



# Performance Report: New CRMP KPIs October 2023\*

## Appendix 1

\*Data to the end of September 2023



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# Performance at a Glance

**% TIME SPENT ON PREVENTION**

**8.66%**

Down by 0.87% compared to last quarter

**% TIME SPENT ON PROTECTION**

**3.66%**

Down by 14.45% compared to last quarter

**% HIGH RISK HFSVS**

**58.6%**

Up by 11.33% compared to last quarter

**AFA NON-DOMESTIC**

**5999**

Up by 12.55% compared to last quarter

**STAFF SICKNESS**

**8.11%**

Up by 24.36% compared to last quarter

**APPLIANCE ARRIVAL TIMES**

**1<sup>st</sup> 05:20 (m:ss)**

Up by 1.62% compared to last quarter

**2<sup>nd</sup> 06:50 (m:ss)**

Up by 4% compared to last quarter

**KEY**

- Adding Value
- Protecting You
- Learning from Others
- Engaging With You



**RIDDOR INCIDENTS**

**11**

Down by 50% compared to last quarter

**FIRES IN HOUSES & BUNGALOWS**

**111**

Down by 13.09% compared to last quarter

**STAFF COMPOSITION**

**17.90%**

**ETHNIC MINORITIES**

Up by 1.03% compared to last quarter

**18.43%**

**WOMEN**

Down by 0.76% compared to last quarter

**FIRES IN FLATS**

**521**

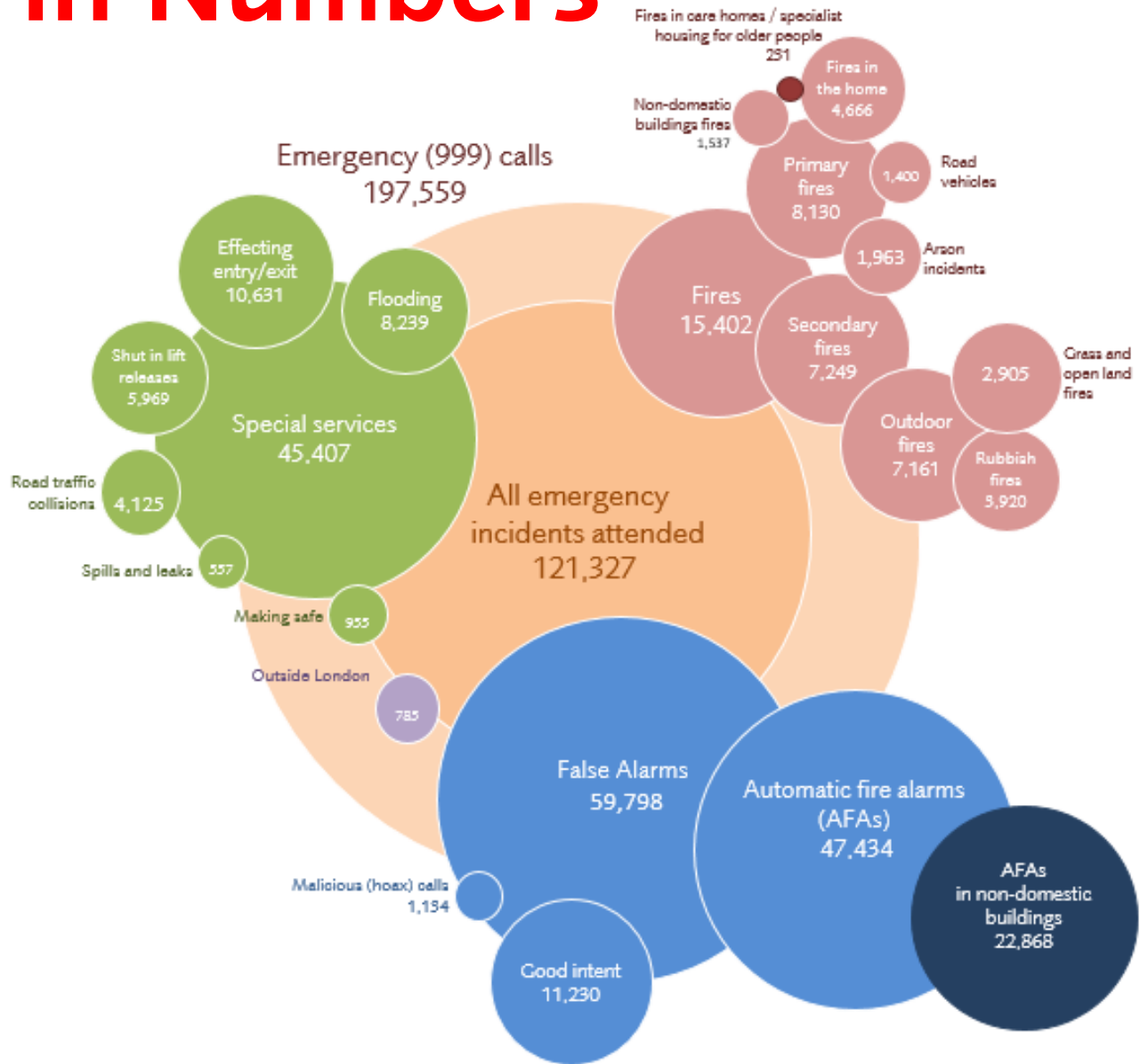
Down by 1.51% compared to last quarter

**ONLINE HOME FIRE SAFETY CHECKS**

**3,509**

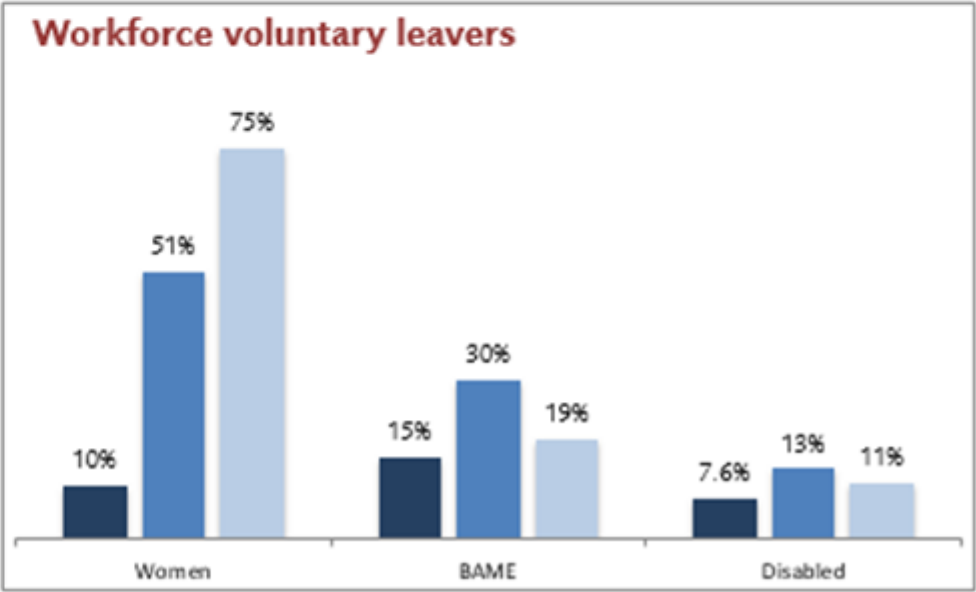
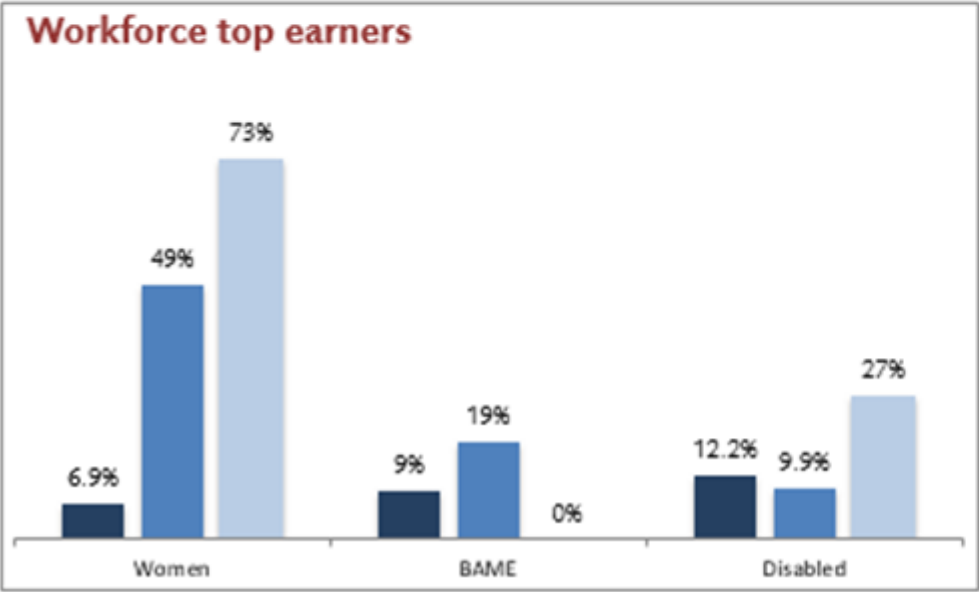
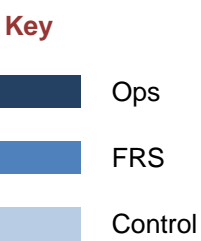
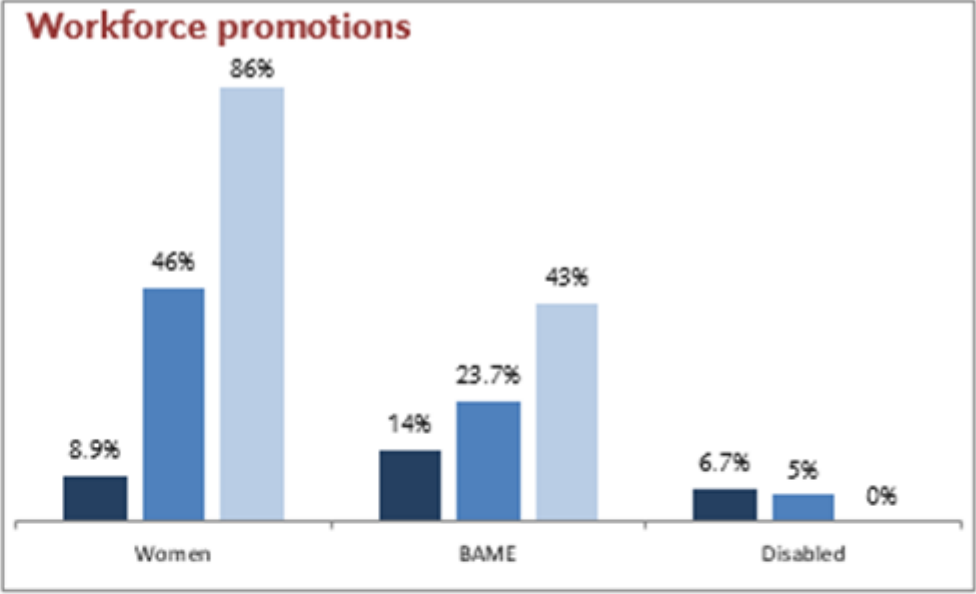
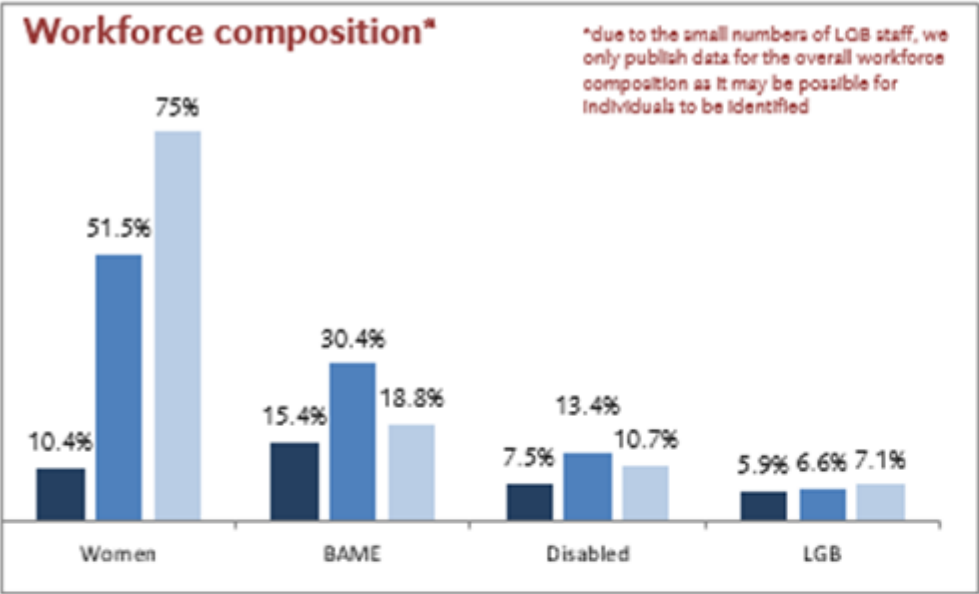
Up by 40% compared to last quarter

# Incidents in Numbers



Data is displayed as 12 month rolling

# Workforce data



Composition and top earners as at 30 September

Promotions and leavers 12 months ending 30 September

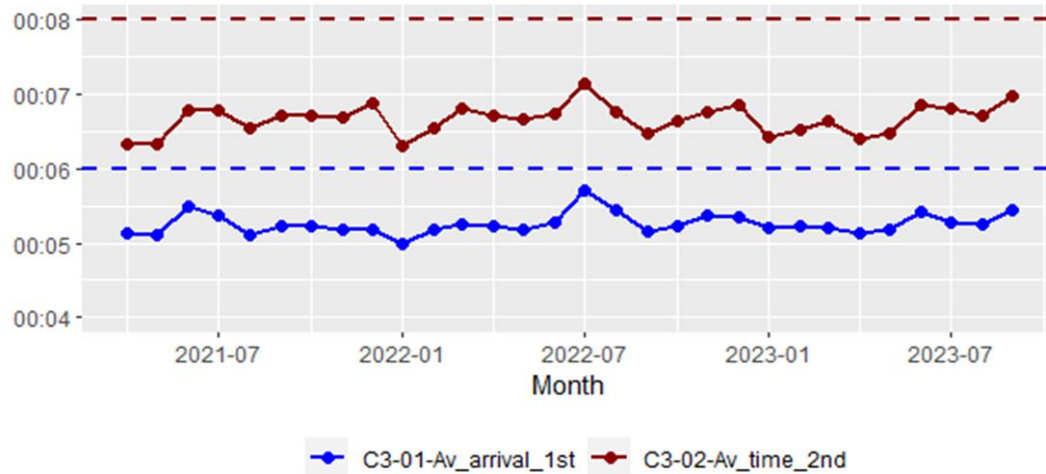
# LFB Performance Headlines

Grenfell Recommendations  
Completed

37/40

HMI round 2 Recommendations  
Completed

12/46



C3-01: Average arrive time 1<sup>st</sup> appliance (mm:ss)

Target:	06:00	Q2:	05:20	✓
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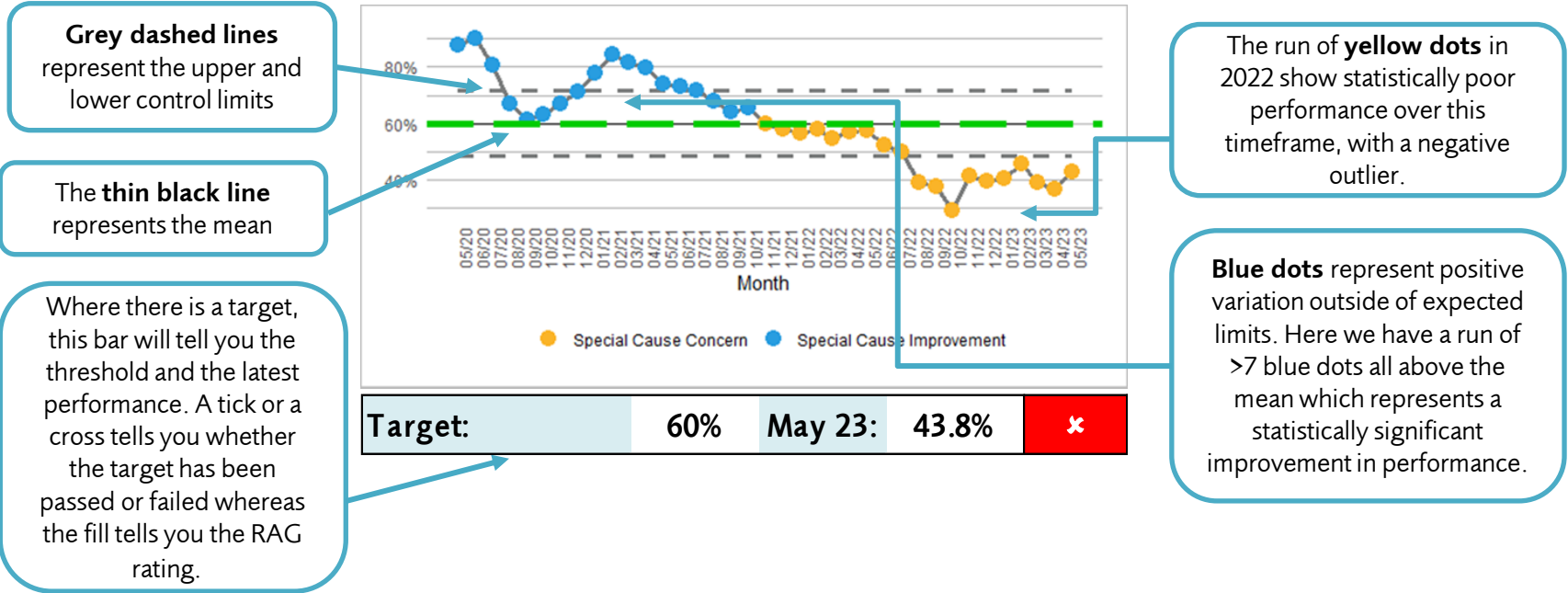
C3-02: Average arrive time 2<sup>nd</sup> appliance (mm:ss)

Target:	08:00	Q2:	06:50	✓
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## Areas of good performance – Q2 2023/24

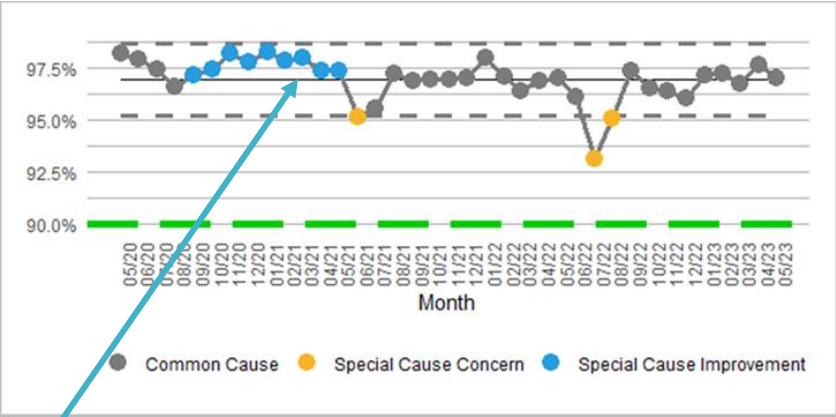
- Number of Fires in Houses & Bungalows has decreased by 13.09% from last quarter
- Alleged fire risks addressed within 3 hours remains at 100% and within target
- Positive shift for number of fires in flats with 8 consecutive months of below average fires.
- Number of RIDDORs has decreased by 50% compared to last quarter
- Ratio of high-risk audits completed has risen by 11.63% from last quarter
- Number of care home fires has decreased by 17.39% from last quarter

# Statistical Process Control (SPC) Chart Example

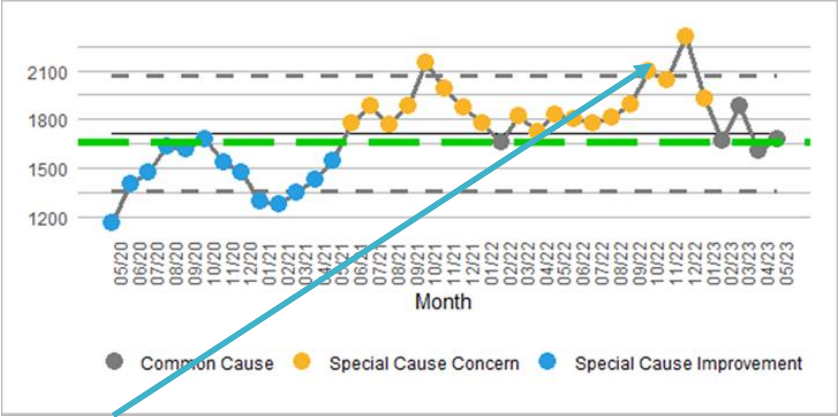


**Statistical Process Control (SPC) Charts**

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. There are two types of alerts we look for in these graphs; shifts and outliers. Positive variation (special cause improvement) is highlighted in blue and



A **shift** is where we see a run of 6 or more data points consecutively above or consecutively below the average. This represents a "new normal" and can confirm that an improvement has worked.



An **outlier** is where we see a lone data point which sits outside the normal control limits. This is generally unusual and can signify something unexpected happening in the real world affecting the process we are measuring.

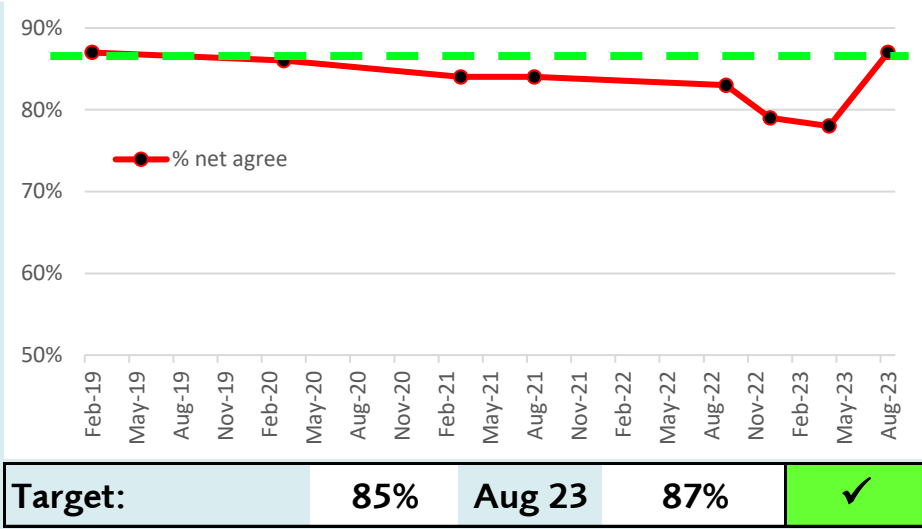
## RAG Status

Indicators	
	Performance on target
	Performance within 10% of target
	Performance more than 10% of target

# Engaging with You

*We will work with you to provide localised services that meet your needs*

## C1-01: Community Satisfaction Ratings



### Exception: Target on track

LFB has been carrying out public opinion polling twice a year since early 2019. Public opinion polling helps us to understand how different communities across London feel about the LFB, what their levels of trust are in the Brigade, and how they understand or interact with our services.

We are now meeting our target for Community Satisfaction Ratings. In August 2023 87% of those asked have a positive view of LFB, this is a significant improvement compared to April 2023 when 78% had a positive view.

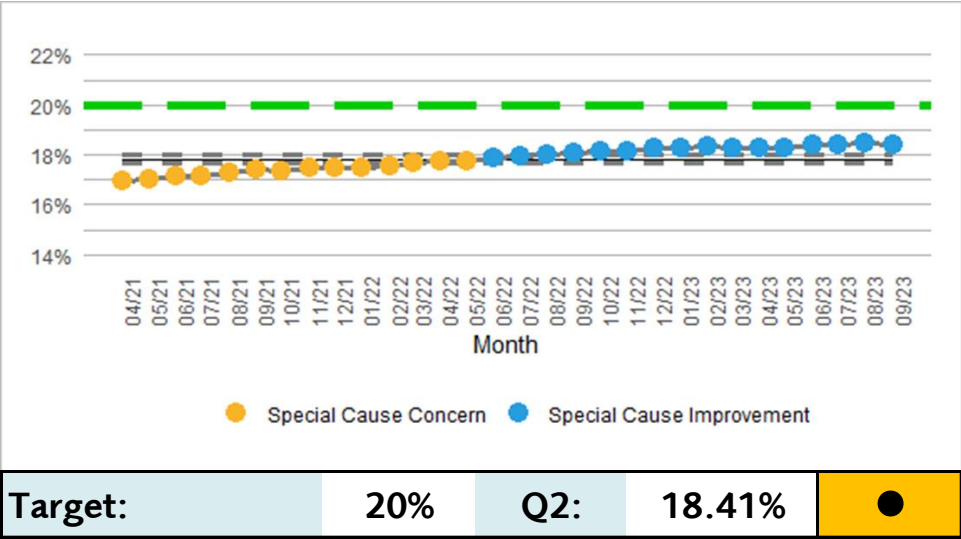
**KPI definition:** Polling by YouGov - percentage who agree with the statement "I think the services provided by London Fire Brigade to protect and serve London are the right services"



# Engaging with You

*We will work with you to provide localised services that meet your needs*

## C1-02: Staff composition – Gender (Women)



### Exception: Target off track

LFB has continued to improve the number of women 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 has run a number of women-only firefighter experience days from Mitcham Fire Station that have been very positively received. The team has also commissioned an external company to support recruitment by targeting underrepresented groups via social media. This campaign begins in December 2023.
- Between January and October 2023, the Outreach team attended 291 events. These include experience days/festivals/community events/job fairs/youth engagement and Outreach recruitment sessions. Approx 350 women to date have expressed an interest in joining the Brigade at these events.

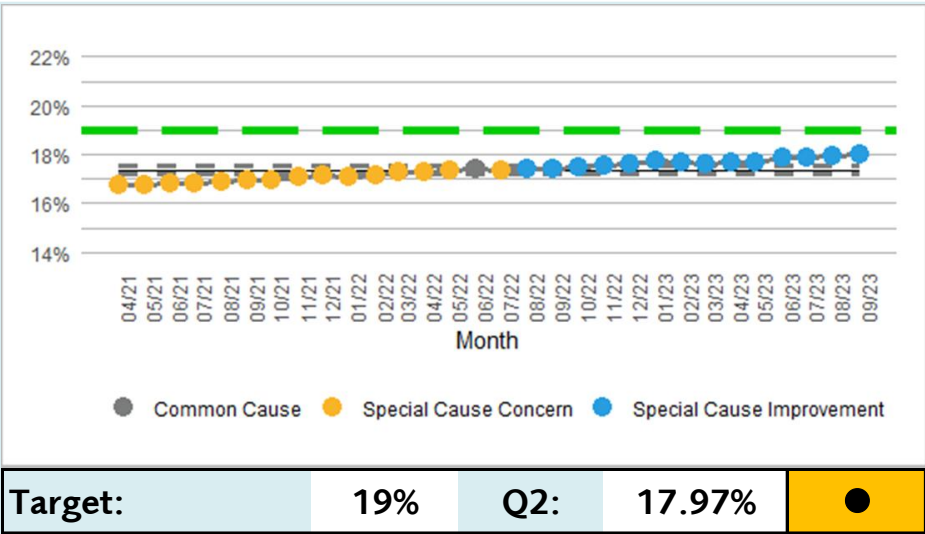
**KPI definition:** Total monthly count of LFB employees who are women, as a percentage of all LFB employees

- 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.
- LFB has recently undertaken a review of its maternity pay and provision, which has been supported by the GLA. A wider review of other family friendly policies will follow. We hope this will alleviate any financial hardship issues and support family friendly choices. We also hope it is seen as a benefit for women who would like to join LFB in the future.
- People Services are working with QCG Consultancy who will provide us with a wider review of benefits which may help to attract more women into the Brigade and increase gender diversity.

# Engaging with You

*We will work with you to provide localised services that meet your needs*

## C1-03: Staff composition – Ethnic Minority Staff



### Exception: Target off track

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 a number of Experience Days to allow potential future 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 these days provide potential candidates with a realistic and honest portrayal of the role to assist with retention.
- The Outreach Team has commissioned an external company to support recruitment to target under represented groups via social media. This campaign begins in December 2023.

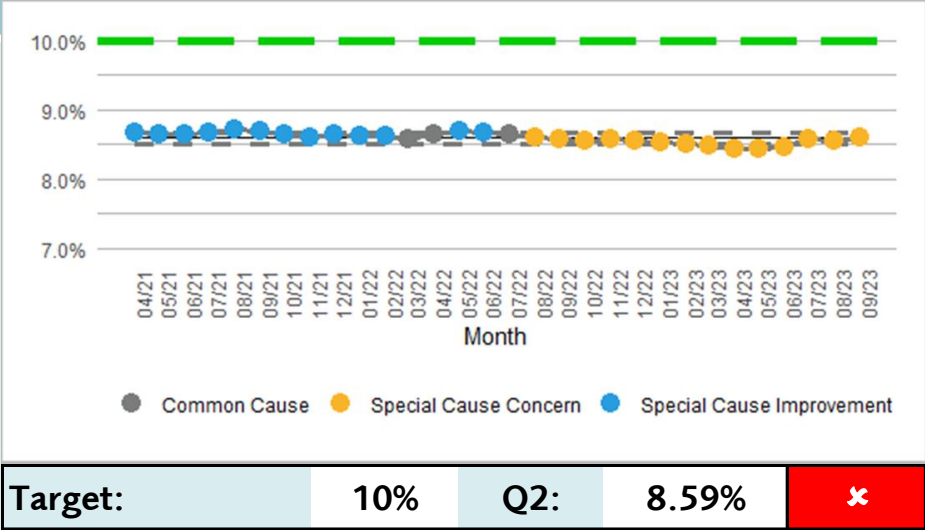
**KPI definition:** Total monthly count of LFB employees who are from a minority ethnic background, as a percentage of all LFB employees

- From January 2023 to October 2023, the Outreach team attended 291 events. These include experience days/festivals/community events/job fairs/youth engagement and Outreach recruitment sessions. Approx 850 people from ethnic minority backgrounds have expressed an interest in joining the Brigade at these events.
- 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.
- LFB continues to champion staff and in 2023 LFB proudly supported the Notting Hill Carnival with an event at North Kensington Fire Station which was opened up to the community. It was a great event, supported by the Mayor of London and also marked the 75<sup>th</sup> anniversary of Windrush. Alongside this, a series of events were hosted across the Brigade in support of Black History Month in October and South Asian Heritage Month in August.
- 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.
- People Services are working with QCG Consultancy who will provide us with a review of benefits which may help to increase diversity across the Brigade.

# Engaging with You

We will work with you to provide localised services that meet your needs

## C1-04: Staff composition – Disability



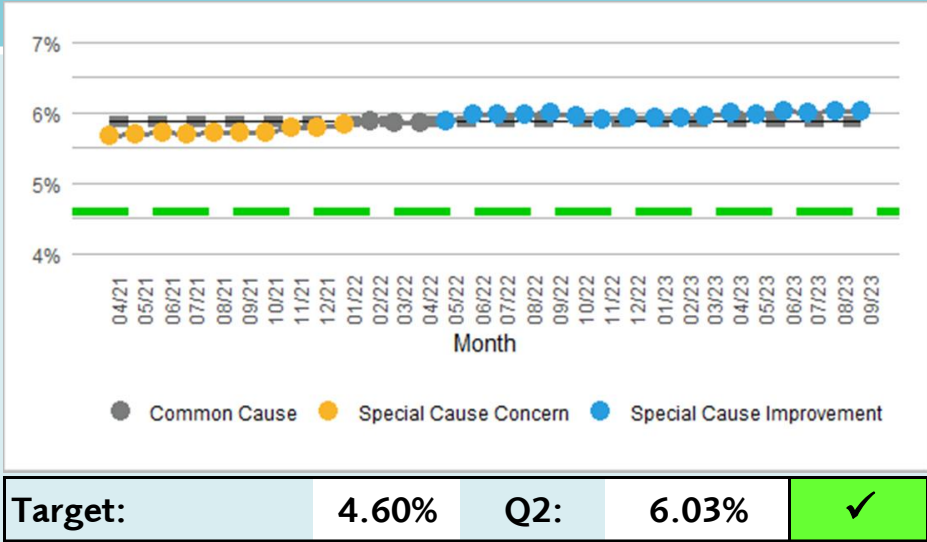
### Exception: Target off track

LFB is close to meeting this target and analysis is underway to understand why numbers in April and May have taken a slight downward turn. Pending that analysis, positive action is already in pace to correct this:

- LFB continues to support and work with equality support groups such as the Disability Working 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 in an attempt to increase the diversity of our workforce across the Brigade.
- Wider work is being done to build a resourcing strategy for the Brigade that will support the targeting of underrepresented groups across all job groups.

**KPI definition:** Total monthly count of LFB employees who have disclosed a disability, as a percentage of all LFB employees

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



### Exception: Target off track

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 specifically, including:

- 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.
- LFB continues to champion staff and every year LFB proudly supports Pride, including an event held at Soho Fire Station which is opened up to the community. Soho's fire appliance is part of the Pride in London Parade which is supported by the Mayor of London.

**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.

# Engaging with You

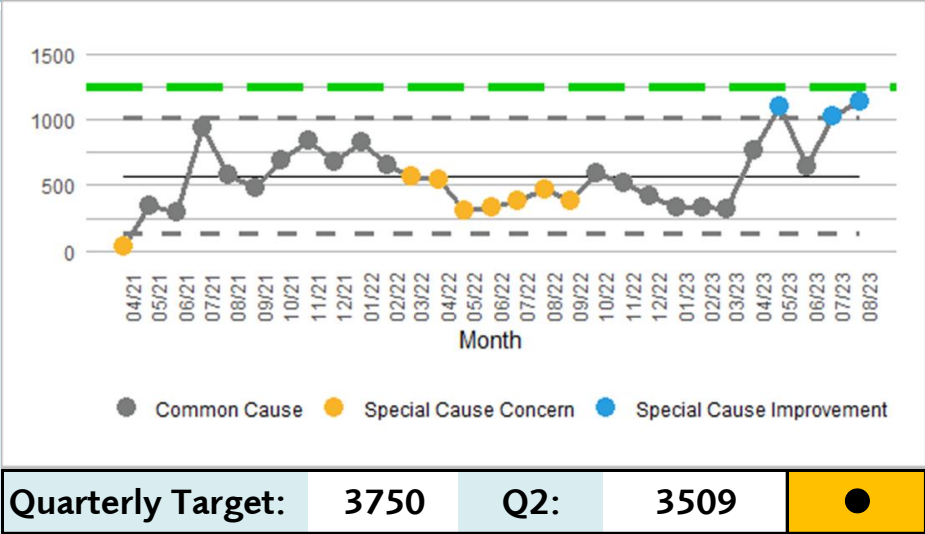
*We will work with you to provide localised services that meet your needs*

C1-06: Development of the Community Impact Tool	
Data to be confirmed	
LFB is working with an external partner on refining and developing our social impact framework. This includes developing a social impact tool for the Brigade along with reportable indicators. As of October 2023 we are running focus groups with staff in operations, control and FRS; partner agencies; and community members. This will feed into the development of the framework and the final report, as well as into the social impact tool itself.	
LFB is aiming for the tool to be ready by Q2 2024.	
KPI definition: data to be confirmed	

# Engaging with You

*We will make it easy for you to access our services*

## C2-01: Triages via our Online Fire Safety Checker



### Exception: Target\* off track but positive outlier

Following an effective public campaign, over this quarter there has been a 53% increase in completions of the Home Fire Safety Checker (HFSC), from 877 in July to 1,293 in August and 1,346 in September. As a result of this campaign, traffic to the HFSC landing page increased by 245% against the same time last year. The conversion rate from the landing page to completion of the full check was also significantly increased to 52% across the quarter. LFB is looking to maintain and build on this success with further media campaigns, greater socialisation of the tool with other agencies as well as local community partners across all London boroughs.

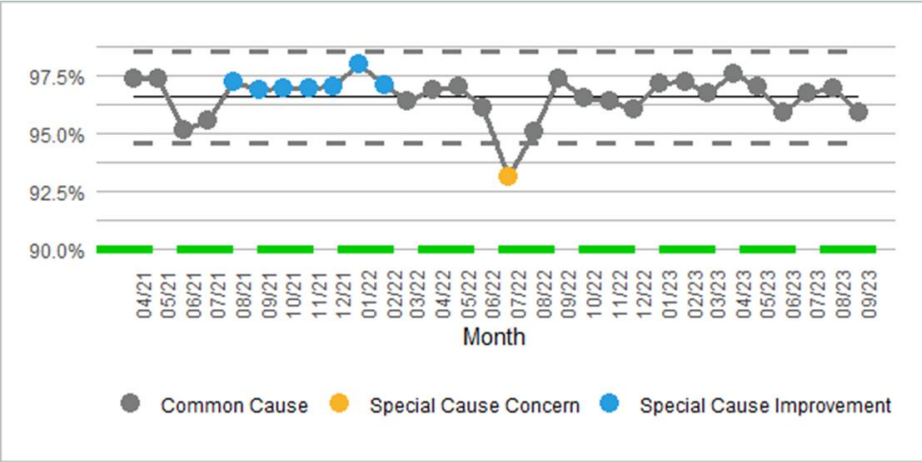
*\*The target line is representative of the year-end target divided by 12 for monitoring purposes*

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

# Protecting You

*We will adapt our services as your needs change*

## C3-03: First appliance arrival within 10 minutes



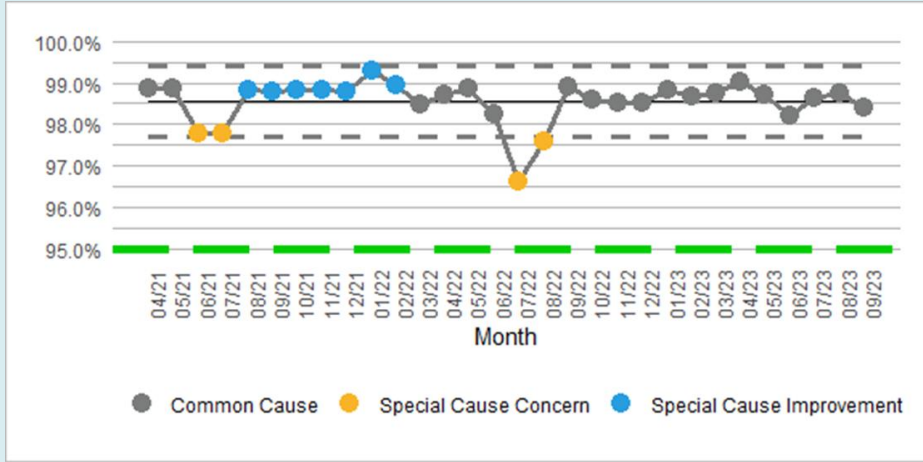
Target:	90%	Q2:	96.51%	✓
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Target on track

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.

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

## C3-04: First appliance arrival within 12 minutes



Target:	95%	Q2:	98.56%	✓
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Target on track

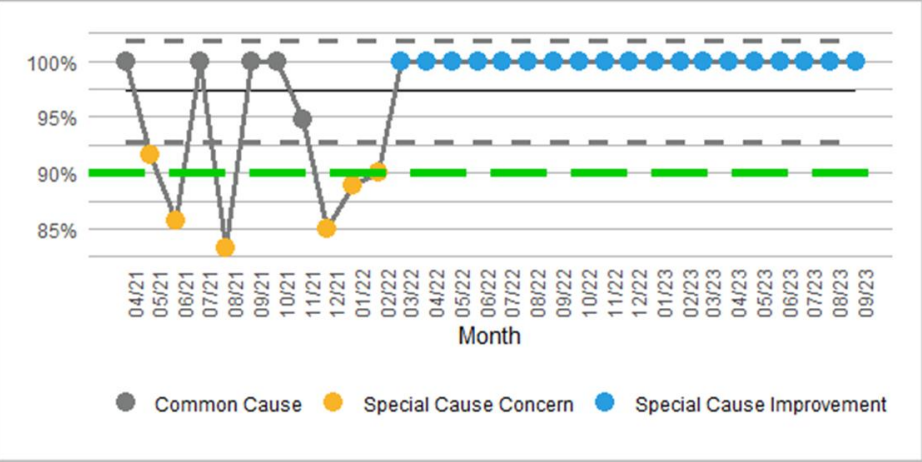


KPI definition: A fire engine anywhere in London in 12 minutes on 95% of occasions

# Protecting You

*We will adapt our services as your needs change*

## C3-05: Alleged fire risks addressed within 3 hours



Target:	90%	Q2:	100%	✓
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### Target on track

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.

We continue to perform well in this area when serious fire risks are presented, and this continues to be a high priority for us.

**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

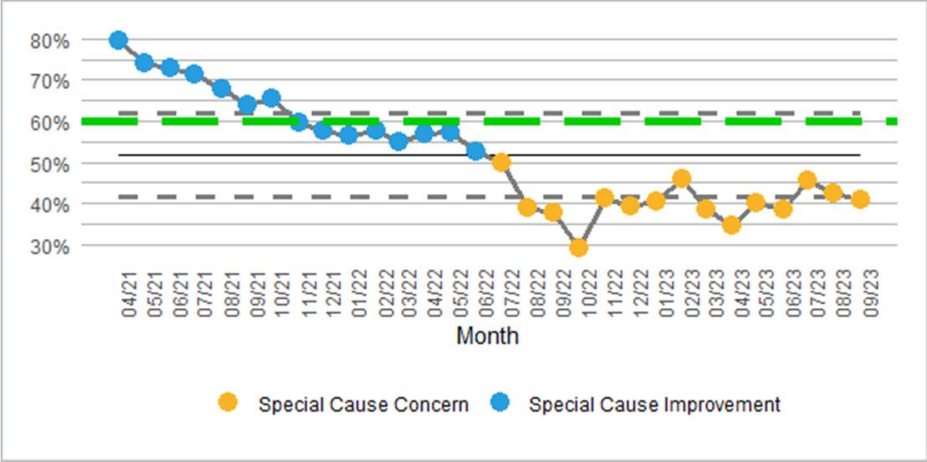
**KPI definition:** Total high-risk audits completed on premise types such as Hospitals, Care Homes, Purpose Built Flats that have 4 or more floors, Hostels, Hotels, Houses converted to flats or other sleeping accommodation divided by the total number of audits completed



# Protecting You

*We will adapt our services as your needs change*

## C3-06: Ratio of high-risk audits completed



Target:	60%	Q2:	41.7%	✖
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### Exception: Target off track and negative shift

Performance against this target is impacted by an increasing national skills shortage of fully qualified fire safety inspectors. 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. The new Building Safety Regulator is also actively recruiting from the same talent pool, which further compounds the issue. As a result, our current attrition rate is circa 15%, which is higher than the previously predicted rate of 10%. 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. 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.

**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

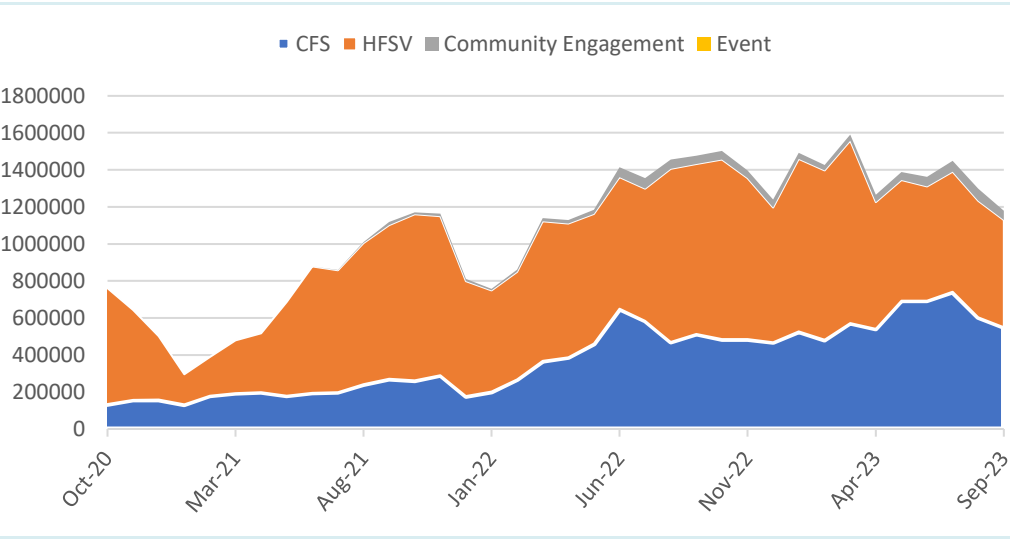
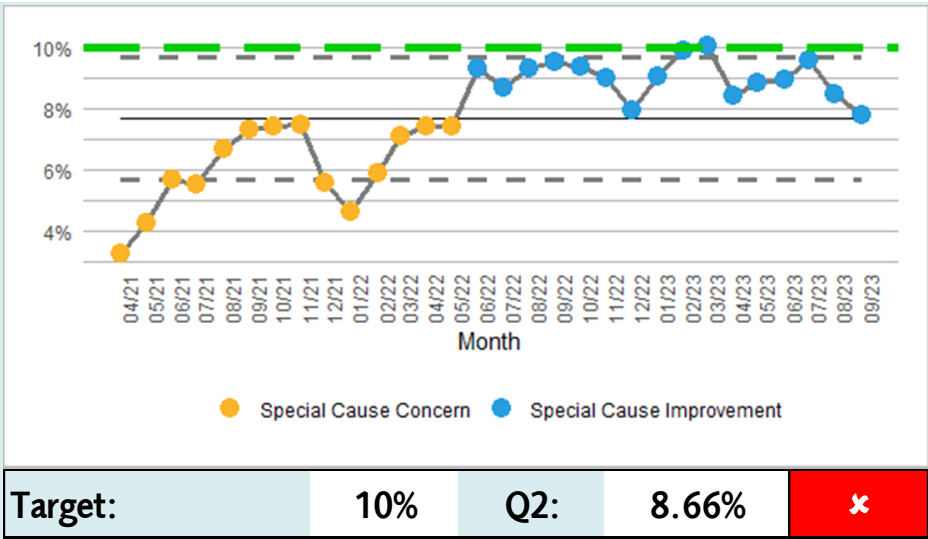


# Protecting You

*We will design services around your needs and concerns*

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

Total Minutes of Prevention Activity - Day



## Exception: Target off track

Analysis into why LFB is still not meeting its target has shown that legacy recording systems are not accurately capturing the relevant data. There has been historic under-reporting of concurrent activity by teams, as the system incorrectly filtered one set of activities out automatically. This fault has now been fixed and LFB expects to see more accurate reporting reflecting the greater range of prevention activity that is known to be happening, particularly since the launch of Borough Risk Management Plans. This work will be supported further still with the introduction of Station Delivery Plans in December.

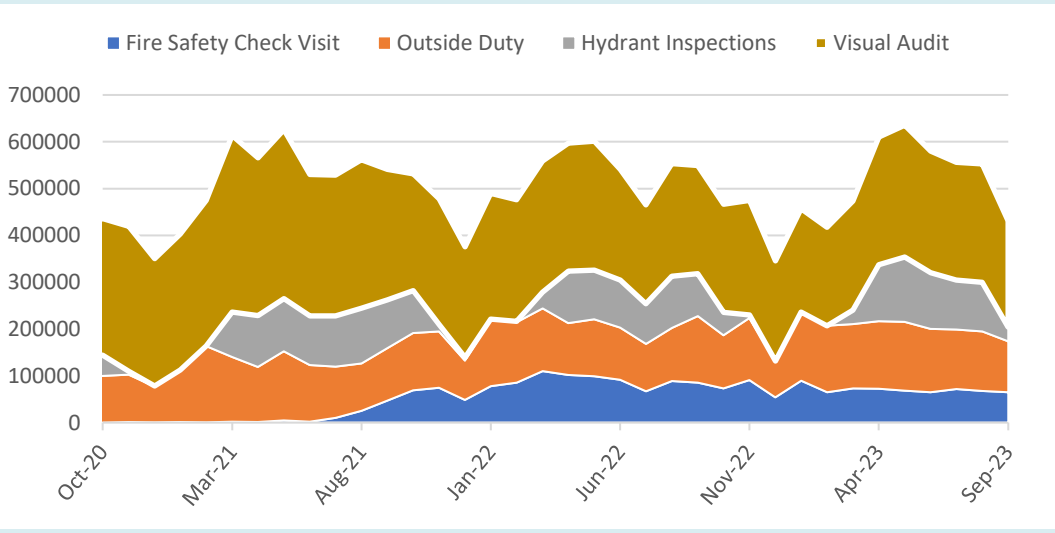
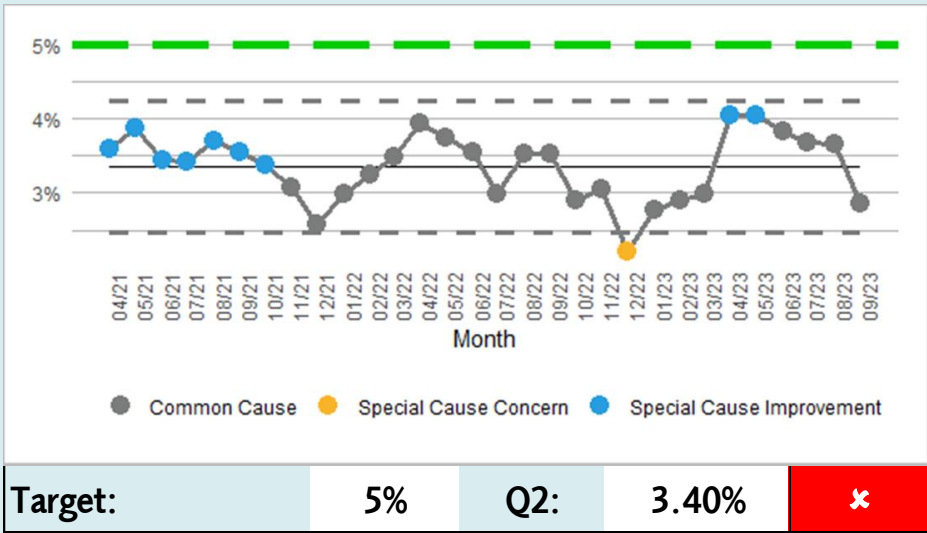
**KPI definition:** Operational staff total minutes spent per month during day shifts (09:30 - 20:00), on Community Fire Safety (CFS), Home Fire Safety Visits (HFSV) and Community Engagement.

# Protecting You

*We will design services around your needs and concerns*

C4-03: Station staff time spent on protection - day

Total Minutes of Protection Activity - Day



## Exception: Target off track

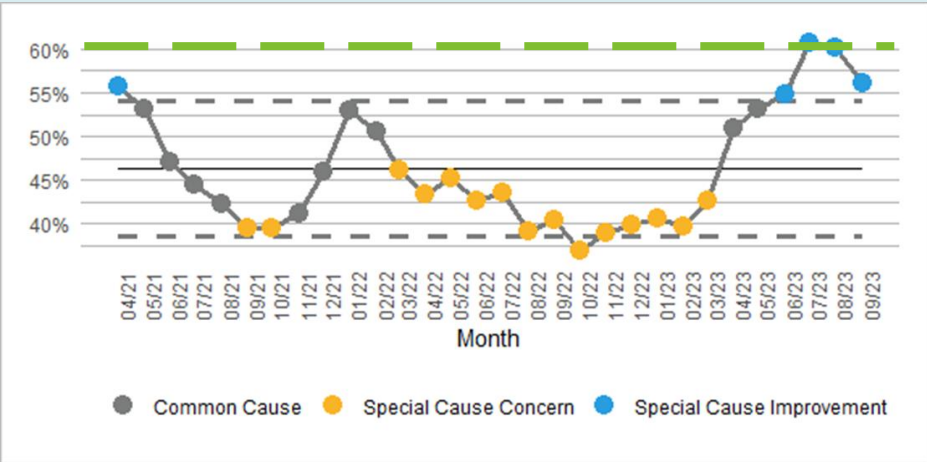
Analysis into why LFB is not currently meeting this target has shown the limitations of the legacy recording system that does not capture the full range of protection activities. A series of system improvements have now been made. From next quarter LFB will also be able to report on statutory 72d and article 31 revisits alongside inspection of alleged fire risks and, as with C4-01, will enable the reporting of concurrent activity that the old recording system eliminated incorrectly. LFB therefore expects better progress to be reflected in the Q3 report. This work will be supported by the introduction of Station Delivery Plans in December.

**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.

# Protecting You

We will design services around your needs and concerns

C4-05: % of high-risk home fire safety visits



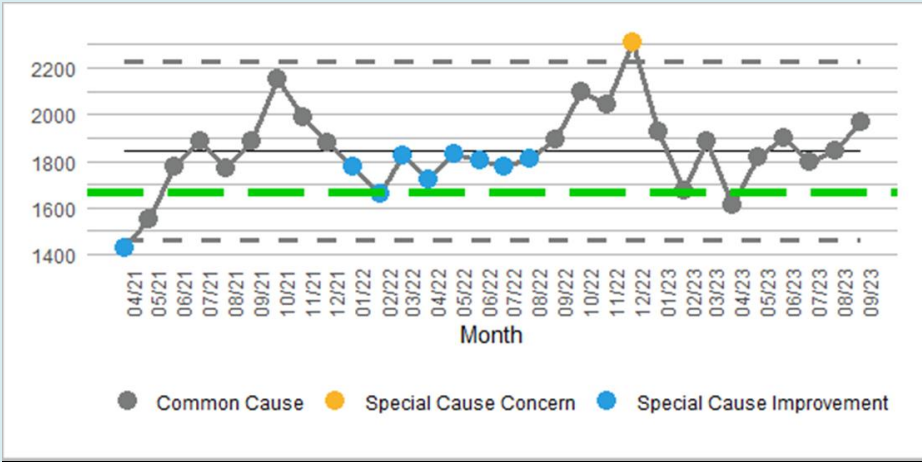
Target:	60%	Q2:	58.6%	●
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Exception: Target off track but positive outlier

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; however there has been four months of positive improvement following the introduction of the new Home Fire Safety Strategy. Based on current projections it is very likely the Brigade will see a further improvement in the next quarter and this forms a central part of local Station Delivery Plans, due for launch in December.

**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.

C4-06: False alarms due automatic fire alarm (AFA) in non-domestic buildings



* Quarterly Target:	5000	Q2:	5999	✗
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Exception: Target off track

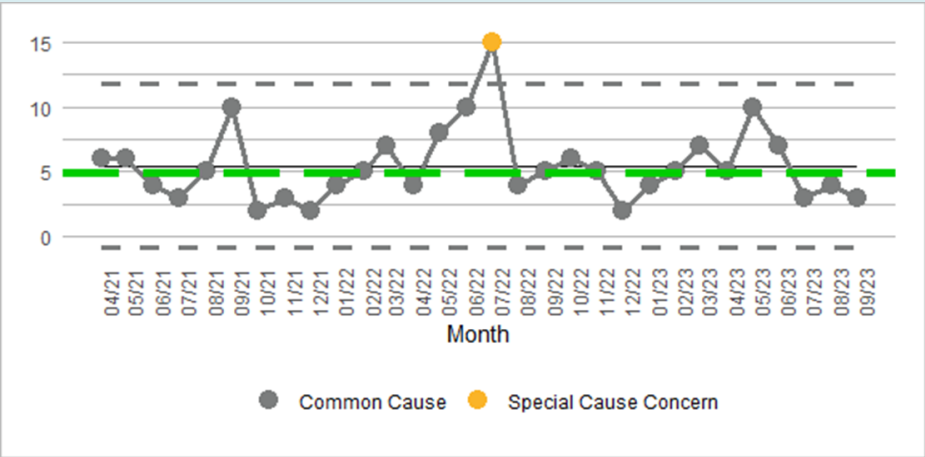
LFB's unnecessary attendance to automatic fire alarms (AFAs) would reduce if the Brigade adopted best practice from other fire and rescue services and implemented an informed, risk-based response. LFB has proposed adopting that approach in its strategic plans. The consultation into how LFB respond to AFAs in non-residential buildings closed on 25 October. Following this LFB will be working with a specialist consultant to ensure that the views of external stakeholders, staff and communities are considered in the outcome.

**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.

# Learning from Others

*We will enable our people to be the best they can be, to serve you better*

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



\* Quarterly Target: 15 Q2: 11 ✓

### Target on track

There were 11 injuries reported under RIDDOR in Q2 2023/24. All injuries were to firefighters, with nine injuries occurring at operational incidents and two injuries occurring during operational training events, both during routine drills. Two of the injuries were reported as 'specified' injuries, including a firefighter who received a severe cut while effecting entry to a premises which required hospitalisation for more than 24 hours, and a firefighter who fractured their left ankle falling in an inspection cover during a flooding incident. The other nine were all reported as 'over 7 day' injuries. For the rolling 12-month period to the end of Q2 23/24 there have been 62 RIDDOR injuries. Whilst this is still not achieving the target of 60 RIDDORS for the year, it is a 17% improvement over the outturn for 22/23, at 75 RIDDORS for the year. All injuries are investigated, and recommendations are made to prevent recurrence.

**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.

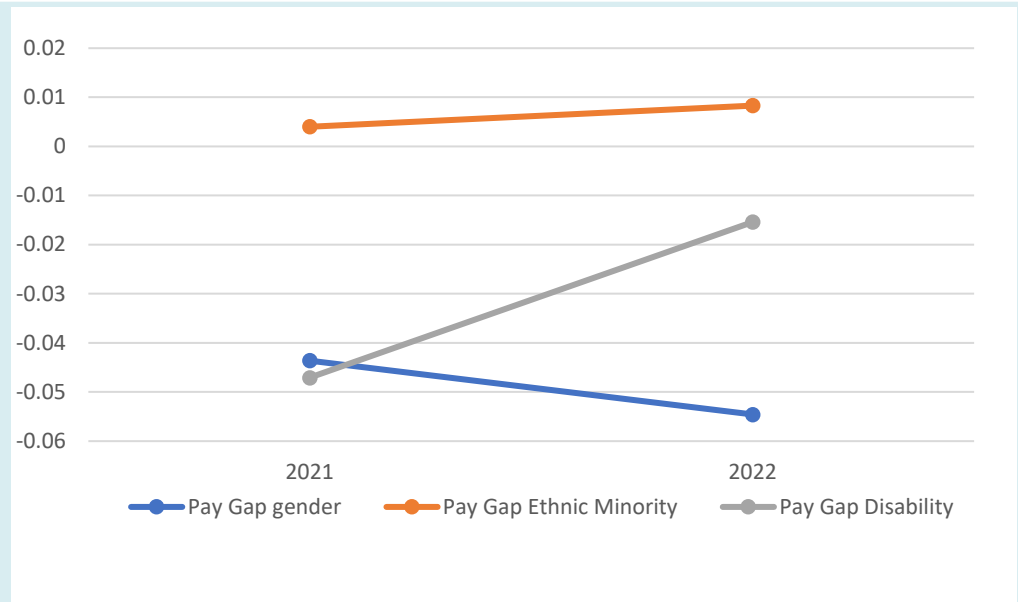
Common themes in injuries are identified and organisational actions are taken where appropriate, which includes the recent roll out of a staff survey relating to safety culture, manager communication on specific safety issues to the work force and focused internal safety campaigns.

\*The target line is representative of the year-end target divided by 12 for monitoring purposes

# Learning from Others

*We will enable our people to be the best they can be, to serve you better*

## C5-02: Pay Gap



### C5-02A: Pay Gap – Gender

Annual Target:	+/- 3%	2021/22	-5.46%	✗
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### C5-02B: Pay Gap - Ethnic Minority

Annual Target:	+/- 3%	2021/22	0.83%	✓
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### C5-02C: Pay Gap - Disability

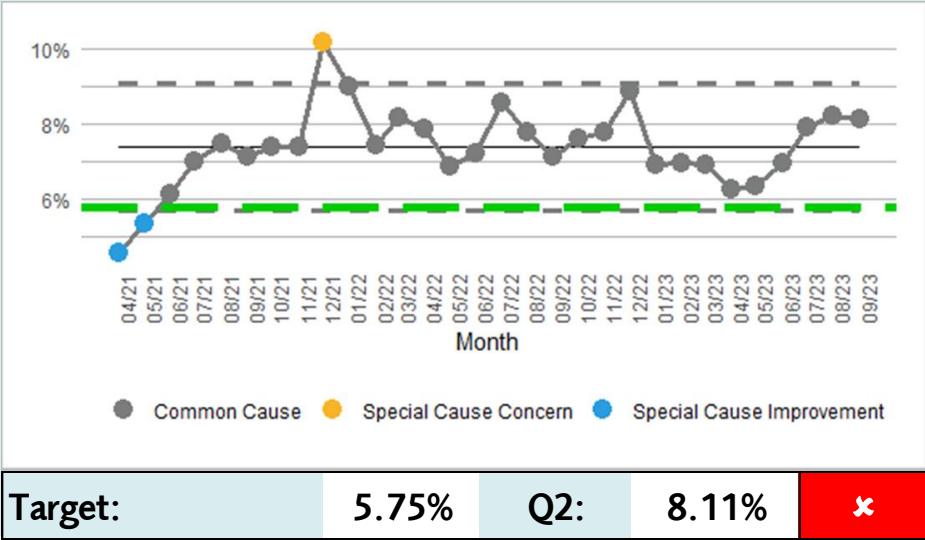
Annual Target:	+/- 3%	2021/22	-1.54%	✓
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**KPI definition:** Pay gap – Gender - pay gap percentage based on the difference between the median hourly pay for men compared to the median hourly pay for women at the end of each financial year.  
Pay gap – 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.

# Learning from Others

*We will enable our people to be the best they can be, to serve you better*

## C5-03: Staff Sickness



### Exception: Target off track

Sickness continues to report above target, we have seen an uptick since March which has plateaued in the last two months and overall there's been an increase of 2.5% in staff sickness since the annual pre-Covid average.

SAD (Stress, Anxiety and Depression) has driven the increase. The Wellbeing Team is working with a project team to explore causes of SAD absence and identify red flags that signal the need for early intervention, as well as the triggers that are needed to generate interventions to support mental health and wellbeing. The objective is to provide a more evidence-based delivery of wellbeing service provision by exploring further supporting data analysis.

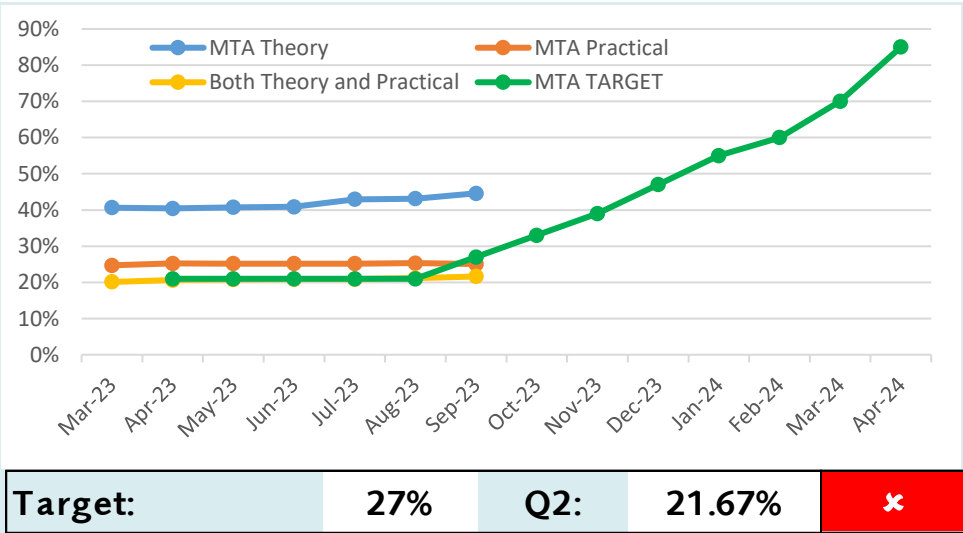
Long-term sickness continues to constitute the majority of sickness, at 5.41% for quarter two.

**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

# Learning from Others

*We will enable our people to be the best they can be, to serve you better*

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



## Target off track

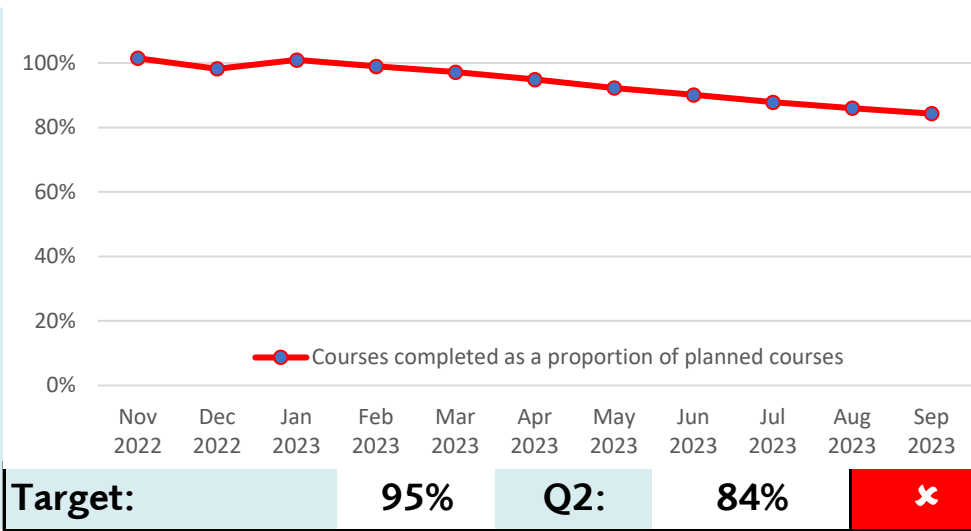
Whilst this is reporting as off target at this point in the training roll out, LFB is very confident it will meet its own deadlines to train crews in both theory and practical elements and will be the first service and one of only two in the country to have all front line firefighters fully equipped for the most serious terror incidents. The percentage drop is due to the large multi-agency exercises which LFB arranges but relies on all partners availability to execute. Summer operational pressures across London emergency services meant some of these exercises had to be rescheduled for October 2023 but large numbers of staff will have completed the training when these are successfully delivered. All theory training is on target to support this.

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

# Learning from Others

*We will enable our people to be the best they can be, to serve you better*

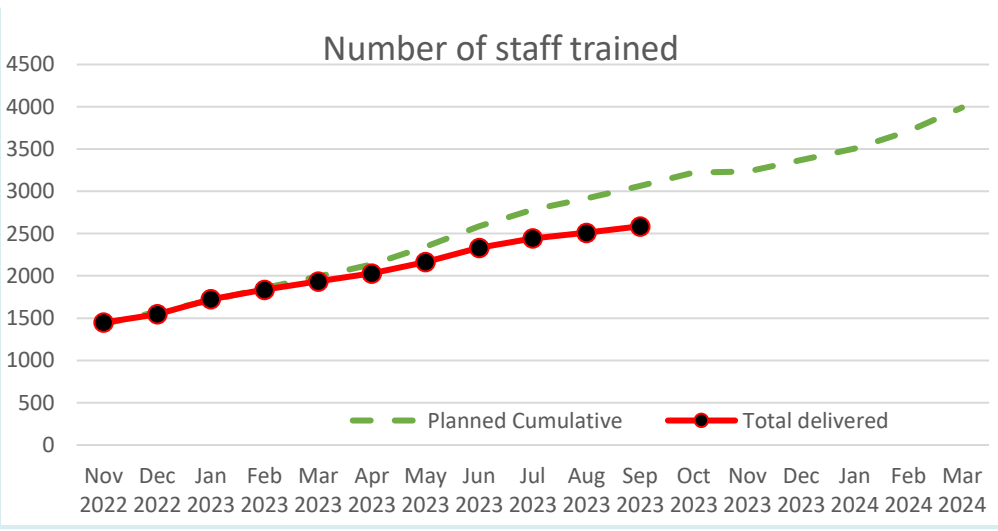
C5-05: Percentage of managers who have completed training against plan



## Exception: Target off track

This target relates to the Frank Bailey, Gillian Tanner and Colin Townsley leadership courses which were launched in 2022. For the first time in over a generation LFB staff are part of a regular cycle of face-to-face leadership training, in direct response to the criticisms laid out in the Grenfell Tower Inquiry, LFB Culture Review and HMICFRS inspection. As at the end of Q2, 2700 staff have now received this training, this is 84% of those we had planned to train by this time, however there is an expectation that 95% against plan will be trained by the end of the financial year. There had been some recent challenges in the connectivity of training provider and LFB scheduling systems, but these have been resolved and LFB expects to maintain progress against this target.

**KPI definition:** Total number of staff that have completed Leadership Training against the plan

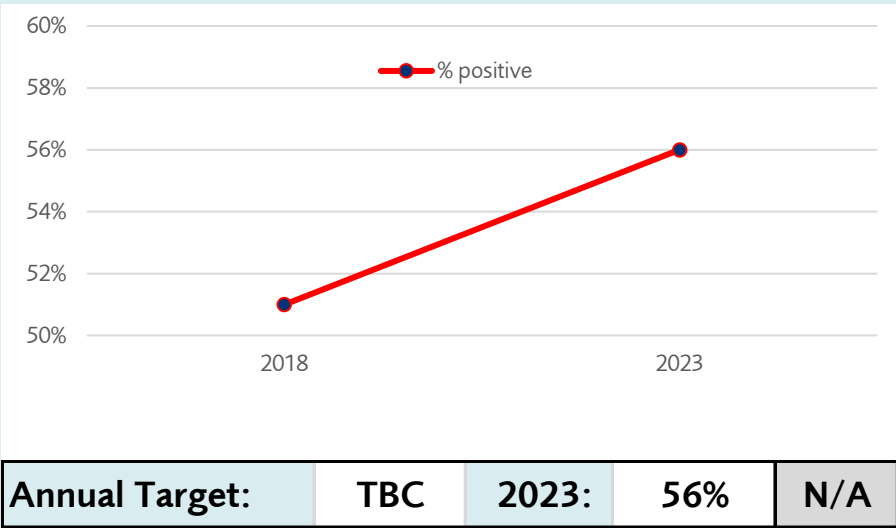




# Learning from Others

*We will work together to provide the best possible services to meet your needs*

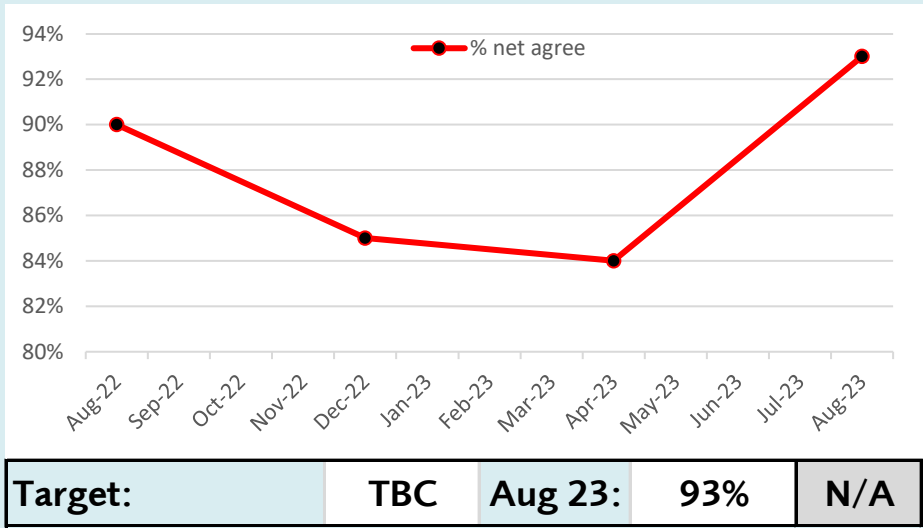
C6-01: I would recommend LFB as a place to work to my friends and family



LFB's most recent staff survey was run in April 2023, with almost 4,000 staff (more than 70% of the Brigade's workforce) taking part. The Brigade had not previously reached a 50% return rate for staff surveys. The results were shared with staff at an all-staff meeting the following month and published on the Brigade's staff intranet site. In this survey 56% of staff felt they would recommend working at LFB, and the Brigade is aiming to improve this in future surveys. The data has informed an action plan set against the results of the wider survey. The next full survey will be done in Autumn 2024. There will also be a short 'pulse' survey in January or February 2024 which will contain some of the questions from the survey, including recommending LFB as a place to work.

**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"

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



LFB has been carrying out public opinion polling twice a year since early 2019. Public opinion polling helps us to understand how different communities across London feel about LFB, what their levels of trust are in the Brigade, and how they understand or interact with our services.

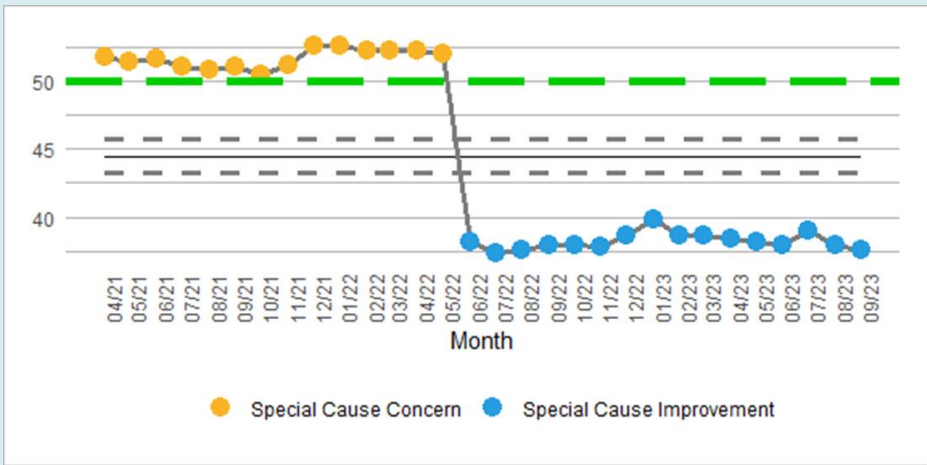
In August 2023, 93% of those asked agreed that 'LFB is trusted to serve and protect'. This compares to 84% in April 2023 and 85% in December 2022.

**KPI definition:** Polling by YouGov - percentage who agree with the statement "LFB is trusted to serve and protect London"

# Adding Value

*We will be driven by evidence to give you the value you expect*

C7-01: Number of fire deaths (5 year rolling average)



5 Year Av Target:	50	Q2:	38	✓
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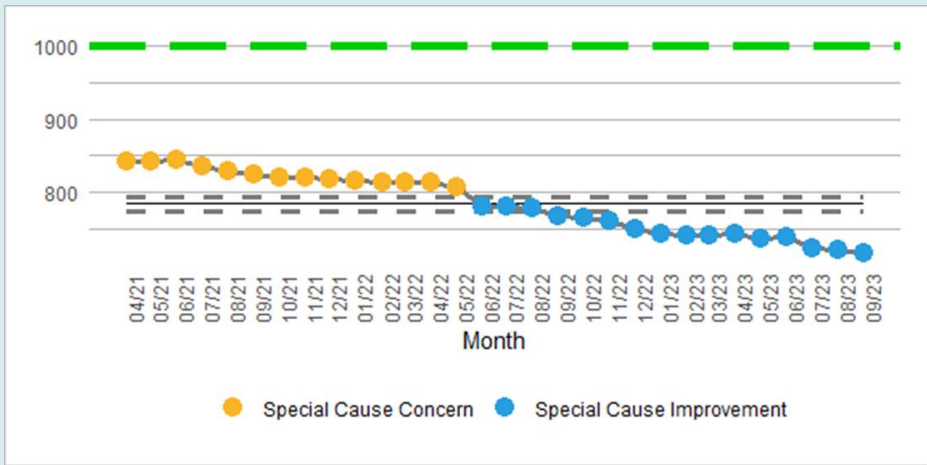
## Target on track

The all fire deaths (5 year average) is reporting as below target at an average of 38.

Smoking continues to be the prevalent cause of fatal fires however, we are monitoring 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 has launched the #Chargesafe campaign to raise 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 - to call for better regulation of online marketplaces and more research into fire hazards.

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

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



5 Year Av Target:	1000	Q2:	718	✓
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## Target on track

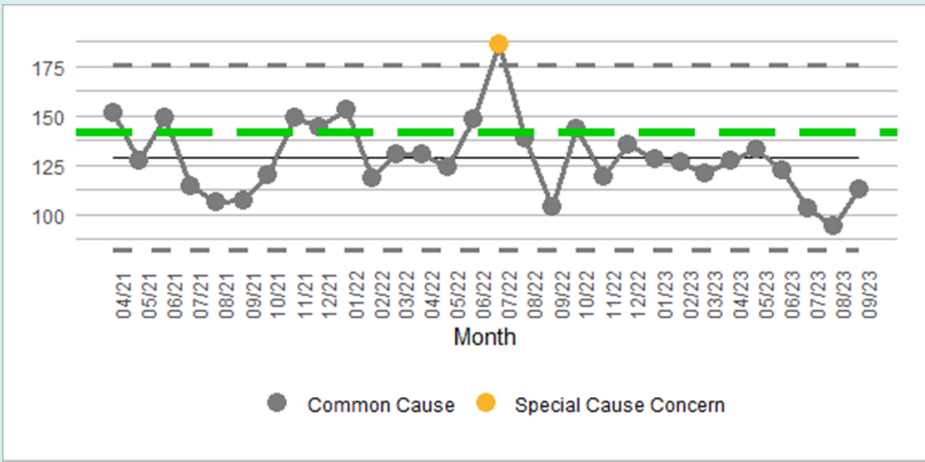
This continues to be within target and with a positive downward shift. This is anticipated to continue with the introduction of the Borough Risk Management Plans (BRMPs) which target our prevention activity towards the local risk and needs of the community.

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

# Adding Value

We will be driven by evidence to give you the value you expect

C7-03: Number of Fires – Houses & Bungalows



*	Quarterly Target: 425			
	Q2:	332	✓	

## Target on track

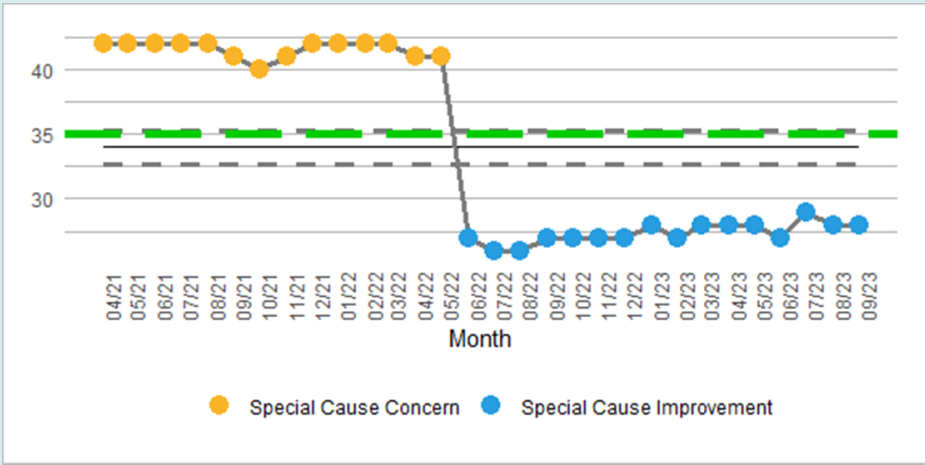
Performance continues to be within target and there has been a run of 4 consecutive months in which the number of fires was below average.

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

\*The target line is representative of the year-end target divided by 12 for monitoring purposes

**KPI definition:** Total monthly figure of fires that have occurred in a house or bungalow of single occupancy

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



5 Year Av Target:	35			
	Q2:	28	✓	

## Target on track

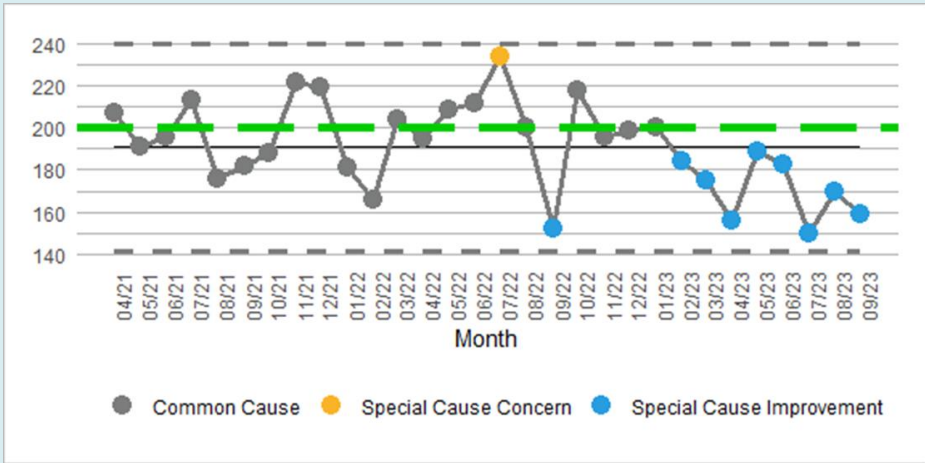
Accidental fire deaths in the home are reporting at a 5-year average of 28, which is lower than LFB had predicted. Whilst this is welcome, accidental dwelling fires are often preventable and many share similar characteristics and circumstances. The reduction in the number of fire fatalities is a key 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 will be shared and accessible to all staff. Further support and guidance for all Brigade borough commanders is provided by the Prevention Strategy and Policy team.

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

# Adding Value

*We will be driven by evidence to give you the value you expect*

C7-05: Number of fires - Flats



* Quarterly Target:	600	Q2:	521	✓
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## Target on track and positive shift

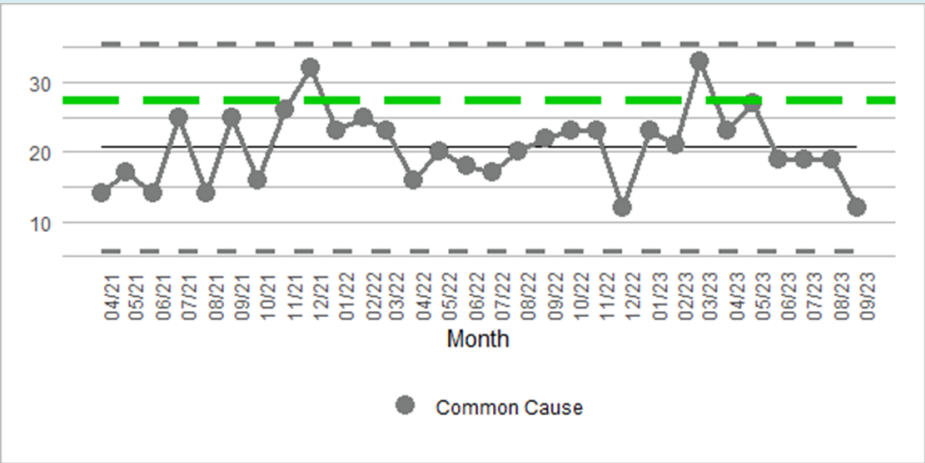
This performance continues to be within target and we've seen a run of 8 consecutive months in which the number of fires were below average.

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

*\*The target line is representative of the year-end target divided by 12 for monitoring purposes*

**KPI definition:** Total monthly figure of fires that have occurred in purpose-built flats or maisonettes of all storeys

C7-06: Number of fires - Care homes



* Quarterly Target:	83	Q2:	57	✓
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## Target on track

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.

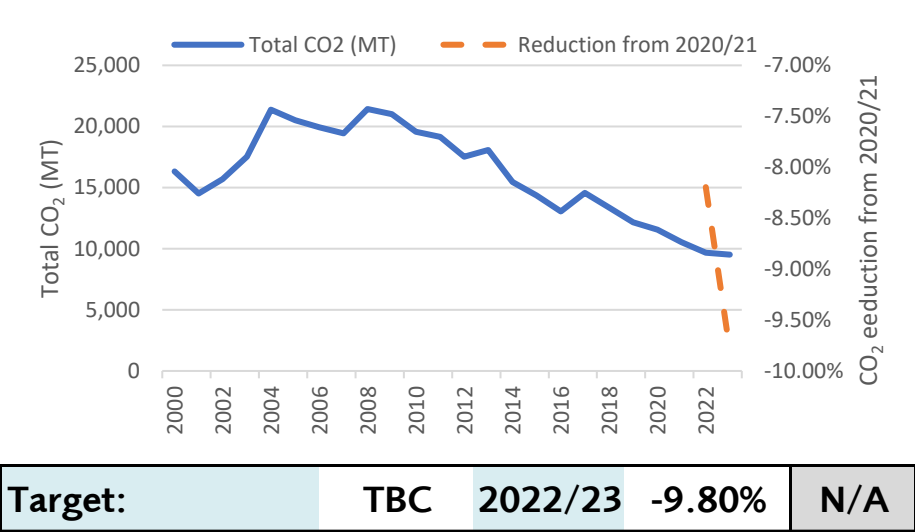
*\*The target line is representative of the year-end target divided by 12 for monitoring purposes*

**KPI definition:** Total monthly figure of fires that have occurred in self-contained sheltered housing, residential home, children's home or nursing/care home.

# Adding Value

*We will be driven by evidence to give you the value you expect*

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



LFB has worked hard to make further progress in meeting the 2030 net zero target, as this data reflects. 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.

**KPI definition:** All direct (scope 1) and indirect (scope 2) CO<sub>2</sub> 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.