

**YOUR
LONDON
FIRE
BRIGADE**

Key Performance Indicator report

Q3 DECEMBER 2025

L | F | B
LONDON FIRE BRIGADE

Data as of 20 January 2026

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Performance at a glance – Quarter 3 2025/26

Engaging with you

STAFF COMPOSITION – WOMEN %
(C1-02)

18.89%

Up by 0.08 pp.* compared to last quarter
Down by 0.07 pp. compared to last year

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

18.77%

Up by 0.02 pp. compared to last quarter
Up by 0.31 pp. compared to last year

STAFF COMPOSITION – DISABILITY %
(C1-04)

9.30%

Up by 0.03 pp. compared to last quarter
Down by 0.16 pp. compared to last year

ONLINE HOME FIRE SAFETY CHECKS
(C2-01)

1,421

Up by 165 compared to last quarter
Down by 1,014 compared to last year

Protecting you

1st APPLIANCE ARRIVAL TIMES
(C3-01)

05:31 (min:sec)

Down by 4 seconds compared to last quarter
Up by 6 seconds compared to last year

2nd APPLIANCE ARRIVAL TIMES
(C3-02)

06:59 (min:sec)

Down by 7 seconds compared to last quarter
Up by 8 seconds compared to last year

TIME SPENT ON PREVENTION %
(C4-01)

15.40%

Down by 0.52 pp. compared to last quarter
Up by 1.22 pp. compared to last year

TIME SPENT ON PROTECTION %
(C4-02)

5.25%

Up by 0.20 pp. compared to last quarter
Up by 1.58 pp. compared to last year

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

64.70%

Up by 2.86 pp. compared to last quarter
Up by 6.38 pp. compared to last year

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

4,389

Up by 224 compared to last quarter
Down by 620 compared to last year

* pp. Percentage points

Performance at a glance – Quarter 3 2025/26

Learning from others

RIDDOR INCIDENTS

(C5-01)

14

Down by 13 compared to last quarter
Down by 1 compared to last year

STAFF SICKNESS %

(C5-03)

7.51%

Up by 0.01 pp. compared to last quarter
Down by 0.72 pp. compared to last year

Adding value

FIRES IN HOUSES AND BUNGALOWS

(C7-03)

396

Same compared to last quarter
Up by 28 compared to last year

FIRES IN FLATS

(C7-05)

579

Up by 24 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 Q3

HMI ROUND 3 AREAS FOR IMPROVEMENT COMPLETED

1/11

No change in Q3

HMI MISCONDUCT RECOMMENDATIONS COMPLETED

15/15

1 closed in Q3

HMI VALUES & CULTURE RECOMMENDATIONS COMPLETED

16/20

No change in Q3

LFB performance summary – On target KPIs

| Code | Indicator name | Dec-25 value | Dec-25 point | Target | Q3 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 | 6.29% | ○ | 4.60% | 6.29% | 4.60% | On target |
| C3-01 | Average first appliance arrival time | 05:26 | ● | 06:00 | 05:31 | 06:00 | On target |
| C3-02 | Average second appliance arrival time | 06:53 | ● | 08:00 | 06:59 | 08:00 | On target |
| C3-03 | First appliance arrival within 10 minutes | 96.29% | ● | 90.00% | 95.86% | 90.00% | On target |
| C3-04 | First appliance arrival within 12 minutes | 98.38% | ● | 95.00% | 98.21% | 95.00% | On target |
| C3-05 | Alleged fire risks addressed within 3 hours | 83.33% | ● | 90.00% | 92.86% | 95.00% | On target |
| C3-06 | Ratio of high-risk audits completed | 54.69% | ● | 40.00% | 50.39% | 40.00% | On target |
| C4-01 | Station staff time spent on prevention - day | 14.83% | ● | 12.00% | 15.40% | 12.00% | On target |
| C4-02 | Station staff time spent on protection - day | 4.75% | ● | 4.00% | 5.25% | 4.00% | On target |
| C4-03 | Percentage of high-risk home fire safety visits | 65.51% | ● | 60.00% | 64.70% | 60.00% | On target |
| C4-04 | False alarms due to automatic fire alarm (AFA) in non-domestic buildings | 1,393 | ● | 20,000 | 4,389 | 5,000 | On target |
| C5-01 | Reporting of injuries, diseases and dangerous occurrences regulations | 2 | ● | 56 | 14 | 14 | 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) | 97.50% | ○ | 90.00% | 97.50% | 90.00% | On target |
| C5-05 | Percentage of managers who have completed training against plan | 103.21% | ○ | 95.00% | 103.21% | 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 |

| Code | Indicator name | Dec-25 value | Dec-25 point | Target | Q3 value | Q target | On/Off 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 | 153 | ● | 1,700 | 396 | 425 | On target |
| C7-05 | Number of fires – flats | 211 | ● | 2,400 | 579 | 600 | On target |
| C7-06 | Number of fires – care homes and supported living | 20 | ● | 330 | 65 | 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)

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.

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

Showing above average performance over the last 12 months and each month in Q3 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.

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

RIDDORs are reporting as on target in Q3 with 14 injuries, a decrease of 13 compared to last quarter.

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 | Dec-25 value | Dec-25 point | Target | Q3 value | Q target | On/Off target |
|-------|-------------------------------------------------------------|--------------|--------------|--------|----------|----------|-------------------------|
| C1-02 | Staff composition – gender (women) | 18.89% | ○ | 20.00% | 18.89% | 20.00% | Off target (within 10%) |
| C1-03 | Staff composition – ethnic minority staff | 18.77% | ○ | 19.00% | 18.77% | 19.00% | Off target (within 10%) |
| C1-04 | Staff composition – disability | 9.30% | ○ | 10.00% | 9.30% | 10.00% | Off target (within 10%) |
| C2-01 | Triages via our online home fire safety checker | 596 | ● | 18,000 | 1,421 | 4,500 | Off target |
| C5-03 | Staff sickness | 7.63% | ● | 5.75% | 7.51% | 5.75% | Off target |
| C7-01 | Number of fire deaths | 41 | ● | 39 | 41 | 39 | Off target (within 10%) |
| C7-02 | Number of fire injuries | 734 | ● | 705 | 734 | 705 | Off target (within 10%) |
| 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 (monthly) | 648 | ○ | 6,914 | 591 | 500 | Off target |

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- 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 Q3, though we have seen an improvement in the each KPI compared to Q2.

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.

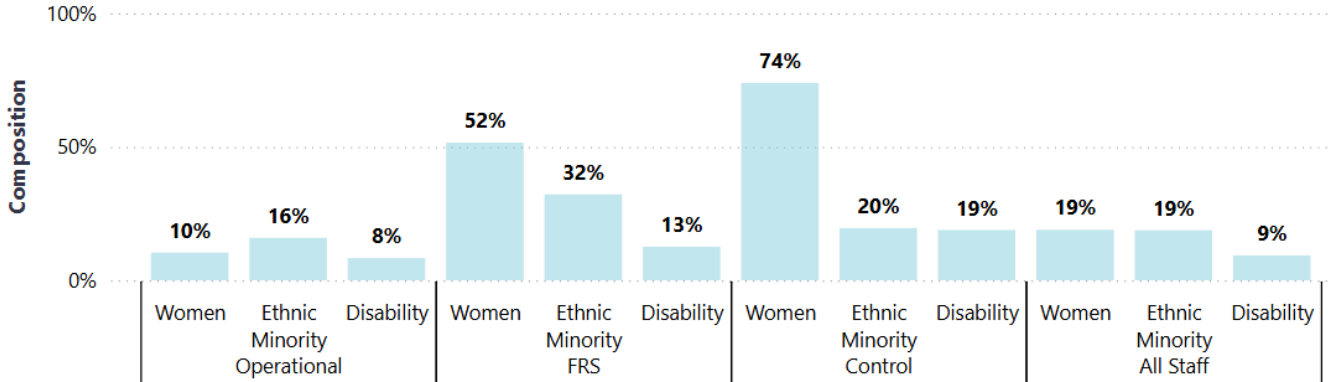
Fire injuries (C7-02)

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

Workforce Composition Data as at 05 January 2026

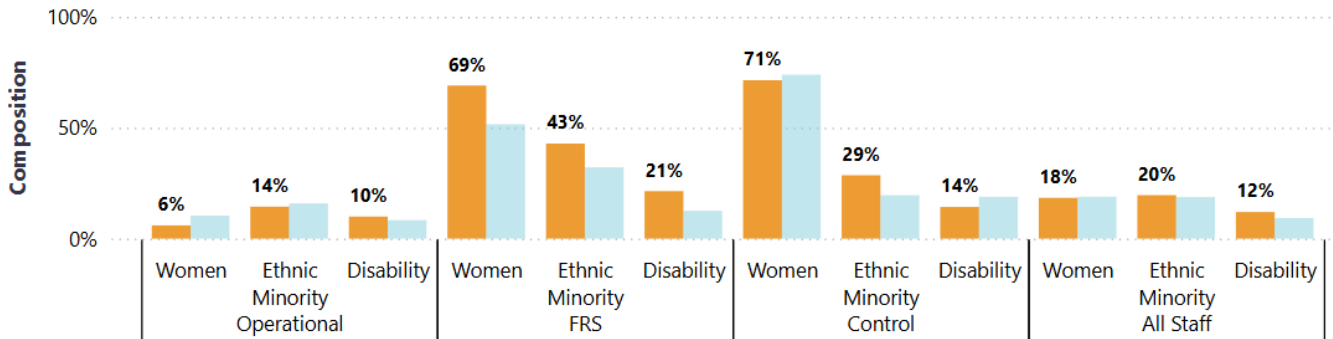
Overall Staff Composition



Promotions 12 month rolling data ending 05 January 2026

Promotions (12 Month Rolling)

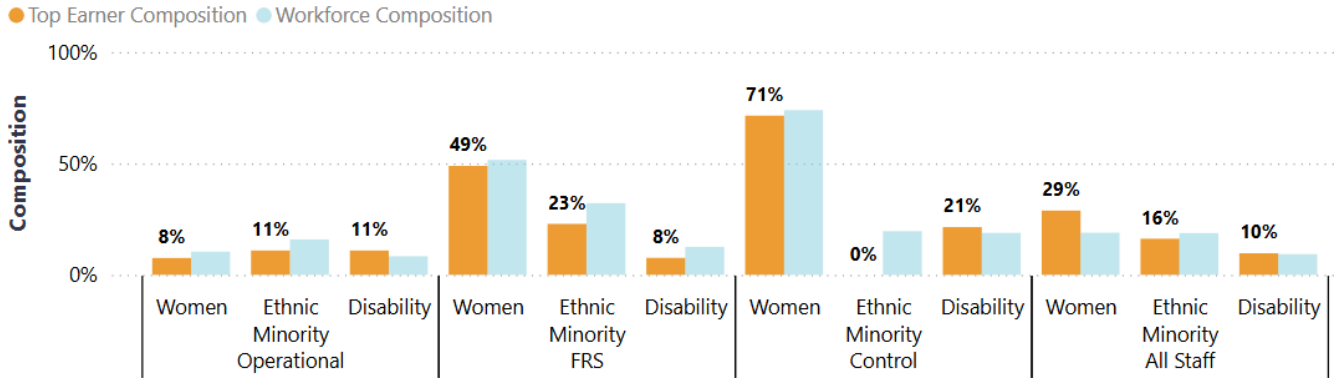
● Promotion Composition ● Workforce Composition



Workforce data

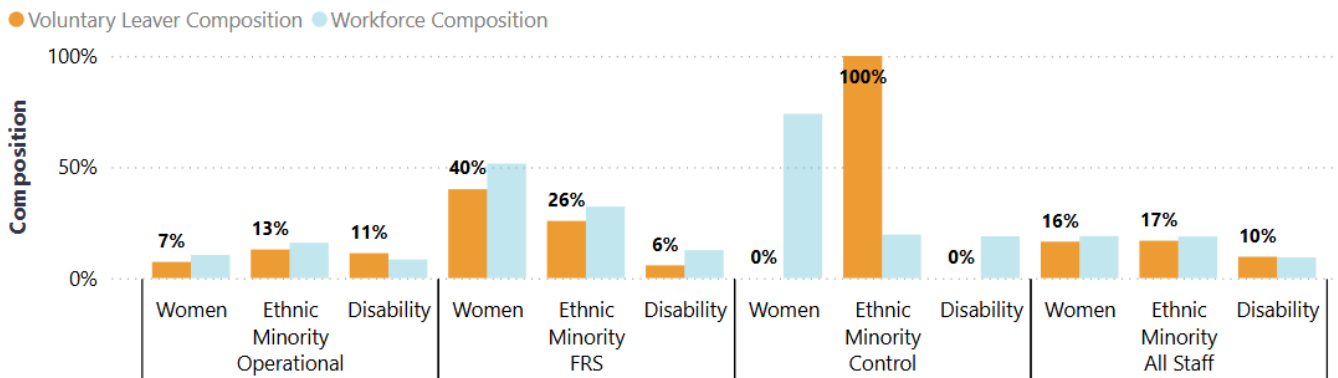
Top Earners Data as at 05 January 2026

Top Earners



Voluntary Leavers 12 month rolling data ending 05 January 2026

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 05 January 2026)

EMERGENCY (999) CALLS

225,976

SPECIAL SERVICES

56,245

Effecting entry/exit: **14,259**

Flooding: **8,091**

Shut in lift releases: **7,009**

Road traffic collisions: **4,430**

Making safe: **1,022**

Spills and leaks: **517**

Not all special services are included in the breakdown above

FALSE ALARMS

61,411

Automatic fire alarms (AFAs): **46,775**

AFAs in non-domestic buildings: **16,016**

False alarm good intent: **13,314**

Malicious (hoax) calls: **1,321**

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

FIRES

19,545

Primary fires: **8,952**

Secondary fires: **10,582**

Fires in the home: **4,878**

Outdoor fires: **11,172**

Rubbish fires: **5,152**

Grass and open land fires: **5,004**

Arson incidents: **2,142**

Non-domestic buildings fires: **1,520**

Road vehicles: **1,557**

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

The fire categories in the breakdown above are not mutually exclusive

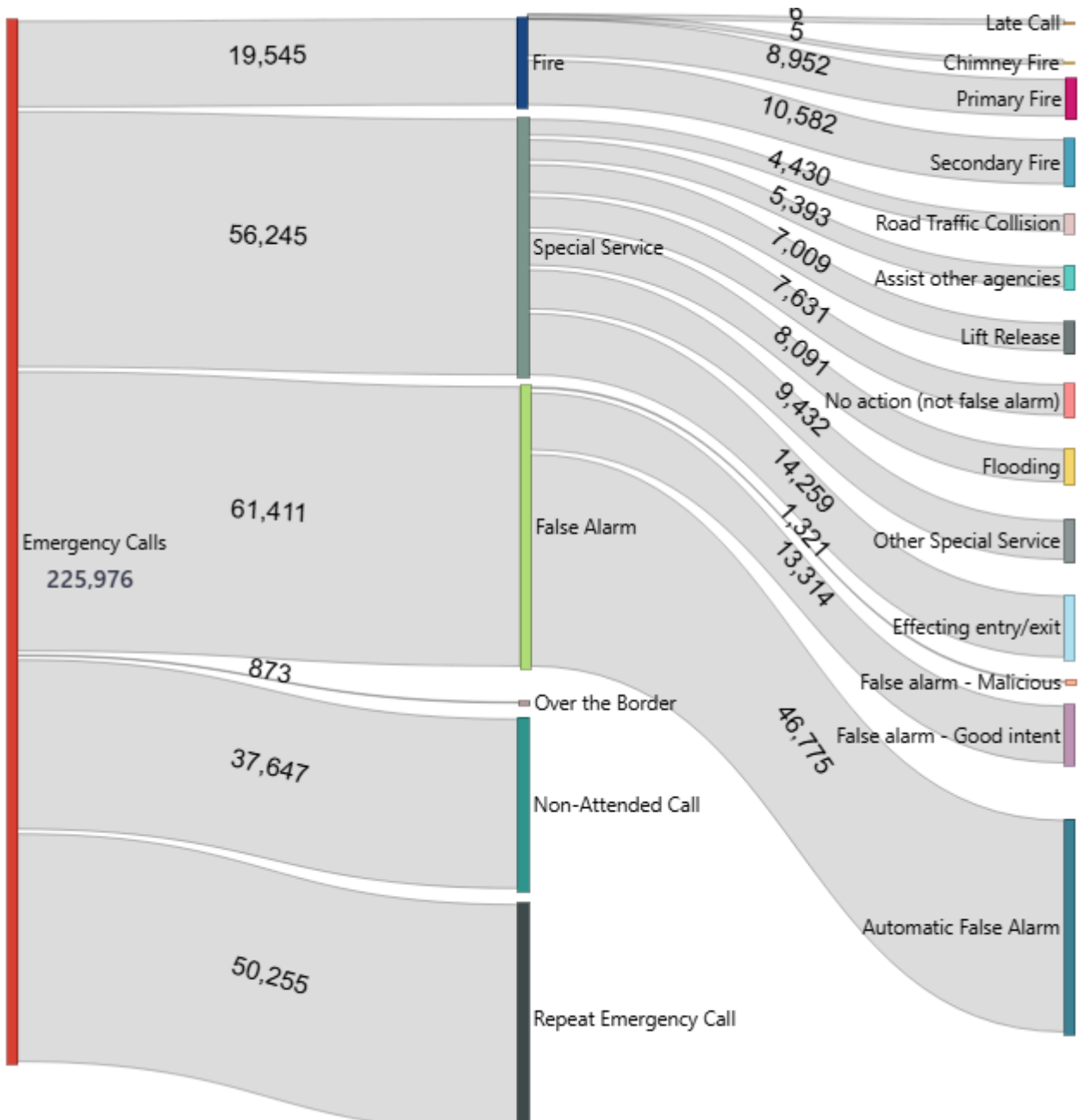
OUTSIDE LONDON

873

ALL EMERGENCY INCIDENTS ATTENDED

138,074

Incidents in numbers (12 month rolling data ending 05 January 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.

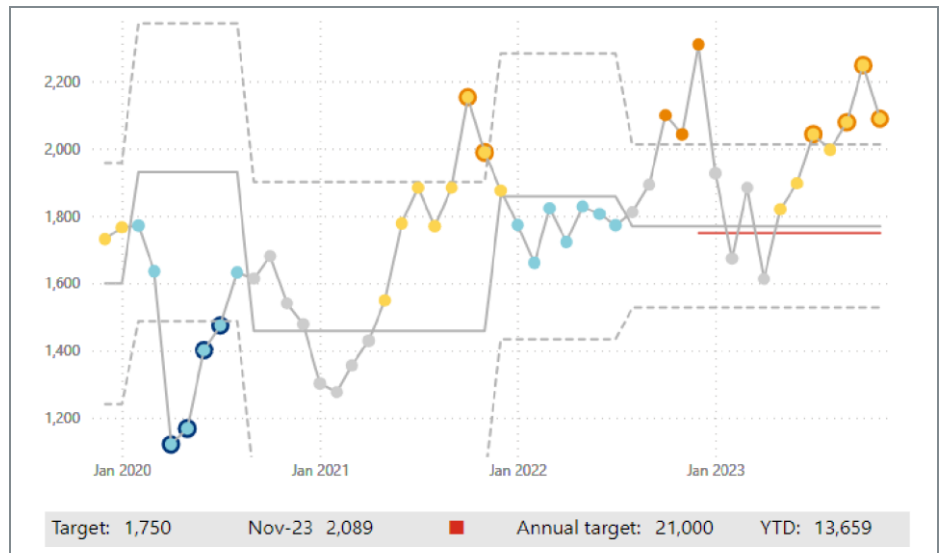
We can also use SPC charts to determine if an improvement (i.e. a project) is actually making the positive change we expect and use them to predict

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.

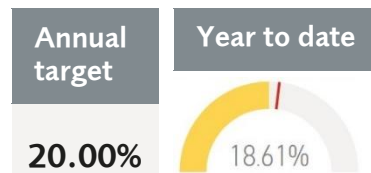
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- No change.
- Not visualised as Statistical Process Control (SPC).



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

Tracking Progress to date

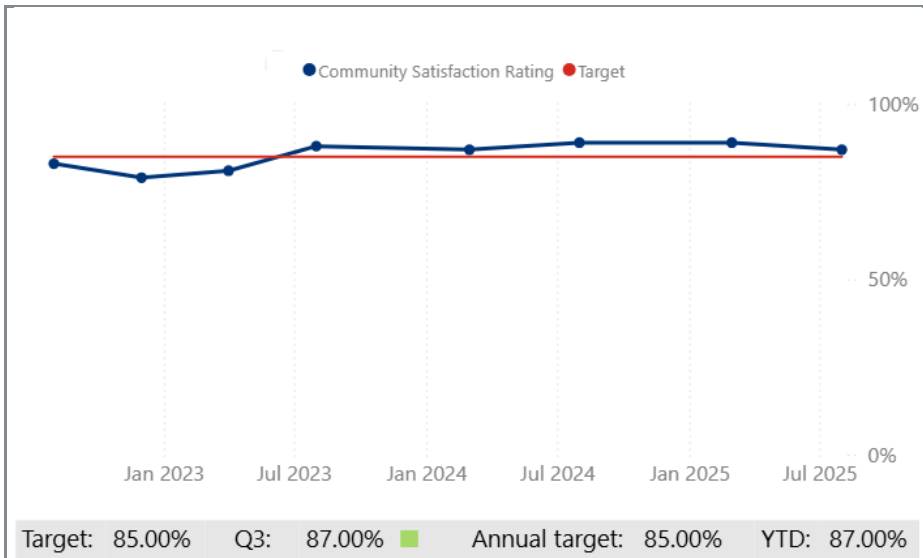
Whilst the SPC charts are used to monitor performance over time, we have also included a visual for each Key Performance Indicator (KPI) which shows Year to Date (YTD) performance. For example, the visual above shows cumulative performance of 18.61% YTD which is just below the target represented by a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





Engaging
with you

C1-01: Community satisfaction ratings

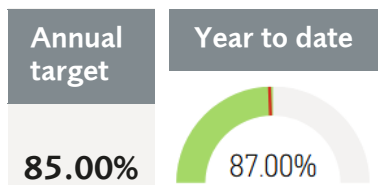


KPI definition

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.

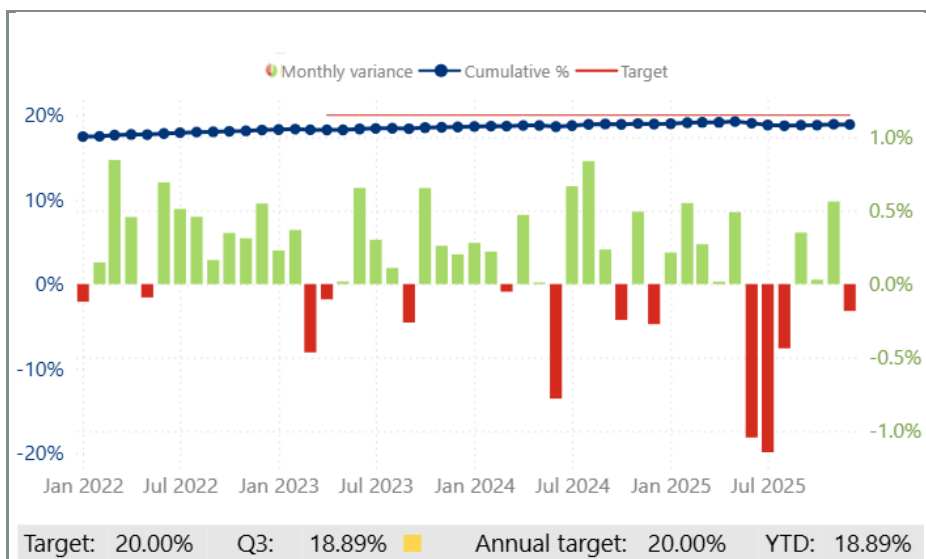


The most recent poll, carried out in August 2025, showed that 87% of respondents agreed that 'the services provided by LFB are the right services', which meets our target of 87%. This is 2% lower than the previous poll, in March 2025, but this shift is not considered to be statistically significant. 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. 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)

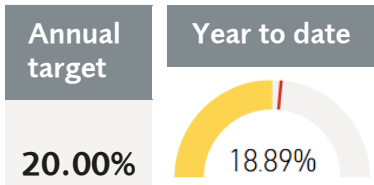


KPI definition

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 Q3, total staff numbers (all occupational groups) were 5840. Of these 1104, 18.9% are women which is a very slight upturn from Q2. Operational staff made up 80.6% of the workforce, and 10.4% of those (4707) 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 31 December 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 31 December 2025 (Q3), 6.3% were women (15.2% in Q2). This decline in % between Q2 and Q3 appears to be a temporary decline based on our future pipelines are showing 23.53% are women for the January – March 2026 cohort for firefighter trainees.

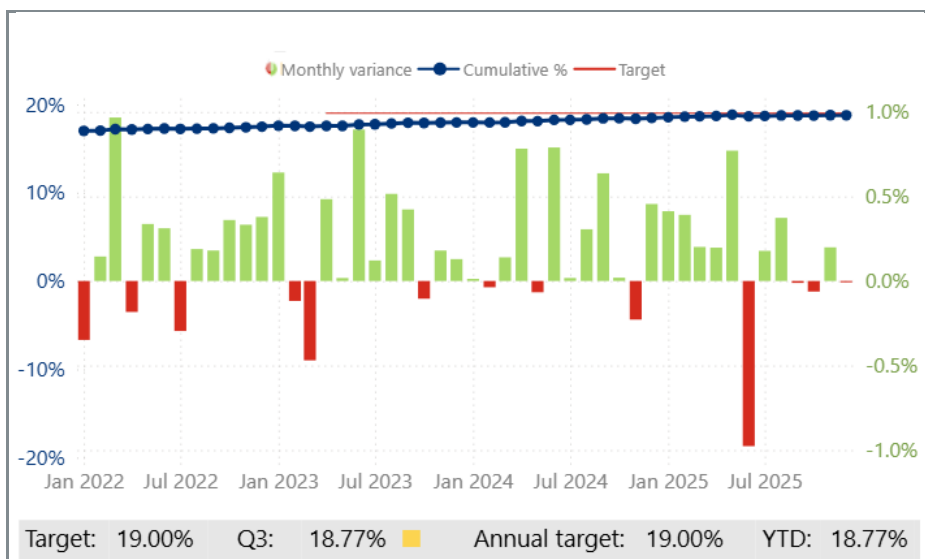
As part of the Brigade's response to HMICFRS Areas for Improvement (AFI) 007, a Resourcing and Recruitment project was stood up in April 2025. Within a clear mandate within this workstream we have identified key barriers to employment and we are now working on how/if barriers can be overcome, we have procured an expert agency to help us develop an Employee Value Proposition, 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.

C1-03: Staff composition - ethnic minority staff

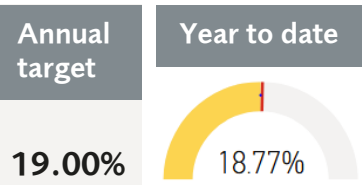


KPI definition

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.



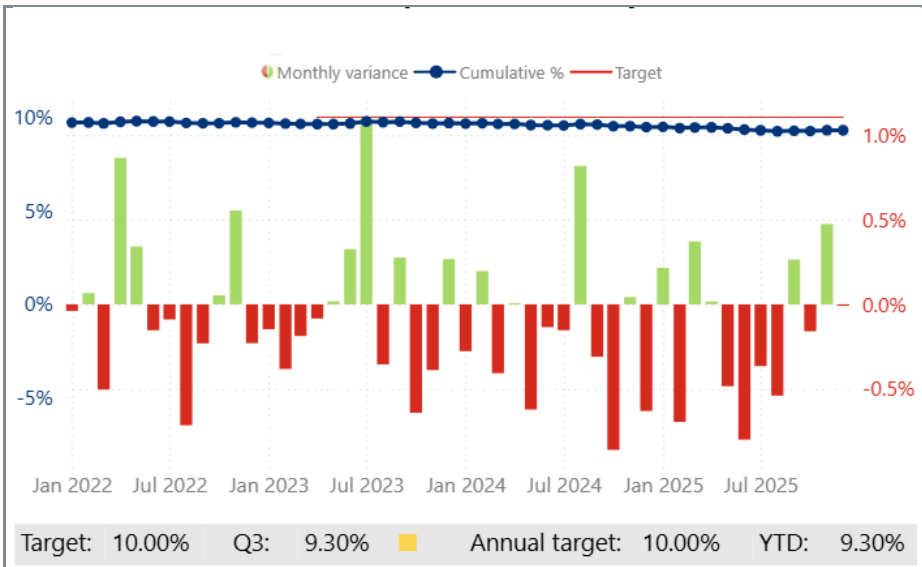
LFB has demonstrated steady progress in improving ethnic diversity across its workforce seeing a very slight upturn again in Q3. At Q3, 15.9% of operational staff were from ethnic minority backgrounds. There are a number of constraints impacting the speed with which workforce composition can be changed. These include a fixed budgeted establishment, low turnover and low intake numbers. The turnover rate to 31 December 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 31st December 2025, 25% 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. Within a clear mandate within this workstream 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 to help us develop an Employee Value Proposition, our Outreach Strategy has been 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.

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. 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 and most recently the Positive Impact day which focussed on ethnic minority females.

C1-04: Staff composition - disability

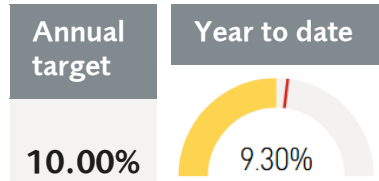


KPI definition

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 Q3 highlighted that 9.3% of staff disclosed a disability which is a very slight rise to Q2, 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. 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. Within a clear mandate within this workstream 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 to help us develop an Employee Value Proposition, our Outreach Strategy has been agreed at Board which will include looping into the EVP as well as

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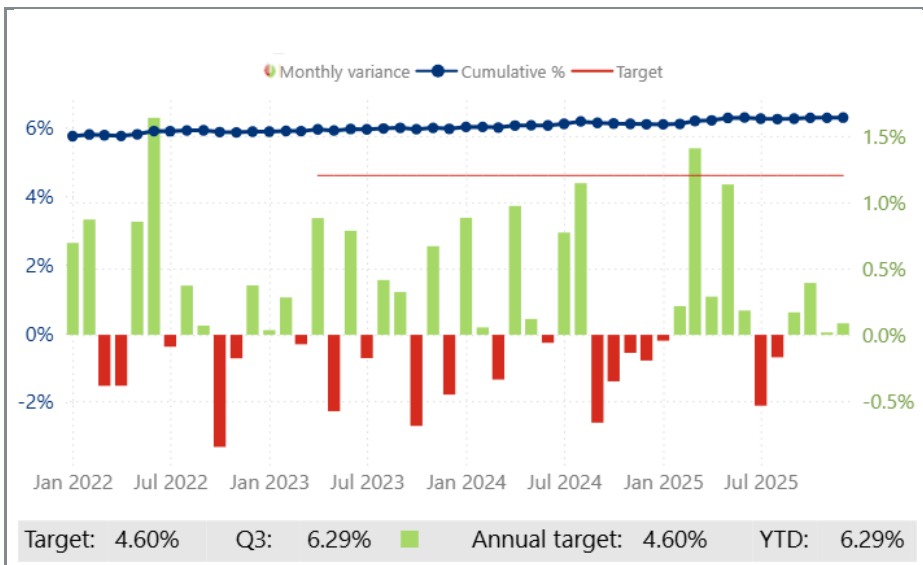
Separately, Organisational Development are also looking at barriers to progression with particular focus on underrepresented groups to identify issues and ways to address them and we are aligning our activity and findings.

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

The project recently reached out to the LFB Community Forum; this group gave 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 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 | Year to date |
|---------------|--------------|
| 4.60% | 6.29% |

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.

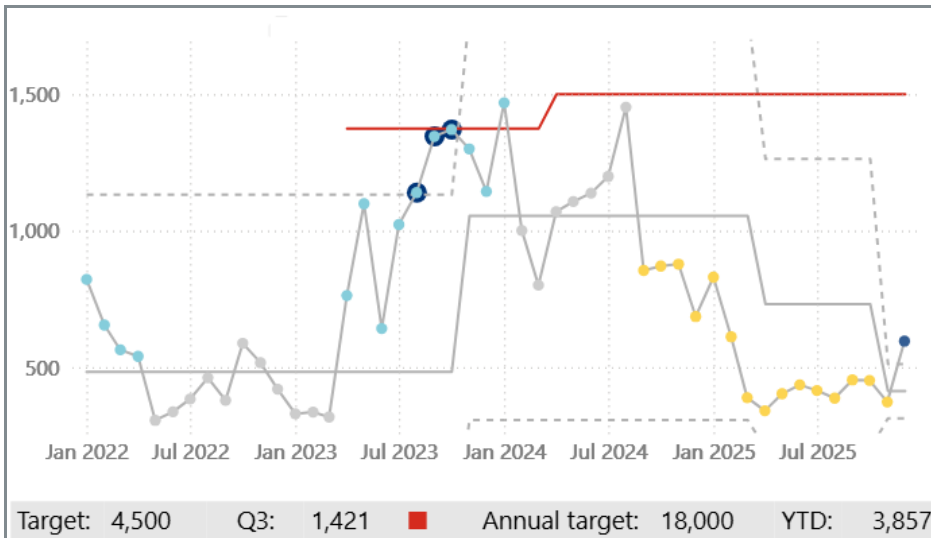
reflect the identities of our staff, ensuring a more inclusive and accurate representation across the organisation.

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.

Upon the launch of the new HR and Payroll system (iTrent), diversity categories will be updated to better

C2-01: Triages via our online fire safety checker



KPI definition

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

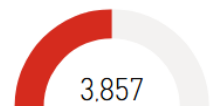
Rationale

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 473 people completed a triage during Q3. This is an improvement compared with both Q2 and Q1, but it remains far below our monthly target of 1,500.

During Q3, improvements were made in three related areas, in sequence: the user experience, data capture, and organic social media content.

The checker was refined in appearance, with superfluous questions removed. When a user returns an answer which results in a 'very high' risk rating, the quiz now ends automatically, rather than requiring the user to continue answering questions. These changes have reduced the average completion time from more than nine minutes to 2.5 minutes.

These changes were followed up with an organic social media campaign, with content themed around the streamlined user experience in the context of winter preparations. Three posts across three platforms reached 69,000 people. This included a Facebook post demonstrating how many times the checker could be

completed while watching certain Christmas films, which had 45,000 organic views. The Brigade also worked with key stakeholders to promote coverage of the checker during Home Fire Safety Week, and mentions of the checker were maximised in incident coverage where appropriate. As a result of the campaign, social media posts generated more referrals to the checker in December than direct traffic and organic search.

Finally, improvements have been made to data capture and segmentation. Completion rates can now be viewed by borough, which means it is possible to target opportunities for improvement in promotion, both online and by crews. It is also possible to see where in the triage process users drop out, using that data for future improvements.

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

C2-01: Triages via our online fire safety checker

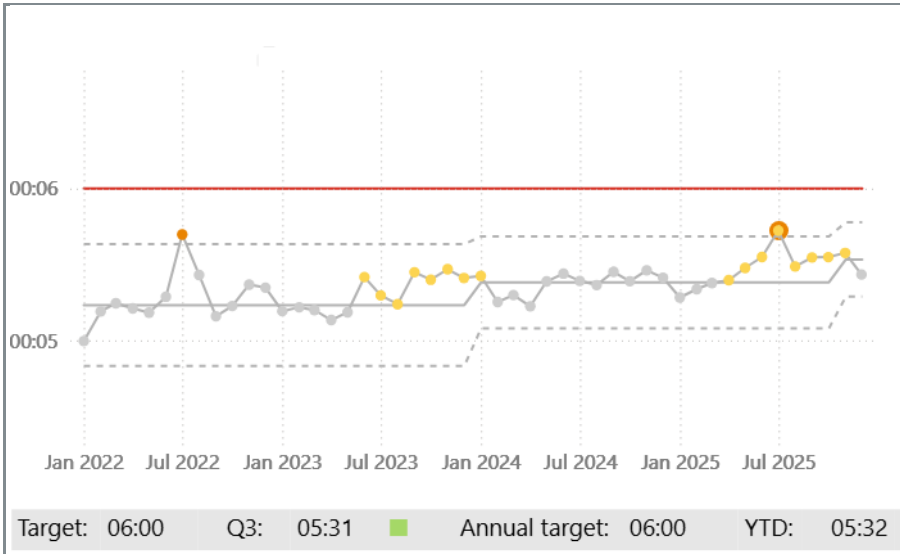
(Continued)

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. 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.



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.

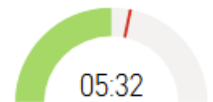
Rationale

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

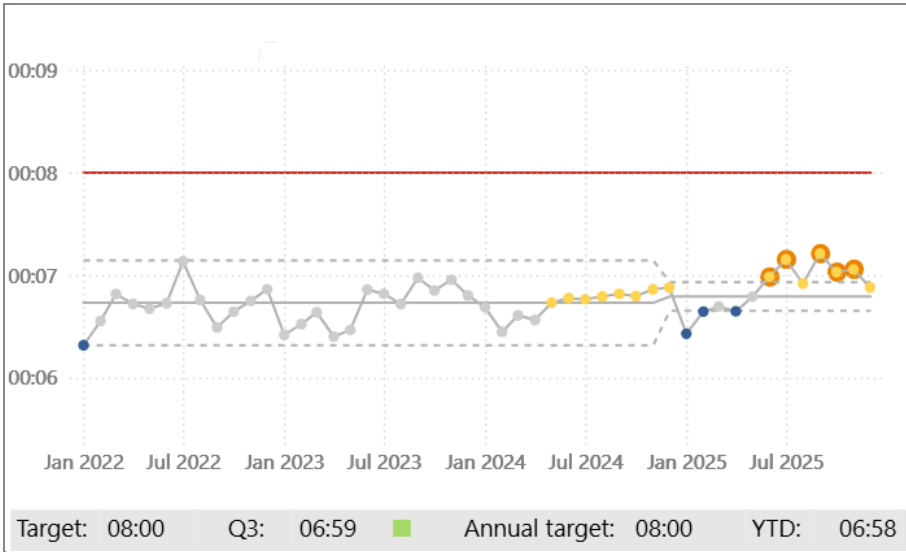
Year to date



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.

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.

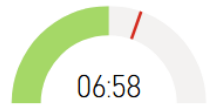
Rationale

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

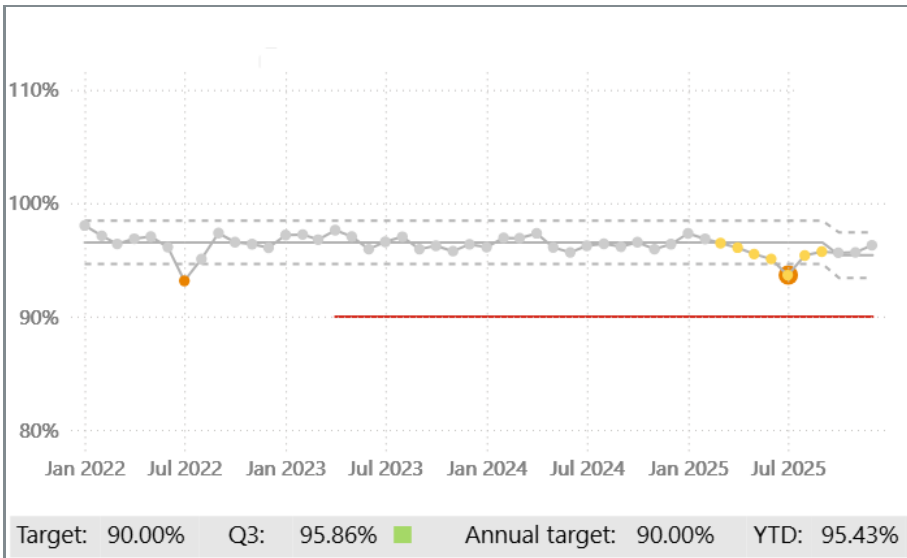
Year to date



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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.

C3-03: First appliance arrival within 10 minutes

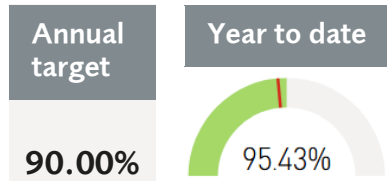


KPI definition

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

Rationale

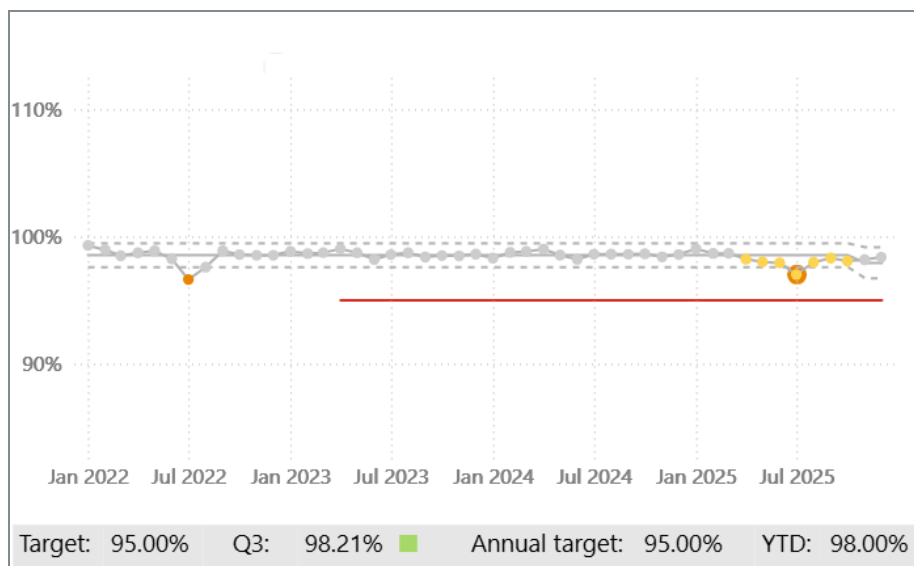
Response times are one of the key drivers for ensuring operational staff have the best chance of dealing with fires and other incidents effectively.



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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.

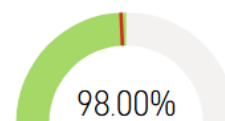
Rationale

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%

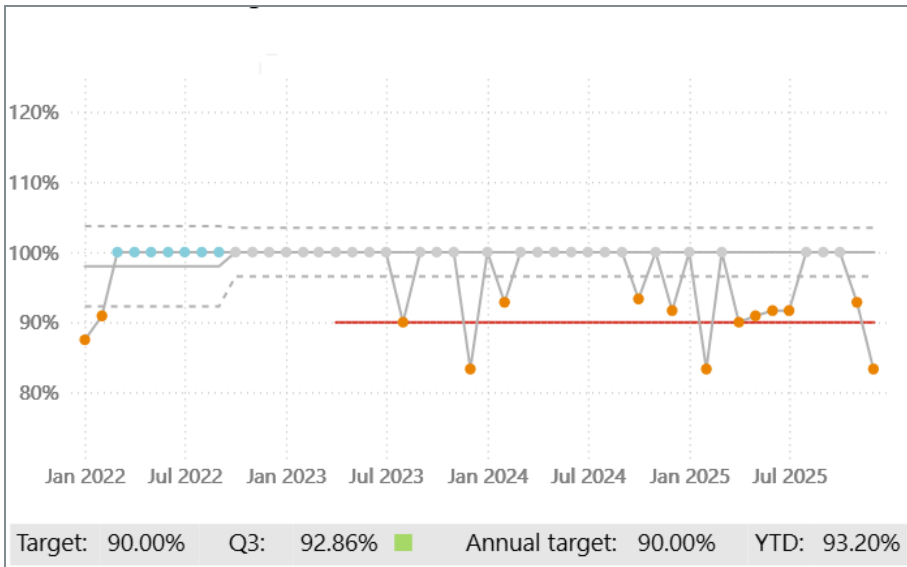
Year to date



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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.

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.

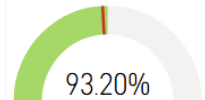
Rationale

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

Annual target

90.00%

Year to date

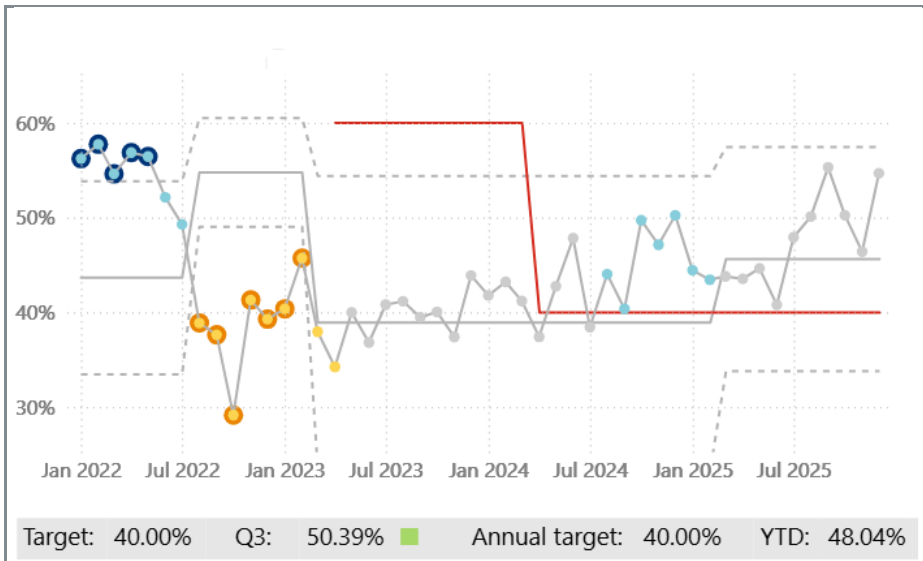


Continued monitoring and investigations into cases where LFB drops below target are enabling proactive and informative conversations alongside a review of working practices and training sessions. In the majority of cases, these continue to be human error in data entry.

Q1 2026/27 is targeted to report and implement changes and to have captured wider learning.

P&P continued to advocate use of the Duty Officer function together with the online contact us form for reporting concerns about premises, working closely with the Communications department.

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.

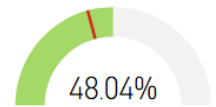
Rationale

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



There has been continued positive uptick in performance against this metric.

High levels of competency in inspection staff cadres remain on target for 2027, the RBIP week implementation is enabling departmental support towards this KPI.

Following reports and learning from international fires in the nighttime economy, we completed some days of action in late December 2025. This saw Inspection Staff, supported by Fire Stations colleagues' complete initial triage and desktop intervention together with planned and unplanned audits and advice interventions.

Any further learning following these days will be reviewed and communicated in Q4.

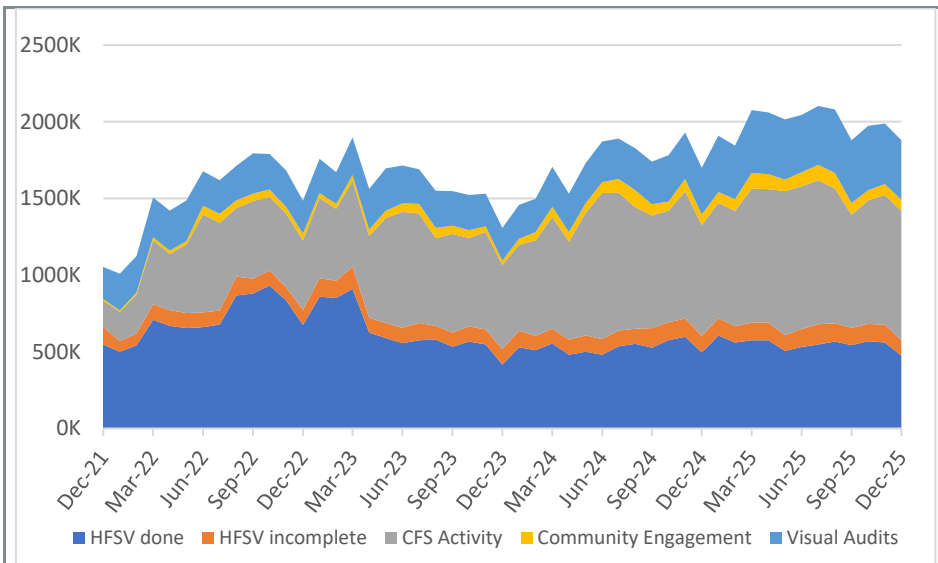
C4-01: Station staff time spent on prevention – day



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



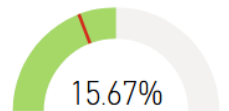
Rationale

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%

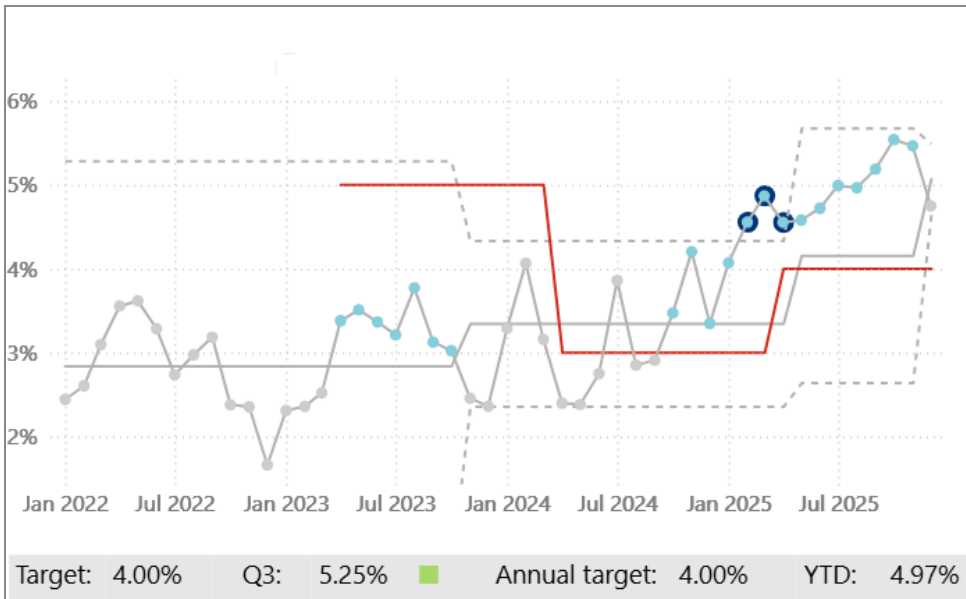
Year to date



The quarterly performance for the percentage of staff time spent on prevention activity remains within 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 Q3 by 2,527 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.

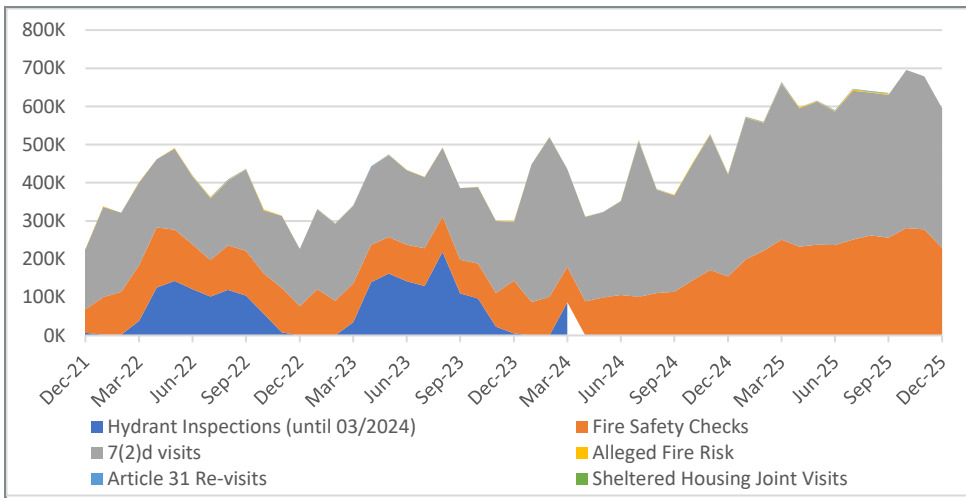
C4-02: Station staff time spent on protection - day



KPI definition

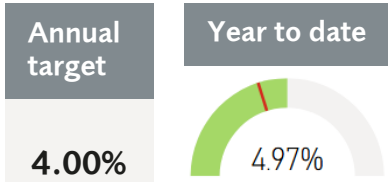
Operational staff total minutes spent per month during day shifts (09:30 - 20:00) on Fire Safety Check visits, Outside Duty (72.d inspections), visual audits and hydrant inspections.

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.



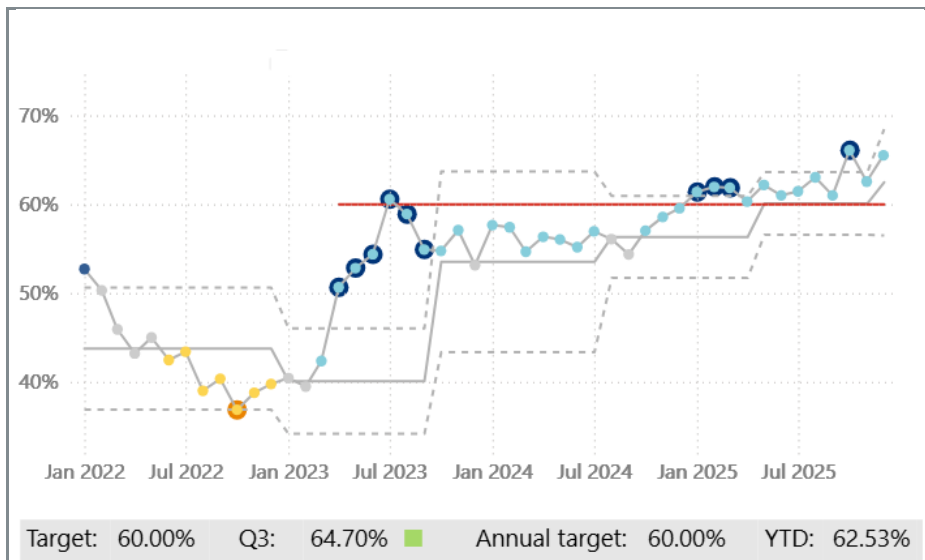
There has been a seasonal decrease in December however, the performance for the percentage of staff time spent on protection activity remains within target.

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 15,135 times in Q3 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.

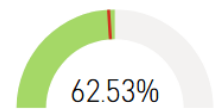
Rationale

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%

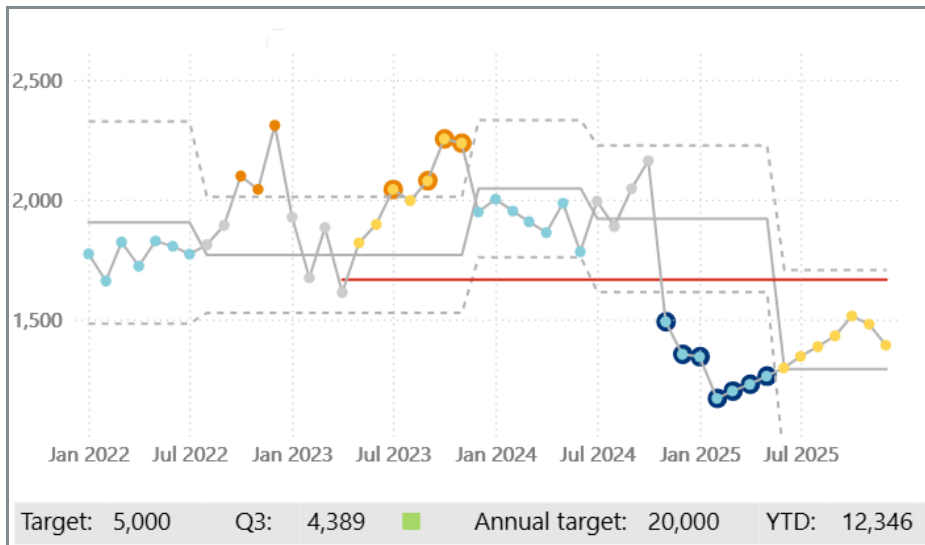
Year to date



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 12 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



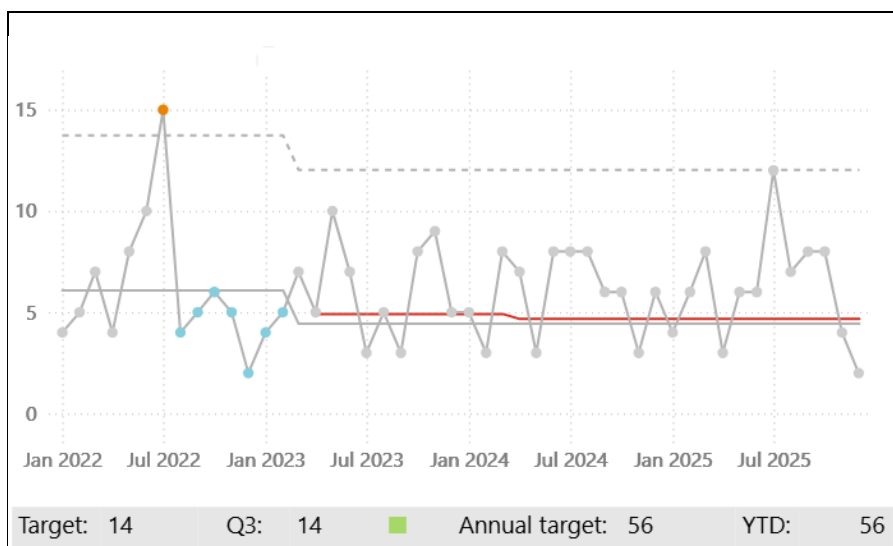
Since the implementation of the revised Automatic Fire Alarm (AFA) policy on 29 October 2024, which restricts attendance at AFAs in commercial buildings during business hours (with some exemptions), the LFB has seen a sustained reduction in false alarm attendances. Over the past 12 months, the number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

Following the uptick, further confirmation inputs and communication on challenging calls via Control have been made which could explain the renewed downward trajectory.



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

56

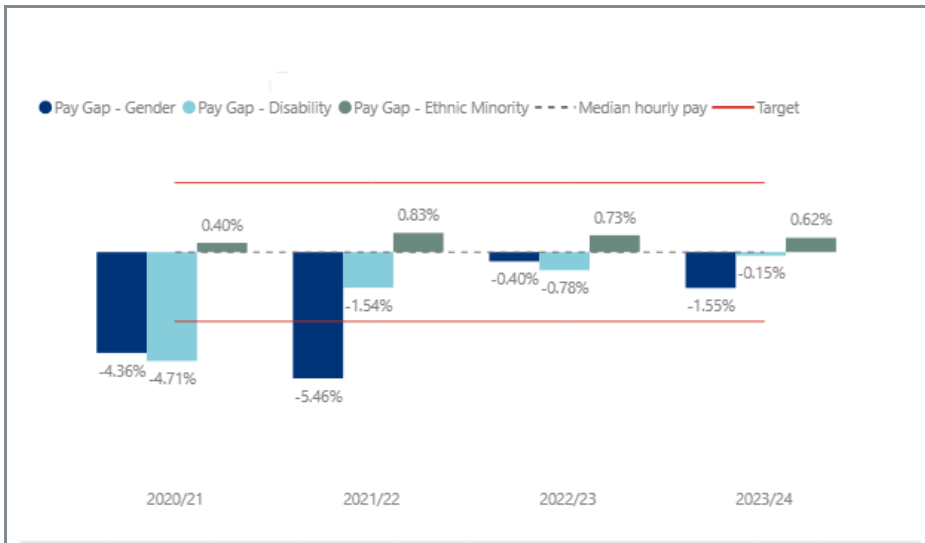
14 injuries were reported under RIDDOR in Q3 2025/26. In the 12 months to the end of December 2025/26, 75 RIDDOR injuries were reported compared to 74 for 2024/25. There was an improvement in performance during Q3 when compared to the previous quarters, 15 events were reported in Q1 and 27 in Q2. In Q3, 6 RIDDOR injuries occurred during operations; 4 during training and 4 during general activities. 6 events were associated with slips/trips and 4 were caused by moving and handling activities. Other events included exposure to heat during operations, a fall and an injury sustained while retrieving an enforcer from a fire appliance.

Two RIDDOR events were reported as 'specified injuries'. One where a firefighter falling down wet stairs at an incident and one was a firefighter dismounting a fire appliance in the station yard, both resulting in a fractured ankle. All RIDDOR injuries in Q3 were to firefighters. All injuries are investigated, and recommendations are made to prevent recurrence. Of the 14 injuries reported this quarter, 11 investigations have recommended actions to prevent a recurrence. The remaining three investigations are ongoing.

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 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.

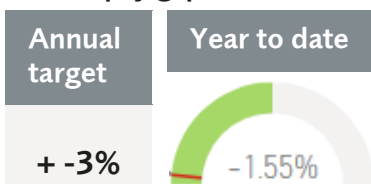
Ethnic Minority – pay gap percentage based on the difference between the median hourly pay for white staff compared to the median hourly pay for Ethnic Minority staff at the end of each financial year.

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.

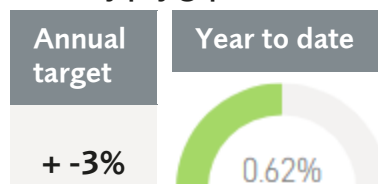
Rationale

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

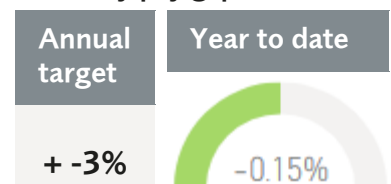
Gender pay gap



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% Q3: -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% Q3: 0.62% ■ Annual target: +-3% YTD: 0.62%

Disability Pay Gap:

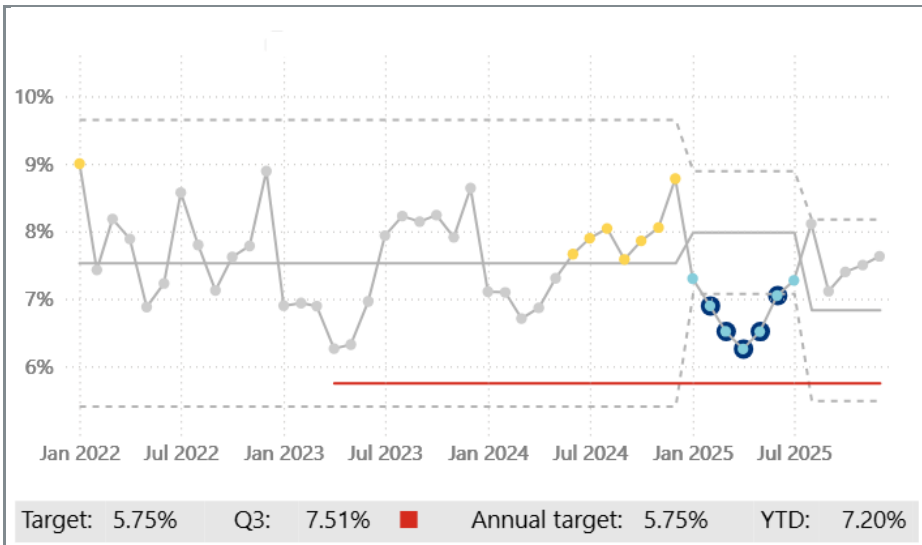
In summary, overall, analysis shows that, the disability pay gap has decreased since 2023, with staff with disabilities currently earning a mean hourly salary of £0.19 more than staff without. Last year, staff with disabilities were earning slightly more than this year and the pay gap was in their favour.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

Target: +-3% Q3: -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

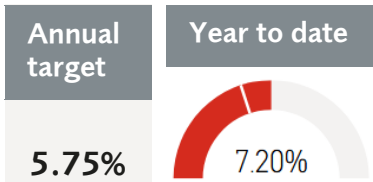


KPI definition

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.



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 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 has seen the launch of the Employee Assistance Programme which was delayed due to IT security checks which were necessary prior to the launch of the contract.

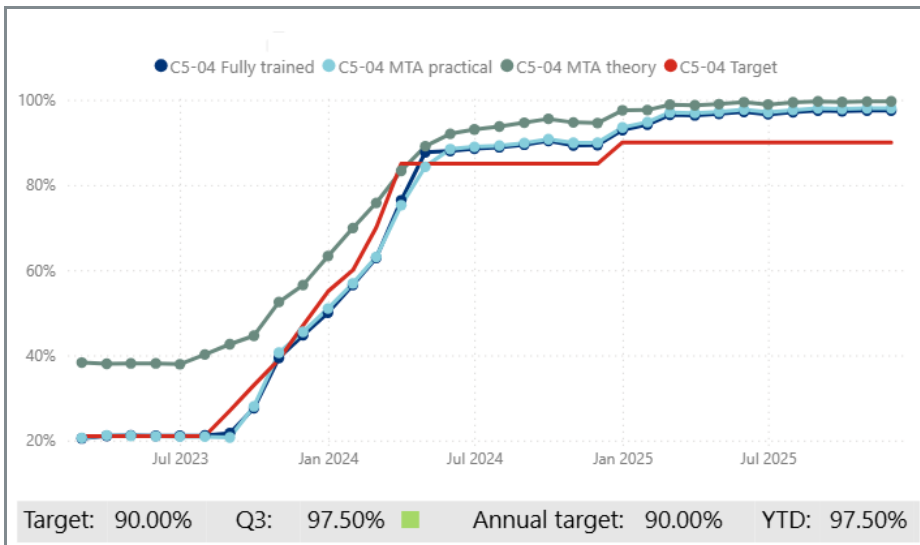
The HR Business Partnering team continues to focus on all aspects of attendance from the attendance project to the ongoing management upskilling workshops, with the aim of building capability and accountability in the management of absence and the related costs. Delivery continues both in person and 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.

C5-03: Staff sickness

(Continued)

Addressing complex cases in conjunction with the Long Term Absence Panel (LTAP) continues to show tangible results, with several long-standing cases resolved. We continue to focus on identifying improvements to our HR policies and practices to improve staff awareness and manager intervention. Following the conclusion of a recruitment process, we will be welcoming new HR Business Partners to the team who will support the continued improvement to the HR service and work closely with Managers to enact required change.

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.

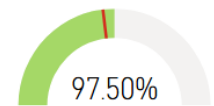
Rationale

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

Annual target

90.00%

Year to date

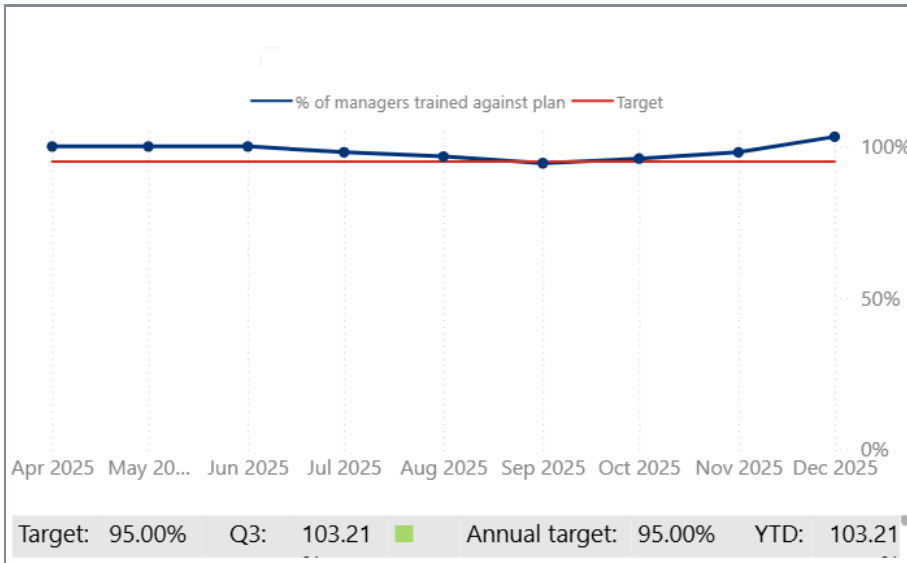


LFB has finalised the mass roll-out of the Marauding Terrorist Attack (MTA) training and has become the first service and one of only two in the country to have all front-line firefighters fully equipped for the most serious terror incidents.

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.

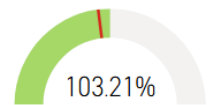
Rationale

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

Annual target

95.00%

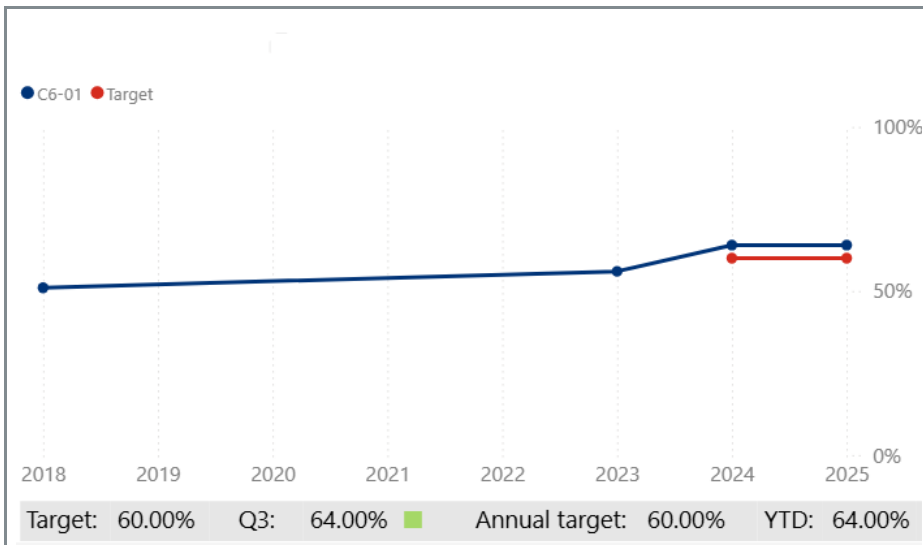
Year to date



The Leadership Academy are currently meeting their KPI for the number of managers completing a form of Leadership or Management Development. The Leadership Academy is engaged in ongoing discussions with Performance Analysts in the Data & Improvement department over the KPI discrepancies identified in the previous update. It has been agreed that the Leadership Academy will provide the KPI data to the Data & Improvements department for the foreseeable future. Delivery of the Foundational Management Development programme has increased over the last two months following the recruitment of a designated trainer. There have been 301 managers who have attended (at the time of writing) with feedback continuing to be positive - making minor amendments to the course where necessary based on feedback and changes to policies e.g. Employee Assistance Programme.

The Gillian Tanner Programme will complete all remaining delivery, in its current format, by early February before being paused until the launch of the new programme. The new Frank Bailey and Gillian Tanner Leadership Programmes are currently in the design phase with Babcock and each respective programme will be launched in Q1.

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".

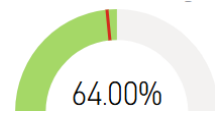
Rationale

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

Annual target

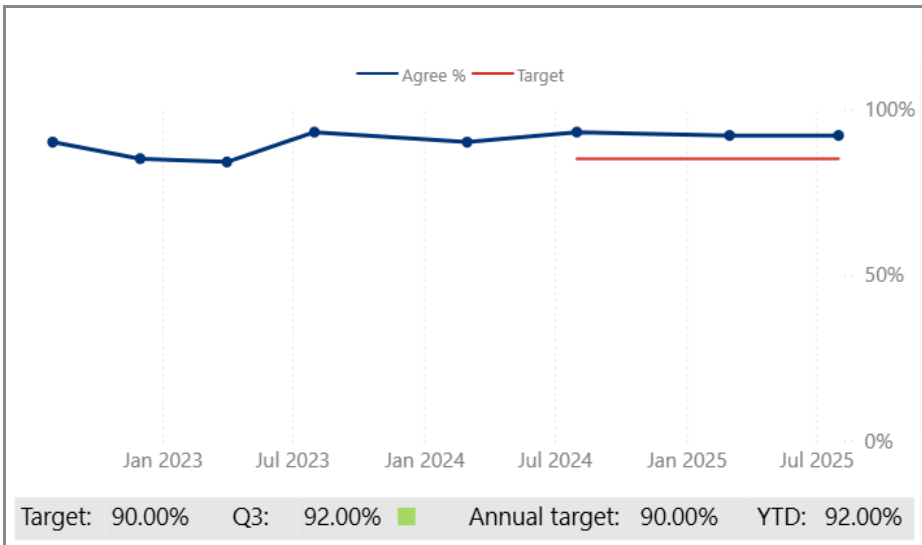
60.00%

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 that the results are valid. The "I would recommend LFB as a great place to work" favourable score for 2025 was 64% which remained static compared to the previous year. There was an 11% unfavourable score, which has also remained static. The 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

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.

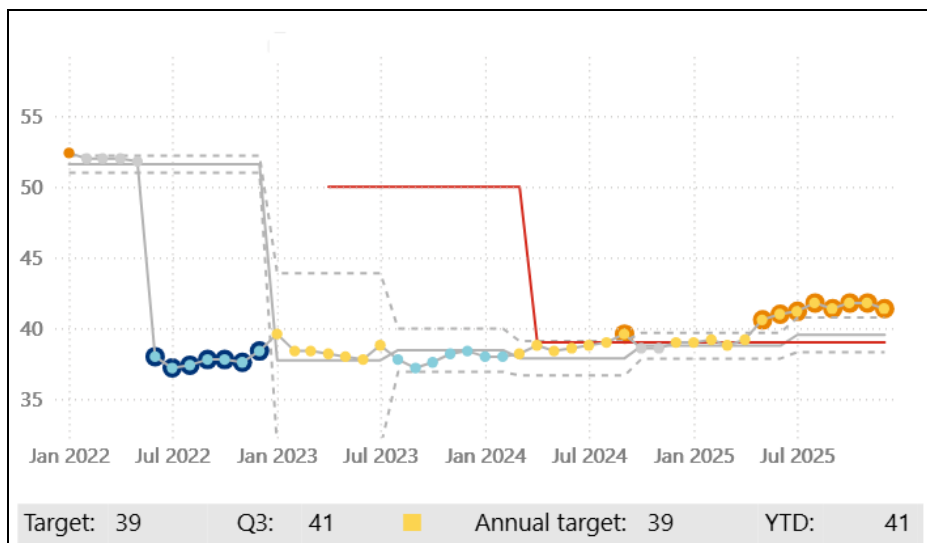
Public opinion polling is one of the measures we use to understand how different communities across London feel about LFB, what their levels of trust are and how they understand or interact with our services.

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

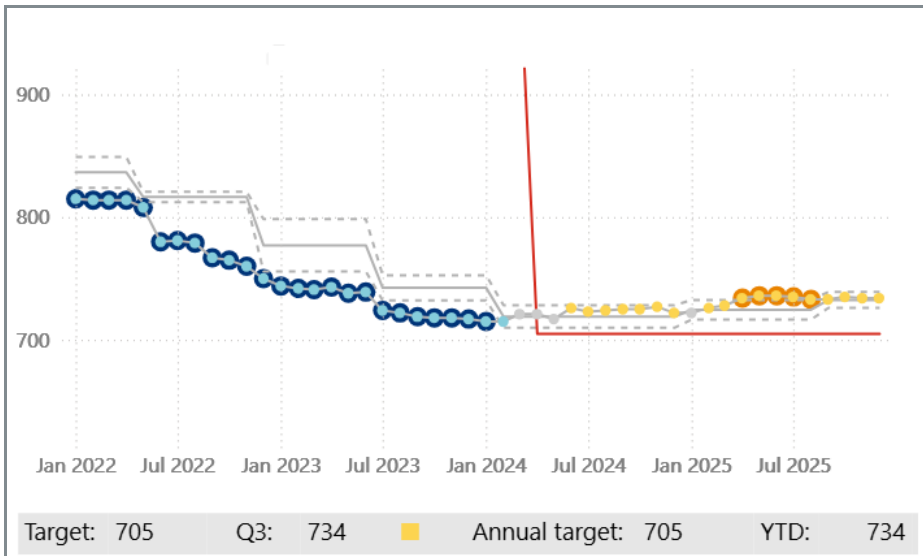
41

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.

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.

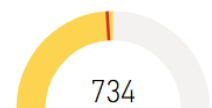
Rationale

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

Annual target

705

Year to date

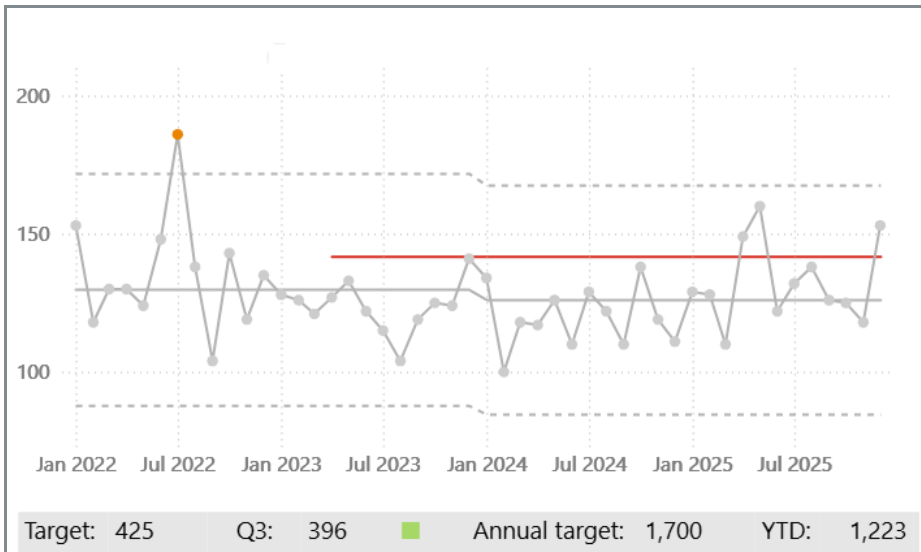


LFB is now reporting slightly outside the new target of 705. This target has been made more challenging for 2024/25 to reflect our aim of having the lowest rate of fire injuries of any Fire and Rescue Service in England by the end of the CRMP in 2029.

For quarter 3 in terms of ignition source groups, cookers remain the top ignition source for fire injuries (23.1%), followed by electrical distribution, which includes lithium-ion batteries (17.3%) and 'other ignition source' (14.5%). While fire injuries from cooking fires seem to be on decline (23.2% of fire injuries in 2020/21 to 20.4% in 2024/25), we have seen an increase in vehicle related fire injuries (1.2% 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 Q3 to 15 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, seven multi-injury fires in Q2, and five in Q3 including 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

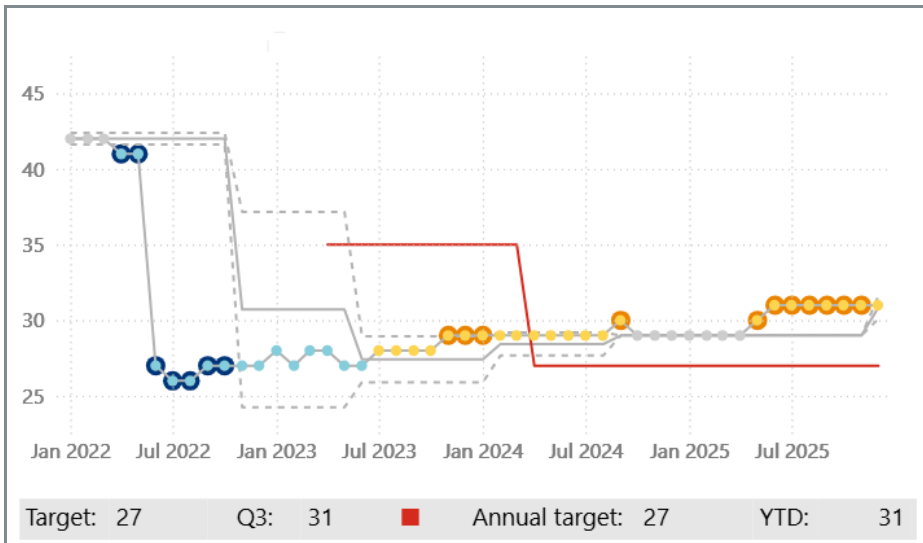
1,700

Year to date

1.223

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.

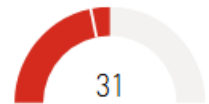
Rationale

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



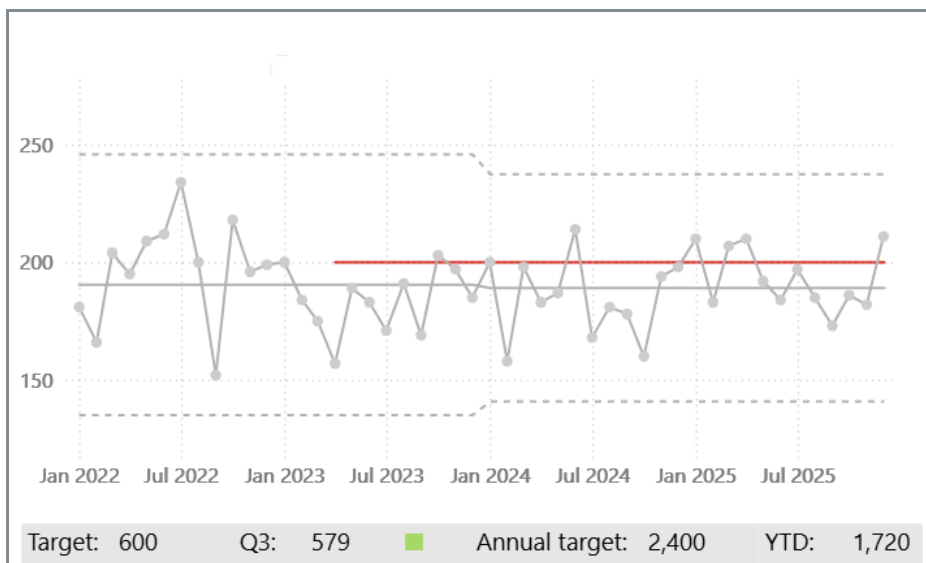
Accidental fire deaths in the home continue to account for approximately 75% of all fire-related fatalities. The 12-month rolling figure remains above target and is tracking similarly to the previous year. While this is a deeply concerning trend, it reflects the complex and often unpredictable nature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

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

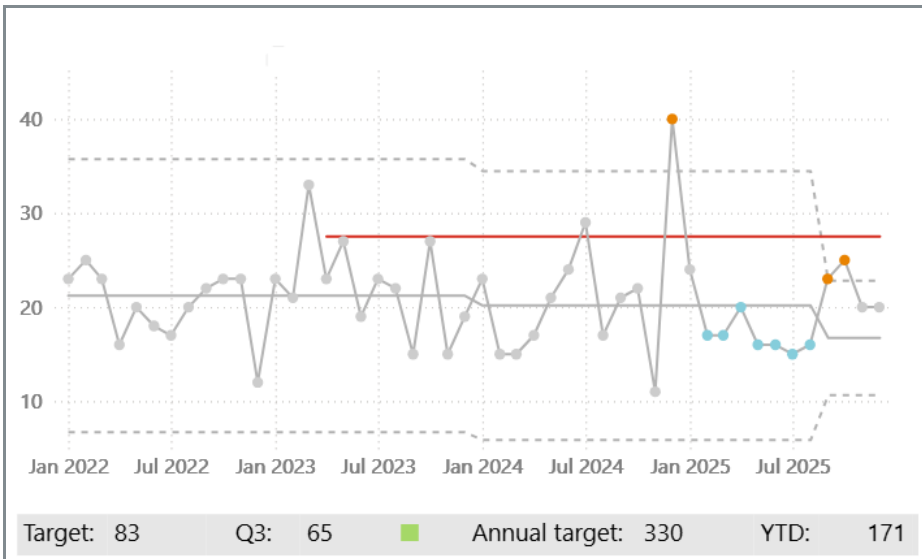
Year to date

1,720

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.

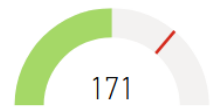
Rationale

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

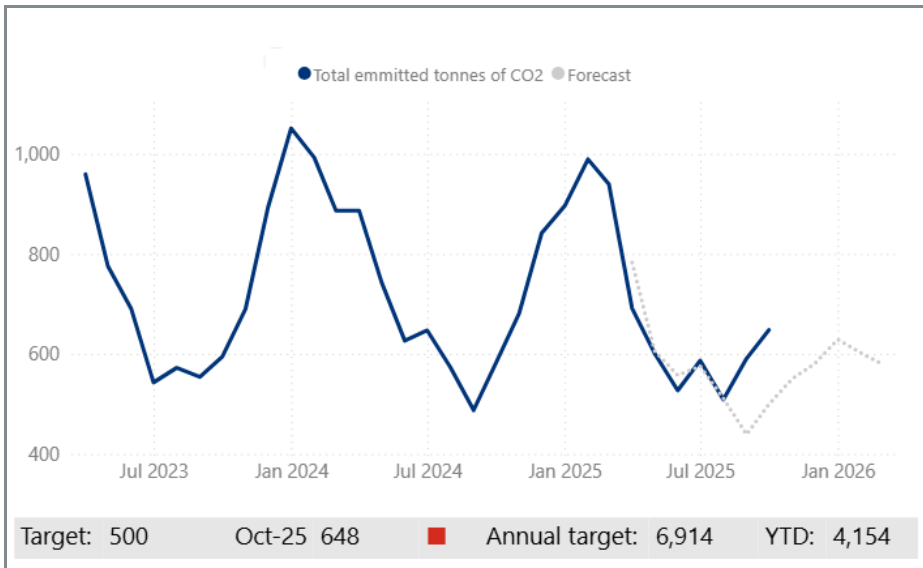
Year to date



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.

Recent data suggests some decline in the numbers of fire however we 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. 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

4,154

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 October 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, 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 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.

