



LONDON FIRE BRIGADE

LFB KPI Report April 2024

Appendix 1

Data as of 31st March 2024



Table of Contents

End of Year Summary	3	Learning from Others	27-33
Performance at a Glance	4	C5-01: Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDORs)	27
LFB Performance Summary	5-6	C5-02: Pay Gap	28
Workforce data	7	C5-03: Staff Sickness	29
Incidents in Numbers	8	C5-04: Percentage of Ops staff trained to respond to marauding terrorist attacks	30
Understanding the Graphs	9	C5-05: Percentage of managers who have completed training against plan	31
Engaging with You	10-16	C6-01: I would recommend LFB as a place to work to my friends and family	32
C1-01: Community Satisfaction Ratings	10	C6-02: LFB is trusted to serve and protect London	33
C1-02: Staff composition – Gender (Women)	11	Adding Value	34-40
C1-03: Staff composition – Ethnic Minority Staff	12	C7-01: Number of fire deaths (5 year rolling average)	34
C1-04: Staff composition – Disability	13	C7-02: Number of Fire Injuries (5 year rolling average)	35
C1-05: Staff composition – Lesbian, Gay, Bisexual (LGB) Staff	14	C7-03: Number of Fires – Houses & Bungalows	36
C1-06: Development of the Community Impact Tool	15	C7-04: Accidental fire deaths in the home (5-year average)	37
C2-01: Triages via our Online Fire Safety Checker	16	C7-05: Number of fires - Flats	38
Protecting You	17-26	C7-06: Number of fires - Care homes	39
C3-01: Average First Appliance Arrival Time	17	C7-07: Net zero carbon by 2030 (annual data)	40
C3-02: Average Second Appliance Arrival Time	18		
C3-03: First appliance arrival within 10 minutes	19		
C3-04: First appliance arrival within 12 minutes	20		
C3-05: Alleged fire risks addressed within 3 hours	21		
C3-06: Ratio of high-risk audits completed	22		
C4-01: Station staff time spent on Prevention - Day	23		
C4-02: Station staff time spent on Protection - Day	24		
C4-03: % of high-risk home fire safety visits	25		
C4-04: False alarms due to automatic fire alarm (AFA) in non-domestic buildings	26		

End of Year Summary

Code	Indicator Name	Target	2023/2024 Performance	On/Off Target
C1-01	Community Satisfaction	85.00%	85.33%	
C1-02	Staff Composition - Women	20.00%	18.69%	
C1-03	Staff Composition - Ethnic Minority	19.00%	18.07%	
C1-04	Staff Composition - Disabled	10.00%	8.76%	
C1-05	Staff Composition - LGB	4.60%	6.03%	
C1-06	Development of the Community Impact Tool	N/A	N/A	
C2-01	Number of triages via online home fire safety checker	16,500	13,099	
C3-01	Average first appliance arrival time	06:00	05:20	
C3-02	Average second appliance arrival time	08:00	06:44	
C3-03	First appliance arrival within 10 minutes	90.00%	96.52%	
C3-04	First appliance arrival within 12 minutes	95.00%	98.59%	
C3-05	Alleged fire risks addressed within 3 hours	90.00%	96.23%	
C3-06	Ratio of high risk audits completed	60.00%	39.97%	
C4-01	Station staff time spent on prevention activity	10.00%	11.91%	
C4-02	Station staff time spent on protection activity	5.00%	2.84%	
C4-03	Percentage of high risk home fire safety visits	60.00%	55.50%	
C4-04	False alarms due to automatic fire alarms in non-domestic buildings	20,000	23,750	
C5-01	Number of RIDDORs	59	71	
C5-02-A	Pay gap - Gender	+/-3%	-0.40%	
C5-02-B	Pay gap - Ethnic minority	+/-3%	0.73%	
C5-02-C	Pay gap - Disability	+/-3%	-0.78%	
C5-03	Staff sickness	5.75%	7.47%	
C5-04	Percentage of staff trained to respond to marauding terrorist attacks	85.00%	62.90%	
C5-05	Percentage of managers who have completed training against plan	95.00%	80.32%	
C6-01	People survey question - I would recommend LFB as a place to work to friends and family	N/A	56.00%	
C6-02	YouGov survey question - LFB is trusted to serve and protect London	N/A	90.00%	
C7-01	Number of fire deaths	50	38	
C7-02	Number of fire injuries	1,000	722	
C7-03	Number of fires - Houses & Bungalows	1,700	1,462	
C7-04	Accidental fire deaths in the home	35	28	
C7-05	Number of fires - Flats	2,400	2,201	
C7-06	Number of fires - Care homes	330	243	
C7-07	Net zero carbon by 2030	N/A	Expected in Q1 24/25	

On/Off Target	Count of Indicators
On target	17
Off target (within 10%)	3
Off target	9
No target*	4

*baseline data was unavailable in 2023/24

Performance Data Highlights

- While all KPIs are important, the balance between 'Greens', 'Reds' and 'Ambers' indicates that in 2023/24, LFB prioritised KPIs with a direct impact on the community.
- Remaining challenges are largely around internal factors such as training and sickness management.
- These internal factors are important issues that have wider impacts, and LFB is well on the way towards addressing them as the individual KPI slides in this report set out.
- Some 'Reds' are especially sticky and less under LFB's direct control because of external factors, particularly skills shortages. For high-risk audits specifically, LFB has addressed this by setting up its own academy as well as exploring external training provisions and offering a range of non-cashable benefits.

Performance at a Glance

% TIME SPENT ON PREVENTION (C4-01)
11.31%
Down by 0.02 pp. compared to last quarter

% TIME SPENT ON PROTECTION (C4-02)
2.61%
Up by 0.39 pp. compared to last quarter

% HIGH RISK HFSVS (C4-03)
56.65%
Up by 1.61 pp. compared to last quarter

AFA NON-DOMESTIC (C4-04)
5,863
Down by 576 compared to last quarter

STAFF SICKNESS (C5-03)
6.98%
Down by 1.29 pp. compared to last quarter

APPLIANCE ARRIVAL TIMES (C3-01 & C3-02)
1st 05:20 (m:ss)
Down by 6 seconds compared to last quarter
2nd 06:35 (m:ss)
Down by 17 seconds compared to last quarter

Key		Protecting You
		Learning From Others
		Adding Value
		Engaging With You



RIDDOR INCIDENTS (C5-01)
16
Down by 6 compared to last quarter

FIRES IN HOUSES & BUNGALOWS (C7-03)
352
Down by 38 compared to last quarter

STAFF COMPOSITION
18.07%
ETHNIC MINORITIES (C1-03)
Up by 0.05 pp. compared to last quarter
18.69%
WOMEN (C1-02)
Up by 0.03 pp. compared to last quarter

FIRES IN FLATS (C7-05)
556
Down by 28 compared to last quarter

Grenfell Recommendations Completed	HMI Round 2 Recommendations Completed	HMI Round 2 Actions Completed
37/40 (28 of 29 directed at LFB) +1 submitted to CB for closure in Q4	17/46 +6 submitted to CB for closure in Q4	48/91 +15 submitted to CB for closure in Q4

ONLINE HOME FIRE SAFETY CHECKS (C2-01)
3,271
Down by 544 compared to last quarter

*PP. Percentage Points

LFB Performance Summary

On Target KPIs

Code	Indicator Name	Last value	Last point	Target	Last Q value	Q target	On/Off Target
C1-01	Community Satisfaction	87.00%	●	85.00%	87.00%	85.00%	■
C1-05	Staff Composition - LGB	6.09%	●	4.60%	6.03%	4.60%	■
C3-01	Average first appliance arrival time	05:13	●	06:00	05:20	06:00	■
C3-02	Average second appliance arrival time	06:33	●	08:00	06:35	08:00	■
C3-03	First appliance arrival within 10 minutes	97.30%	●	90.00%	96.64%	90.00%	■
C3-04	First appliance arrival within 12 minutes	99.02%	●	95.00%	98.62%	95.00%	■
C3-05	Alleged fire risks addressed within 3 hours	100.00%	●	90.00%	96.00%	90.00%	■
C4-01	Station staff time spent on prevention activity	11.19%	●	10.00%	11.31%	10.00%	■
C5-02-A	Pay gap - Gender	-0.40%	●	+/-3%	-0.40%	+/-3%	■
C5-02-B	Pay gap - Ethnic minority	0.73%	●	+/-3%	0.73%	+/-3%	■
C5-02-C	Pay gap - Disability	-0.78%	●	+/-3%	-0.78%	+/-3%	■
C7-01	Number of fire deaths	38	●	50	38	50	■
C7-02	Number of fire injuries	721	●	1,000	722	1,000	■
C7-03	Number of fires - Houses & Bungalows	107	●	1,700	352	425	■
C7-04	Accidental fire deaths in the home	29	●	35	28	35	■
C7-05	Number of fires - Flats	171	●	2,400	556	600	■
C7-06	Number of fires - Care homes	17	●	330	53	83	■

Performance Data Highlights

- LFB received new polling results in March with responses remaining positive at 87% and 90% for [C1-01 Community Satisfaction ratings](#) and [C6-02: LFB is trusted to serve and protect London](#) respectively.
- The latest [C5-02 pay gap](#) analysis was published in February with all three median pay gaps (gender, ethnic minority and disability) now within the +/-3% target.

●	Special cause improvement: sequence of at least 7 consecutive points above/ below the mean
●	Point beyond the control limits, showing improvement
●	Special cause improvement, and point beyond the control limits
●	Special cause worsening: sequence of at least 7 consecutive points above/ 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) chart

■	On target
■	Off target (within 10%)
■	Off target

LFB Performance Summary

Off Target KPIs

Code	Indicator Name	Last value	Last point	Target	Last Q value	Q target	On/Off Target
C1-02	Staff Composition - Women	18.75%	●	20.00%	18.69%	20.00%	■
C1-03	Staff Composition - Ethnic Minority	18.22%	●	19.00%	18.07%	19.00%	■
C1-04	Staff Composition - Disabled	8.77%	●	10.00%	8.76%	10.00%	■
C2-01	Number of triages via online home fire safety checker	1,070	●	16,500	3,271	4,125	■
C3-06	Ratio of high risk audits completed	38.86%	●	60.00%	42.39%	60.00%	■
C4-02	Station staff time spent on protection activity	2.21%	●	5.00%	2.61%	5.00%	■
C4-03	Percentage of high risk home fire safety visits	56.55%	●	60.00%	56.65%	60.00%	■
C4-04	False alarms due to automatic fire alarms in non-domestic buildings	1,774	●	20,000	5,863	5,000	■
C5-01	Number of RIDDORs	6	●	59	16	15	■
C5-03	Staff sickness	6.89%	●	5.75%	6.98%	5.75%	■
C5-04	Percentage of staff trained to respond to marauding terrorist attacks	76.42%	●	85.00%	62.90%	70.00%	■
C5-05	Percentage of managers who have completed training against plan	100.00%	●	95.00%	80.32%	95.00%	■

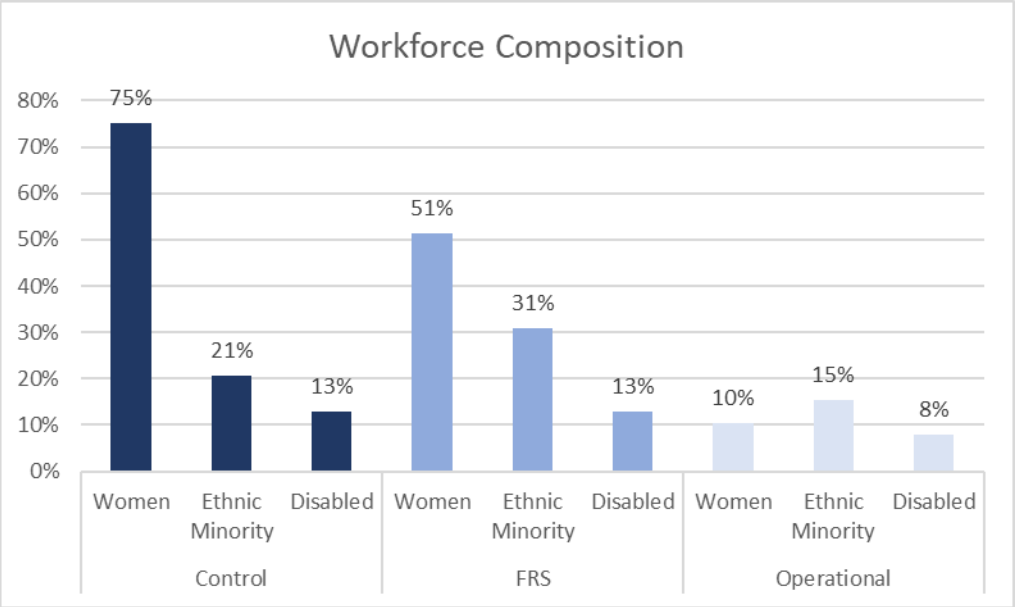
Performance Data Highlights

- While remaining above target, [staff sickness \(C5-03\)](#) decreased in Q4 to 6.72% by March.
- Staff composition continues to gradually increase for [women \(C1-02\)](#) and [ethnic minority staff \(C1-03\)](#), though we have not met the 2023/24 target.
- In February, the Digital Team identified some issues with the corporate website which impacted traffic, including to the [online Home Fire Safety Checker \(C2-01\)](#). These issues are being investigated.
- Our performance in completing [high-risk audits \(C3-06\)](#) has been challenging due to an increasing national skills shortage of fully qualified fire safety inspectors. We have done a lot to counter this and continue to work to mitigate the impact.

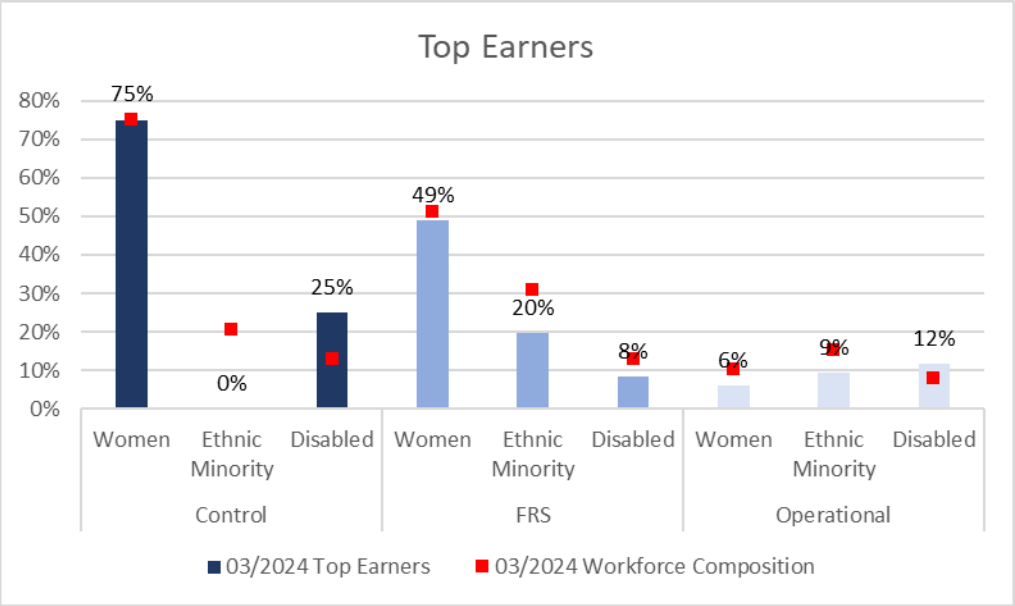
- Special cause improvement: sequence of at least 7 consecutive points above/ below the mean
- Point beyond the control limits, showing improvement
- Special cause improvement, and point beyond the control limits
- Special cause worsening: sequence of at least 7 consecutive points above/ below the mean
- 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) chart

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

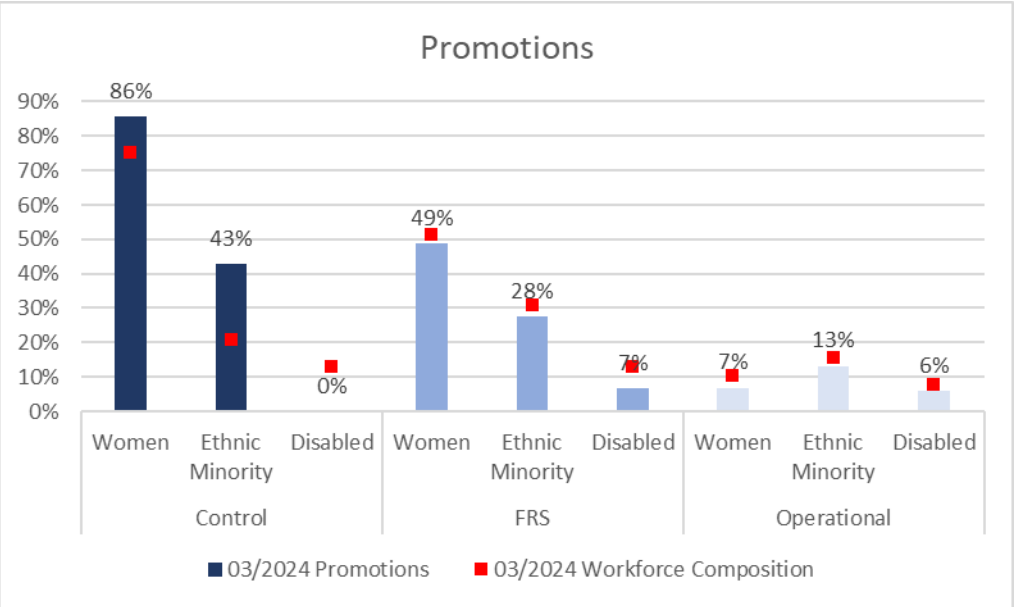
Workforce data



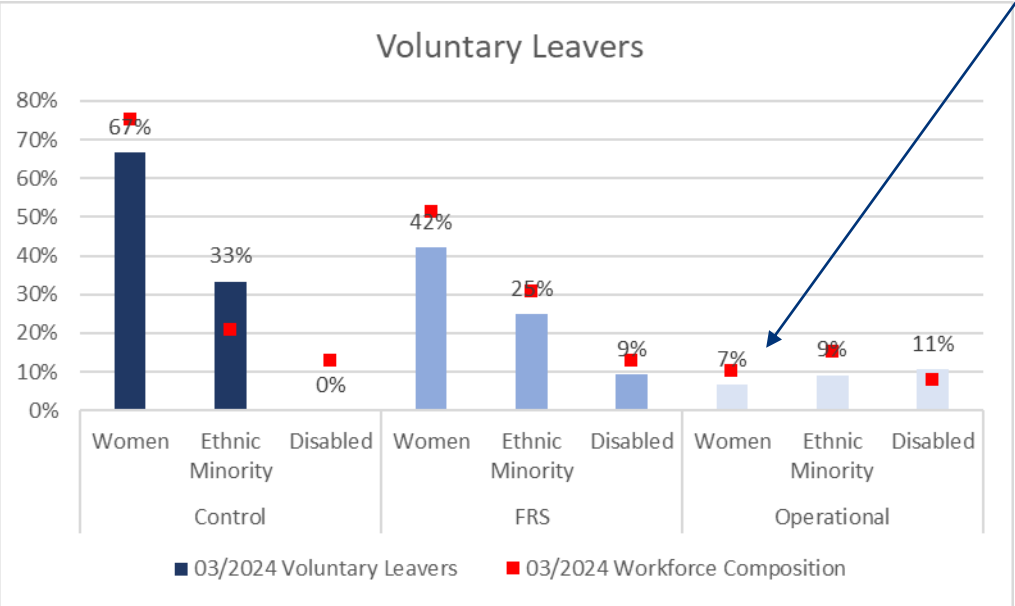
Data as at 31 March 2024



Data as at 31 March 2024



12 month rolling data ending 31 March 2024



12 month rolling data ending 31 March 2024

Example: Women represent 10% of Operational staff (red dot) but 7% of voluntary leavers amongst the Operational staff group

Key		Control
		FRS
		Operational
		LFB Staff %

Understanding the Graphs

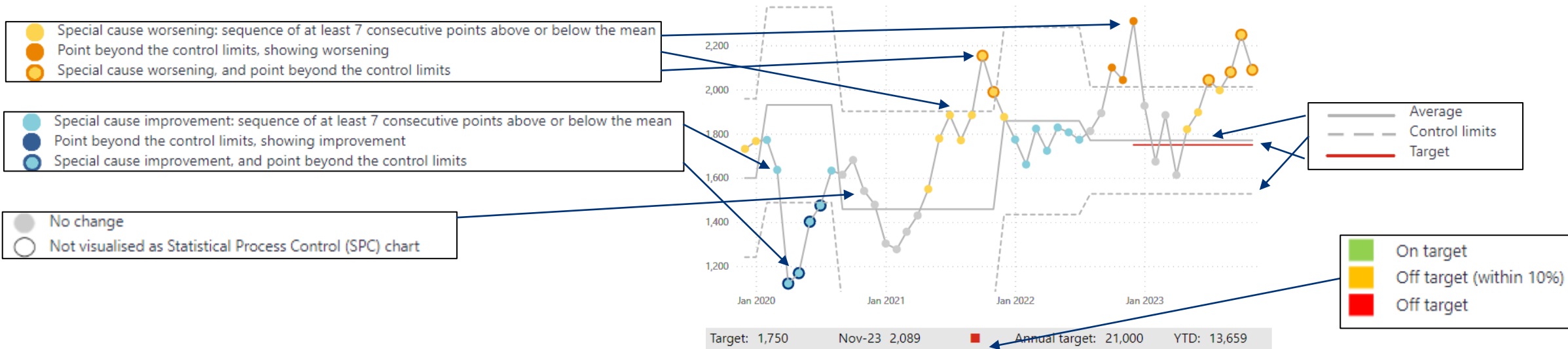
Statistical Process Control (SPC) Charts

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.

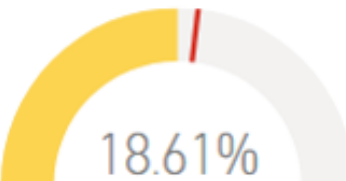
We can also use SPC charts to determine if an improvement (i.e. a project) is actually making the positive change we expect and use them to predict statistically whether a process is capable of meeting a target.

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



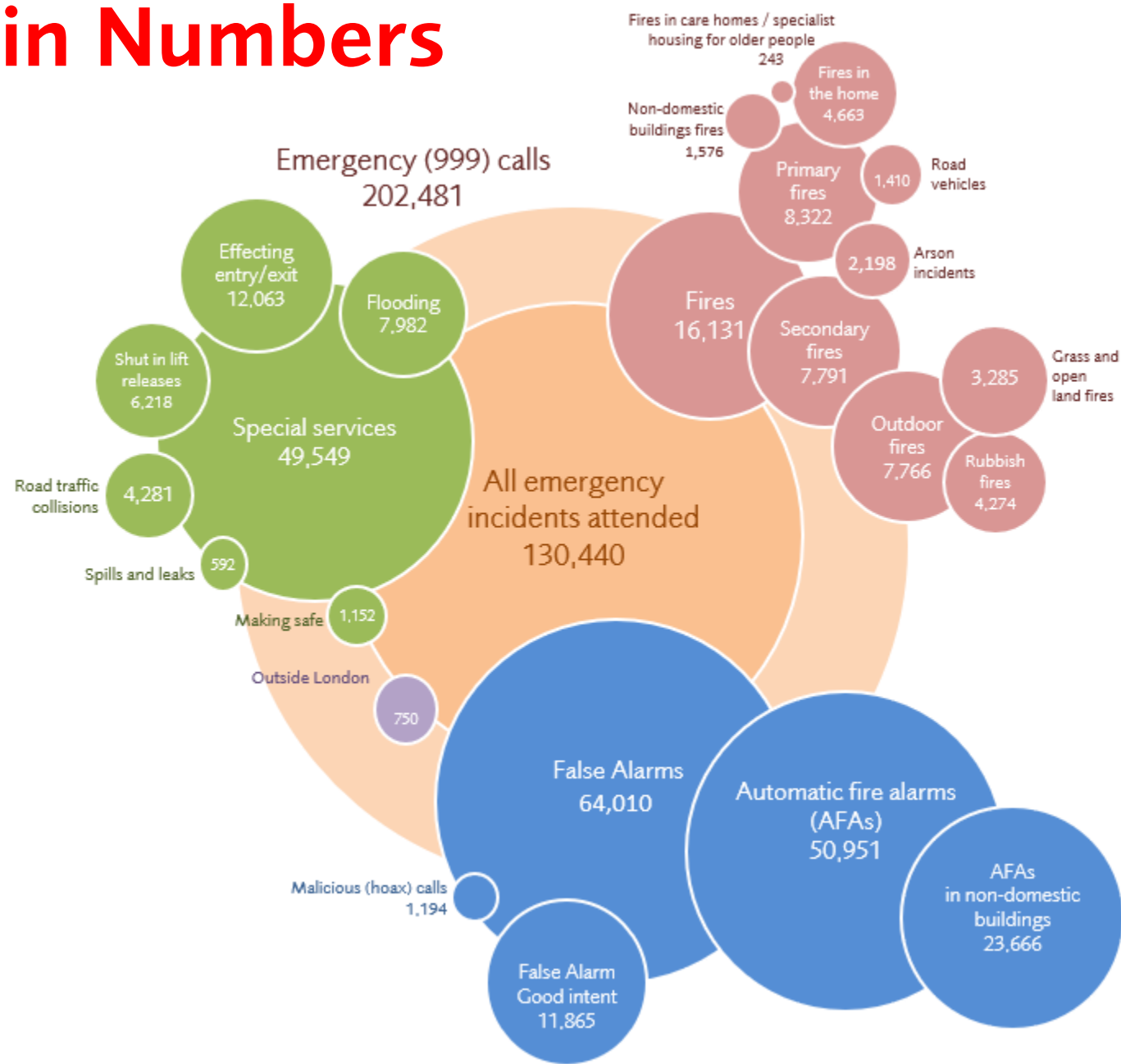
YTD actuals vs target



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 on the left shows cumulative performance of 18.6% YTD which is just below the target represented by a red line.

Incidents in Numbers



C1-01: Community Satisfaction Ratings

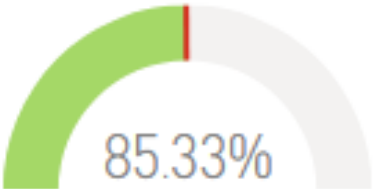
Engaging with You



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 they understand or interact with our services. We are currently meeting our target for whether the public feel that our services are the right services.

LFB received new polling results in March and the proportion of respondents that agree the services provided by LFB are the right services remains high at 87%. We aim to drive up performance for this indicator through engaging with communities about how we adapt our services as their needs change, as well as by working with the public and external stakeholders to share information about our services. The next public opinion poll is being carried out in autumn 2024.

YTD actuals vs target

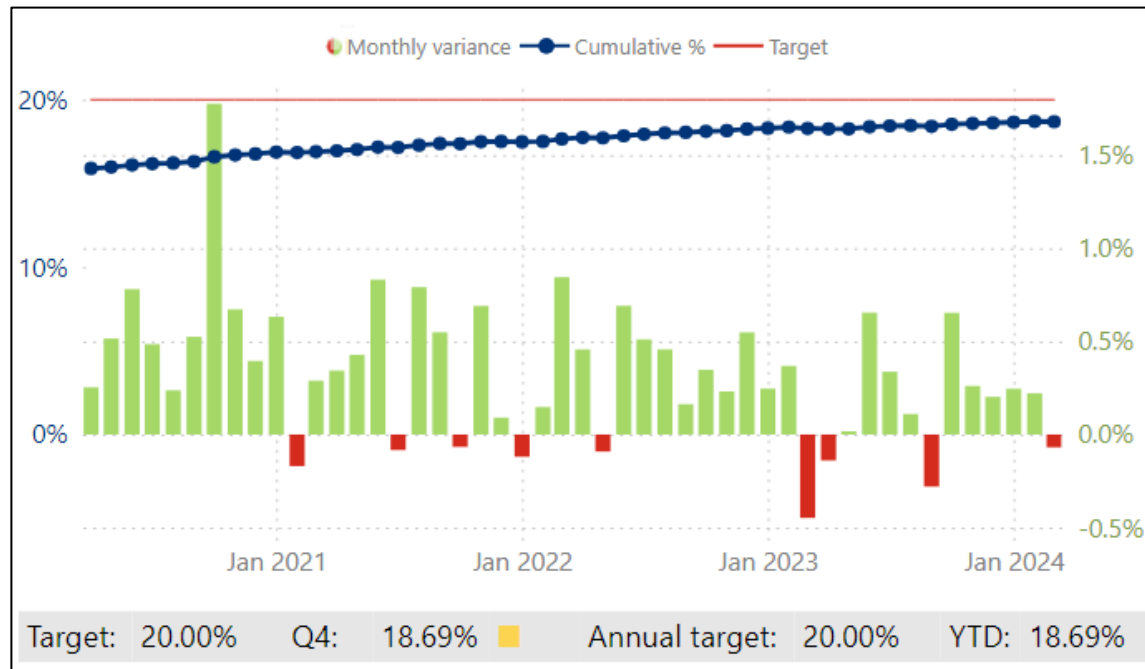


KPI definition: Polling by YouGov - percentage who agree with the statement "I think the services provided by London Fire Brigade to protect and serve London are the right services"

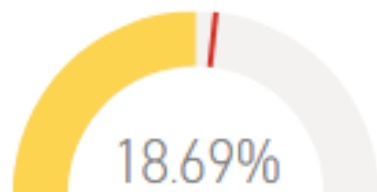
Rationale: To ensure our communities feel we are providing the right services to meet their needs

C1-02: Staff composition – Gender (Women)

Engaging with You



YTD actuals vs target



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

*Additional data on staff composition by Occupational Group and proportion of Women staff among Promotions, Top Earners and Voluntary Leavers available on [Slide 6](#)

It should be noted that there is disproportionate under representation of women at higher grades, and over representation at lower grades. However, LFB has continued to improve the number of women it recruits this quarter and is close to meeting the target. In order to reach or exceed it, the following activity has been delivered or is planned:

The Outreach Team runs Experience Days to allow potential future firefighter applicants to visit a fire station for a day and take part in a firefighter facilitated event. Much of its effort is focused on reaching out to a diverse applicant pool. It is important these days provide potential candidates with a realistic and honest portrayal of the role to assist with the retention of successful candidates.

Between April 2023 and March 2024, the Outreach team attended 328 events. These included experience days/festivals/community events/job fairs/youth engagement and outreach recruitment sessions. Approx. 982 underrepresented people to date have expressed an interest in joining the Brigade at these events.

This year's Apprenticeship Week theme was themed as "Skills for Life". The Outreach Team attended 10 events during Apprenticeship Week, gathering over 50 expressions of interest from individuals with underrepresented backgrounds.

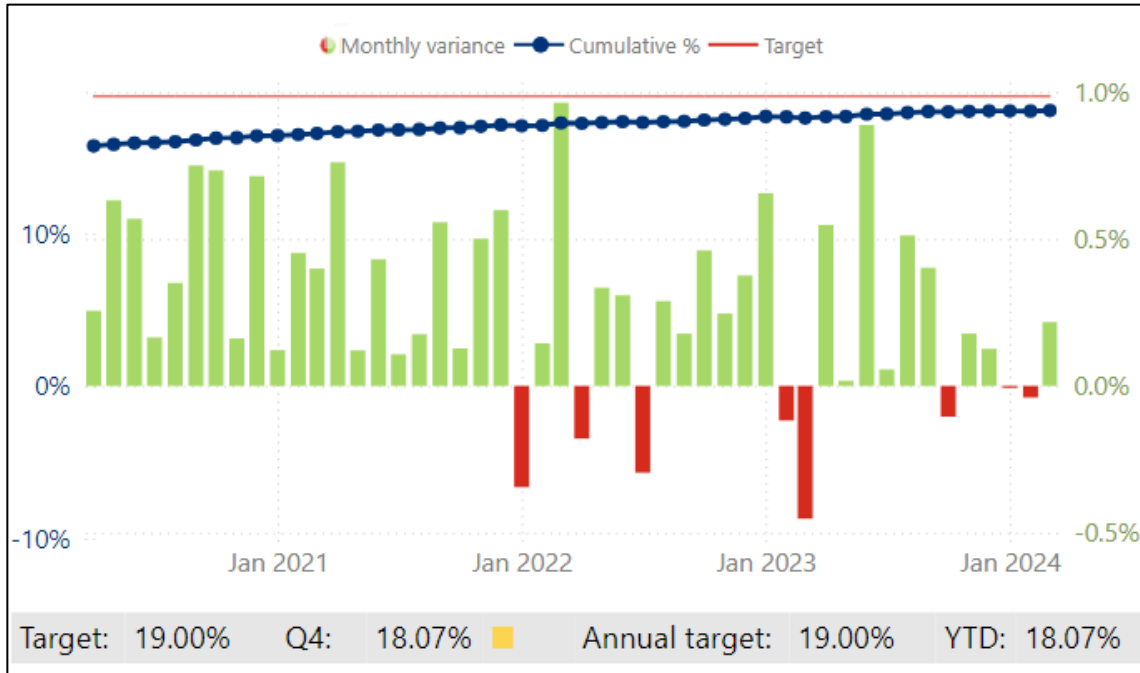
In February 2024 a social media campaign across Instagram, Tik Tok and Snapchat platforms began targeted advertisement for women and underrepresented ethnic groups in London, sharing stories from underrepresented groups about being a firefighter. International Women's Day in March was celebrated and supported, with over 50,000 impressions on social media channels for our International Women's Day communications.

LFB continues to support and work with equality support groups such as Women in the Fire Service and FBU's Women's Action Committee. Members of these networks have been seconded full-time to work in the Positive Improvement Team based at LFB HQ where, as part of a wider team, they will continue to champion women in LFB and ensure our policies and processes are supportive of their members.

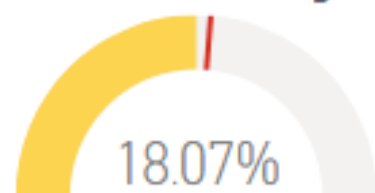
People Services are working with QCG Consultancy who produced a draft report in December 2023 on a wider review of benefits aimed at helping to attract more women into the Brigade and increase gender diversity. QCG will give their final recommendations in April 2024.

C1-03: Staff composition – Ethnic Minority Staff

Engaging with You



YTD actuals vs target



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

*Additional data on staff composition by Occupational Group and proportion of Ethnic Minority staff among Promotions, Top Earners and Voluntary Leavers available on [Slide 6](#)

LFB has continued to improve the ethnic diversity of the staff it recruits this quarter and is close to meeting this target. In order to reach or exceed it, the following activity has been delivered or is planned:

The Outreach Team runs Experience Days to allow potential future firefighter applicants to visit a fire station for a day and take part in a firefighter facilitated event and focuses much of its efforts on reaching out to a diverse applicant pool. It is important that these Experience Days provide potential candidates with a realistic and honest portrayal of the role, to assist with the retention of successful candidates.

Between April 2023 and March 2024, the Outreach team attended 328 events. These include experience days/festivals/community events/job fairs/youth engagement and Outreach recruitment sessions. Approx 982 underrepresented people to date have expressed an interest in joining the Brigade at these events. This year's Apprenticeship Week theme was "Skills for Life" The Outreach Team attended 10 events during this week, receiving over 50 expressions of interest from those of underrepresented backgrounds.

In February 2024 a social media campaign across Instagram, Tik Tok and Snapchat platforms began targeted advertisements for women and underrepresented ethnic groups in London, sharing stories from underrepresented groups about being a firefighter.

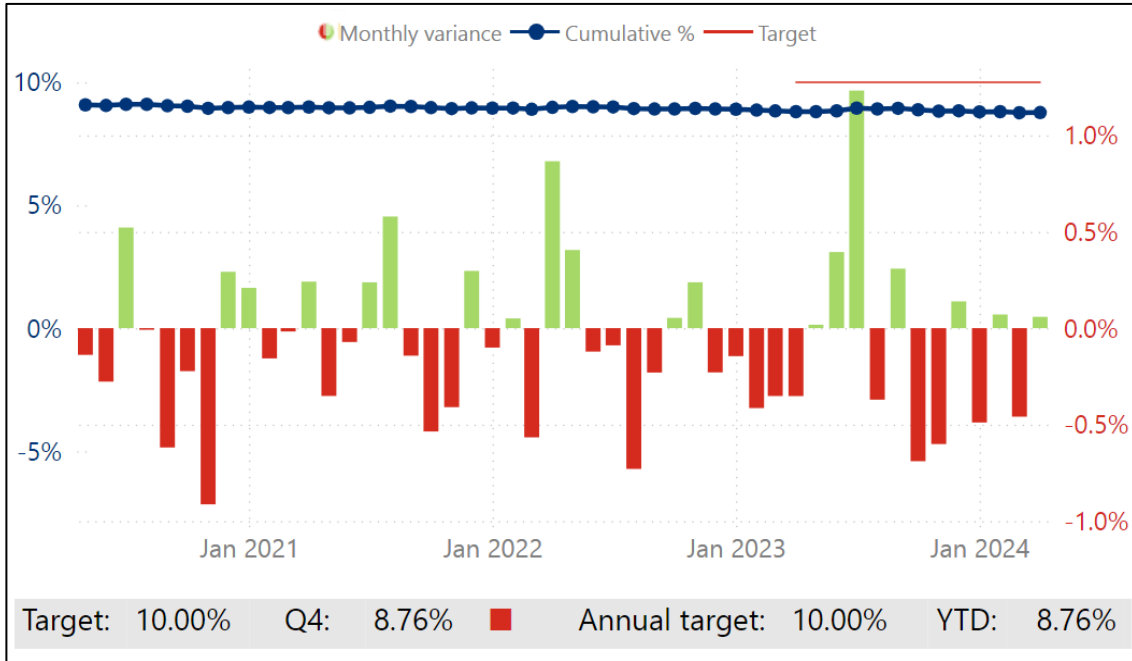
LFB continues to support and work with equality support groups such as Fairness, Asian Fire Service Association and the FBU's Black & Ethnic Minority Members. Members of these networks have been seconded full-time to work in the Positive Improvement Team based at LFB HQ where, as part of a wider team, they will continue to champion underrepresented staff in LFB and ensure our policies and processes are supportive to their members.

It should be noted that there is disproportionate under representation of staff from Black, Asian and other ethnic groups at higher grades, and an over representation at lower grades. The Leadership Academy have launched a group coaching programme which covers Employability Skills, Mentoring Skills, Change Management and Self-Awareness Mindtools. Whilst everyone is welcome to attend, they are targeted at underrepresented groups, to provide support for career progression.

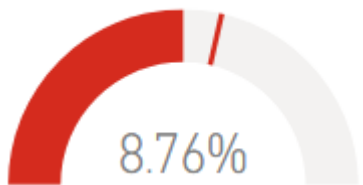
Further areas for consideration include the impact of the recruitment of transferees who are typically less diverse than our workforce or the population of London, though are a vital part of our workforce planning strategy to reduce the Average Vacancy Margin. This is therefore considered carefully each month at Establishment Board to maintain the balance between securing the skills LFB needs and ensuring that our workforce reflects the population of London. In April 2024, the Operations Establishment Board agreed to put on hold any future advertised transferee rounds to prioritise the diverse intake of trainee firefighters.

C1-04: Staff composition – Disability

Engaging with You



YTD actuals vs target



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

*Additional data on staff composition by Occupational Group and proportion of Disabled staff among Promotions, Top Earners and Voluntary Leavers available on [Slide 6](#)

LFB is close to meeting this target and analysis will be undertaken to understand why numbers of staff declaring a disability has slightly declined. Several positive actions are already in place to correct this. An example of this is the new approach to monitoring disability which takes a more person-centred, practical approach to how their disability impacts them. It is hoped that this approach will encourage employees to disclose more authentically, once the questions are embedded in our IT system.

LFB continues to support and work with equality support groups such as the Disability Support Group and the Neurodiversity Support Group, to ensure our policies and processes are supportive of staff with disabilities.

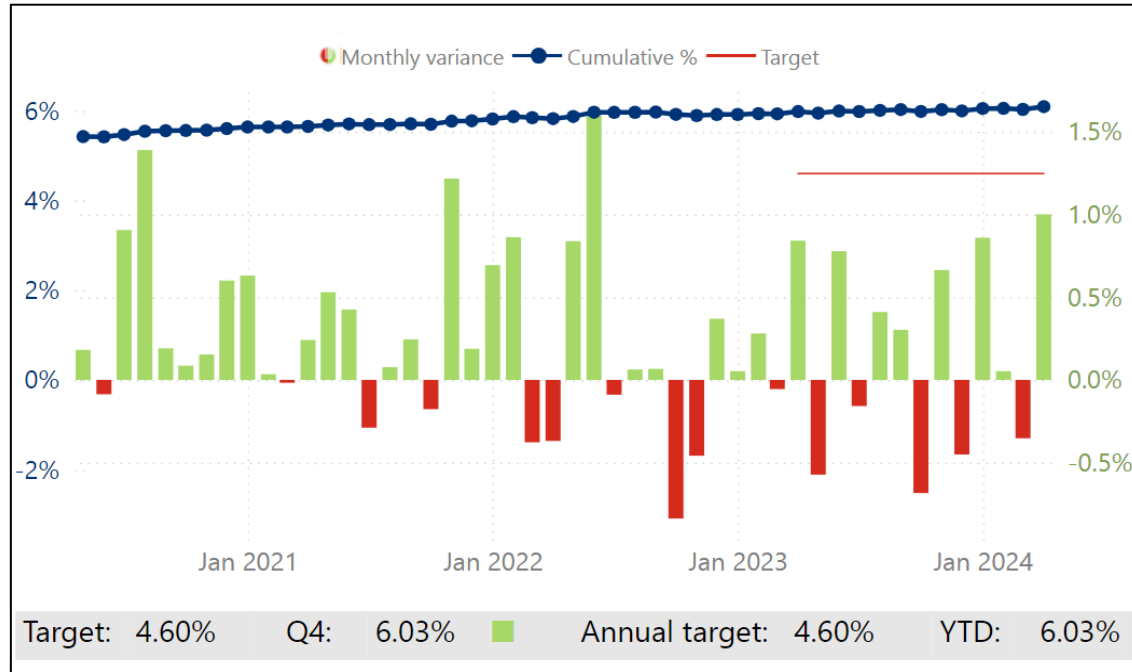
The Outreach Team continues to engage with potential future applicants in this group, through digital media channels and community, partner-based activities to seek to increase the diversity of our workforce across the Brigade.

Additional work is being undertaken to build a resourcing strategy for the Brigade that will support the targeting of underrepresented groups across all job groups. Engagement from a wider group of internal stakeholders will be sought in Q1 2024/25.

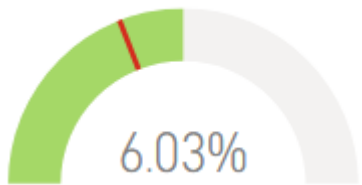
The Workplace Adjustment Passport was launched on 5 February 2024, with the aim of providing uninterrupted managerial support for staff who require reasonable adjustments. The Passport covers two areas of adjustment – those for learning support, agreed and uploaded by the Learning Support team, and wellbeing adjustments, completed by the employee and then discussed with the line manager. This will be discussed with wellbeing colleagues and other relevant subject matter experts, where appropriate. The wellbeing area will be where adjustments related to caring responsibilities are stored.

C1-05: Staff composition – Lesbian, Gay, Bisexual (LGB) Staff

Engaging with You



YTD actuals vs target



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

LFB has met and exceeded its target to recruit LGB staff with continued progress, but knows it has a lot more to do to support existing LGB staff to feel safe and openly express themselves. Within the wider programme of cultural change, to maintain progress and ensure safety and dignity at work, LFB is undertaking activities to support LGB colleagues.

LFB continues to support and work with equality support groups including the LGBTQ+ group. Members of this network have been seconded full-time to work in the Positive Improvement Team based at LFB HQ. As part of a wider team they will continue to champion LGBTQ+ staff and ensure our policies and processes are supportive to their members.

*Additional data on staff composition by Occupational Group and proportion of LGB staff among Promotions, Top Earners and Voluntary Leavers available on [Slide 6](#)

C1-06: Development of the Community Impact Tool

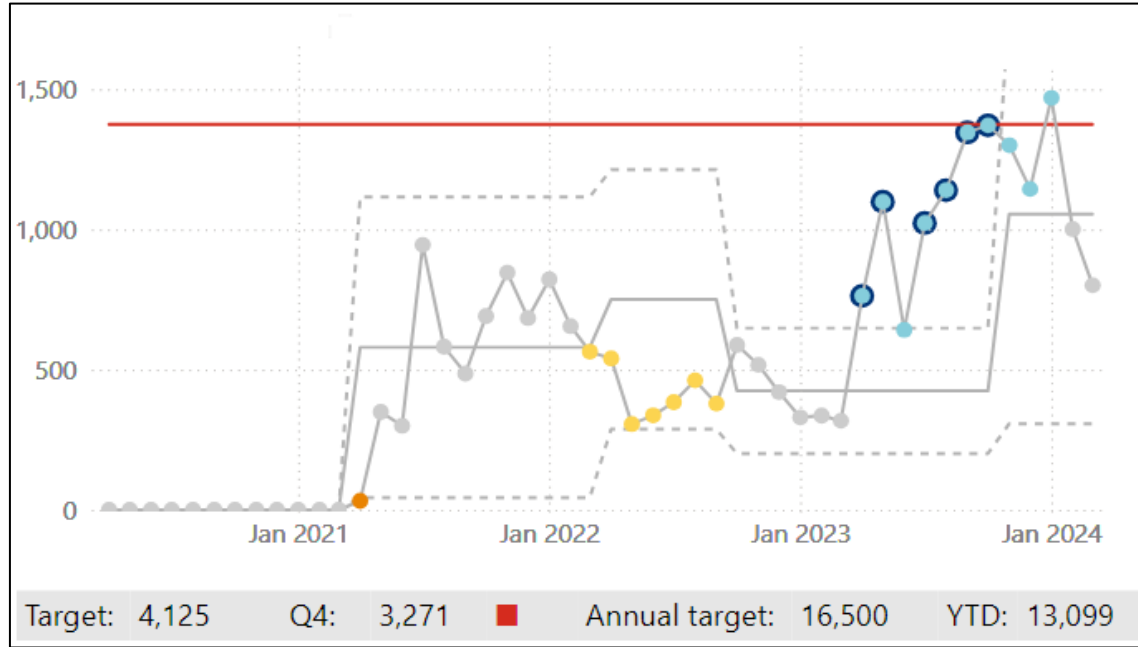
Engaging with You

London Fire Brigade has developed a tool aimed at quantifying the value of our programmes and services for individuals, communities and the environment. This is an innovative and forward-thinking approach, which will have a significant impact on the Brigade, and we are committed to developing and implementing it with the care it deserves. We have consulted extensively with staff in different roles, the community, and other external stakeholders, and developed a draft, which was presented to directors in April 24. The Head of Community Engagement post will become vacant at the end of May 24. While we recruit to the role, the team will focus on work including the Brigade's serious violence duty. We anticipate that progress on the tool will resume in autumn 2024, with formal consultation with unions. We are hoping to launch an action plan in early 2025, followed by an early draft of data in 2025/26.

KPI definition: data to be confirmed

C2-01: Triages via our Online Fire Safety Checker

Engaging with You



Home Fire Safety Checker (HFSC) triages are a critical measure for the Brigade, because triages underpin our strategy to focus our resources on those at greatest risk.

January 2024 saw the highest number of triage completions since the launch of the checker, at 1,469. In February, the digital team identified some issues with the corporate website. This has impacted traffic, including to the HFSC. These issues are being investigated. We are aiming to further increase triages through a combination of measures, including continued investment in paid-for public digital campaigns, as well as optimisation of the checker.

YTD actuals vs target



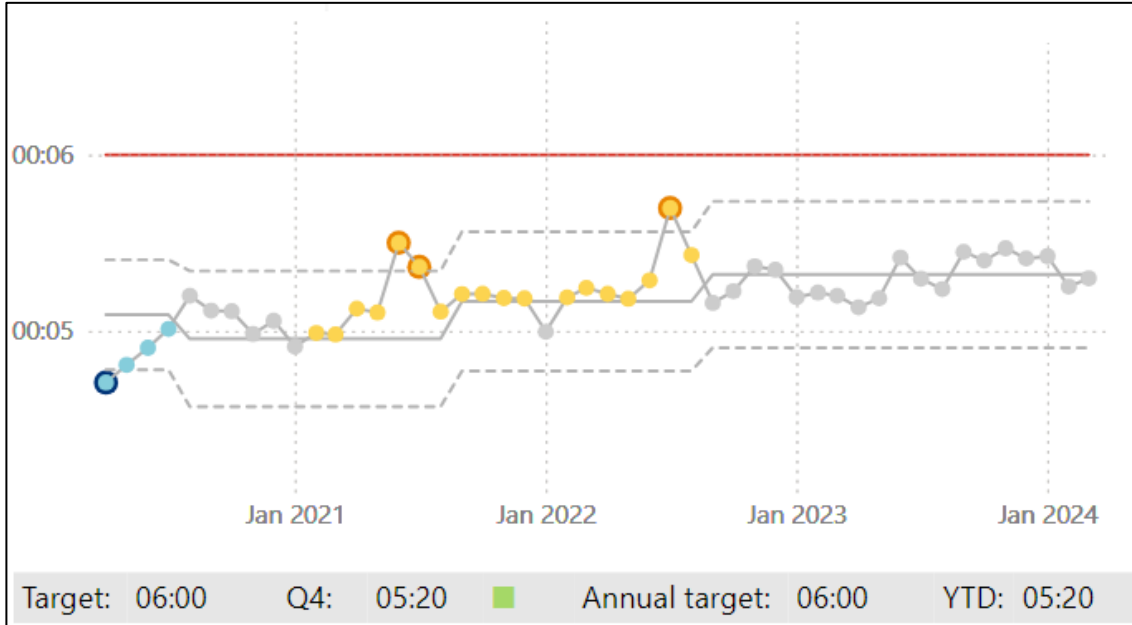
KPI definition: Number of triages completed online, identifying households at risk of a fire

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

[Understanding the SPC Charts](#)

C3-01: Average First Appliance Arrival Time

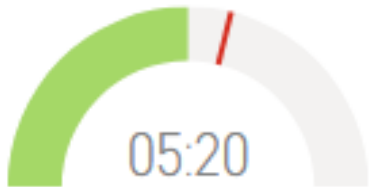
Protecting You



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 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.

There was a very small upwards trend in the average through Q2 and Q3 but overall, LFB continues to perform well within target for London wide average first appliance arrival time and Q4 has reassuringly returned to normal performance as of February.

YTD actuals vs target



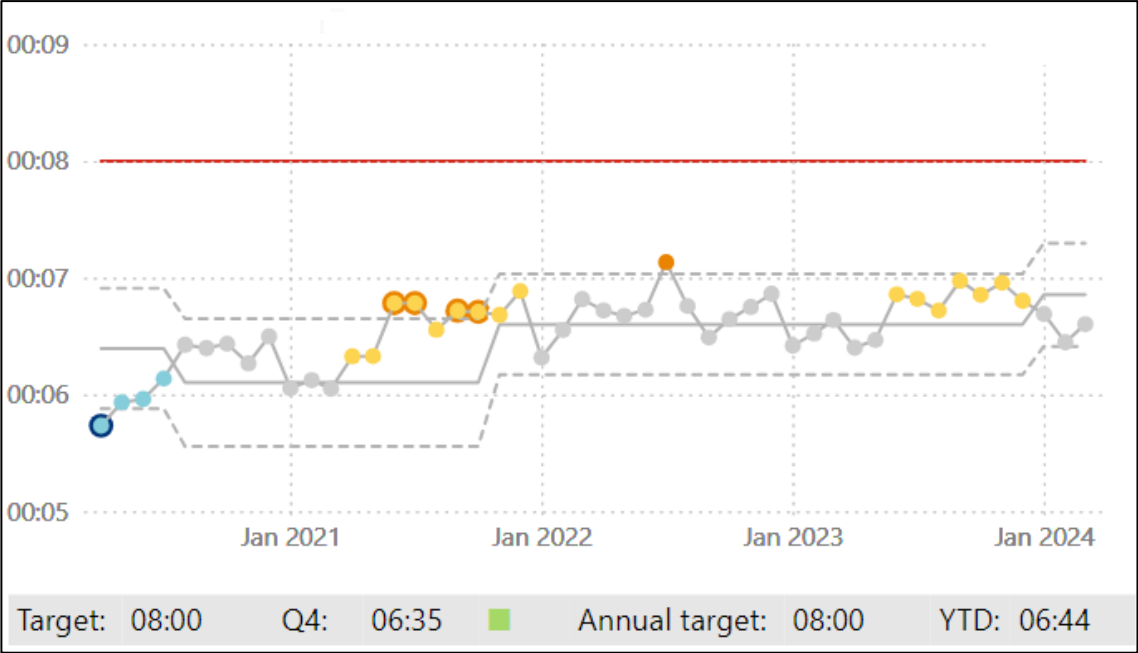
KPI definition: Monthly average arrival time of first fire engine to arrive at an incident within six minutes of being mobilised

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

[Understanding the SPC Charts](#)

C3-02: Average Second Appliance Arrival Time

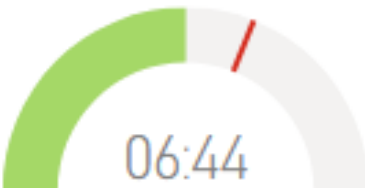
Protecting You



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 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 second appliance arrival time.

YTD actuals vs target

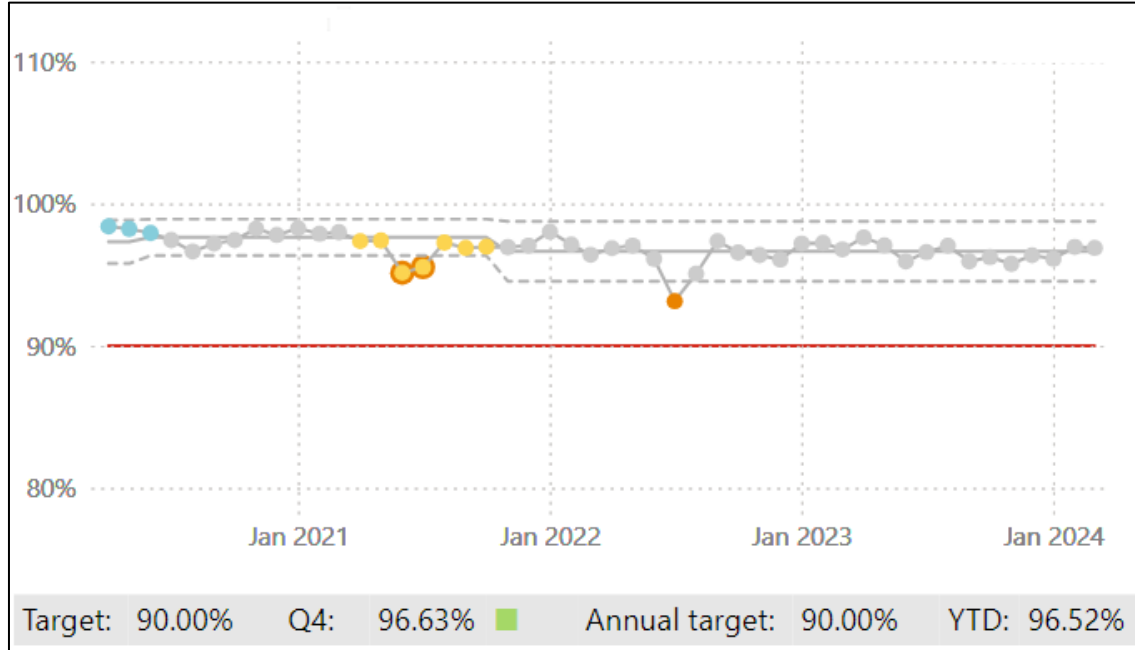


KPI definition: Monthly average arrival time of second fire engine to arrive at an incident within eight minutes of being mobilised
Rationale: Response times are one of the key drivers for ensuring operational staff have the best chance of dealing with fires and other incidents effectively

[Understanding the SPC Charts](#)

C3-03: First appliance arrival within 10 minutes

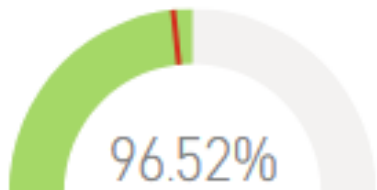
Protecting You



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 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 within 10 minutes.

YTD actuals vs target



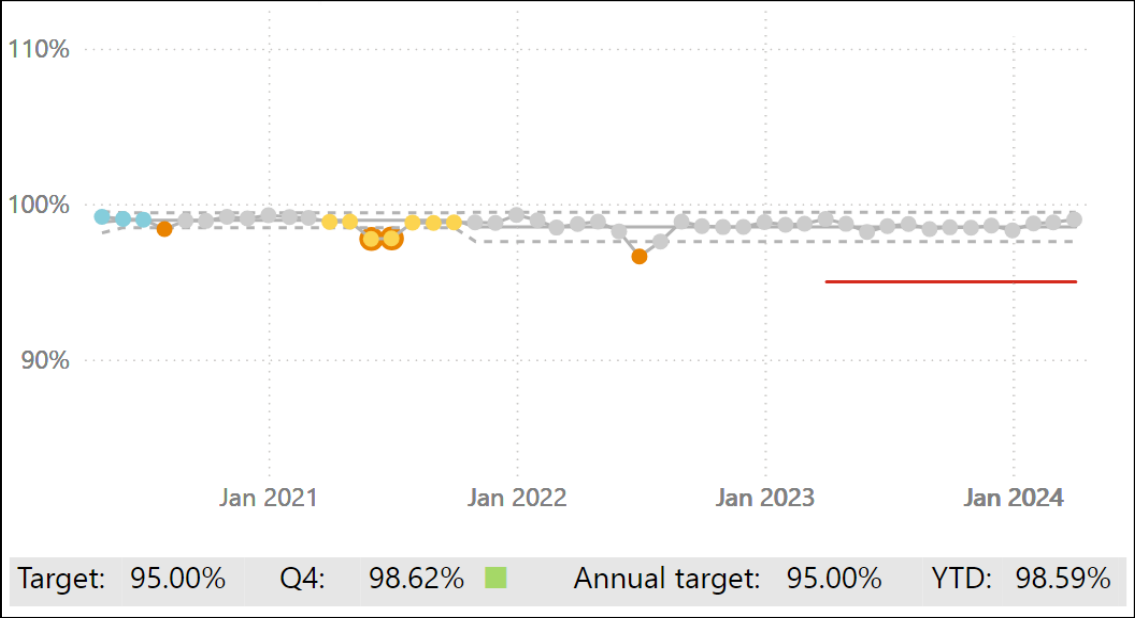
KPI definition: A fire engine anywhere within London in 10 minutes on 90% of occasions

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

[Understanding the SPC Charts](#)

C3-04: First appliance arrival within 12 minutes

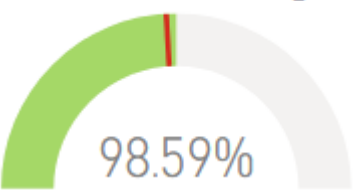
Protecting You



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 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 second appliance arrival within 12 minutes.

YTD actuals vs target

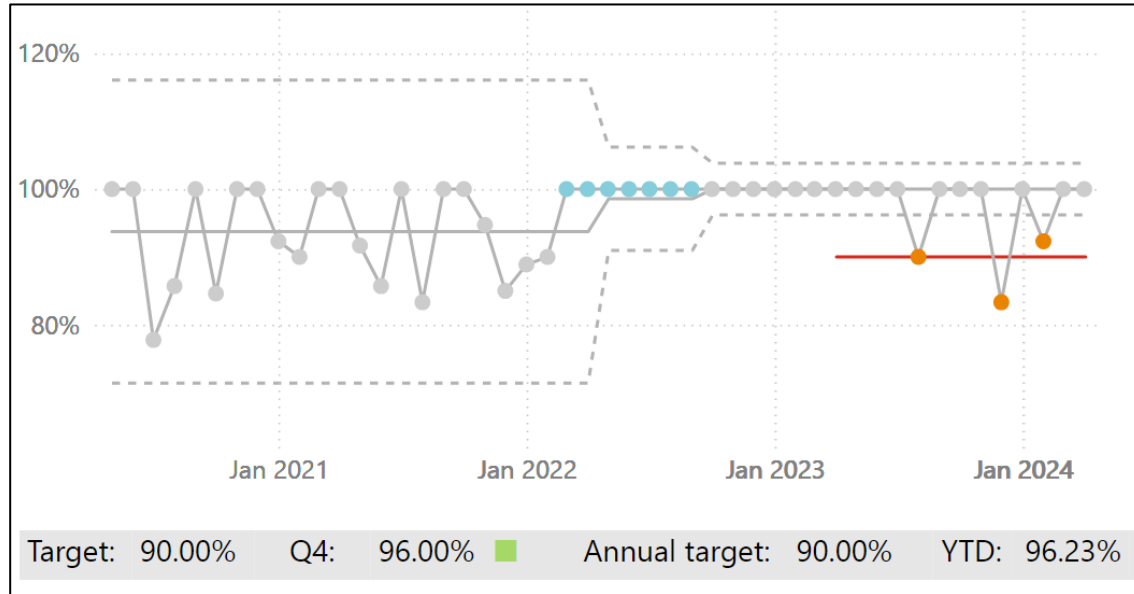


KPI definition: A fire engine anywhere in London in 12 minutes on 95% of occasions
Rationale: Response times are one of the key drivers for ensuring operational staff have the best chance of dealing with fires and other incidents effectively

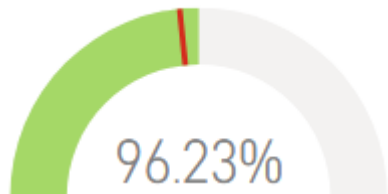
[Understanding the SPC Charts](#)

C3-05: Alleged fire risks addressed within 3 hours

Protecting You



YTD actuals vs target



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 by an Investigating Officer

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

[Understanding the SPC Charts](#)

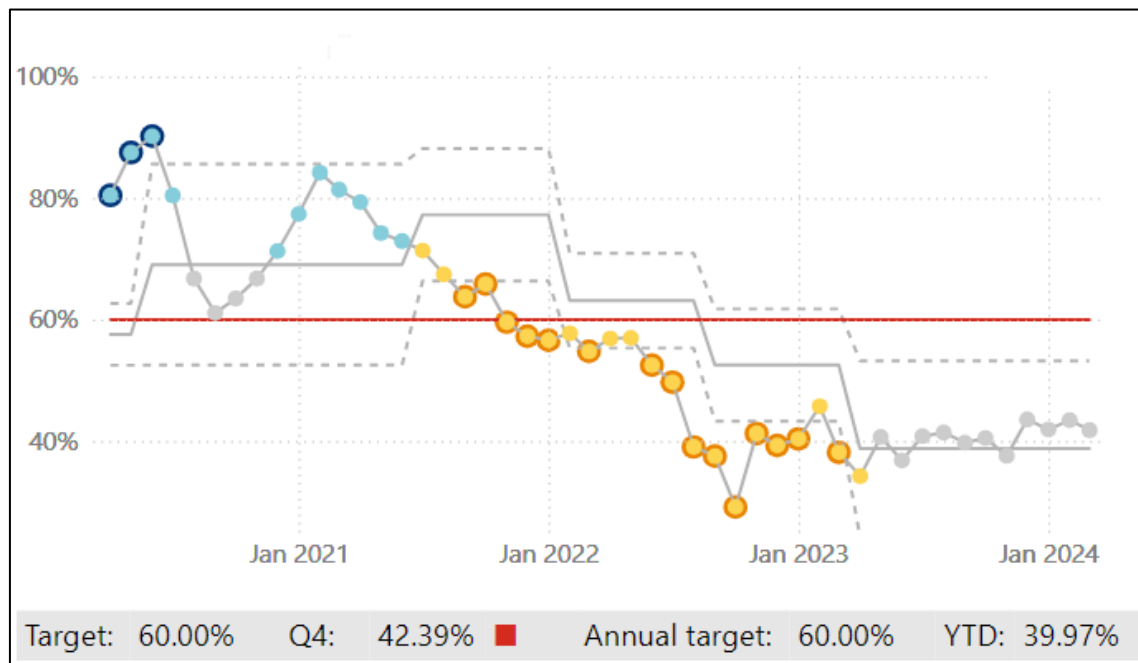
The Alleged Fire Risks (AFR) performance monitoring reports demonstrate consistent positive performance over an extended period of time, indicating overall current processes are effective where initial investigation indicates that there are persons at risk.

LFB continues to perform well in this area when serious fire risks are presented, and this continues to be a high priority. There is a revised total of 12 up from five alleged fire risks reported earlier in the year for December 2023. This is as a result of a Christmas/New Year period administrative backlog. Two of these fell below the 3-hour expectation with one being completed on the 3-hour limit.

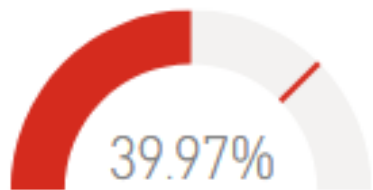
In relation to the outlier in February's report, this was caused by the incorrect opening of a AFR investigation with the incorrect times entered. Updates to the reporting system will be completed and monitored as part of our quality assurance processes with any wider learning circulated to all staffing groups and departments impacted.

C3-06: Ratio of high-risk audits completed

Protecting You



YTD actuals vs target



KPI definition: Total high-risk audits completed on premise types such as Hospitals, Care Homes, Purpose Built Flats that have 4 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 (slide 24) but we will separately track high risk audits

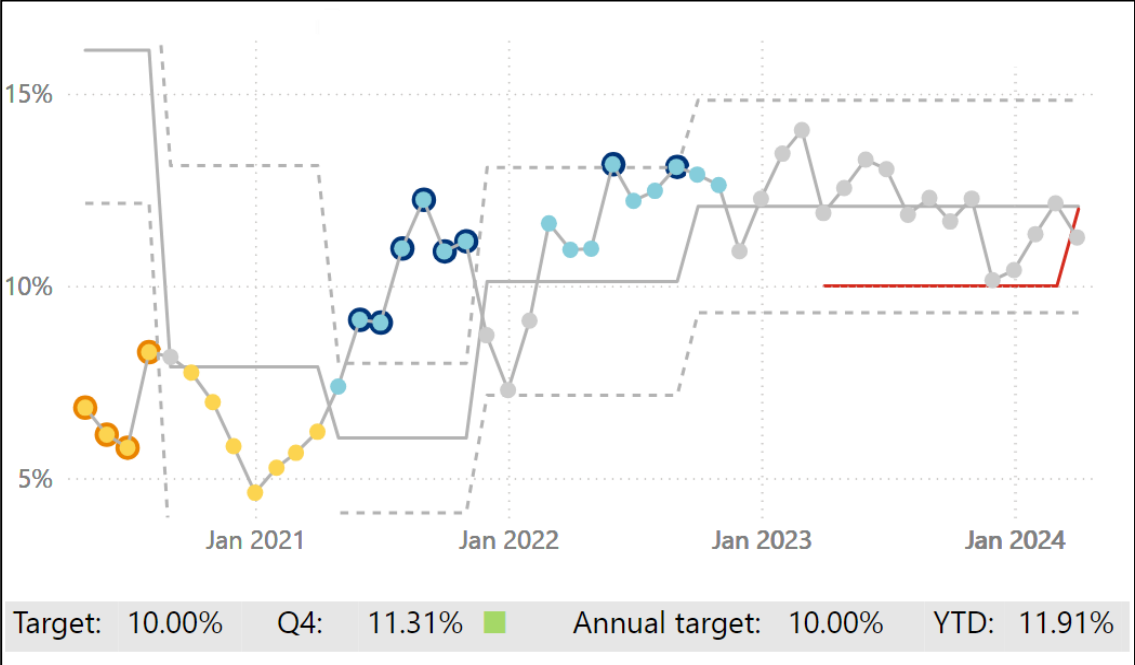
Performance against this target continues to be impacted by an increasing national skills shortage of fully qualified fire safety inspectors, which is compounded by the new Building Safety Regulator (BSR) and other stakeholders such as large housing providers who are also actively recruiting from the same talent pool. Higher risk audits can only be undertaken by fully competent staff – normally requiring circa 2.5+ years to reach this level. LFB cannot compete with the private sector and in some cases even other public sector organisations, who recruit smaller numbers but pay far more for those skills. As a result, our current attrition rate is circa 15%, which is higher than the previously predicted rate of 10%.

However, LFB now has a Protection specific workforce plan for inspecting officers to help map recruitment, training and competency, against the current challenges and emerging pressures such as the BSR. LFB has done a lot to counter this, including setting up and growing its own academy, which attracts and trains more inspecting officers than anywhere else in the UK. LFB are also actively exploring options to utilise external training provisions to potentially increase the training throughput for new and/or existing staff, LFB as an employer offers a range of non-cashable benefits including but not limited to; generous leave allowances and flexible working where possible. Additionally, by providing pension abatement to retain the most experienced staff alongside a better market rate supplement, LFB is hoping to improve overall retention. The Commissioner has raised the issue with national government and continues to engage all stakeholders to call for the necessary investment to address what is a serious shortage of competent professionals.

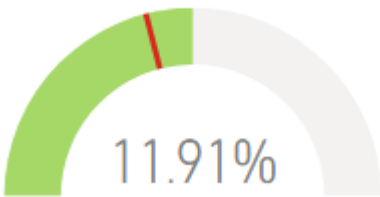
[Understanding the SPC Charts](#)

C4-01: Station staff time spent on Prevention - Day

Protecting You



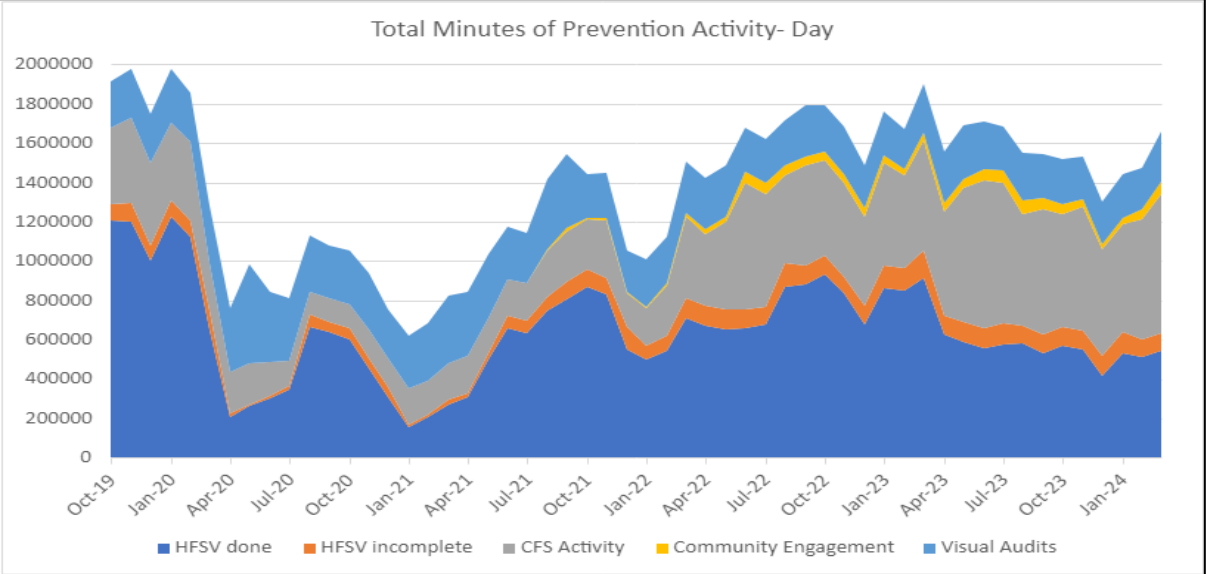
YTD actuals vs target



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

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

[Understanding the SPC Charts](#)

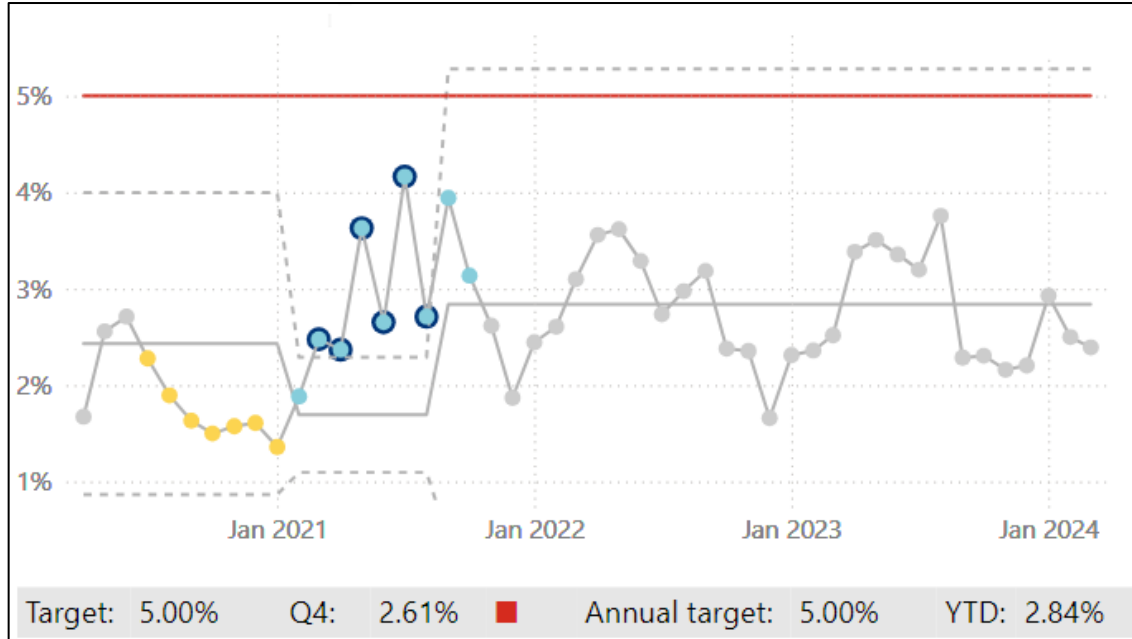


LFB has recently updated the calculation for station staff time spent on Prevention activity making reporting more accurate and including the relevant categories. Due to changes in calculations, visual audits have been removed from Protection and included in Prevention. LFB is now reporting on the new dataset in relation to Prevention activity.

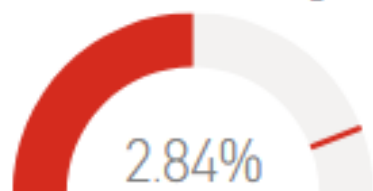
LFB has been above target for the percentage of staff time spent on Prevention for the last financial year. As expected, and in line with previous years, prevention activity decreased in December due to the winter holiday. The quarterly and YTD performance remains well above target. The Fire Station Performance Report will imminently be released, which will make targets clearer to stations and allow them to monitor their own performance.

C4-02: Station staff time spent on Protection - Day

Protecting You

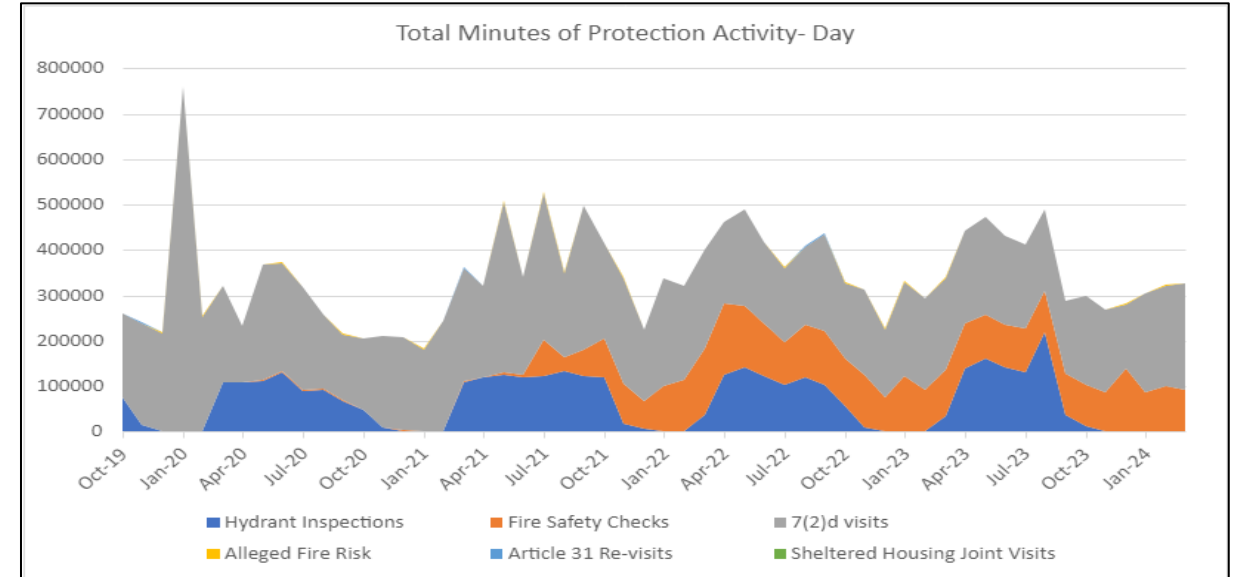


YTD actuals vs target



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
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

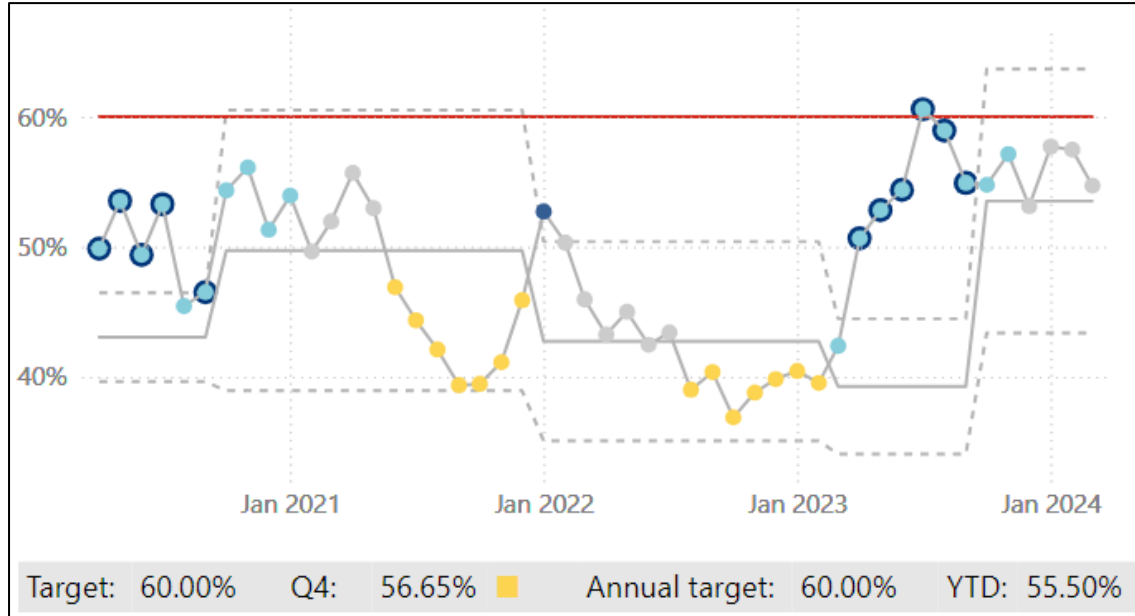
[Understanding the SPC Charts](#)



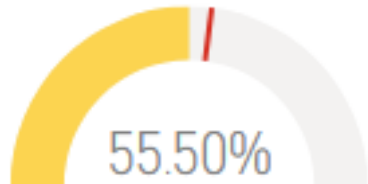
LFB has recently updated the calculation for station staff time spent on Protection activity making reporting more accurate and including the relevant categories. Due to changes in calculations, visual audits have been removed from Protection and included under Prevention. LFB has been below the existing target for the last financial year, averaging performance of just under 3%. Hydrant Inspections are seasonal, which accounts for a decrease in the proportion spent on Protection in the last quarter. The Fire Station Performance Report will imminently be released, which will make targets clearer to stations and allow them to monitor their own performance.

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

Protecting You



YTD actuals vs target



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

[Understanding the SPC Charts](#)

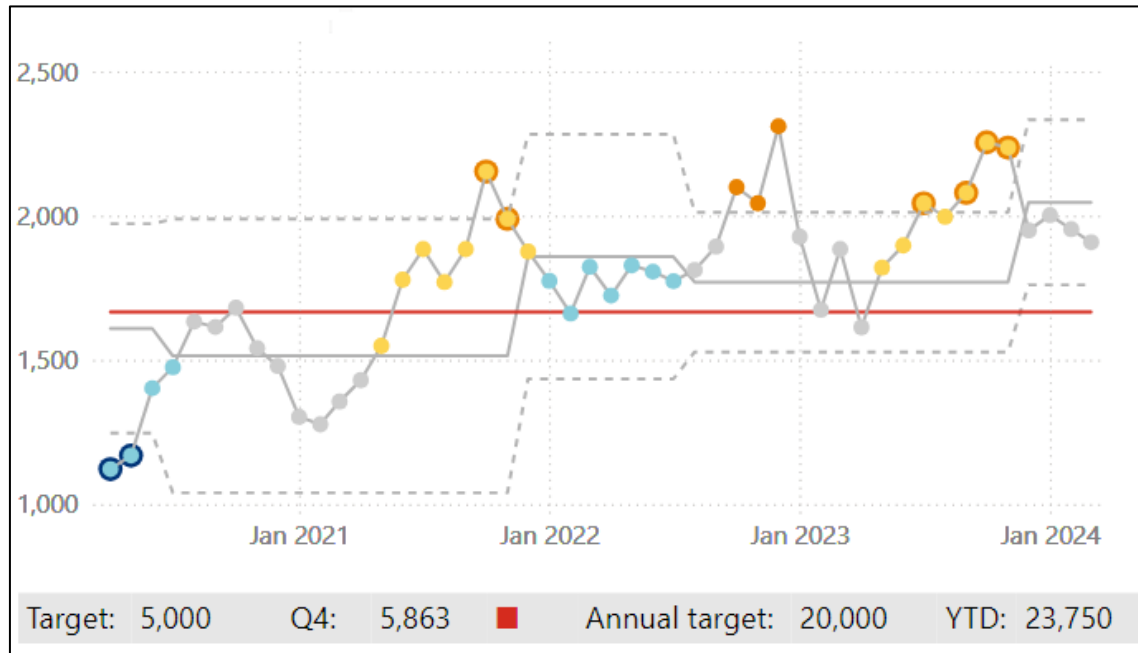
LFB's delivery of and prioritisation of high-risk home fire safety visits (HFSVs) has been recognised in the recent HMICFRS lifting of a 'cause of concern', with positive recognition that the Brigade's whole approach to prevention and HFSVs has changed, making the most vulnerable safer. This has led LFB to set a more challenging target of 60% of all HFSVs to be undertaken at high-risk properties.

LFB is currently just short of this target YTD; however there has been positive improvement compared to the previous financial year following the introduction of the new Home Fire Safety Strategy.

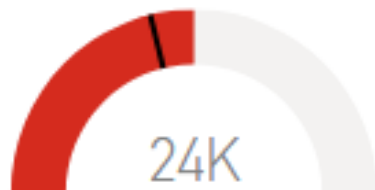
We are taking a new, more sophisticated, approach to targeting those at risk, including leveraging referrals from partner agencies and use of geodemographic risk data. We expect that this will have an impact on this metric in the future as this approach is further embedded.

C4-04: False alarms due to automatic fire alarm (AFA) in non-domestic buildings

Protecting You



YTD actuals vs target



[Understanding the SPC Charts](#)

KPI definition: Monthly count of false alarms 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

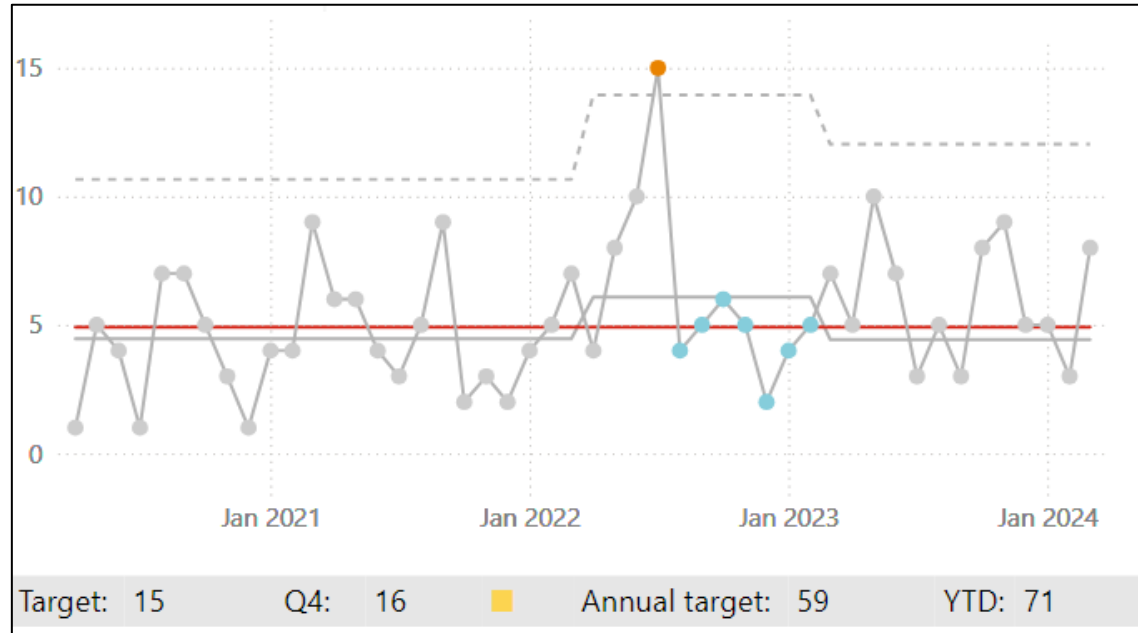
LFB's unnecessary attendance to automatic fire alarms (AFAs) would reduce if the Brigade adopted best practice from other fire and rescue services and implemented an informed, risk-based response.

LFB has proposed adopting that approach in its strategic plan. We have completed the external consultation and the results have been reviewed and reported by an independent consultant, who noted that "overall, respondents were generally supportive of the proposed change, with exactly half (50%) explicitly stating that they had no concerns regarding its implementation."

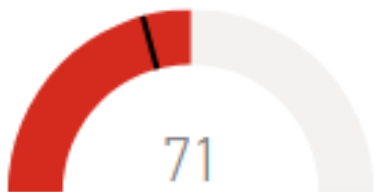
The independent consultant's report has been subject to a full analysis with further data being obtained where required, in order to address all the key points and themes raised. A paper for decision that reflected the consultation analysis and included some further exemptions based on the consultation responses, has been to the Commissioner's Board and Deputy Mayor's Fire and Resilience Board in February. The LFC has formally agreed the implementation of a non-attendance policy in line with the report and has agreed to provide delegated authority to the Assistant Commissioner for Prevention & Protection to develop and implement a plan to operationalise the policy.

C5-01: Reporting of Injuries, Diseases and Dangerous Occurrences Regulations

Learning from Others



YTD actuals vs target



[Understanding the SPC Charts](#)

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

There were 15 injuries reported under RIDDOR in Q4 2023/24. For the 2023/24 financial year there have been 70 RIDDOR injuries, which is above target.

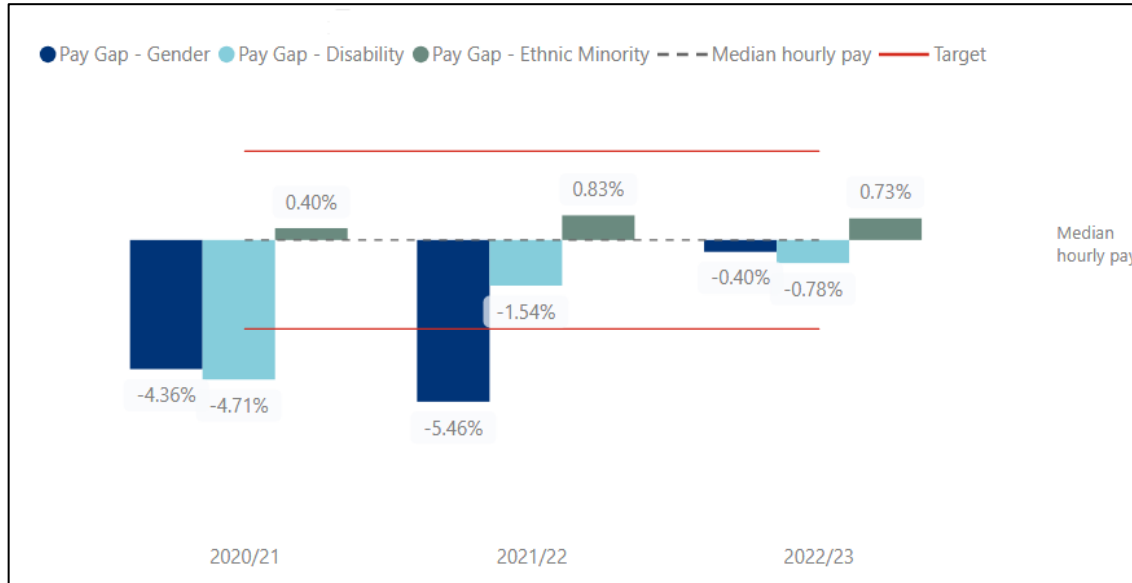
All RIDDOR injuries in Q4 were to firefighters, with 9 injuries occurring at operational incidents, 3 injuries occurring during operational training events and 3 injuries during general activities. Three injuries were reported as 'specified' injuries; these were a firefighter who fractured their ankle while dismounting the appliance, a firefighter who fractured ribs falling on a wall at a water rescue incident and a firefighter who fractured their ankle at an Urban Search and Rescue training exercise. All other injuries were reported as 'over 7 day' injuries. These included a further ankle injury while dismounting the appliance. Information, instruction and training with regard to dismounting fire appliances will be reviewed.

All injuries are investigated, and recommendations are made to prevent recurrence. Of the 15 injuries reported in this quarter, 10 investigations have recommended actions to prevent a recurrence. The remaining 5 investigations are ongoing.

Common themes in injuries are identified and organisational actions are taken where appropriate, which includes the recent roll out of analytical risk assessment, a staff survey relating to safety culture, manager communication on specific safety issues to the work force and focused internal safety campaigns.

C5-02: Pay Gap

Learning from Others



KPI definition: Pay gap – 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
 Pay gap – 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

Pay gap – 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: Overall, there is a downward trend in both the mean and median gender pay gaps over this period, with the median currently at -0.40% and the mean at -5.07%, indicating that women earn, on average, 5.07% more than men.

Target: +-3% Q4: -0.40% Annual target: +-3% YTD: -0.40%

Ethnicity Pay Gap: The median pay gap stands at 0.73%, down by 0.1% from the previous year 2022 (0.83%), while the mean gap is 4.22%, down by 0.3% from the previous year 2022 (4.52%). This suggests that ethnically underrepresented staff earn less on average than White staff, with minimal change observed year on year.

Target: +-3% Q4: 0.73% Annual target: +-3% YTD: 0.73%

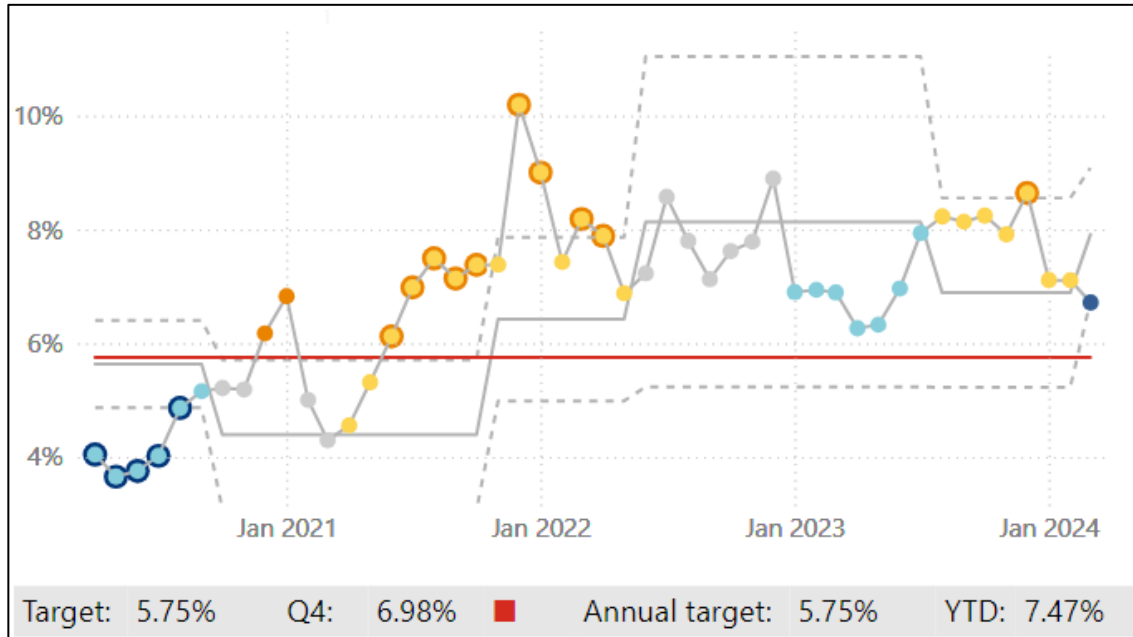
Disability Pay Gap: The median disability pay gap has decreased by 0.76% from 2022, currently standing at -0.78%, while the mean pay gap is -2.83%, reduced by -0.20% compared to 2022 (-3.03%). This slight favourability towards staff with disabilities suggests that, on average, staff with and without disabilities earn nearly the same.

Target: +-3% Q4: -0.78% Annual target: +-3% YTD: -0.78%

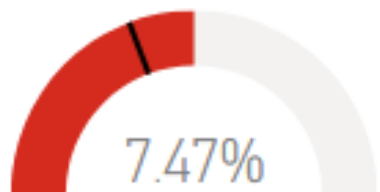
While the pay gaps are minimal due to our flat pay structure, it should be noted that this masks issues of disproportionate representation in all grades across the organisation. Work to improve diversity of external recruitment is already highlighted in slides 11, 12 and 13.

C5-03: Staff Sickness

Learning from Others



YTD actuals vs target



[Understanding the SPC Charts](#)

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

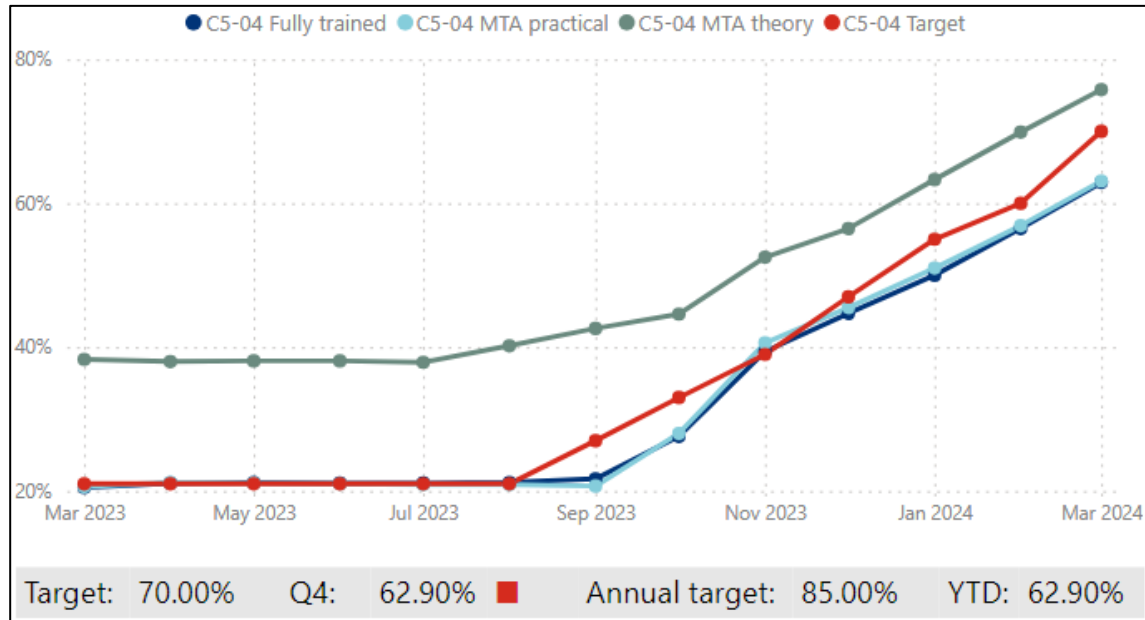
We have seen a decrease since the December 2023 peak of 8.6%, although sickness continues to report above target at 6.99% for quarter four. Stress, Anxiety and Depression (SAD) has been the greatest cause of absence in Control and FRS staff, with Musculoskeletal the greatest cause for Operational staff. Long-term sickness continues to constitute the majority of sickness, at 4.6% for quarter four.

Current work to address operational sickness: Attendance Project for Fire stations is now progressing, Terms of Reference agreed and meeting with Unions complete. Work has begun with the North-East area, information gathering will begin across sickness absence reasons, partial absences, light duties, half pay and nil pay, due to service cases.

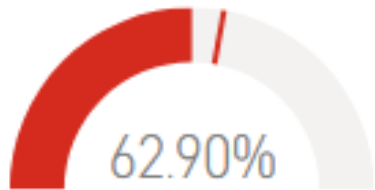
The Wellbeing Team has been working with a project team to explore causes of SAD absence with a view to provide a more evidence-based delivery of wellbeing service provision and exploring further support required. Data analysis identified red flags which signal the need for intervention and will be incorporated into the wellbeing content of existing and future training courses to promote greater individual understanding, earlier identification and access to interventions, reducing the need to take SAD absence through earlier resolution. The team have been included in the redesign of the leadership development programme so able to feed in the learning from the data analysis. The project has also looked at the triggers that are needed to generate interventions to support mental health and wellbeing, and work is ongoing to facilitate the easy and early request of support following attending operational incidents through a request submitted via the station diary. A new report is also under development to provide all names and contact details to CTS in instances of Critical Incidents to allow them to more easily contact those involved and offer support. This report should capture control room operators and officers in attendance to avoid people being missed. The new request process and report should be completed during Q1. The Wellbeing Team have forged a closer working with Fire Fighter's Charity to develop stronger interventions and support around SAD and also physical wellbeing. The team have discussed the different needs of our different staff groups with FF Charity Director of Health Improvement and Influencing and in Quarter 1 are discussing the development of different workshop options with the new Wellness and Behaviour Change Manager.

C5-04: Percentage of Ops staff trained to respond to marauding terrorist attacks

Learning from Others



YTD actuals vs target



KPI definition: Total number of staff that have completed theory or practical training in Marauding Terrorist Attack Response as a percentage of eligible staff

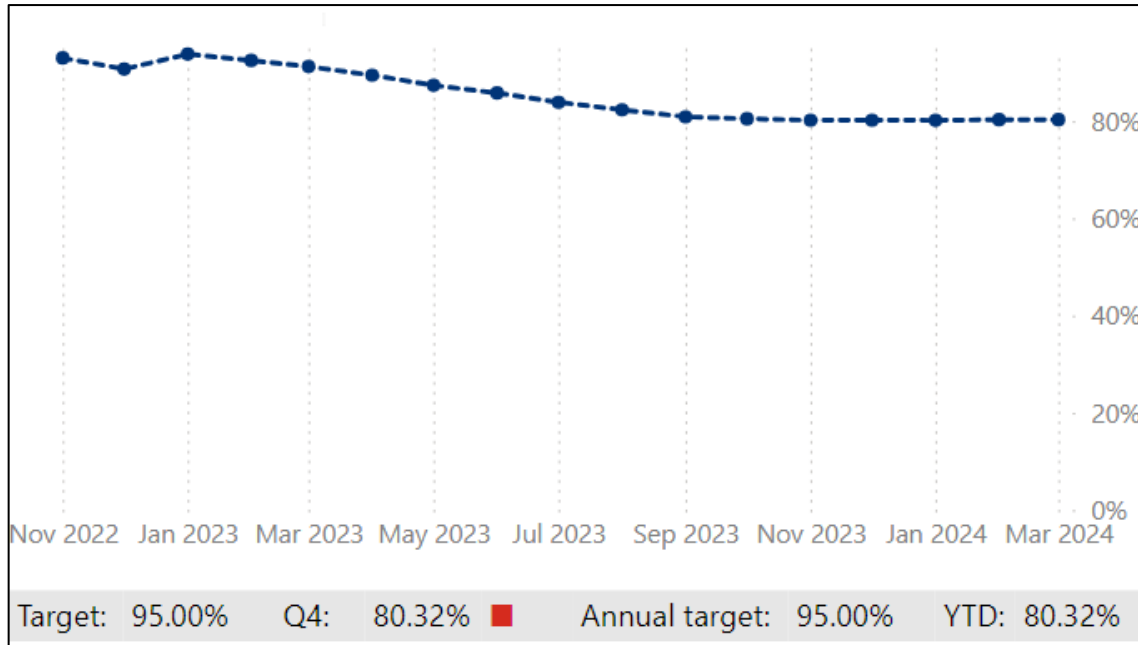
LFB continues the mass roll-out of MTA training and will be the first service and one of only two in the country to have all front-line firefighters fully equipped for the most serious terror incidents.

The delivery of the practical element is dependent on the availability of strategic resource and Planned Release of Personnel (PROP) which was assigned for MSA breathing apparatus training in January and LFB Values and culture in February. As a contingency we have decided to accelerate the MTA theory sessions in the meantime and 18 practical training sessions have been scheduled for April and May, working alongside Kent and Essex Rescue services.

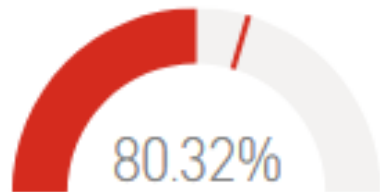
Whilst this indicator is reporting as off target at the end of Q4 and overall delivery is expected to be delayed, we were on target for the first two priority segments of the project: Priority 1 Boroughs went live in April 2023, Priority 2 Boroughs went live in December 2023. We anticipate Priority 3 Boroughs to go live in early May 2024 and are expecting 85% of operational staff will be fully trained by the end of May 2024.

C5-05: Percentage of managers who have completed training against plan

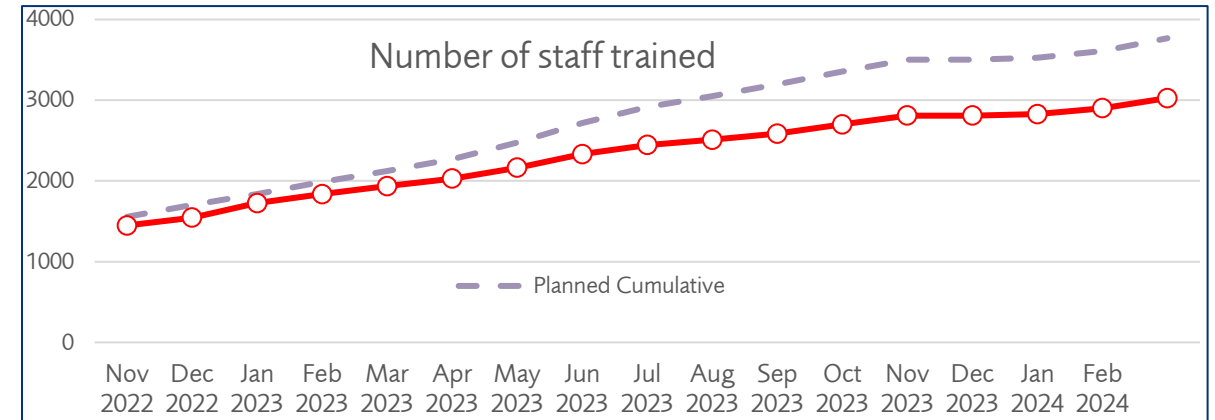
Learning from Others



YTD actuals vs target



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



LFB supervisory and middle leaders receive face-to-face leadership training, with the aim of supporting their development, improving culture and addressing the recommendations laid out in the Grenfell Tower Inquiry Phase 1, LFB Culture Review and HMICFRS inspection. At the end of Q4, 3,024 staff had received this training; this equates to 80% of those we had planned to train by this time.

The C5-05 KPI target relates to the Frank Bailey, Gillian Tanner and Colin Townsley leadership programmes which were launched in 2022. For the Colin Townsley programme, only workshop one (LFB Behaviours) is counted towards the KPI.

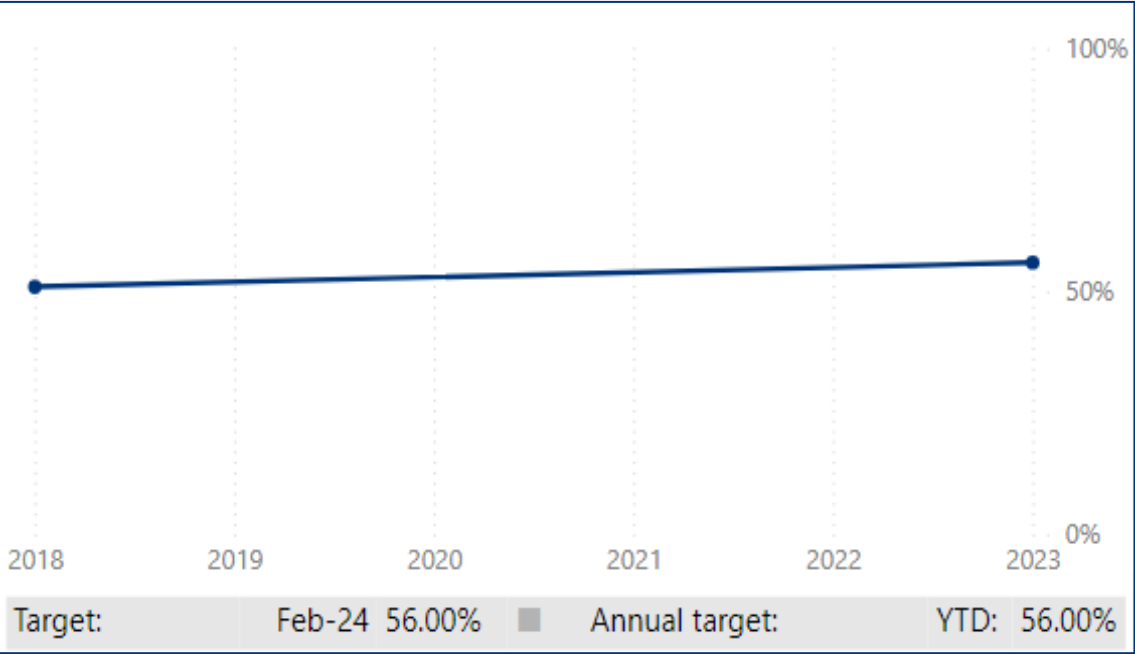
As previously reported, Colin Townsley workshop one ceased due to the introduction and roll out of the new LFB Values and as a result, the additional training capacity has been redirected into the delivery of Colin Townsley workshop two (Challenging conversations, building and maintaining trust, and psychological safety). As Colin Townsley workshop one is no longer delivered, there was an impact on year-end performance against this KPI.

This KPI has been re-designed for 2024/25, this will see reporting expanding to include other leadership training inputs including Colin Townsley workshop two and the National Fire Chiefs Council (NFCC) supervisory and middle leader eLearning packages, which will initially be piloted and will inform full adoption.

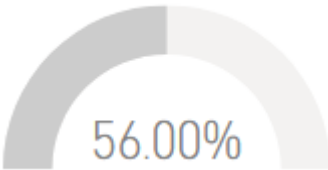
In addition, work is underway to evaluate and redesign the existing leadership programmes, expanding and enhancing the offer to all in a leadership role throughout 2024/25. This work is being managed via the Leadership Model of Trust project, which is part of the Culture Transformation programme.

C6-01: I would recommend LFB as a place to work to my friends and family

Learning from Others



YTD actuals vs target



KPI definition: Percentage of staff in staff survey who agree with the statement "I would recommend LFB as a place to work to friends and family"

Rationale: We want to ensure LFB staff consider us a great employer

LFB regularly requests feedback from staff at all levels through methods including anonymous surveys, and makes changes as a direct result of the feedback given. LFB's most recent staff survey was run in April 2023. Almost 4,000 staff took part, which is 70% of the Brigade's workforce. The Brigade had not previously reached a 50% return rate on surveys.

A short 'pulse' survey will be carried out in spring/summer 2024, followed by a full survey in autumn 2024.

The 2024 surveys will revert to the question 'I would recommend LFB as a great place to work', which was the question asked in the 2018 staff survey. Removing the 'family and friends' element of the question will support the Brigade in delivering against the Mayor of London's recruitment goals for all occupational groups. It also facilitates the Brigade with benchmarking. The Brigade will finalise short and long-term targets for improvement against this question in spring 2024.

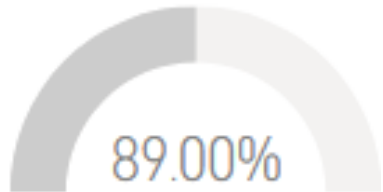
LFB is committed to driving up this indicator through joined-up activities across the Brigade, supported by a comprehensive communications campaign setting out our transformation journey in a way that resonates with our staff.

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

Learning from Others



YTD actuals vs target



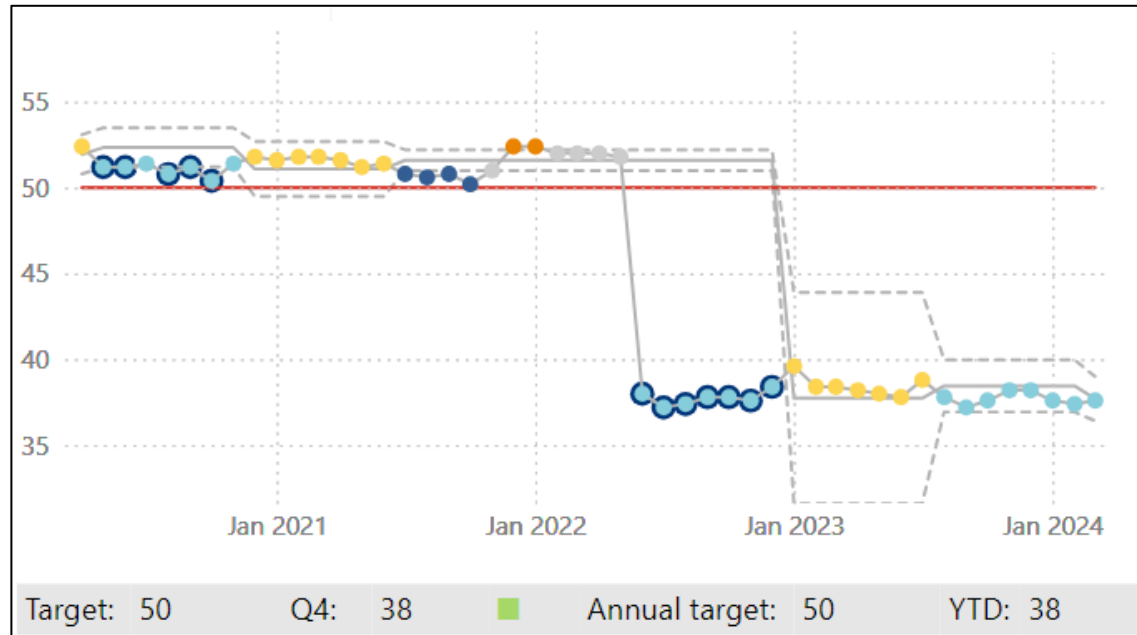
KPI definition: Polling by YouGov - percentage who agree with the statement "LFB is trusted to serve and protect London"
Rationale: Having the trust of the community we serve is integral to the organisation

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 they understand or interact with our services.

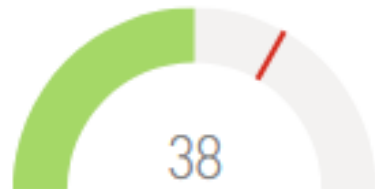
In March 2024, 90% of those asked agreed that LFB is 'trusted to service and protect', which compares with 93% in August 2023 and 84% in April 2023. The Brigade is working to build public trust through our Communications and Engagement Strategy, which sets out how we will use communications to build trust in LFB; and how we will serve and protect London by using communications to prevent fires and other incidents, change public behaviour and promote public safety. The next public opinion poll is being carried out in autumn 2024.

C7-01: Number of Fire Deaths (5 year rolling average)

Adding Value



YTD actuals vs target



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

[Understanding the SPC Charts](#)

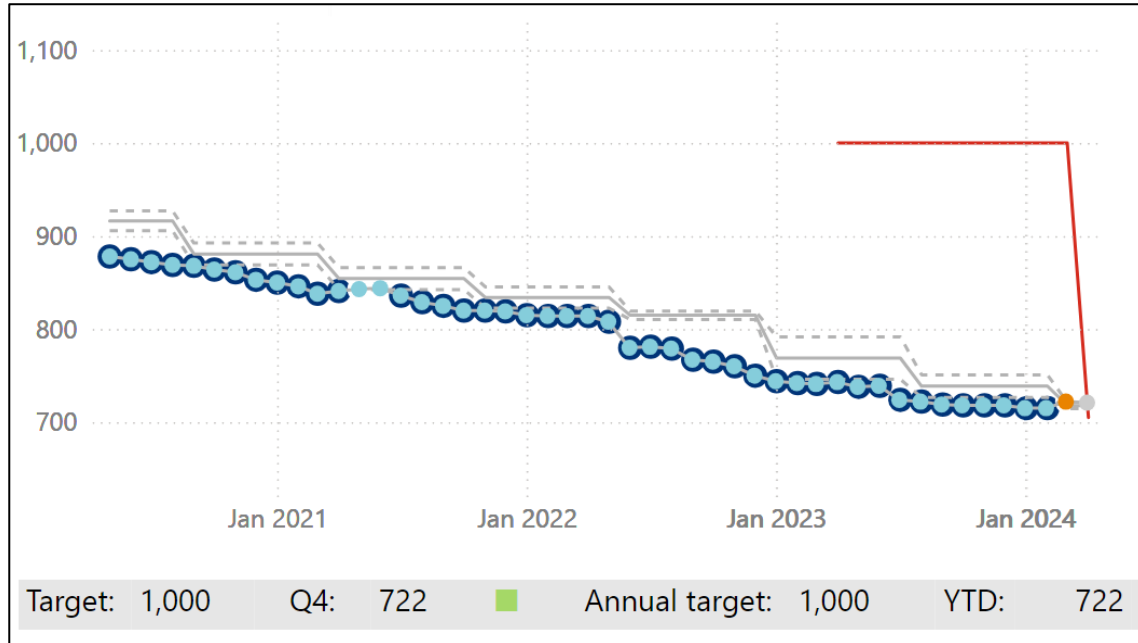
The all-fire deaths (5-year average) is reporting below target at an average of 39. Smoking continues to be the prevalent cause of fatal fires. Our new approach to Home Fire Safety Visits supported by the online checker, sees a shift of our services to focus on the most vulnerable/at risk in our communities. Data shows that those most likely to die in a fire have vulnerabilities but have not interacted with LFB.

We continue to monitor emerging fire trends from lithium-ion batteries, particularly those in E-bikes and scooters, which have resulted in 3 deaths. The Brigade is developing its response to this risk and our #ChargeSafe campaign is raising awareness of the risks associated with lithium batteries with both communities and stakeholders. As part of other campaign work, LFB is also liaising with the Regulator, the Office of Product Safety & Standards (OPSS). LFB's fire investigation data has directly enabled the OPSS in taking enforcement activity and removing dangerous products from the market. LFB is currently also working with government departments and is awaiting the government response to the Product Safety Review consultation.

LFB is grateful for the support of the Deputy Mayor for Fire and Resilience in continuing to raise this risk with stakeholders including at parliamentary level.

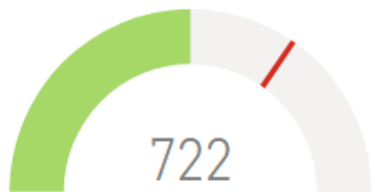
C7-02: Number of Fire Injuries (5 year rolling average)

Adding Value



This KPI continues to perform within target and with a positive downward shift. This is anticipated to continue with the introduction of the Borough Risk Management Plans (BRMPs) and Station Delivery Plans (SDPs) which target our prevention activity towards the local risk and needs of the community.

YTD actuals vs target

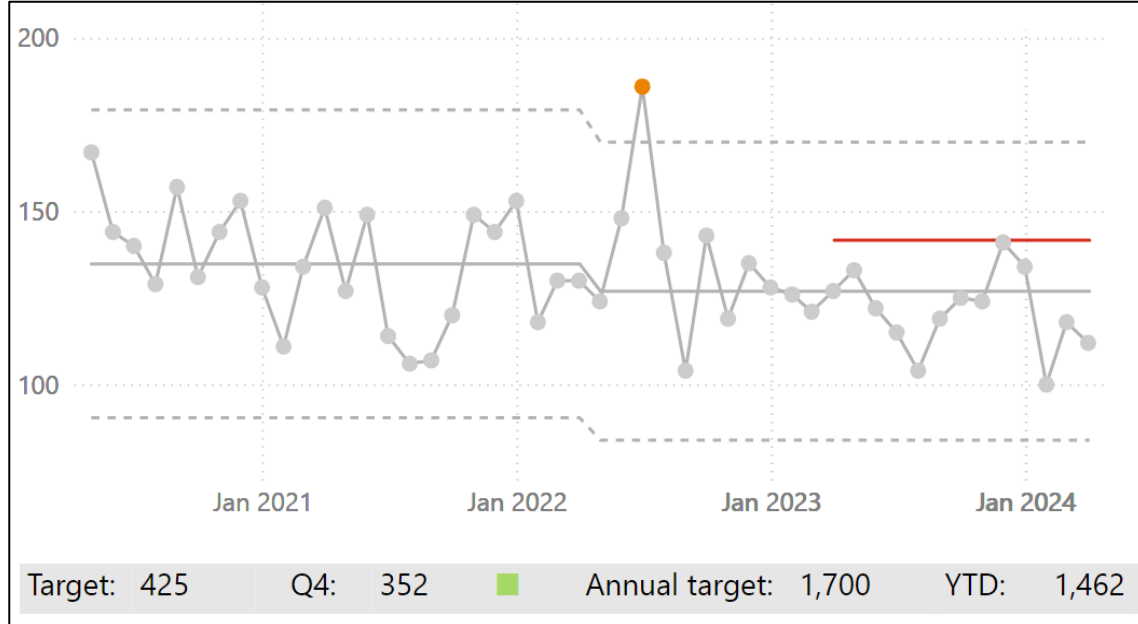


KPI definition: 5 year rolling average of casualties as a direct or indirect result of injuries caused by a fire incident
Rationale: Preventing fire injuries is a core part of the London Fire Brigade's purpose

[Understanding the SPC Charts](#)

C7-03: Number of Fires – Houses & Bungalows

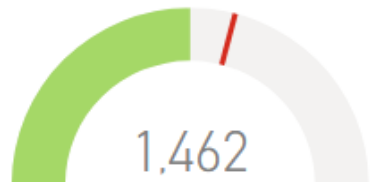
Adding Value



Performance continues to be within target and there has been a below-average number of fires in these properties for 11 out of the last 12 months.

This will be monitored closely to consider the impact of the Borough Risk Management Plans (BRMPs) and Station Delivery Plans (SDPs) which target our prevention activity towards the local risk and needs of the community.

YTD actuals vs target

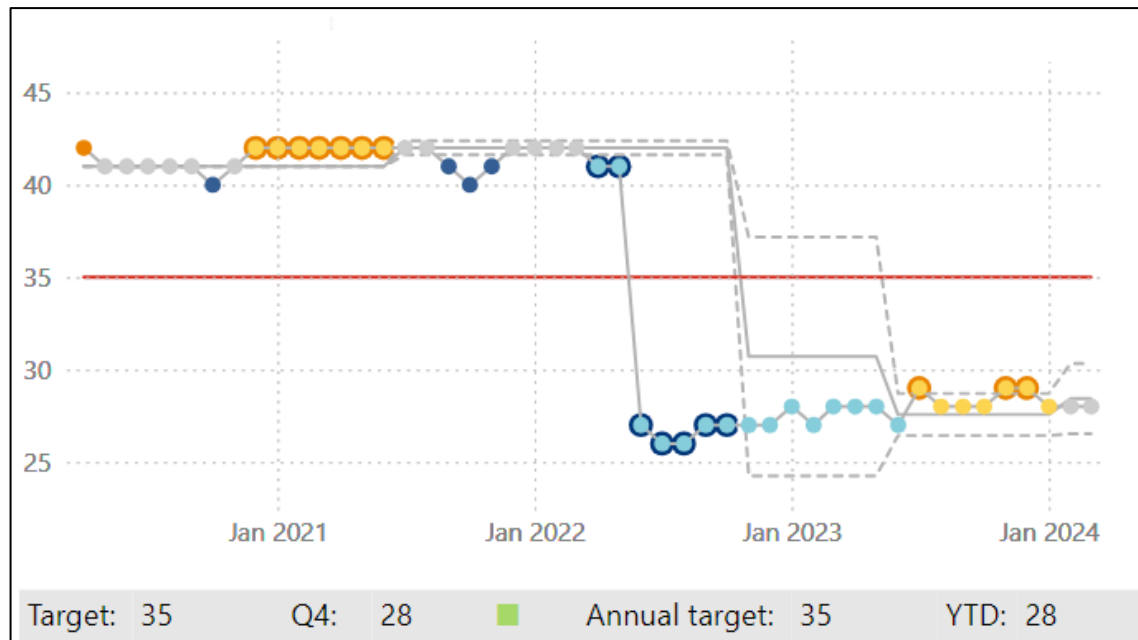


KPI definition: Total monthly figure of fires that have occurred in a house or bungalow of single occupancy
Rationale: Monitoring the number of fires in different locations allows us to assess trends across different property types and plan our use of resources efficiently

[Understanding the SPC Charts](#)

C7-04: Accidental fire deaths in the home (5-year average)

Adding Value



Accidental fire deaths in the home are reporting at a 5-year average of 29, which is lower than LFB had predicted. Whilst this is welcome, accidental dwelling fires are often preventable and many share similar characteristics and circumstances. The reduction in the number of fire fatalities is a key organisational objective for the Brigade. After each accidental fatal fire, a Fatal Fire Review is held to discuss the incident and identify organisational learning that directs or supports work to prevent similar future deaths.

This organisational learning is captured and is shared and accessible to all staff via FireFacts on the London Datastore. Further support and guidance for all Brigade borough commanders is provided by the Prevention Strategy and Policy team. Further analysis of the data highlighted that the average number of accidental fire deaths has been adversely impacted by individual events such as the tragic death of 6 people in a single house fire in Hounslow in November, as well emerging risks such as 3 fire deaths in 2023 attributed to e-bikes/e-scooters – the first fire deaths of this type. The #Chargesafe campaign is specifically raising awareness of this emerging issue.

YTD actuals vs target



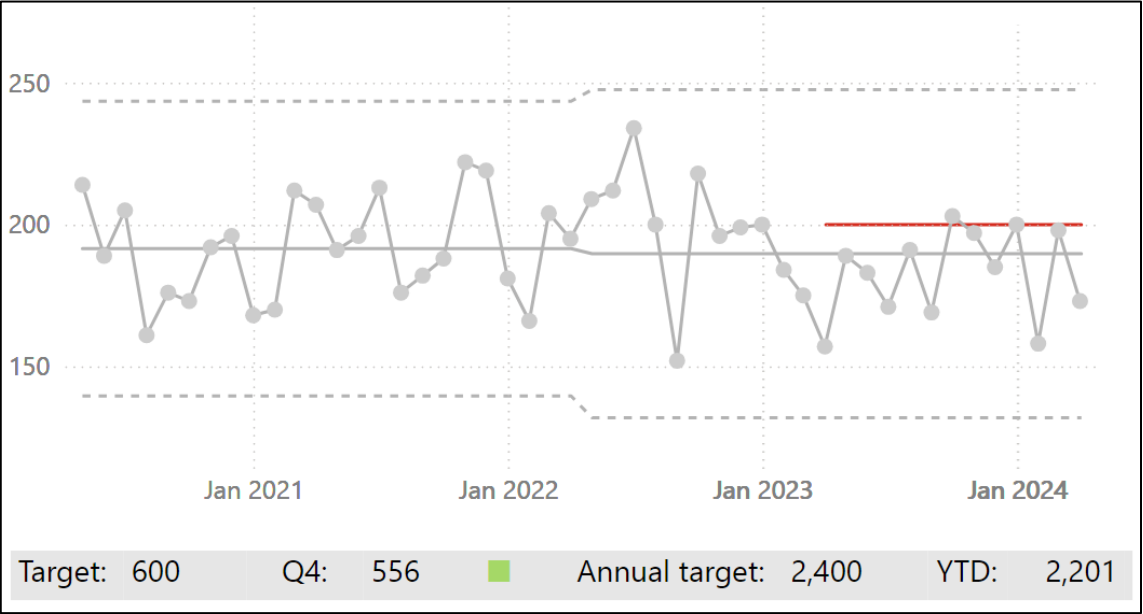
KPI definition: 5 year rolling average of fire deaths in dwellings caused by an accidental fire

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

[Understanding the SPC Charts](#)

C7-05: Number of fires - Flats

Adding Value



This performance continues to be within target and has been stable across the last quarter despite the number of flats continuing to rise. The year-to-date figure remains within target.

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

YTD actuals vs target

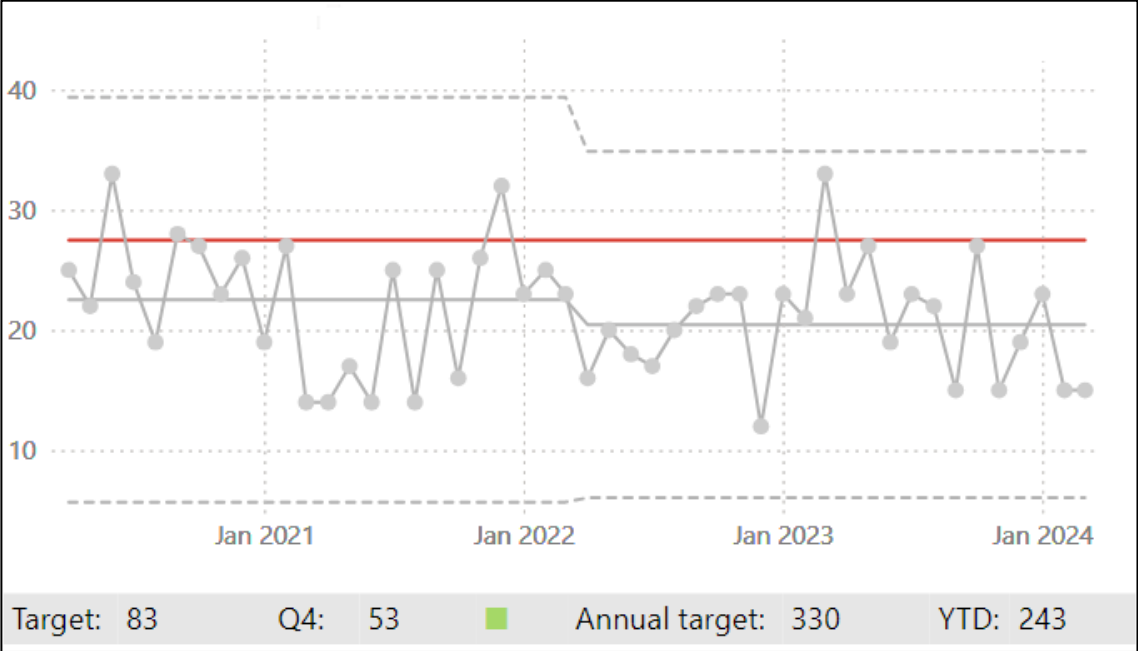


KPI definition: Total monthly figure of fires that have occurred in purpose-built flats or maisonettes of all storeys
Rationale: Monitoring the number of fires in different locations allows us to assess trends across different property types and plan our use of resources efficiently

[Understanding the SPC Charts](#)

C7-06: Number of fires - Care homes

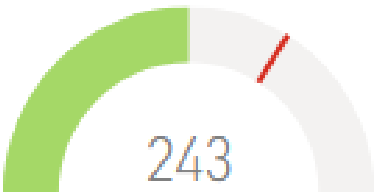
Adding Value



The number of care home fires is currently reporting as being less than LFB had predicted, which is welcome and may reflect the level of activity across all boroughs to try and reduce this risk. However, this remains an area of concern for LFB and work is underway to recruit a specialist officer to focus on care homes across prevention and protection activities in the central team. Although there remain challenges in recruiting staff with 'in-demand' technical skills, it is anticipated that a specialist officer will be recruited and in post by the early summer of 2024.

The care sector provides particular challenges in that it is a combination of risk in the buildings and mitigating risks with those living in care/supported facilities, along with the turnover of staff working in the care profession. However, we are looking to build our work in directly engaging with those in the care sector, as well as further developing our digital self-service tools that are specifically aimed at the care sector.

YTD actuals vs target



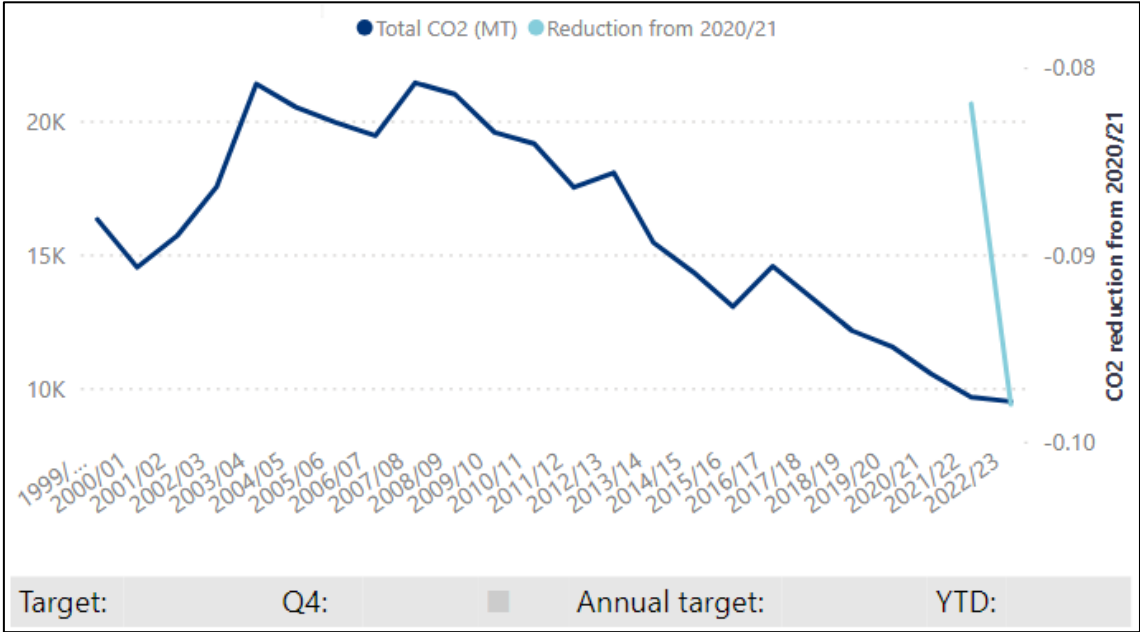
[Understanding the SPC Charts](#)

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

C7-07: Net zero carbon by 2030 (annual data)

Adding Value



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

LFB has worked hard to make further progress in meeting the 2030 net zero target. To realise that ambition fully there will need to be significant financial investment through appropriate funding or borrowing to radically improve power supply infrastructure and fleet. This is recognised by colleagues in both national government and the GLA who have done much to support LFB and discussions are underway as to how the next stage of meeting this target can be achieved.

Participating in the GLA group Power Purchase Agreements (PPA) will reduce emissions further and any remaining emissions associated with the specialist vehicles that can't be electrified or made zero emissions on this timeframe will need to be offset until we can switch to zero emission alternatives in the 2030s. It will not be possible to fully electrify all the fire appliances and associated specialist equipment by 2030 as detailed in LFB's Fleet Strategy, and so these vehicles represent some of the residual emissions that will need to be offset, until these appliances can be made fully electric, likely later in the 2030s.