY %
(C1-04)

9.46%

Up by 0.16 pp. compared to last quarter
Up by 0.01 pp. compared to last year

ONLINE HOME FIRE SAFETY CHECKS
(C2-01)

1,533

Up by 112 compared to last quarter
Down by 298 compared to last year

Protecting you

1st APPLIANCE ARRIVAL TIMES
(C3-01)

05:29 (min:sec)

Down by 2 seconds compared to last quarter
Up by 9 seconds compared to last year

2nd APPLIANCE ARRIVAL TIMES
(C3-02)

06:47 (min:sec)

Down by 12 seconds compared to last quarter
Up by 12 seconds compared to last year

TIME SPENT ON PREVENTION %
(C4-01)

15.78%

Up by 0.37 pp. compared to last quarter
Up by 1.20 pp. compared to last year

TIME SPENT ON PROTECTION %
(C4-02)

5.70%

Up by 0.44 pp. compared to last quarter
Up by 1.20 pp. compared to last year

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

64.13%

Down by 0.51 pp. compared to last quarter
Up by 2.40 pp. compared to last year

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

4,055

Down by 345 compared to last quarter
Up by 337 compared to last year

* pp. Percentage points

Performance at a glance – Quarter 4 2025/26

Learning from others

RIDDOR INCIDENTS (C5-01)

19

Up by 5 compared to last quarter
Up by 1 compared to last year

STAFF SICKNESS % (C5-03)

6.18%

Down by 1.33 pp. compared to last quarter
Down by 0.72 pp. compared to last year

Adding value

FIRES IN HOUSES AND BUNGALOWS (C7-03)

406

Up by 6 compared to last quarter
Up by 39 compared to last year

FIRES IN FLATS (C7-05)

515

Down by 67 compared to last quarter
Down by 85 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 Q4

HMI ROUND 3 AREAS FOR IMPROVEMENT COMPLETED

1/11

4 proposed to close in Q4

HMI MISCONDUCT RECOMMENDATIONS COMPLETED

15/15

No change in Q4

HMI VALUES & CULTURE RECOMMENDATIONS COMPLETED

16/20

4 proposed to close in Q4

LFB performance summary – On target KPIs

Code	Indicator name	Mar-26 value	Mar-26 point	Target	Q4 value	Q target	On/Off target
C1-01	Community satisfaction ratings	90.00%	○	85.00%	90.00%	85.00%	On target
C1-05	Staff Composition – lesbian, gay, bisexual (LGB) staff	6.39%	○	4.60%	6.43%	4.60%	On target
C3-01	Average first appliance arrival time (min:sec)	05:31	●	06:00	05:29	06:00	On target
C3-02	Average second appliance arrival time (min:sec)	06:54	●	08:00	06:47	08:00	On target
C3-03	First appliance arrival within 10 minutes	96.13%	●	90.00%	96.32%	90.00%	On target
C3-04	First appliance arrival within 12 minutes	98.32%	●	95.00%	98.50%	95.00%	On target
C3-05	Alleged fire risks addressed within 3 hours	83.33%	●	90.00%	93.75%	95.00%	On target
C3-06	Ratio of high-risk audits completed	54.36%	●	40.00%	48.41%	40.00%	On target
C4-01	Station staff time spent on prevention - day	15.51%	●	12.00%	15.78%	12.00%	On target
C4-02	Station staff time spent on protection - day	5.56%	●	4.00%	5.70%	4.00%	On target
C4-03	Percentage of high-risk home fire safety visits	65.27%	●	60.00%	64.13%	60.00%	On target
C4-04	False alarms due to automatic fire alarm (AFA) in non-domestic buildings	1,352	●	20,000	4,055	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)	95.00%	○	90.00%	95.00%	90.00%	On target
C5-05	Percentage of managers who have completed training against plan	116.00%	○	95.00%	116.00%	95.00%	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	93.00%	○	90.00%	93.00%	90.00%	On target

Code	Indicator name	Mar-26 value	Mar-26 point	Target	Q4 value	Q target	On/Off target
C7-03	Number of fires – houses & bungalows	131	●	1,700	406	425	On target
C7-05	Number of fires – flats	188	●	2,400	515	600	On target
C7-06	Number of fires – care homes and supported living	18	●	330	53	83	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)

Performance against this metric has continued to improve. 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.

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.

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

Showing above average performance over the last 15 months and each month in Q4 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	Mar-26 value	Mar-26 point	Target	Q4 value	Q target	On/Off target
C1-02	Staff composition – gender (women)	19.34%	○	20.00%	19.34%	20.00%	Off target
C1-03	Staff composition – ethnic minority staff	18.82%	○	19.00%	18.85%	19.00%	Off target
C1-04	Staff composition – disability	9.46%	○	10.00%	9.46%	10.00%	Off target
C2-01	Triages via our online home fire safety checker	494	●	18,000	1,533	4,500	Off target
C5-01	Reporting of injuries, diseases and dangerous occurrences regulations (RIDDORs)	7	●	56	19	14	Off target
C5-03	Staff sickness	6.06%	●	5.75%	6.18%	5.75%	Off target
C7-01	Number of fire deaths	41	●	39	41	39	Off target
C7-02	Number of fire injuries	733	●	705	733	705	Off target
C7-04	Accidental fire deaths in the home (5 year rolling average)	31	●	27	31	27	Off target
C7-07	Net zero carbon by 2030 (metric tonnes, monthly)	814	○	6,914	2,602	1,811	Off 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 – 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 Q4, although we have seen an improvement in the staff composition for women compared to Q3.

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.

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)

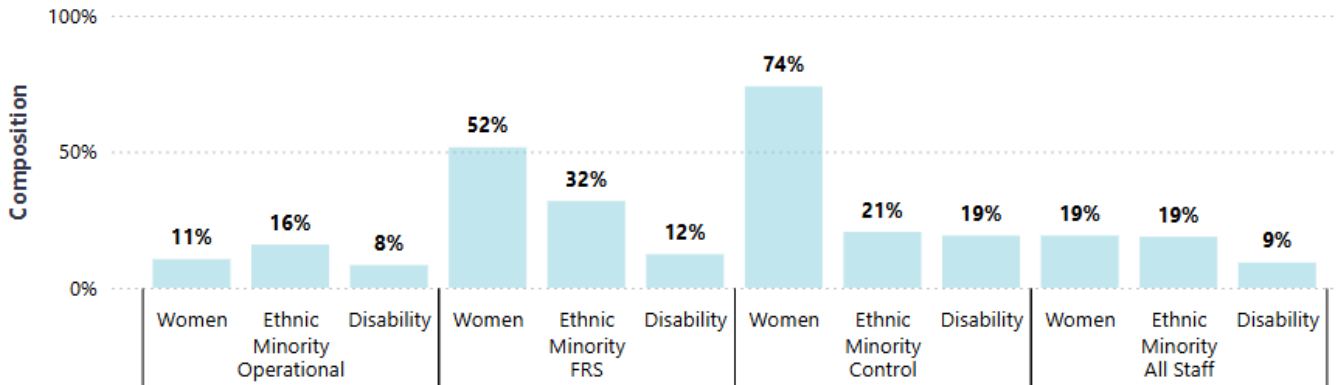
Has continued to report slightly outside the more challenging targets set since 2024/25 which we aim to achieve by the end of the CRMP.

Workforce data

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 02 April 2026

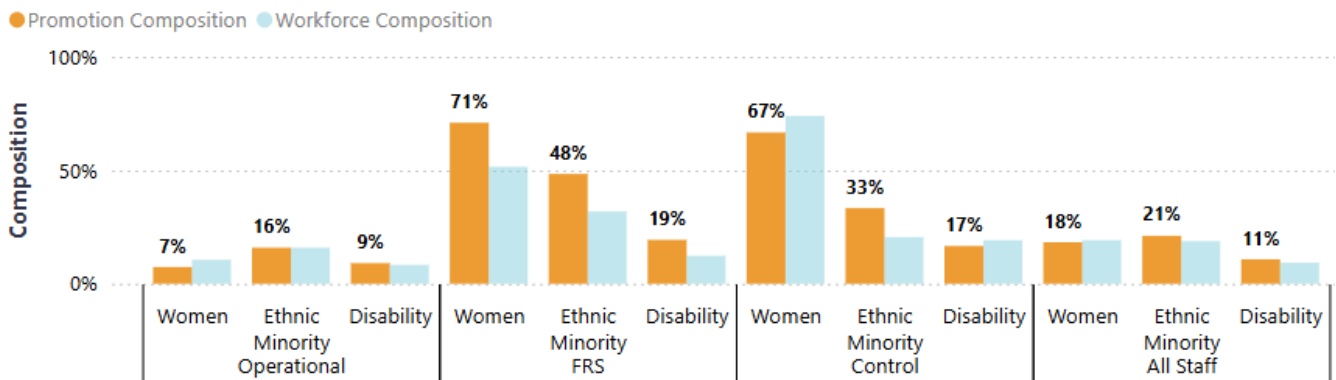
Overall Staff Composition



Operational			FRS			Control			All Staff		
Women	Ethnic Minority	Disability	Women	Ethnic Minority	Disability	Women	Ethnic Minority	Disability	Women	Ethnic Minority	Disability
500	750	390	520	320	120	110	30	30	1,120	1,100	540

Promotions 12 month rolling data ending 02 April 2026

Promotions (12 Month Rolling)



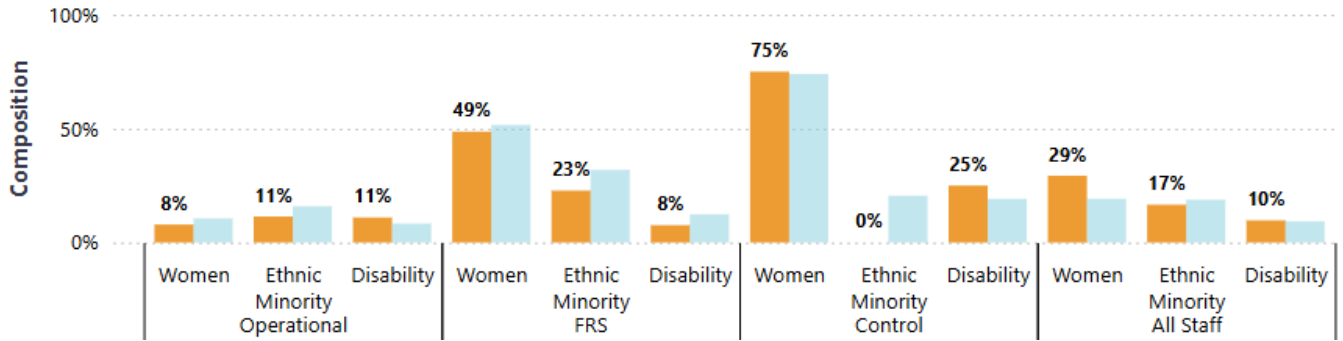
Operational			FRS			Control			All Staff		
Women	Ethnic Minority	Disability	Women	Ethnic Minority	Disability	Women	Ethnic Minority	Disability	Women	Ethnic Minority	Disability
10	30	20	20	20	10	Confidential due to small data sample	Confidential due to small data sample	Confidential due to small data sample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

Workforce data

Top Earners Data as at 02 April 2026

Top Earners

● Top Earner Composition ● Workforce Composition

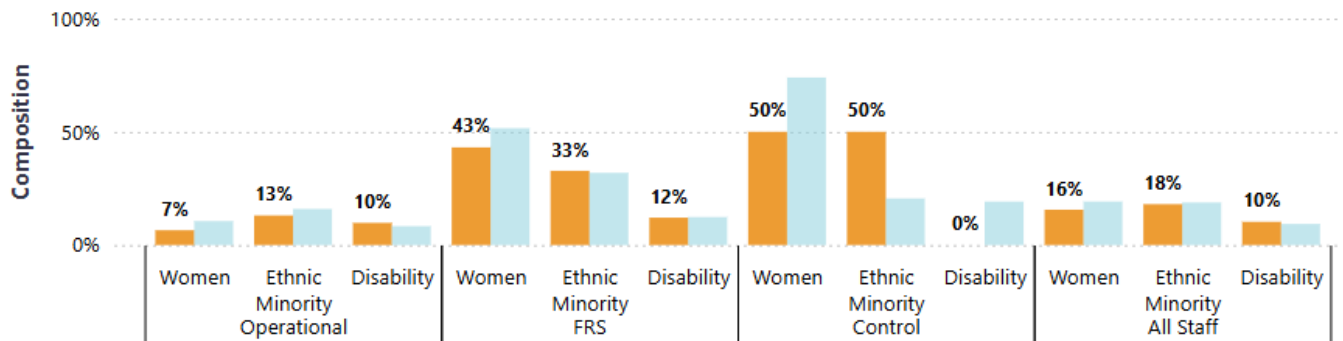


Operational			FRS			Control			All Staff		
Women	Ethnic Minority	Disability	Women	Ethnic Minority	Disability	Women	Ethnic Minority	Disability	Women	Ethnic Minority	Disability
20	30	30	110	50	20	Confidential due to small data sample	Confidential due to small data sample	Confidential due to small data sample	140	80	50

Voluntary Leavers 12 month rolling data ending 02 April 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
10	20	20	30	20	10	Confidential due to small data sample	Confidential due to small data sample	Confidential due to small data sample	40	40	30

Example: Amongst the Voluntary Leavers, women represent 7% of Operational Staff but 16% of all staff

Incidents in numbers (12 month rolling data ending 31 March 2026)

EMERGENCY (999) CALLS

229,928

SPECIAL SERVICES

57,663

Effecting entry/exit: **14,689**

Flooding: **8,410**

Shut in lift releases: **7,139**

Road traffic collisions: **4,447**

Making safe: **1,085**

Spills and leaks: **541**

Not all special services are included in the breakdown above

FALSE ALARMS

62,646

Automatic fire alarms (AFAs): **47,815**

AFAs in non-domestic buildings: **16,378**

False alarm good intent: **13,555**

Malicious (hoax) calls: **1,276**

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

FIRES

19,391

Primary fires: **9,004**

Secondary fires: **10,367**

Fires in the home: **4,859**

Outdoor fires: **10,975**

Rubbish fires: **5,053**

Grass and open land fires: **4,872**

Arson incidents: **2,084**

Non-domestic buildings fires: **1,545**

Road vehicles: **1,571**

Fires in care homes/
specialist housing for older people: **201**

The fire categories in the breakdown above are not mutually exclusive

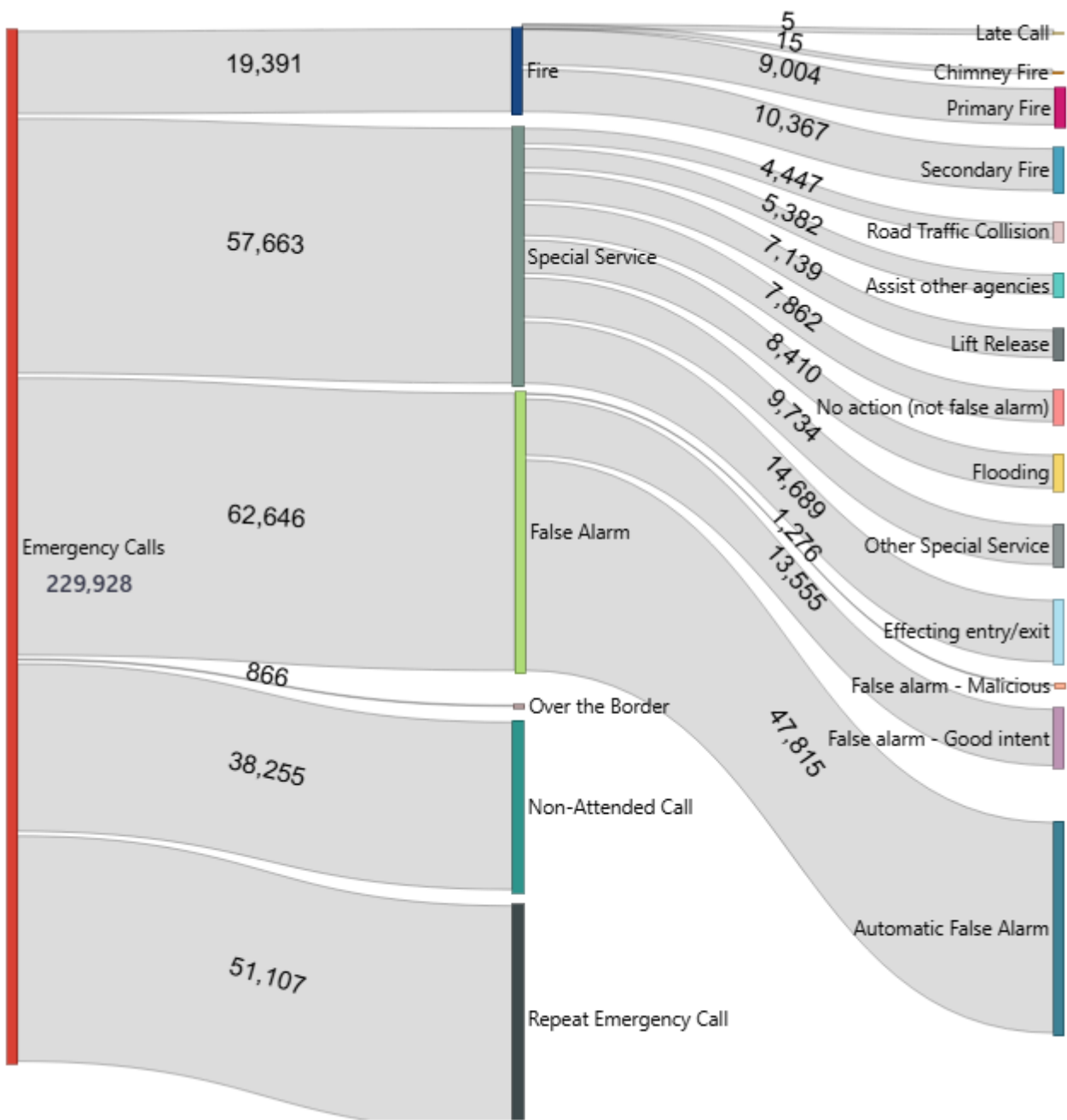
OUTSIDE LONDON

866

ALL EMERGENCY INCIDENTS ATTENDED

140,566

Incidents in numbers (12 month rolling data ending 31 March 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.

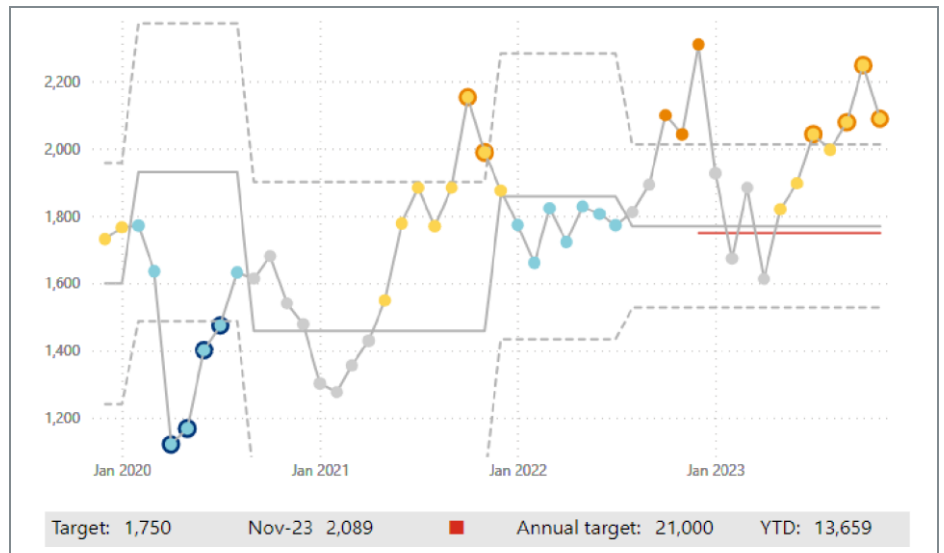
We can also use SPC charts to determine if an improvement (i.e. a project) is actually making the positive change we expect and use them to predict

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.

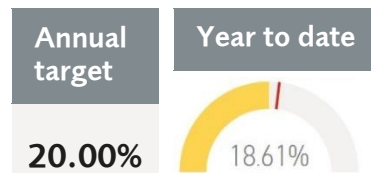
- Point beyond the control limits, showing worsening.
- Special cause worsening, and point beyond the control limits.
- Special cause worsening: sequence of at least seven consecutive points above or below the mean.
- Special cause improvement: sequence of at least seven consecutive points above or below 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).



- 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

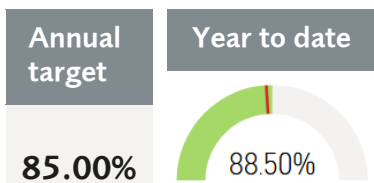


KPI definition

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.

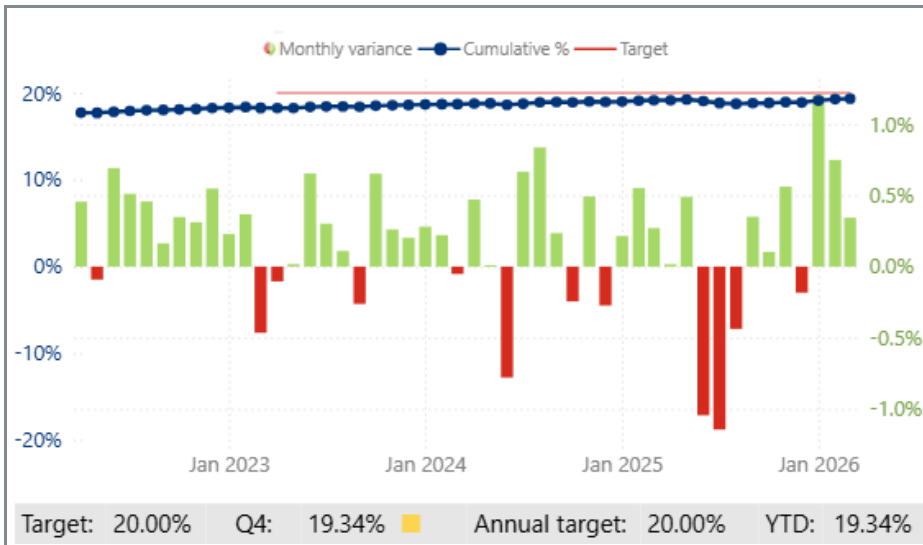


The most recent poll, carried out in March 2026, showed that 90% of respondents agreed that 'the services provided by LFB are the right services'. This is the highest rate since the question was introduced in August 2021 and is three percentage points above our target. The next poll will be carried out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

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.

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.

C1-02: Staff composition - gender (Women)

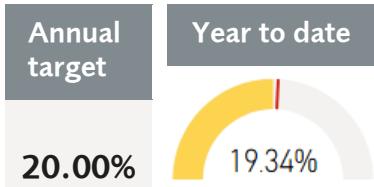


KPI definition

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 Q4, total staff numbers (all occupational groups) were 5,857. Of these, 19.3% (1,133) are women which is an increase from Q3. Operational staff made up 80.1% of the workforce, and 10.6% of those (498) 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 from March 2026 for the operational workforce was 5.1% 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 March 2026, 17.9% were women (6.3% in Q3). There are limited trainee courses running in Q4 2025/26 therefore the percentage change of women will slow during this period until courses restart in Spring.

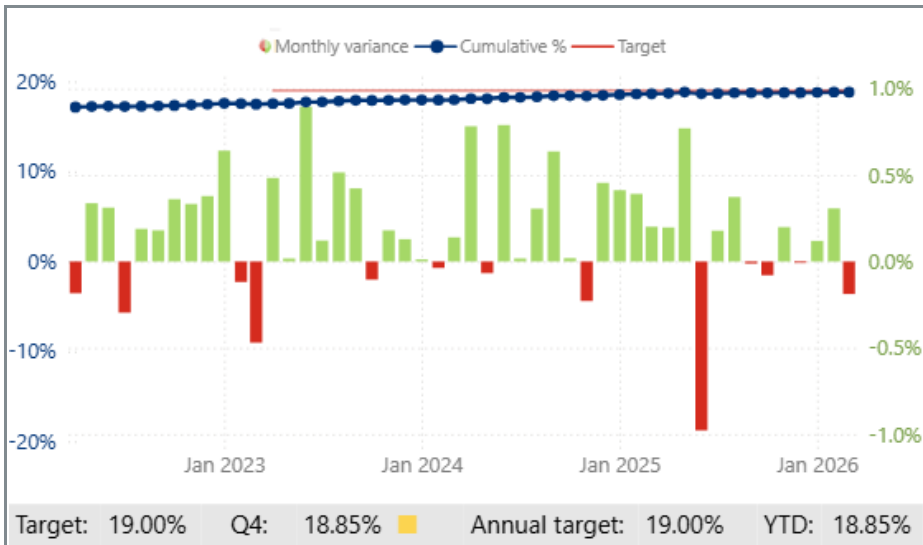
As part of the Brigade's response to HMICFRS Areas for Improvement (AFI) 7, a Resourcing and Recruitment project was stood up in April 2025. Within a clear

mandate we have identified key barriers to employment and we are now working on how/if barriers can be overcome. We have procured an expert agency who are helping us develop our internal and external Employee Value Proposition (EVP). Our Outreach strategy was agreed at Board which will include looping into the EVP 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 were focused workshops on the barriers faced by underrepresented groups. Separately, Organisational Development also looked at barriers to progression and we are aligning our activity and findings.

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 which most recently empowered women at International Women's Day to learn a variety of skills have open discussions on various topics in a safe environment.

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

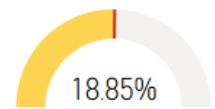
Rationale

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

Annual target

19.00%

Year to date



LFB has demonstrated steady progress in improving ethnic diversity across its workforce. In Q4 performance was 18.8% across all staff groups (no change on Q3). In Q4, 15.9% of operational staff were from ethnic minority backgrounds.

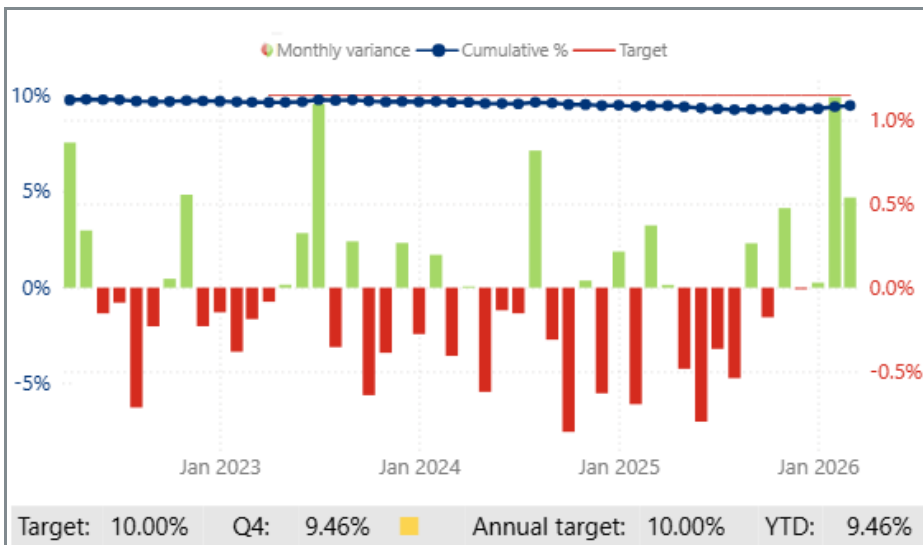
There are a number of constraints impacting the speed with which workforce composition can be changed. These include a fixed budgeted establishment, low turnover and low intake numbers. The turnover rate from March 2026 for the operational workforce was 5.1% compared to average national turnover rates 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 part of the Brigade's response to HMICFRS Areas for Improvement (AFI) 7, a Resourcing and Recruitment project was stood up in April 2025. Within a clear mandate we have identified key barriers to employment and we are now working on how/if barriers can be overcome. We are working with a procured expert agency to help us develop an internal and external Employee Value Proposition. Our Outreach Strategy was

agreed at Board and includes looping into the Employee Value Proposition (EVP) as well as our approach to external advertising campaigns to ensure we attract a more diverse range of applicants. The Outreach Strategy includes a focus on social mobility; statistics indicate this disproportionately affects areas with larger ethnic minority populations.

Separately, Organisational Development are also looking at barriers to progression with a particular focus on underrepresented groups to identify issues and ways to address them and we are aligning our activities and findings. LFB continues to support groups such as the Asian Fire Service Association and Fire Brigade Union's (FBU) Black & Ethnic Minority Members as well as Employee Support Groups such as Fairness.

C1-04: Staff composition - disability

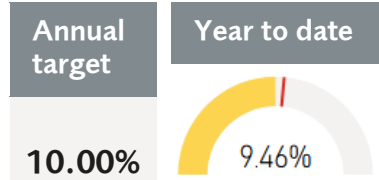


KPI definition

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 underrepresentation of staff with disabilities.

A review of data from Q4 highlighted that 9.5% of staff disclosed a disability which is a slight increase from Q3, although some colleagues choose not to disclose. In response, People Services will refine onboarding processes to encourage disclosure. Updated demographic categories have been launched as of February 2026 with the new HR and Payroll system, iTrent, and communications have been shared to encourage staff to check their details which may lead to an increase in disclosure.

As part of the Brigade's response to HMICFRS Areas for Improvement (AFI) 7, a Resourcing and Recruitment project was stood up in April 2025. Within a clear mandate we have identified key barriers to employment and we are now working on how/if barriers can be overcome. We are working with an expert agency to help us develop an internal and external Employee Value Proposition (EVP). Our Outreach Strategy was agreed at

Culture Improvement Board which will include looping into the EVP as well as our approach to external advertising campaigns to ensure we attract a more diverse range of applicants.

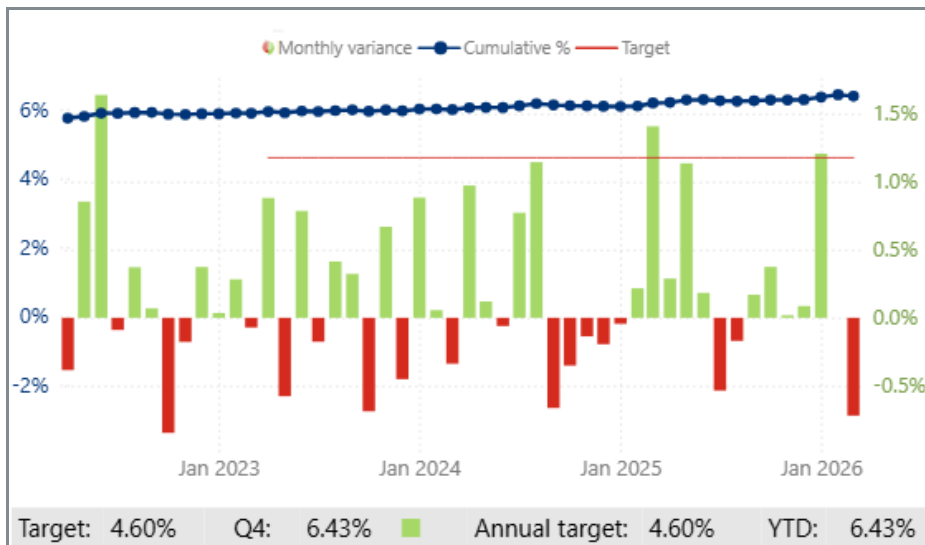
Separately, Organisational Development are also looking at barriers to progression with particular focus on underrepresented groups to identify issues and ways to address them and we are aligning our activity and findings.

The Learning Support & Resilience Team continue to support staff with neurodiversity.

The project is on the agenda for the LFB Community Forum in Q1 2026; this group gives us valuable advice and ideas which will be fed into the project.

LFB continues to support groups such as the Neurodiversity Employee Support Group and representatives from this ESG group to feed into our project work at key points.

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

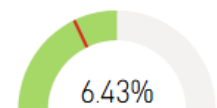
Rationale

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

4.60%

Year to date



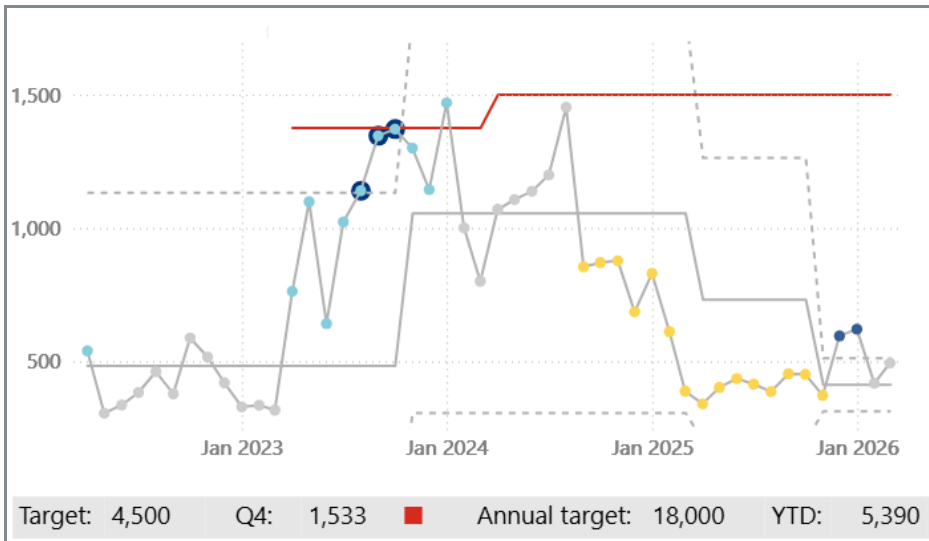
LFB has met and exceeded its target for reflecting the proportion of LGB Londoners, as reported in the 2021 Census. Q4 reported a staff composition of 6.4% of staff employed by the LFB who represent the LGB community.

Upon the launch of the new HR and Payroll system (iTrent), diversity categories have been 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 7 and this group 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.

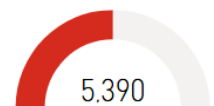
Rationale

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.

During Q4, a range of targeted communications activity was delivered to increase awareness and use of the checker. This included the production and dissemination of new YouTube content, e.g. a video aimed at carers which generated 764 click-throughs.

We also created Valentine's Day-themed social media content, which resulted in 500 triage completions. The March campaign was based on the clocks changing and was aimed at people with caring responsibilities.

LFB's strategy for 2025/26 has been to increase the number of triages through multiple interrelated strands of activity. We have continued to monitor the performance of these activities throughout the year, adapting as needed. We have further optimised Brigade webpages to drive up click-throughs from organic searches and continued 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

continue to support public-facing colleagues to promote the checker where appropriate during interactions with members of the community.

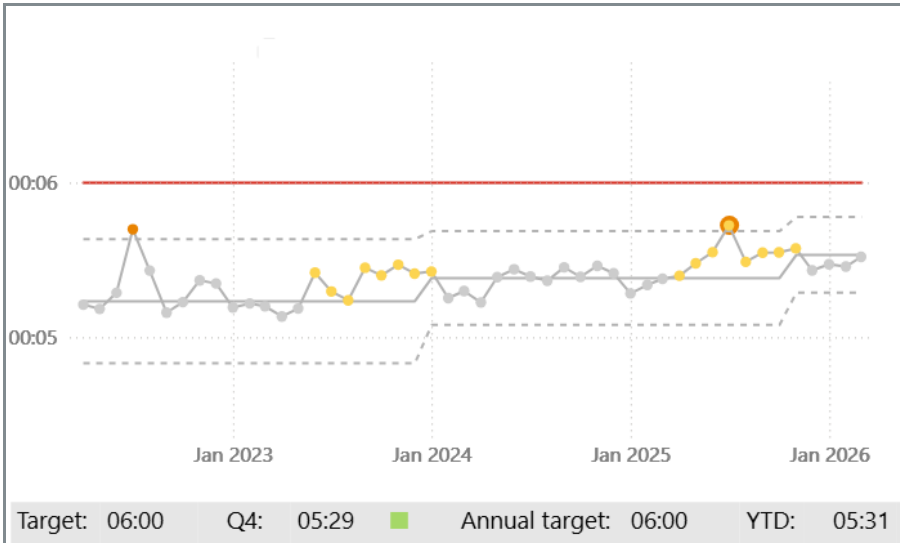
We are also working closely with partners to help them to understand when a referral should be made. Improving the quality of direct referrals helps the Brigade to provide the right support to the right people, and to make the best use of the resources we have.

Looking ahead to 2026/27, planned activity includes further improvements to user experience, the delivery of a proactive programme of themed social media content, and the development of targeted translated materials to support engagement with a wider range of communities



Protecting you

C3-01: Average first appliance arrival time



KPI definition

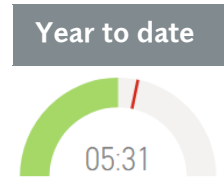
Monthly average arrival time of first fire engine to arrive at an incident within six minutes of being mobilised.

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

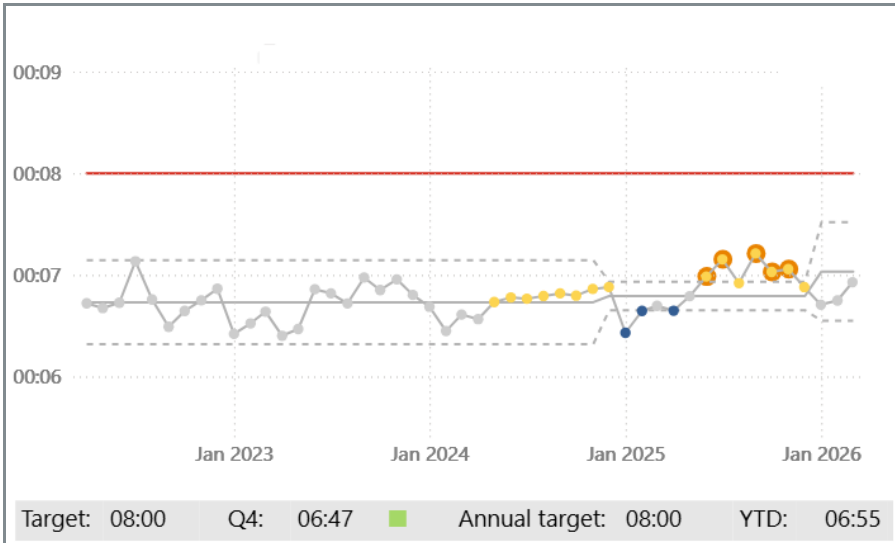
06:00



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.

C3-02: Average second appliance arrival time



KPI definition

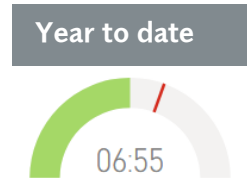
Monthly average arrival time of second fire engine to arrive at an incident within eight minutes of being mobilised.

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

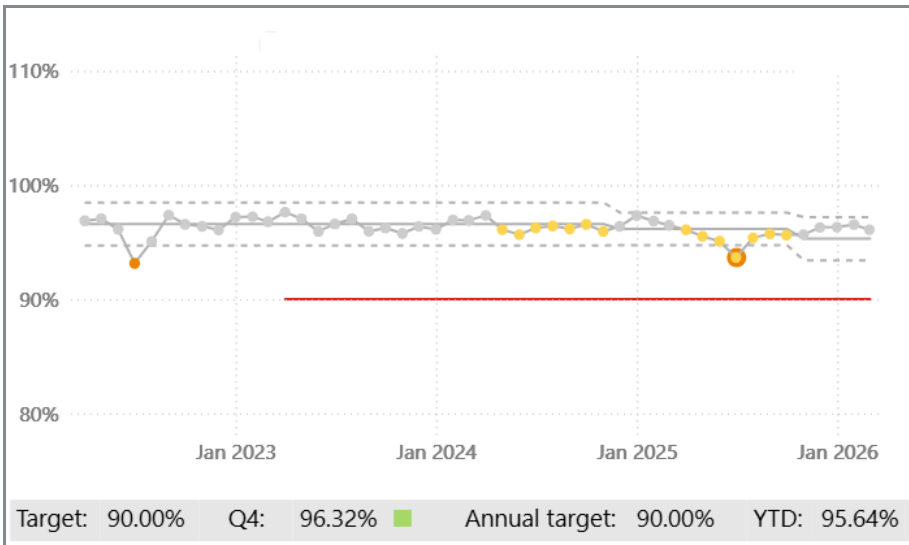
08:00



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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.

C3-03: First appliance arrival within 10 minutes



KPI definition

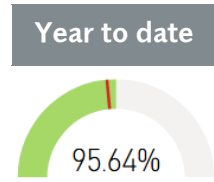
A fire engine anywhere within London in 10 minutes on 90% of occasions.

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

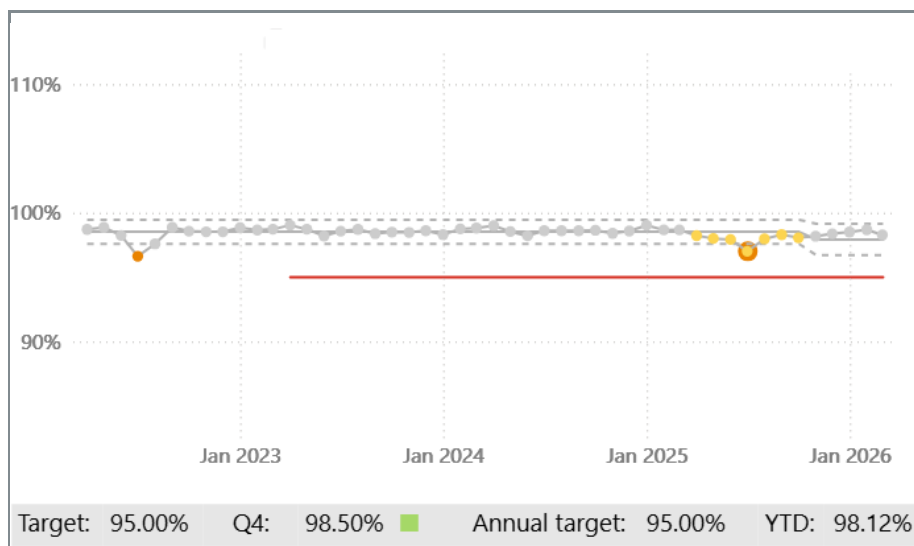
90.00%



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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.

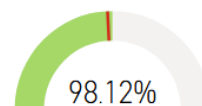
Rationale

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%

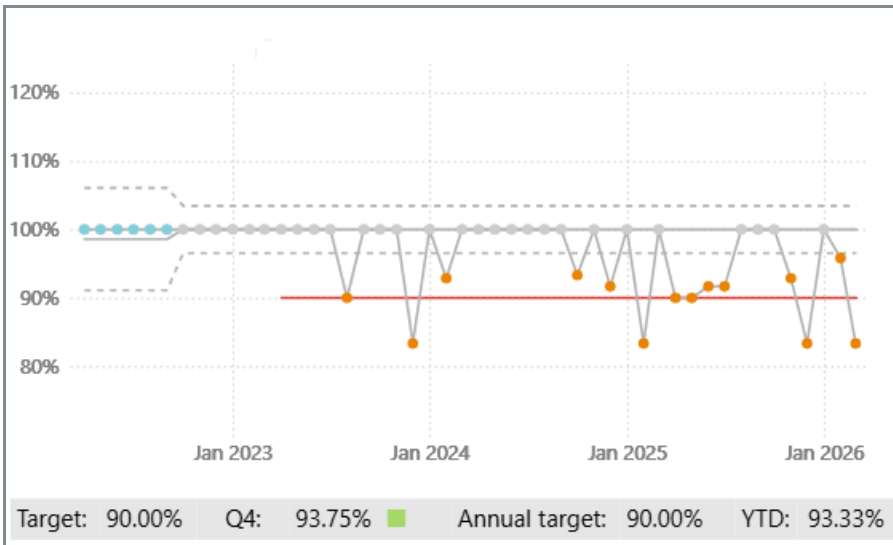
Year to date



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 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 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.

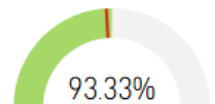
Rationale

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

Annual target

90.00%

Year to date

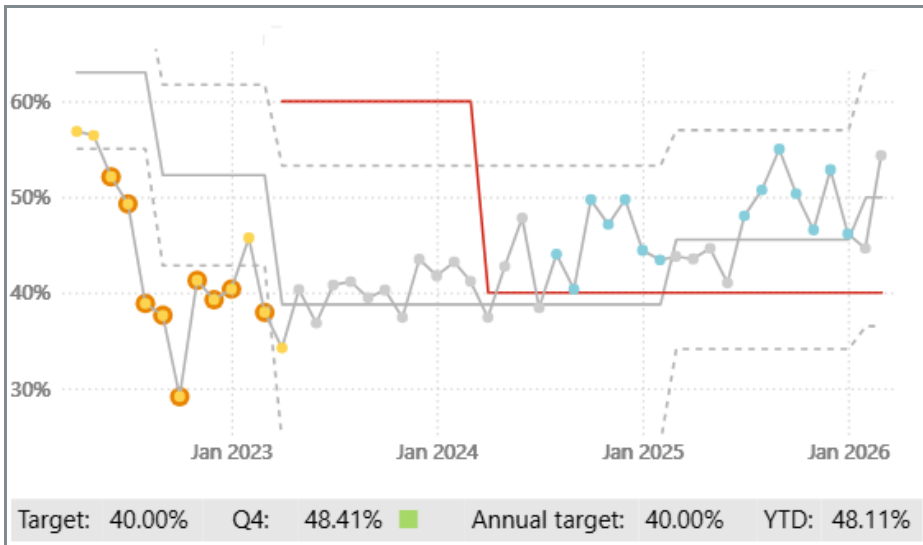


Ongoing monitoring and investigation of instances where LFB falls below target are enabling proactive, evidence-based discussions and a review of working practices and training. Most cases have been traced to data-entry errors.

We plan to report findings and implement changes in Q1 2026/27, ensuring wider learning is captured.

Prevention & Protection continue to promote the Duty Officer function and the online Contact Us form for reporting concerns about premises, working closely with the Communications team.

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.

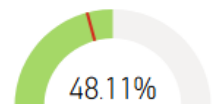
Rationale

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 against this metric has continued to improve. 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.

Following lessons from international incidents in the night-time economy, we ran targeted days of action in late December 2025. Inspection staff, supported by fire station colleagues, completed initial triage and desktop interventions alongside planned and unplanned audits and advisory visits.

Work to reduce night-time economy risks is ongoing: continuing professional development and further training are scheduled for 2026/27, and we will expand the use of Fire Safety Checks to better cover this area.

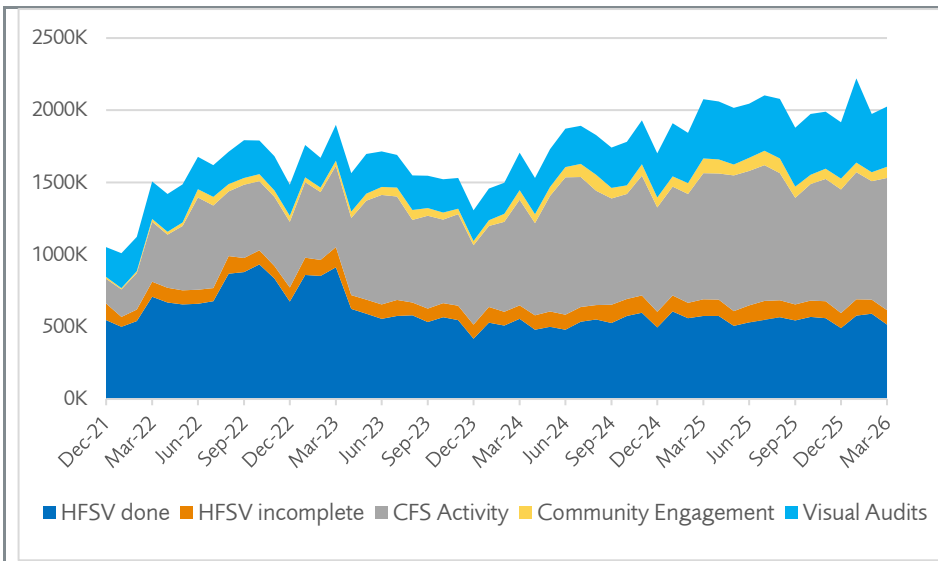
C4-01: Station staff time spent on prevention – day

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



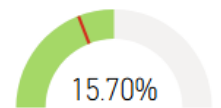
Rationale

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

12.00%

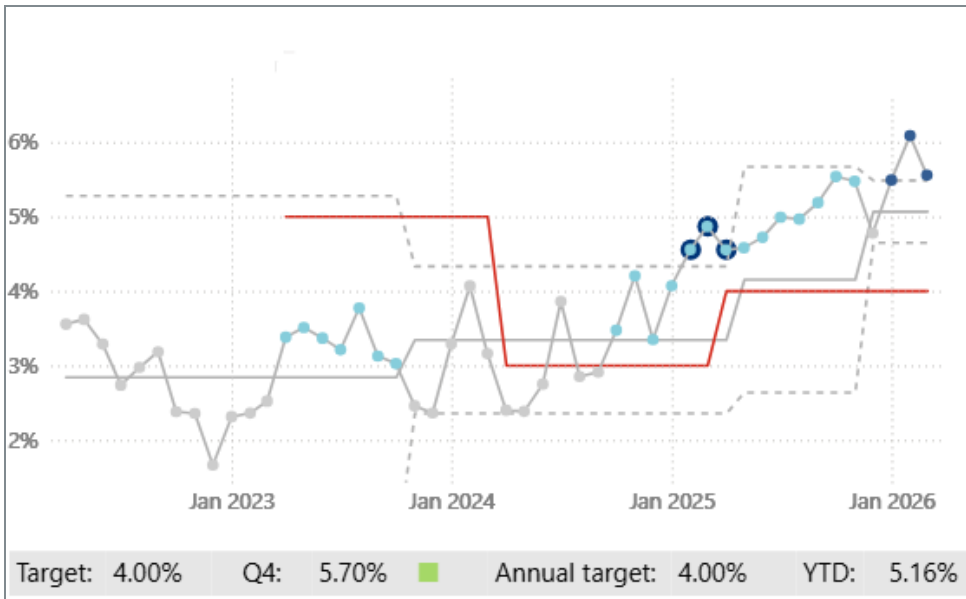
Year to date



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 15,000 times in Q4 by 1,268 people, which makes it the most viewed report in LFB. The focus for 2026 will move to first and second line assurance of these activities.

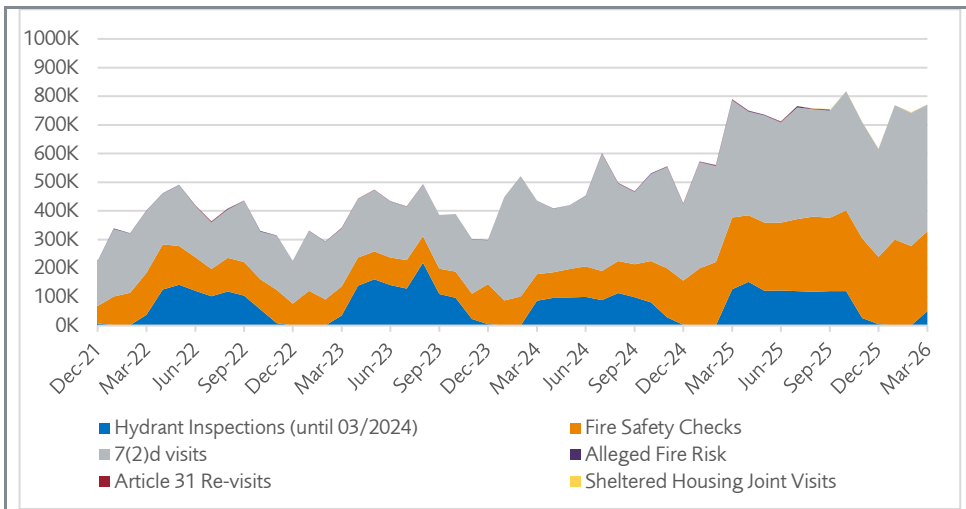
C4-02: Station staff time spent on protection - day



KPI definition

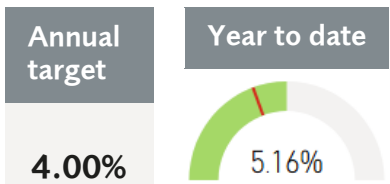
Operational staff total minutes spent per month during day shifts (09:30 - 20:00) on Fire Safety Check visits, Outside Duty (72.d inspections), visual audits and hydrant inspections.

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.



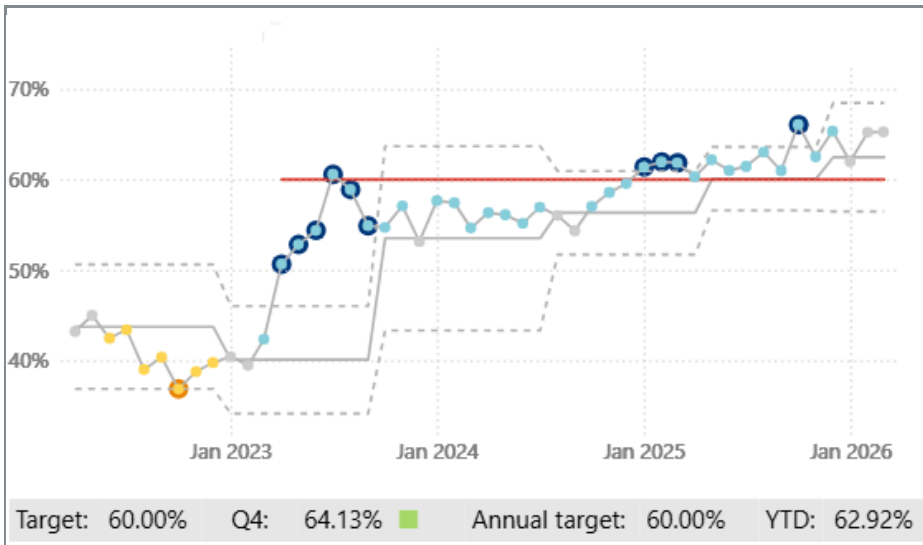
The performance for the percentage of staff time spent on protection activity remains within target.

significant performance benefits. This is demonstrated through the positive shift this year.

The Fire Stations Performance report combined with the performance management framework set against all management levels within fire stations, is reaping

The Fire Stations Performance Report was opened 15,000 times in Q4 by 1,268 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.

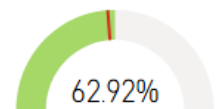
Rationale

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%

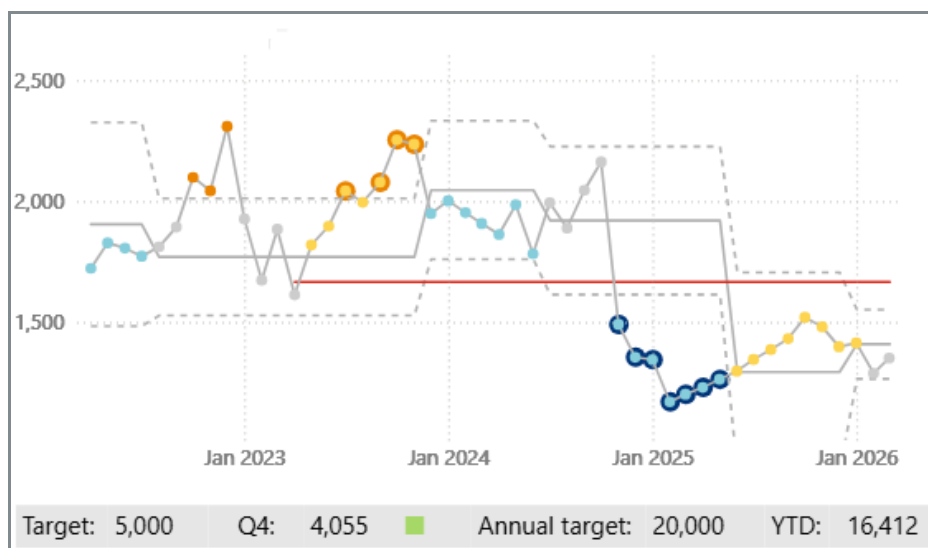
Year to date



Home Fire Safety Visits (HFSVs) enable the Brigade to focus our resources on those at the greatest risk. Our target is that 60% of our HFSVs will be carried out in high-risk households. We have exceeded this target for 15 consecutive months.

We have a number of ways to ensure that our 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 in March and April, 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.

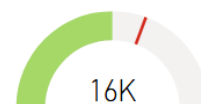
Rationale

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



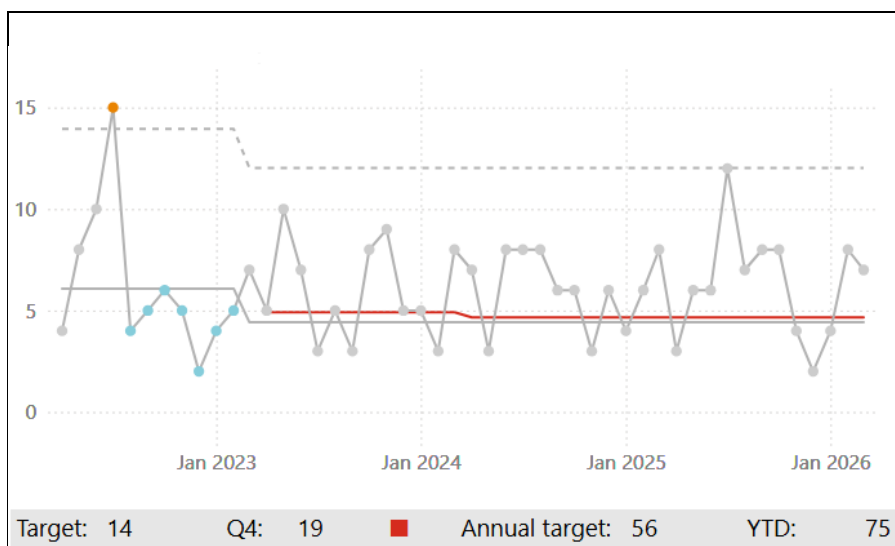
Since the implementation of the revised Automatic Fire Alarm (AFA) policy on 29 October 2024, which restricts the Brigade's attendance at AFAs in commercial buildings during business hours (with some exemptions), the LFB has seen a sustained reduction in false alarm attendances. Over the past 12 months,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

Following the uptick, further confirmation inputs and communication on challenging calls via Control have been made which could suggest the renewed downward trajectory has had an impact.



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.

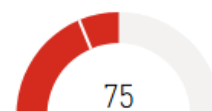
Rationale

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

Annual target

56

Year to date



19 injuries to LFB staff were reported under RIDDOR in Q4 2025/26 (there were 76 RIDDOR injuries reported for the 2025/25 financial year compared to 74 for 2024/25). In Q4, 12 RIDDOR injuries occurred during operations; 2 during training and 5 during general activities. 8 were caused by moving and handling activities, 5 events were associated with slips/trips and 2 were falls. Other events included cuts to hands, animal bites, and a knee injury while attending a road traffic collision. One RIDDOR event was reported as 'specified injury' - a firefighter suffered an ankle fracture falling over a hose at an incident.

All injuries are investigated, and recommendations are made to prevent recurrence. Of the 19 injuries reported this quarter, 6 investigations have recommended actions to prevent a recurrence. The remaining 13 investigations are ongoing. A one-day Advanced Safety Event Investigation training course has also been introduced to improve outcomes of safety event investigations and further reduce injuries.

Manual handling is still the biggest cause of injury to staff and 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. 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.

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

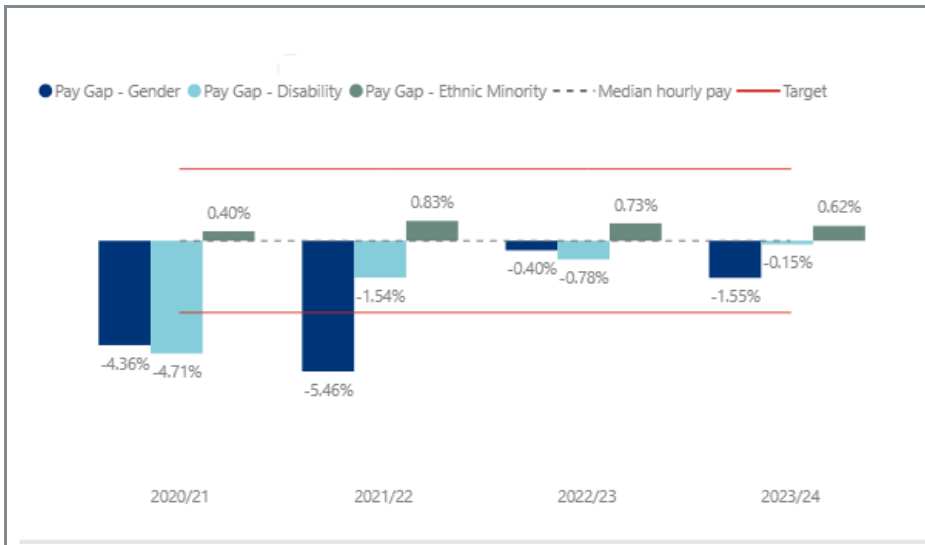
(Continued)

A quicker system of raising awareness of health and safety concerns was introduced in 2024/25. Operational News Flash was introduced to share important operational learning in a quick and agile way. Operational News Flash is for risk critical information that needs to be shared with staff very quickly. 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 January 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. This includes monitoring of the Safety Culture Improvement action plan. The multidisciplinary working group has continued to meet to specifically support effective delivery of initiatives to improve health and safety in operations and on fire stations.

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. 87 delegates have now completed and passed the NEBOSH certificate with further courses scheduled.

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.

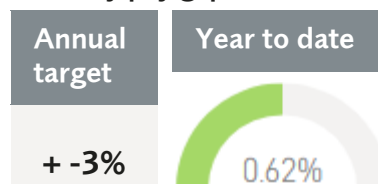
Rationale

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

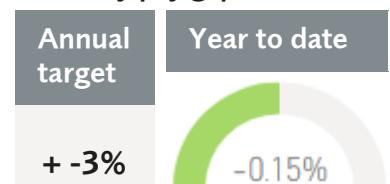
Gender pay gap



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%	Q4: -1.55% ■	Annual target: +-3%	YTD: -1.55%
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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%	Q4: 0.62% ■	Annual target: +-3%	YTD: 0.62%
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Disability Pay Gap:

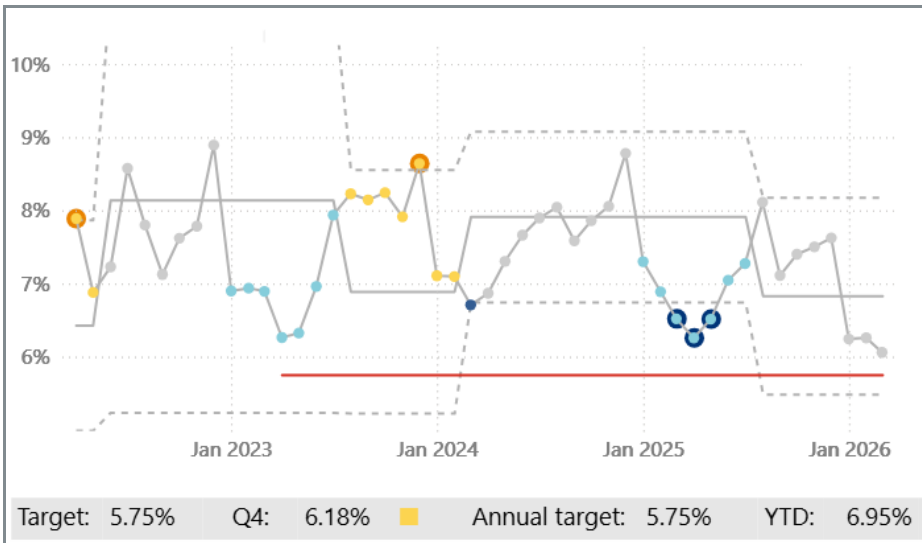
In summary, overall, analysis shows that, the disability pay gap has decreased since 2023, with staff with disabilities currently earning a mean hourly salary of £0.19 more than staff without. Last year, staff with disabilities were earning slightly more than this year and the pay gap was in their favour.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

Target: +-3%	Q4: -0.15% ■	Annual target: +-3%	YTD: -0.15%
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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 2024](#)

C5-03: Staff sickness

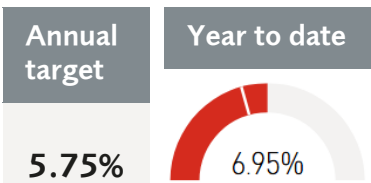


KPI definition

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.



We have recently implemented 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.

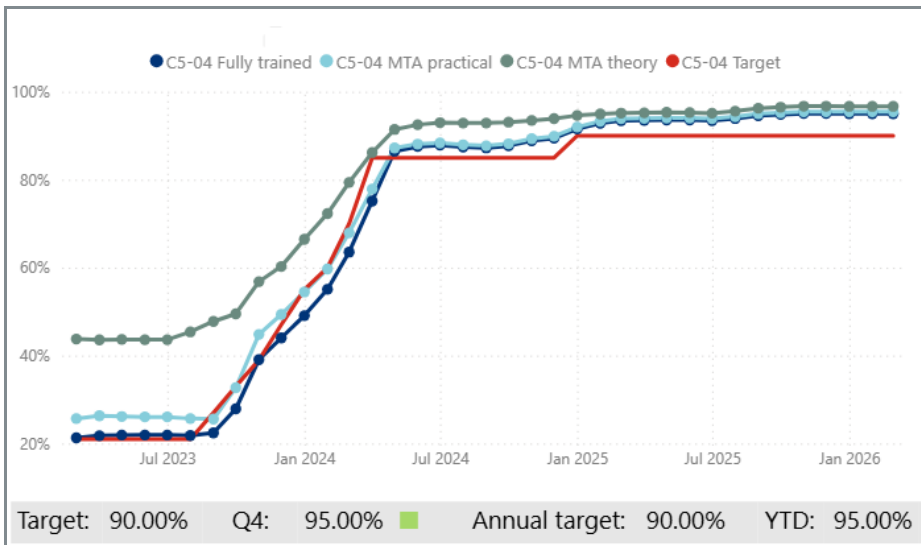
Additional groups have been added to the high-risk routine screening by CTS which include Learning and Professional Development (L&PD), Professional Standards Unit (PSU), Fire Brigade Union (FBU) reps in addition to support already offered to National

Interagency Liaison Officers (NILO) and Fire Investigation Officers (FIO).

This quarter has seen the launch of the Employee Assistance Programme (EAP). We are promoting this service to all staff so they are aware of the benefits of this intervention.

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. Delivery continues both in person and online to reach more of our staff. The team continue to work 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.

C5-04: 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.

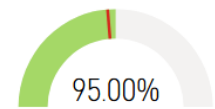
Rationale

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

Annual target

90.00%

Year to date

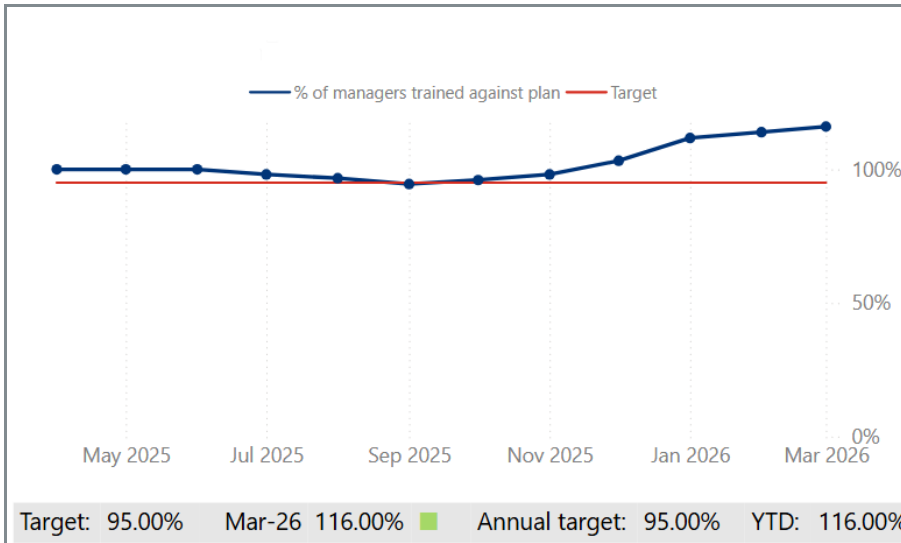


LFB has finalised the mass roll-out of the Marauding Terrorist Attack (MTA) training and has become the first service and currently one of only two in the country to have all front-line firefighters fully equipped for the most serious terror incidents.

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 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 training against plan



KPI definition

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

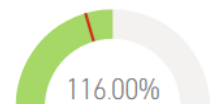
Rationale

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 Leadership Academy are exceeding their KPI, reporting 116% against the target of 95% for the percentage of managers completing a form of Leadership or Management Development against the plan; this outperformance is the result of successfully recruiting a dedicated Leadership Academy trainer, which enabled the team to increase session capacity from December and meet all dates originally offered by Establishment and Performance Team (EPT). The Leadership Academy is collaborating with Performance Analysts in the Data & Improvement department for the plan and trajectory for the 2026/27 training year.

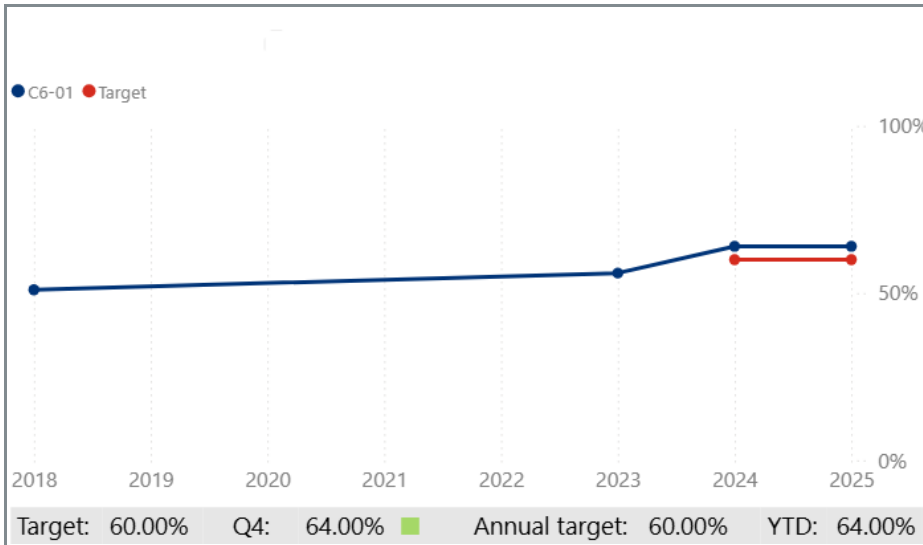
Delivery of the Foundational Management Development programme continues at a steady pace with around 55 workshops which equates to 519 managers having completed the course since the end of July 2025. This is an increase of around 200 staff since the last update.

At the time of writing feedback continues to be positive with 90% of attendees citing the subject knowledge of the facilitators as 'Excellent' or 'Very Good'. Minor amendments to the course are being actioned, where

necessary, based on feedback and changes to policies. For example, following feedback the joining instructions are being simplified and we are reviewing the new Anti-Sexual Harassment policy to ensure it is referenced in the workshop content.

The Frank Bailey Leadership programme is on track to begin delivery in June 2026. The redesign of the Gillian Tanner Programme will begin as soon as Frank Bailey is completed.

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".

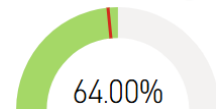
Rationale

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

Annual target

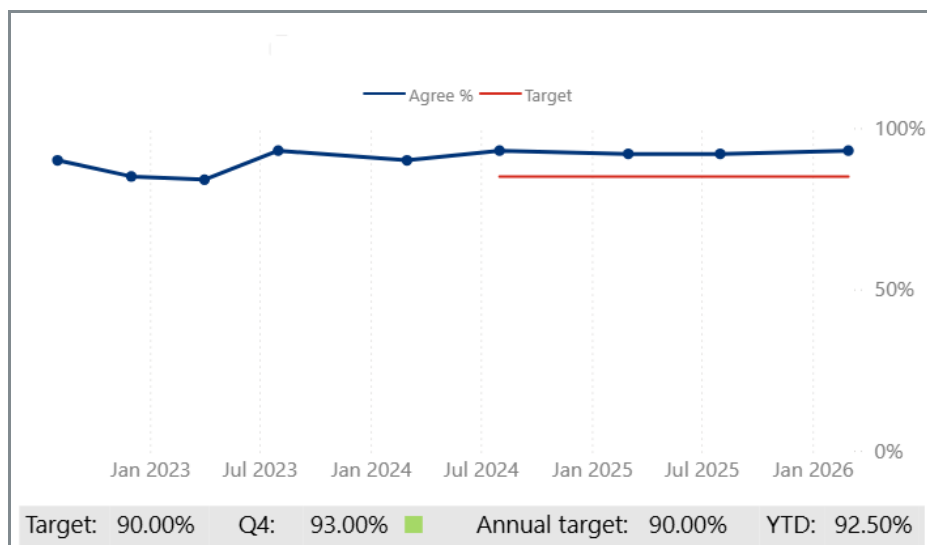
60.00%

Year to date



LFB's 2025 all-staff survey 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".

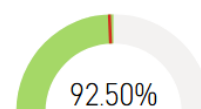
Rationale

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.

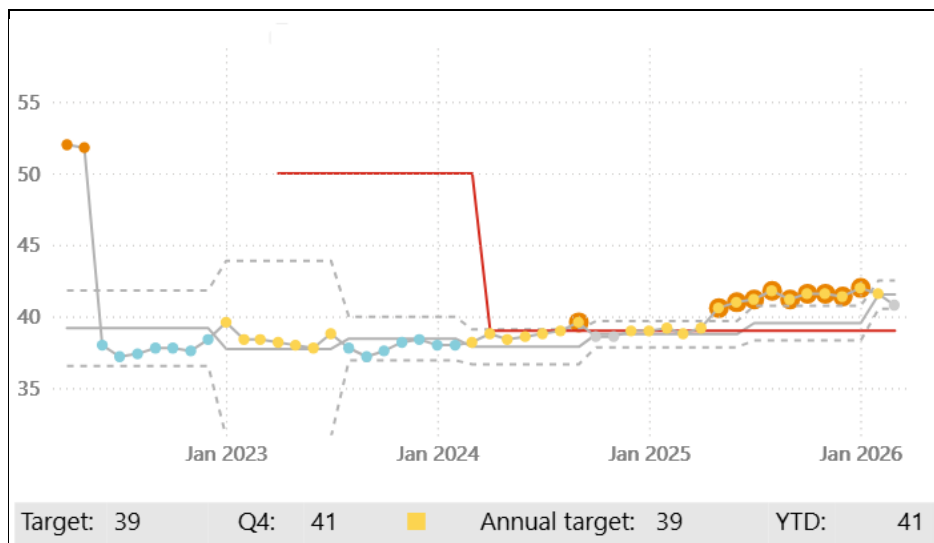
Public opinion polling is one of the measures we use to understand how different communities across London feel about LFB, what their levels of trust are and how they understand or interact with our services.

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: 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

41

The number of fire-related deaths remains above target, reflecting a small number of high impact incidents rather than a broad deterioration in fire safety. Several multi fatality fires have disproportionately affected the total, alongside emerging and persistent risk factors. In recent months, two deaths have been linked to lithium ion battery fires, reinforcing the growing risk associated with unsafe charging, storage and use of personal mobility devices and e bikes. Unsafe disposal of smoking materials continues to feature prominently in fatal fires, particularly where vulnerability, alcohol use or mobility issues are present.

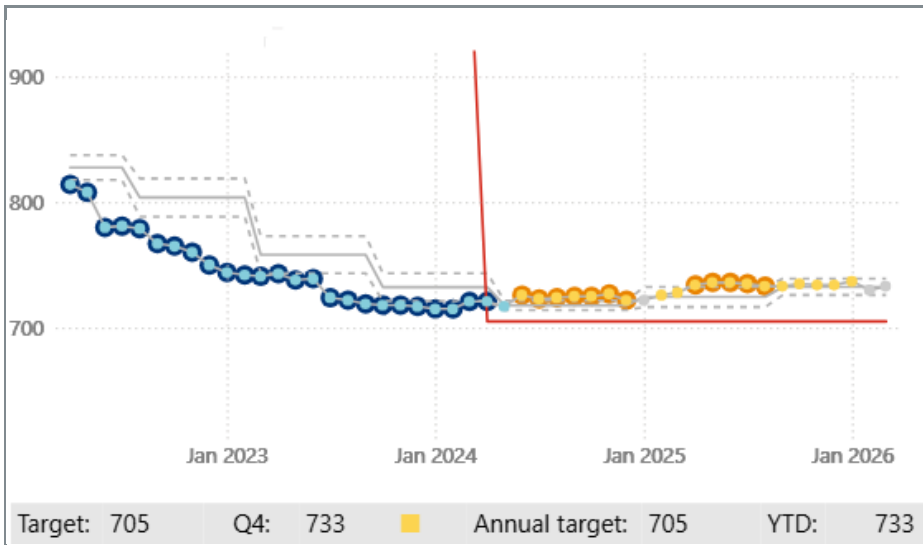
Learning from Fatal Fire Reviews (FFRs) highlights consistent themes: the concentration of risk within private dwellings; the compounding impact of smoking, lithium ion batteries and cluttered environments; and opportunities to strengthen early prevention activity, partnership working and public messaging. Reviews have also identified the need for faster, more proportionate learning to ensure emerging trends are addressed promptly.

In response, a revised Fatal Fire Review process has been implemented. A new triage based approach enables earlier scrutiny of all fatal fires and more comprehensive reviews where there is significant learning potential, including incidents involving lithium ion batteries, multiple deaths or heightened vulnerability. Organisational learning and actions are now captured and shared more consistently to inform operational practice, policy and prevention work.

Targeted action continues through prevention campaigns, including #ChargeSafe, to address lithium ion battery risks within the gig economy and wider public, alongside ongoing engagement focused on smoking related fire risk. Our Comms teams have begun summer campaigns in relation to smoking and balcony fires in response to data that indicates a 64% increase in fires caused by the careless disposal of cigarettes between April and September compared with October to March.

Through strengthened learning processes and targeted interventions, we aim to reduce preventable deaths and improve safety outcomes across London.

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.

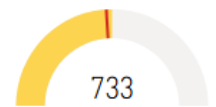
Rationale

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

Annual target

705

Year to date



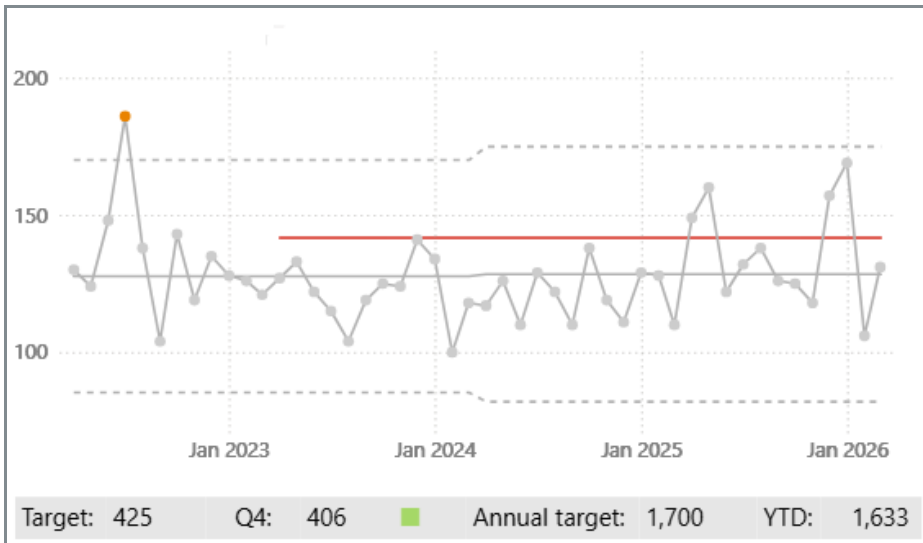
LFB is reporting slightly outside the new target of 705.

For quarter 4 in terms of ignition source groups, cookers remain the top ignition source for fire injuries (17.8%), followed by electrical distribution, which includes lithium-ion batteries (10.8%) and smoking related fires (10.2%). While fire injuries from cooking fires are on the decline (24.5% of fire injuries in 2021/22 to 19.3% in 2025/26), we have seen an increase in vehicle related fire injuries (2.9% to 4.2%) which includes e-bikes and e-scooters. Fire injuries caused by batteries / generators (including lithium-ion batteries) have also increased over the last 4 years, resulting in 60 fire injuries in 2025/26, compared to 25 in 2021/22. 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. We have seen nine multi-injury fires in Q1 with two incidents leading to eight fire injuries each, eight multi-injury fires in Q2, five in Q3 including an incident with 9 Fire Injuries,

and three in Q4 which includes an incident with 9 Fire 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.

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

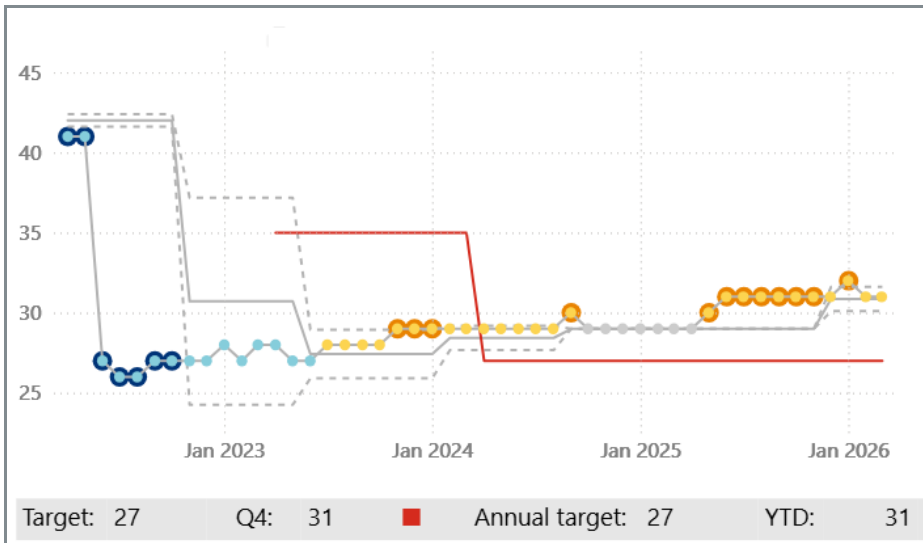
1,700

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.

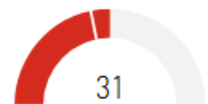
Rationale

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

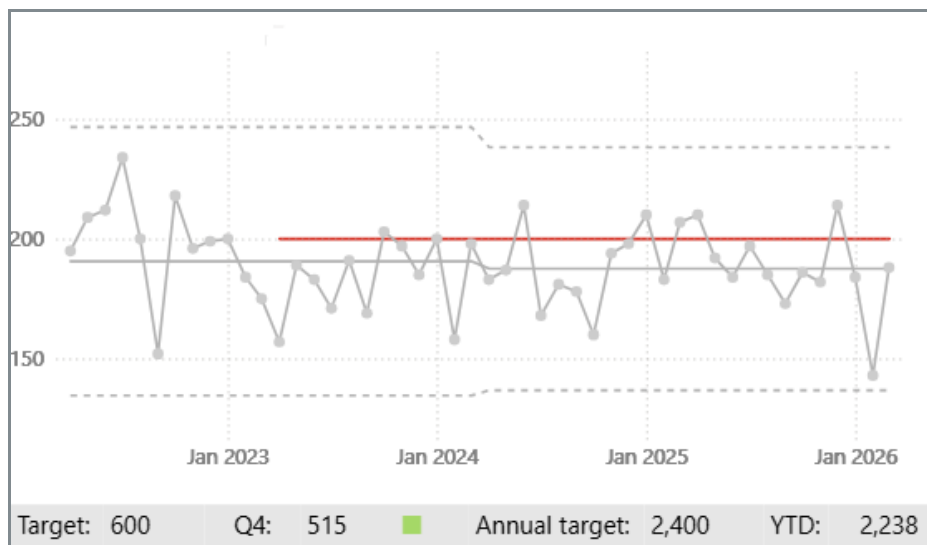
Year to date



While it is noted that performance is outside of the target, the Brigade continues to prioritise fire safety in care homes and supported living environments where the most vulnerable members of society reside. Common causes have included the inappropriate management of smoking materials and failures involving medically supplied equipment—highlighting the need for targeted intervention.

Recent data suggests some decline in the number of fires however the Brigade will continue to look ahead and will continue working closely with care providers and support fire stations to ensure that relevant safety information is effectively shared. The aim is to reduce fire risk through collaborative engagement and sustained prevention efforts.

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.

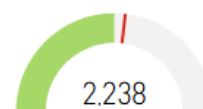
Rationale

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

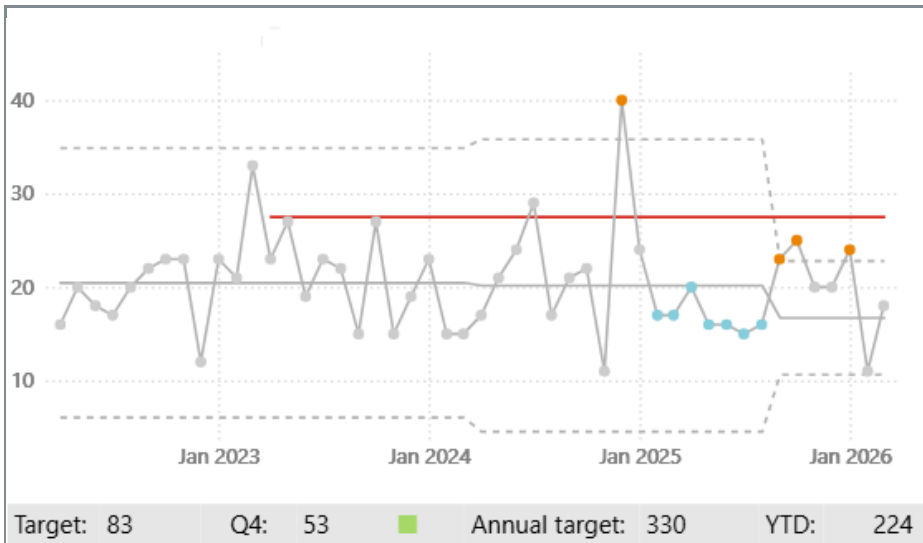
Year to date



This performance continues to be within target despite the number of residential flats continuing to increase. The Q4 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.

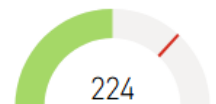
Rationale

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

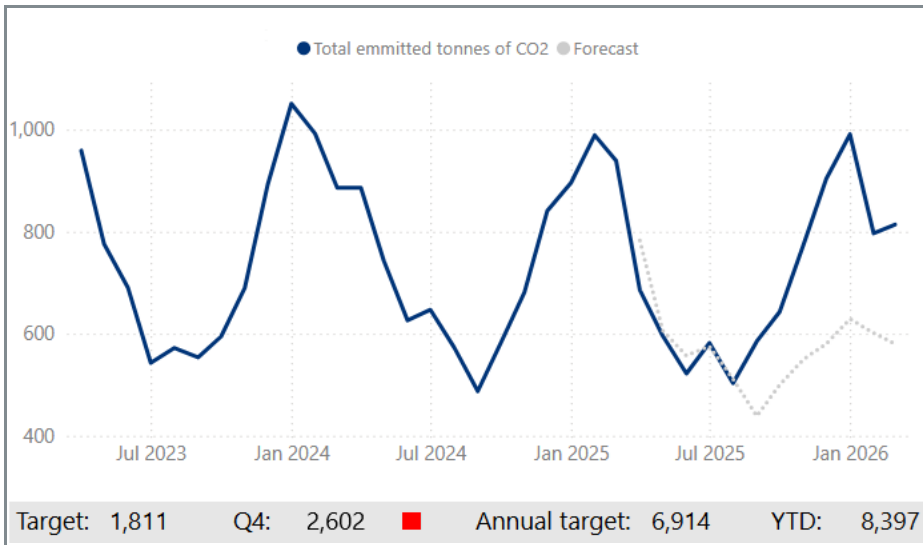
Year to date



While it is noted that performance is below target, the Brigade continues 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.

Recent data suggests some decline in the numbers of fire however the Brigade will continue to look ahead and will continue working closely with care providers and support fire stations to ensure that relevant safety information is effectively shared. The aim is to reduce fire risk through collaborative engagement and sustained prevention efforts.

C7-07: Net zero carbon by 2030

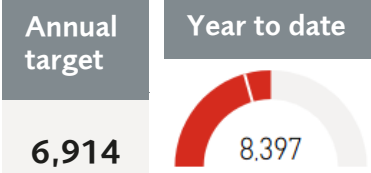


KPI definition

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 section organisation to reduce our impact on the environment.



The capital projects to deliver a further 10 decarbonised fire stations in 2025/26 have been delayed and these will now be delivered in 2026/27. As a consequence, the emitted CO₂ figure is higher than the forecasted figure. Overall, the LFB are showing a CO₂ reduction for the period of April to February 2025 when compared to 2024.

LFB entered into 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 resolved the challenges in receiving Electricity and Gas data from the new energy supplier and the CO₂ data for Electricity and Gas is now available from April 2025 to November 2025 (there is a 6 week lag for Electricity data). 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's 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.

