



# Performance Report: New CRMP KPIs July 2023\*

## Appendix 1



\*Data to the end of June 2023

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# Performance at a Glance

## % TIME SPENT ON PREVENTION

**8.71%**

Down by 9.69% compared to last quarter

## % TIME SPENT ON PROTECTION

**3.97%**

Up by 37.87% compared to last quarter

## % HIGH RISK HFSVS

**52.9%**

Up by 29.18% compared to last quarter

## AFA NON-DOMESTIC

**5330**

Down by 2.83% compared to last quarter

## STAFF SICKNESS

**6.52%**

Down by 5.68% compared to last quarter

## APPLIANCE ARRIVAL TIMES

**1<sup>st</sup> 05:15 (m:ss)**

Up by 0.81% compared to last quarter

**2<sup>nd</sup> 06:35 (m:ss)**

Up by 0.78% compared to last quarter

KEY

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

## FIRES IN HOUSES & BUNGALOWS

**127**

Up by 1.87% compared to last quarter

## FIRES IN FLATS

**529**

Down by 5.37% compared to last quarter



## RIDDOR INCIDENTS

**22**

Up by 37.50% compared to last quarter

## STAFF COMPOSITION

**17.74%**

**ETHNIC MINORITIES**

Up by 0.45% compared to last quarter

**18.29%**

**WOMEN**

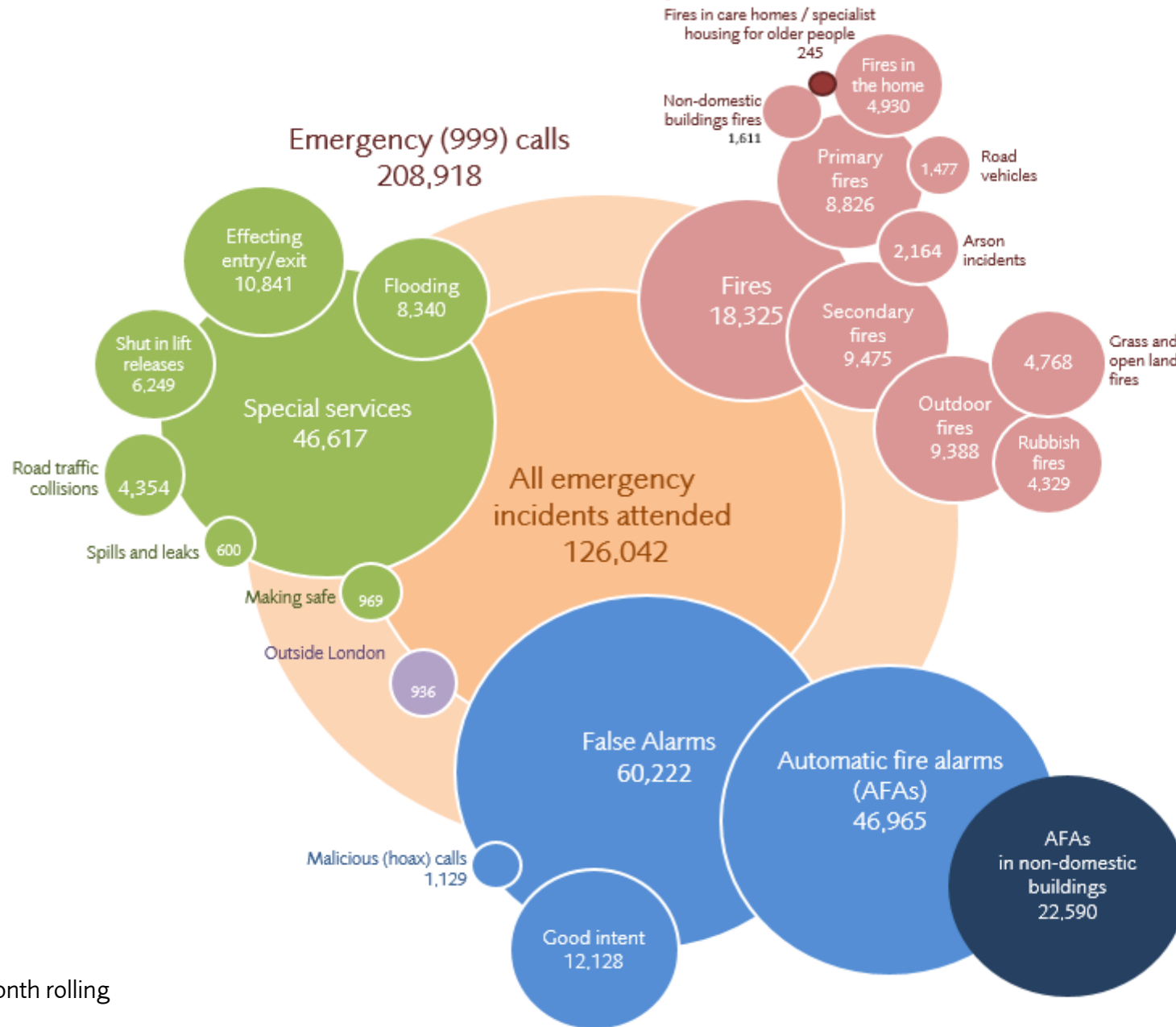
Down by 0.09% compared to last quarter

## ONLINE HOME FIRE SAFETY CHECKS

**835**

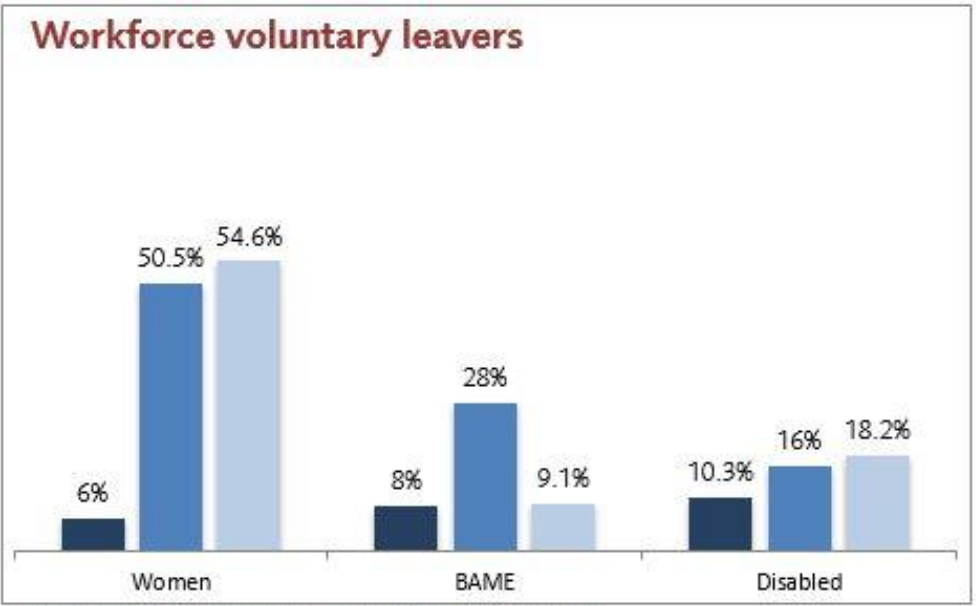
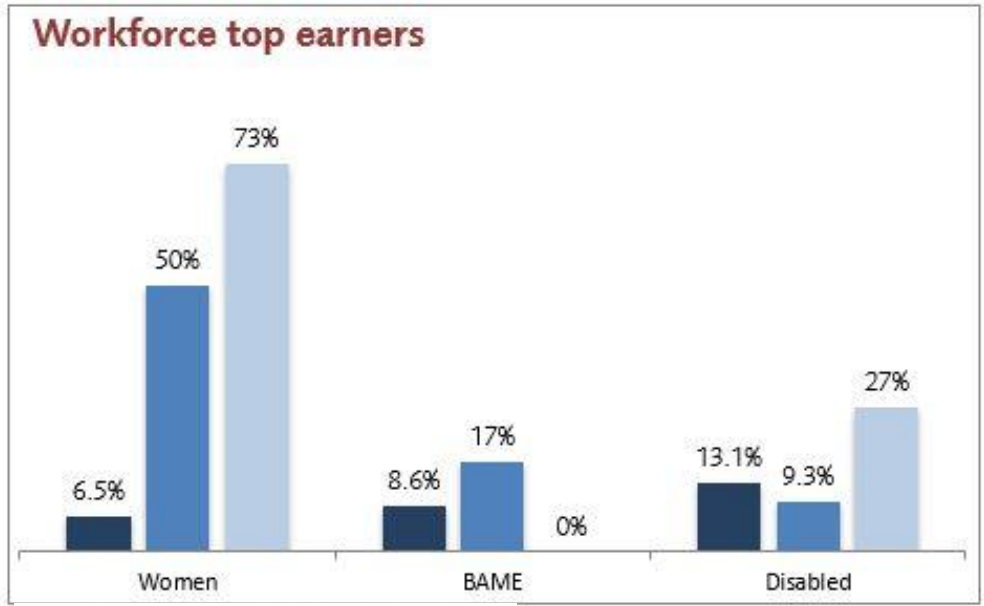
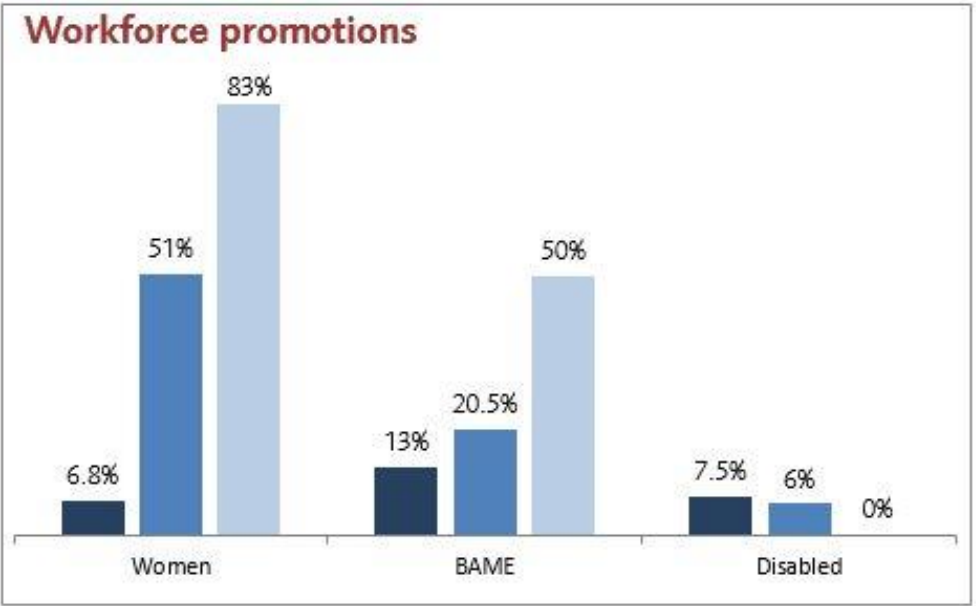
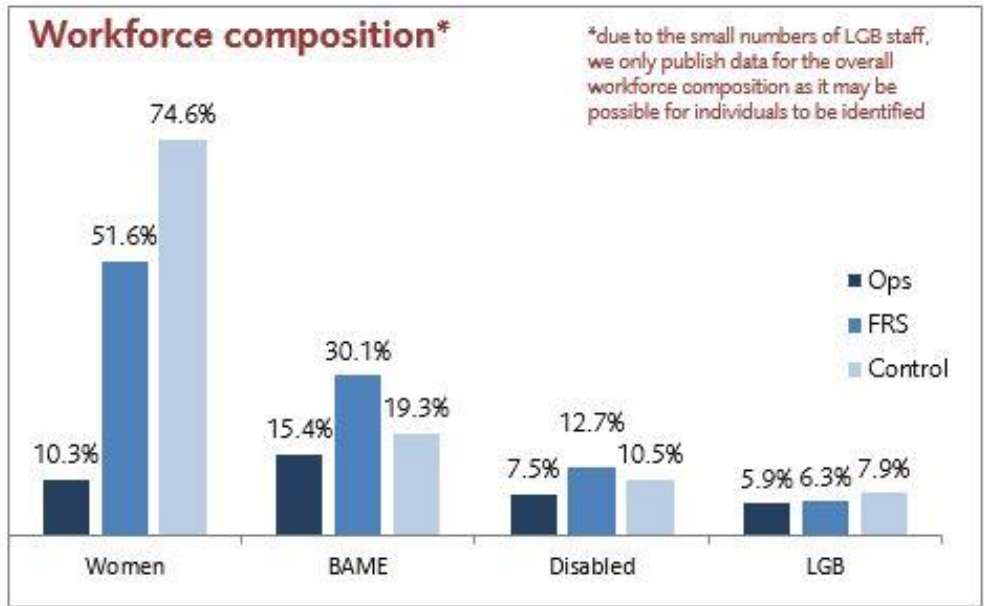
Up by 154.47% compared to last quarter

# Incidents in Numbers



Data is displayed as 12 month rolling

# Workforce Data



Composition and top earners as at 30 June

Promotions and leavers 12 months ending 30 June

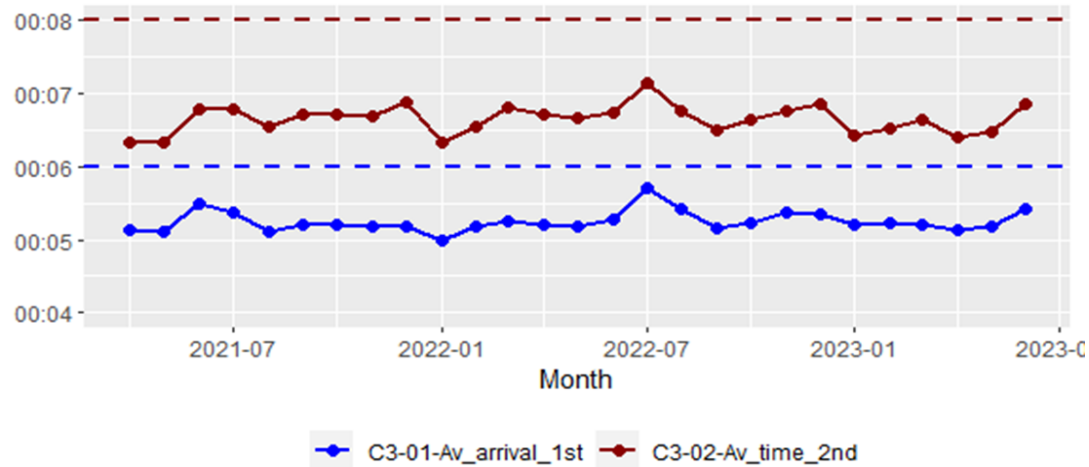
# LFB Performance Headlines

Grenfell Recommendations  
Completed

30/40

HMI round 2 Recommendations  
Completed

5/46



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

Target:	06:00	Q1:	05:15	✓
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C3-02: Average arrive time 2<sup>nd</sup> appliance (mm:ss)

Target:	08:00	Q1:	06:35	✓
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## Areas of good performance – June 2023

- The Pay Gap for Women and Ethnic Minority staff is within the target in June 2023
- Although off target, the percentage of high-risk home fire safety visits is increasing
- We continue to exceed the monthly target on addressing fire risks within three hours achieving 100% in June 2023
- Staff composition for LGB Staff shows a positive shift and is exceeding its target
- All arrival times, total and accidental fire deaths & injuries, and number of fires in different property types are all reporting as within or exceeding the target in June 2023.

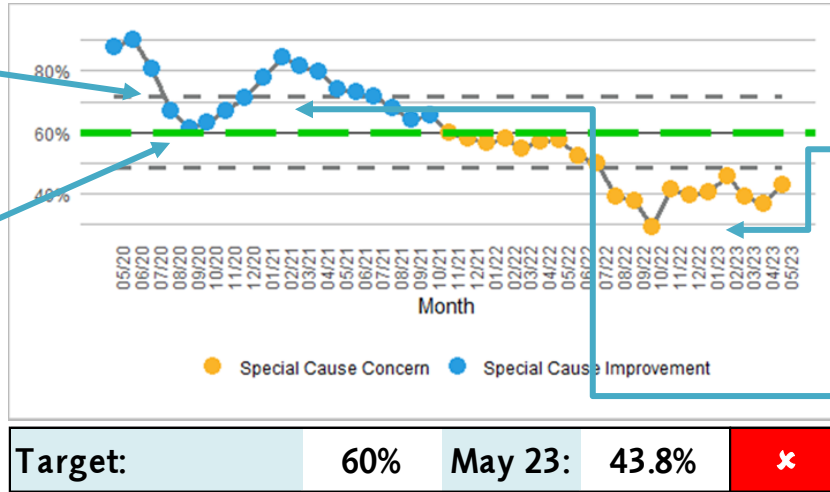


# Statistical Process Control (SPC) Chart Example

**Grey dashed lines**  
represent the upper and  
lower control limits

The **thin black line** represents the mean

Where there is a target, this bar will tell you the threshold and the latest performance. A tick or a cross tells you whether the target has been passed or failed whereas the fill tells you the RAG rating.

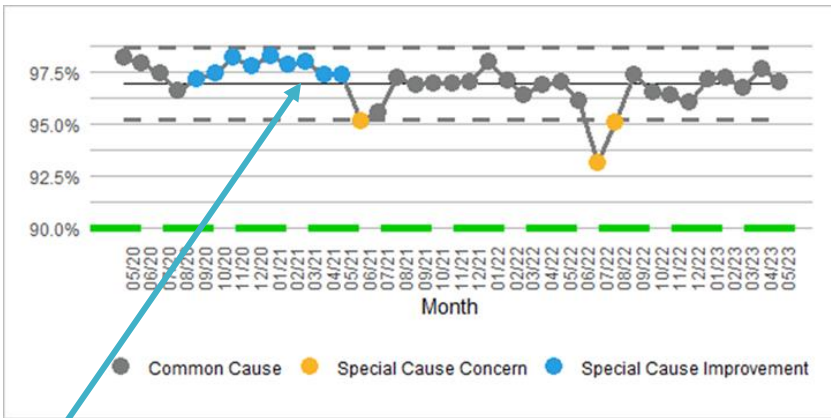


The run of **yellow dots** in 2022 show statistically poor performance over this timeframe, with a negative outlier.

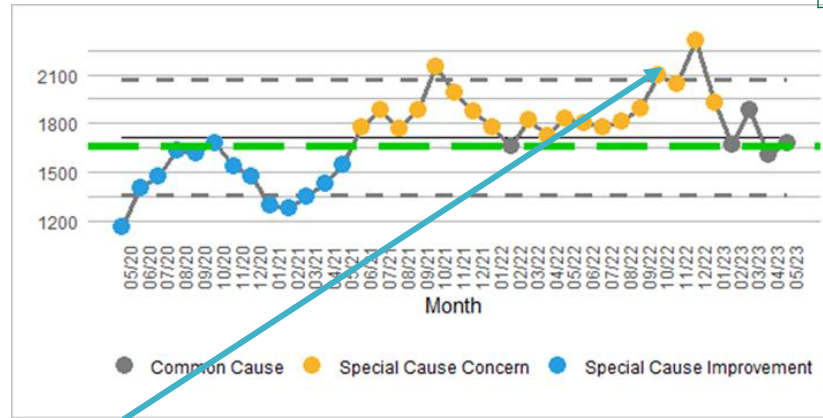
**Blue dots** represent positive variation outside of expected limits. Here we have a run of >7 blue dots all above the mean which represents a statistically significant improvement in performance.

## 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 negative variation (special cause concern) is highlighted in yellow.



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

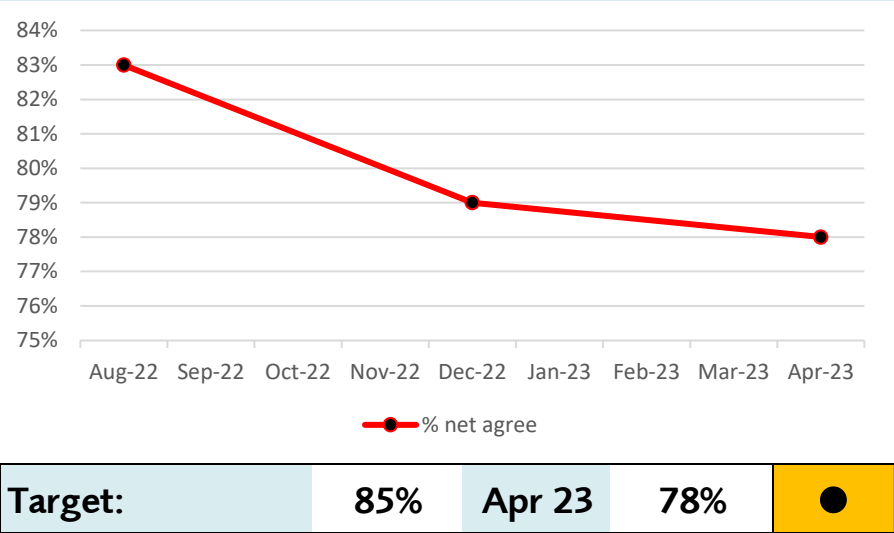
Indicators	
	Performance on target
	Performance within 10% of target
	Performance more than 10% off target

# Engaging with You

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

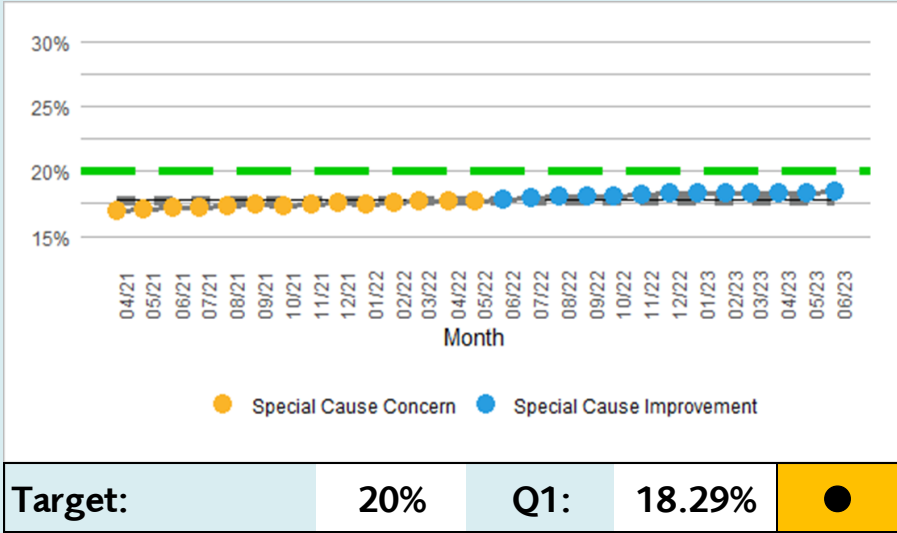
C1-01: Community Satisfaction Ratings

C1-02: Staff composition – Gender (Women)



The most recent public opinion polling was carried out in March/April 2023. Feelings towards LFB remain positive. However, tracking the results from Feb 2019 there has been a gradual decline in positive responses. Positive responses about the perception of the Brigade have fallen from a high of 87% in Feb 2019 to 78% in April 2023. There was a decline in positivity (four percentage points) after the Independent Culture Review was published in November 2022 which has increased slightly (one percentage point) in the most recent survey.

**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"



Exception: Target off track but positive shift

We have seen a positive shift (a run of 6+ consecutive above-average points) starting in May 2022 (17.72%) with performance continually increasing since then. June data was at 18.37% which is marginally better than April (18.28%). Since the positive shift began the proportion of women has increased by 0.65 percentage points.

LFB has an Outreach Team which is engaging with these target groups through digital media channels and community, partner-based activities to increase the number of applicants to become Trainee Fire Fighters. 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 are women, as a percentage of all LFB employees

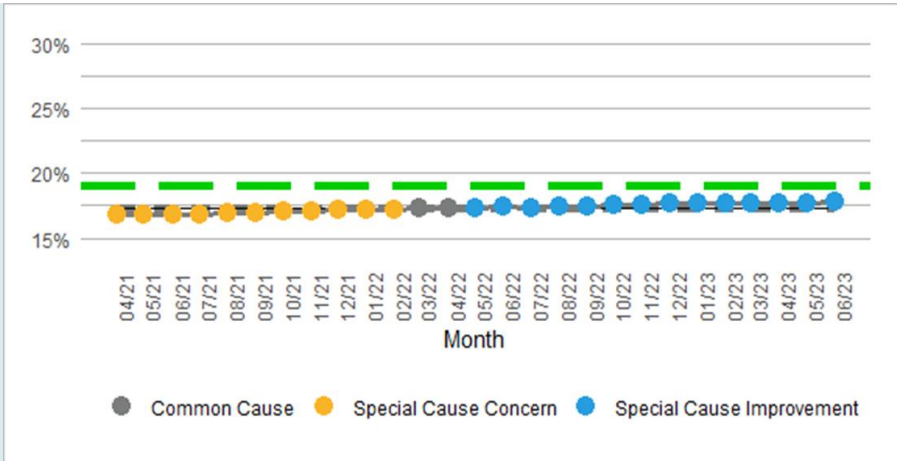


# Engaging with You

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

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

## C1-04: Staff composition – Disability



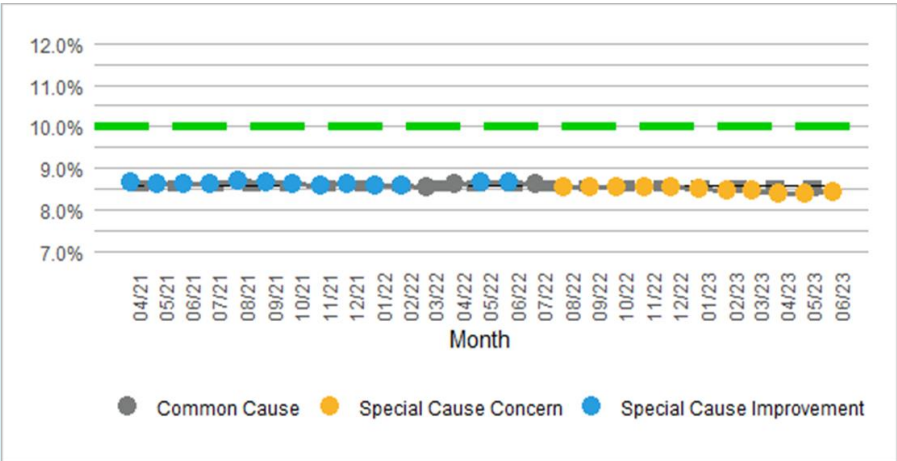
Target:	19%	Q1:	17.74%	●
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### Exception: Target off track but positive shift

The positive shift is based on very slight increases: 17.59% in March, 17.69% in April, 17.70% in May and 17.85% in June. Whilst an increase, the numbers will continue to be reviewed as the trend has slowed over the last quarter.

LFB has an Outreach Team which is engaging with these target groups through digital media channels and community, partner-based activities to increase the number of applicants to become Trainee Fire Fighters. 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 are from a minority ethnic background, as a percentage of all LFB employees



Target:	10%	Q1:	8.44%	✗
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### Exception: Target off track and negative shift

Following a slight negative shift in March and April, an upturn in May and June puts the current composition at 8.43% recovering from lost ground in March and April.

The trend will be monitored, and wider analysis of the numbers will be undertaken to identify the cause for the negative shift so suitable interventions can be developed.

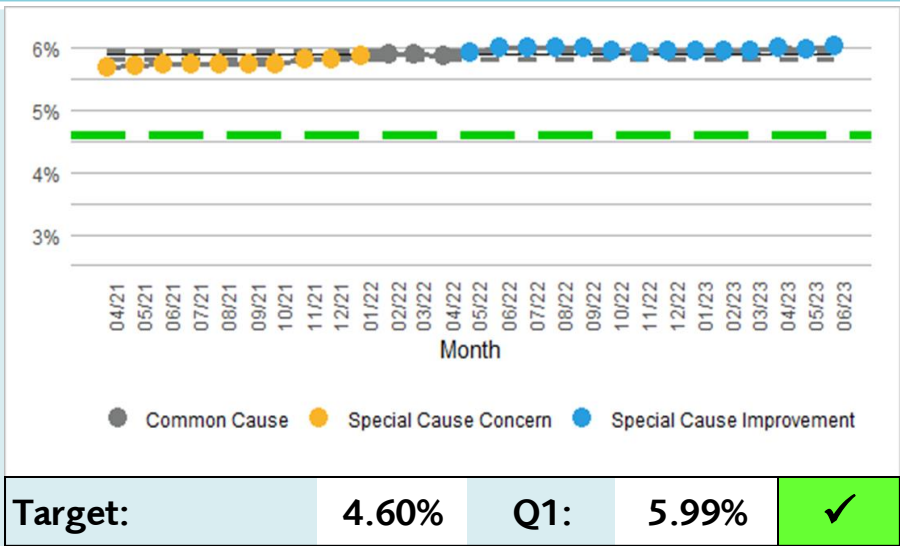
LFB has an Outreach Team who are engaging with these target groups through digital media channels and community, partner-based activities to increase the number of applicants to become Trainee Fire Fighters. Wider work is being done to build a resourcing strategy for the Brigade that will support the 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

# Engaging with You

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

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



### Target on track and positive shift

We remain above target with only slight variation between each month, the proportion of LGB staff has risen from 5.67% in April 2021 to 6.01% in June 2023.

**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.

## C1-06: Development of the Community Impact Tool

*Data to be confirmed*

Target TBC   Q1: _	
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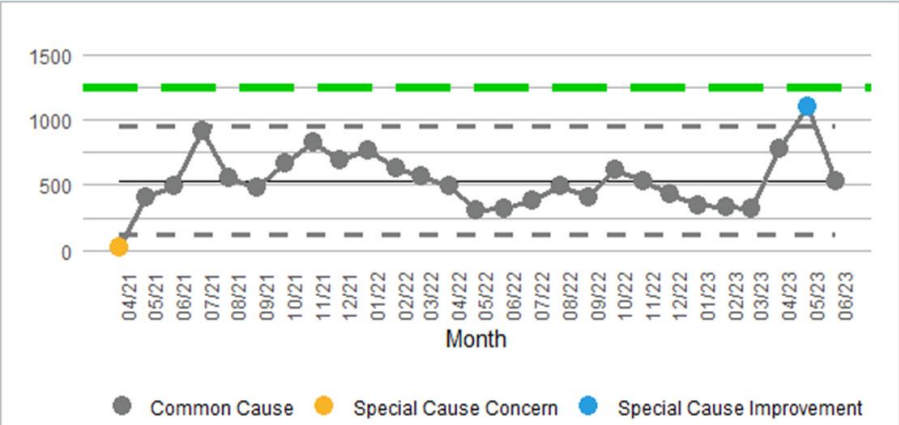
We are working with an organisation called Housing Associations Charitable Trust (HACT) to develop and implement a social impact framework and tool for the Brigade. We are holding focus groups with community members, partner agencies and staff in September and October to review and refine our work to develop the framework and tool.

**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



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Quarterly Target:	3750	Q1:	835	✗
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### Exception: Target off track

There was a spike in triages via the Online Fire Safety Checker during this quarter which was the result of a month long targeted online marketing campaign which took place from 25 April to 25 May. While there was then a 40% decrease in the number of triages in the month after the campaign ended, this was still an 8% increase compared to the month preceding the campaign.

This shows the effectiveness of the campaign and also suggests that it has continued to have a positive impact on the number of triages even now it has finished.

The same trend was seen in self-assessment completions, which decreased by 49% in the month after the campaign finished compared the month that it was running.

*\*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.

The Facebook, Instagram and LinkedIn adverts are no longer active however three Google ad campaigns continue to run as this type of campaign takes longer to optimise. These ads generated 60 triage conversions (25 May to 25 June).

During this period there were 10 organic posts on LFB's social media platforms promoting the Home Fire Safety Checker. Of the 654 triage completions we can attribute 48 of them to Facebook, Instagram, LinkedIn and Twitter.

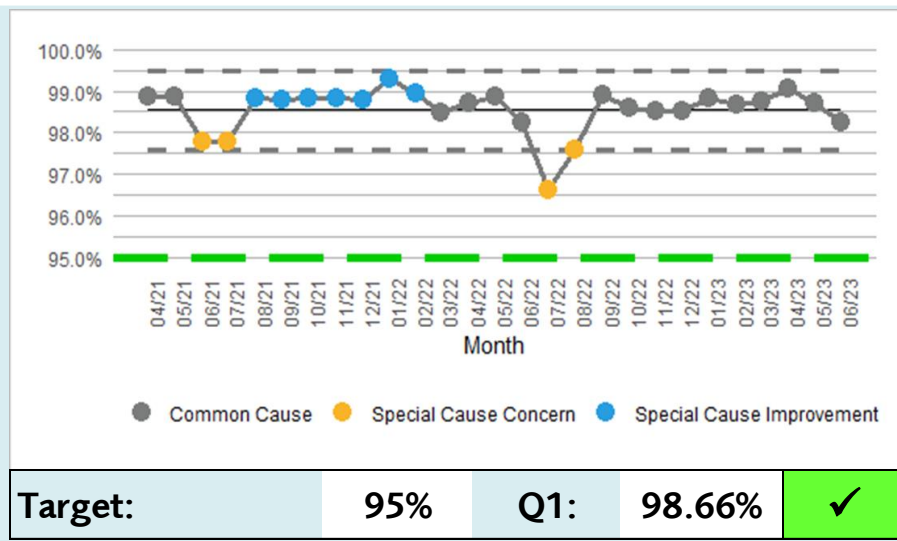
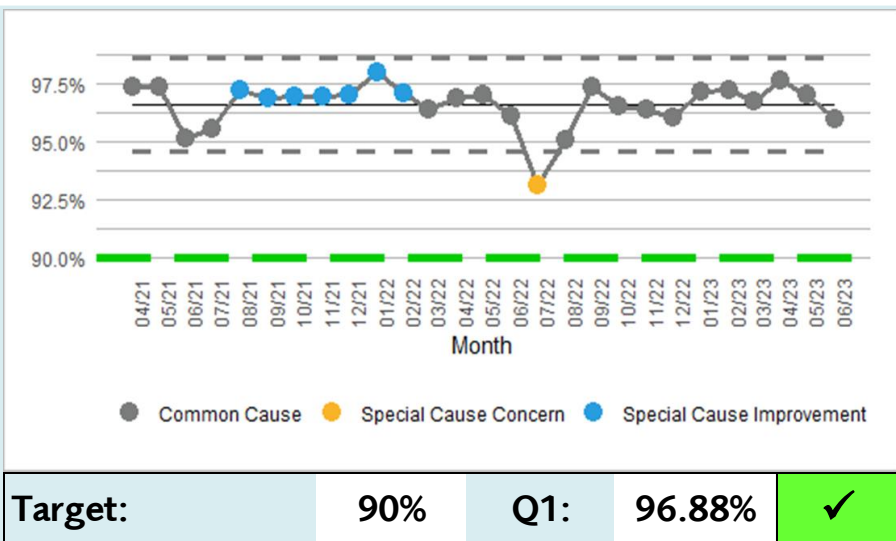
Communications & Fire Safety are now meeting to discuss a strategy which is likely to include continuing paid campaigning alongside other options (e.g. using partners to amplify messaging, incentivising referrals to the Checker etc.)

# Protecting You

*We will adapt our services as your needs change*

C3-03: First appliance arrival within 10 minutes

C3-04: First appliance arrival within 12 minutes



Target on track

The first fire appliance should arrive at an incident within 10 minutes on at least 90% of occasions and within 12 minutes on at least 95% of occasions.

Both the 10 minute standard and 12 minute standard continue to be met and will be carefully monitored following the introduction of the priority crewing guide (PCG), training as a watch and other resource applications.

This monitoring is also required for the average first and second appliance KPI (6 and 8mins).

Target on track

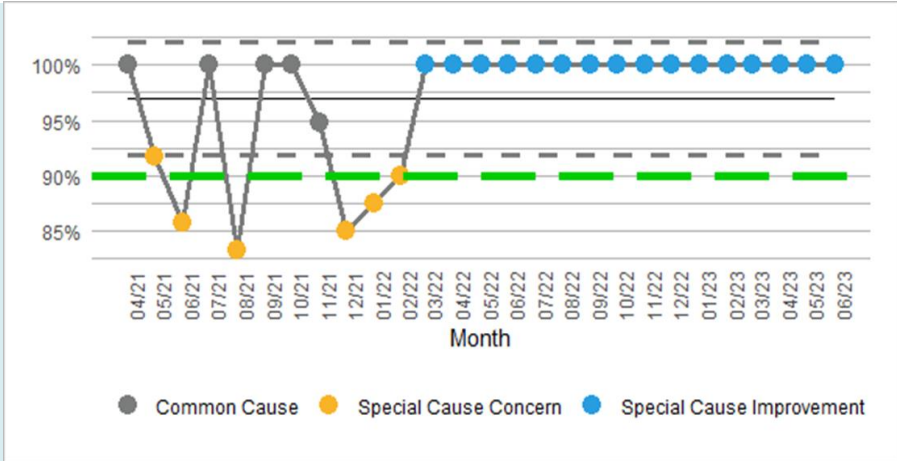
**KPI definition:** A fire engine anywhere within London in 10 minutes on 90% of occasions

**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%	Q1:	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.

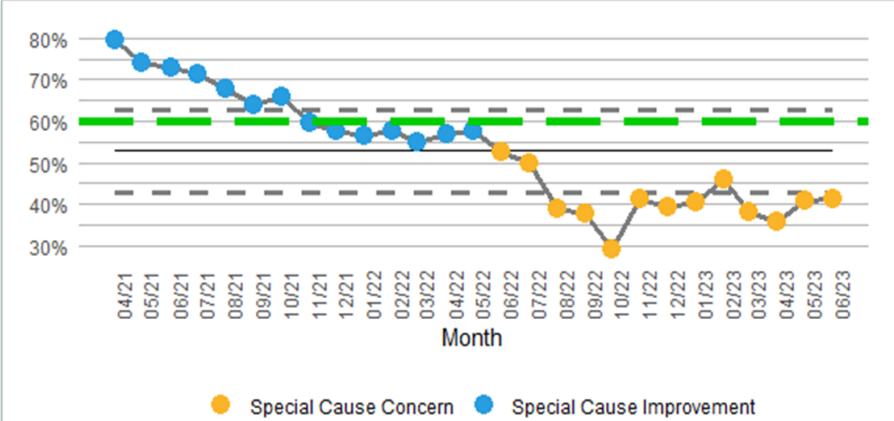
Work is ongoing to explore the use of emerging technologies, such as 999eye, and community engagement initiatives, to ensure that there are clear channels for the reporting of potential fire risks and that they arrive within the organisation at the correct touch point.

**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

# Protecting You

We will adapt our services as your needs change

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



Target:	60%	Q1:	37.4%	x
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April 2023 marked the implementation of the revised Risk Based Intervention Programme (RBIP). Under the programme, following consultations with the National Fire Chiefs Council (NFCC) national working group and with knowledge of the built environment in London, we have altered our programme of higher risk audits to target risk more effectively and use a wider range of interventions such as digital self-service tools.

Inspecting Officer capacity to deliver high risk audits is at times having to be re-directed to what have previously been considered to be lower risk premises. This is because Fire Station staff undertaking Fire Safety Checks (FSCs) and Fire Safety Advisors visiting premises are finding serious fire safety issues in what should normally be regarded as lower risk buildings. These premises require referral to Inspecting Officers for further action and are predominantly commercial premises where there are flats/domestic premises above, contain inappropriate sleeping accommodation, or have issues such as poor compartmentation. The vast majority of Article 31 prohibitions served (circa 80%) are within these commercial premises. Such referrals demonstrate the value of FSCs and inspection of lower risk premises, due to the risk arising from serious fire safety issues that are being identified in such premises

### Exception: Target off track and negative shift

Our ability to complete audits of higher risk premises directly correlates to the number of qualified and competent Inspecting Officers. There has been an increasing national skills shortage and we are struggling to compete with both private and public sector organisations. Our current attrition rate is circa 15%, which is higher than the previously predicted rate of 10%. However, a range of measures to address staff retention are underway.

Currently, in order to complete higher risk audits, Inspecting Officers need to have obtained their Level 4 Diploma in Fire Safety and have completed the Inspecting Officer development folder. As of June 2023, our current competency rate at Inspecting Officer is circa 20%. We are developing further training for our Fire Safety Advisors to upskill them to be able audit purpose-built blocks of flats (one of the higher risk premises types). This should, once the qualification courses are rolled out, result in an upward shift in the number of higher risk audits completed

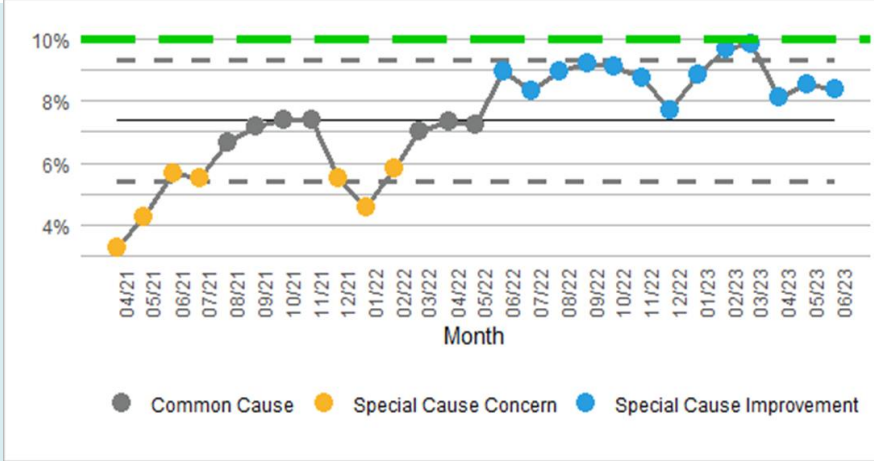
**KPI definition:** Total high-risk audits completed on premise types such as Hospitals, Care Homes, Purpose Built Flats that have 4 or more floors, Hostels, Hotels, Houses converted to flats or other sleeping accommodation divided by the total number of audits completed

# Protecting You

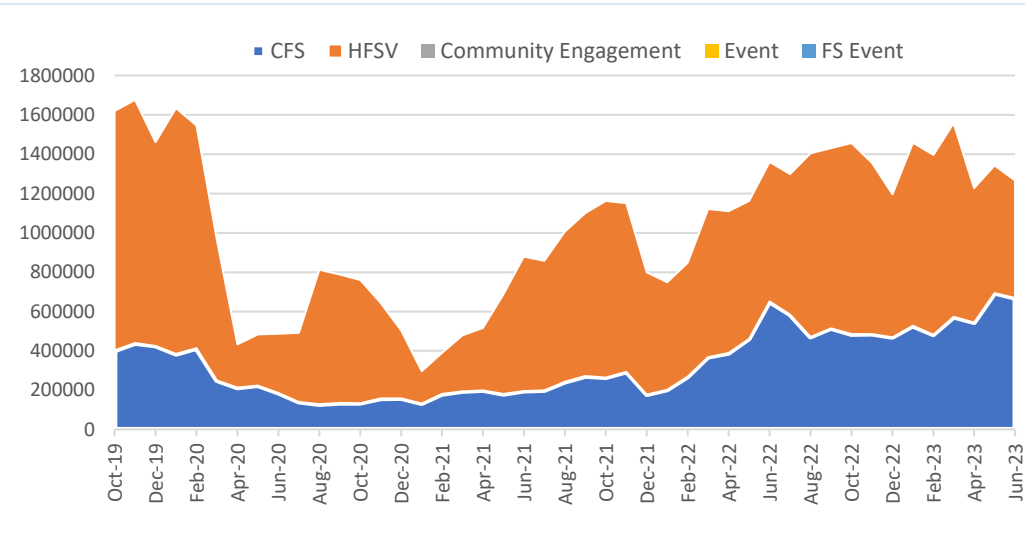
We will design services around your needs and concerns

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

Total Minutes of Prevention Activity - Day



Target:	10%	Q1:	8.71%	✖
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## Exception: Target off track and positive shift

A shortfall in performance was anticipated due to the change in approach to Home Fire Safety Visits, as these visits historically account for the majority of time spent by station staff on Community Safety.

The Borough Risk Management Plans (BRMPs) went live at the end of April 2023. This approach will deliver prevention activity that is data driven, focusing on risk and community needs and using a partnership approach.

Performance is also impacted by staff numbers being under established.

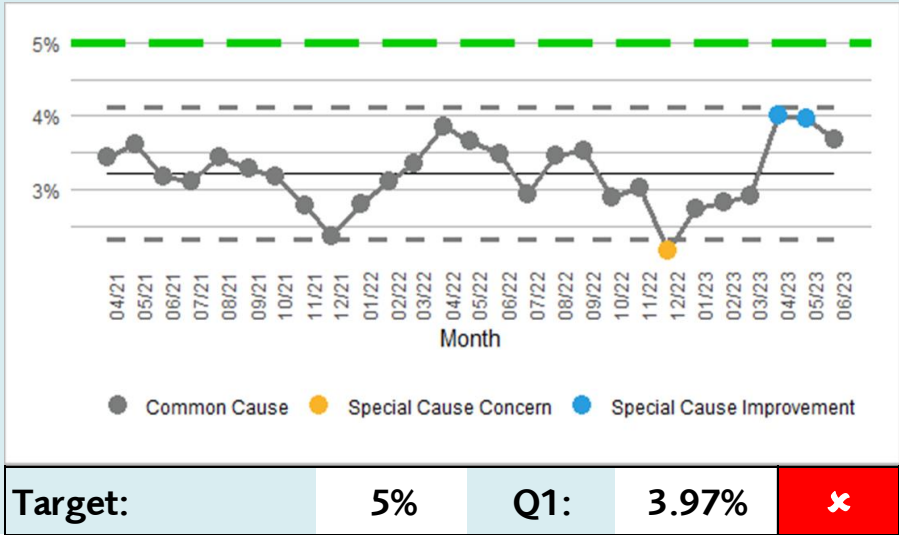
**KPI definition:** Operational staff total minutes spent per month during day shifts (09:30 - 20:00), on Community Fire Safety (CFS), Home Fire Safety Visits (HFSV) and Community Engagement.



# Protecting You

We will design services around your needs and concerns

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



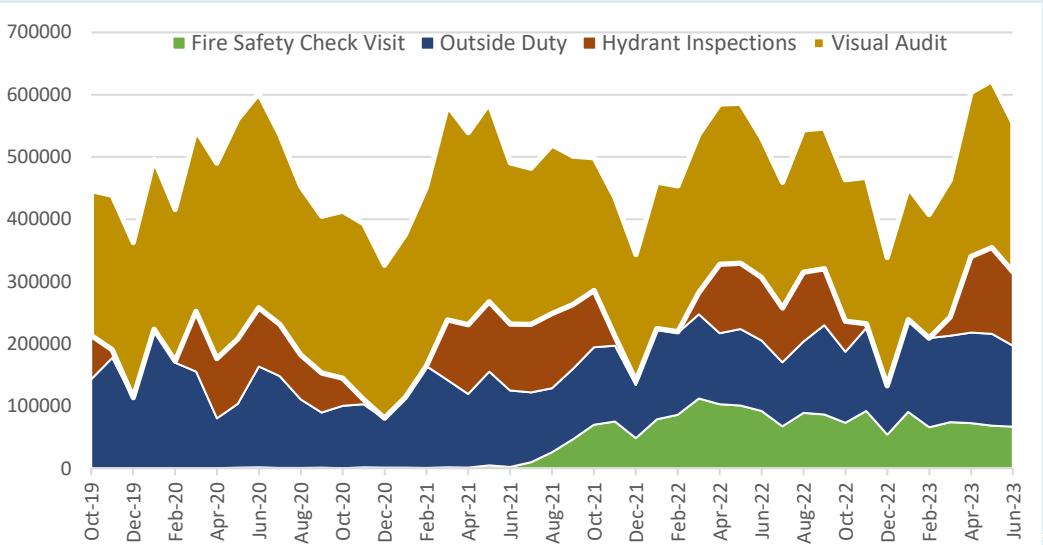
Exception: Target off track

There has been an improvement in station staff time spent on protection activity since January 2023, but it continues to be below target due to a combination of being under staff establishment and staff standby movements.

It is anticipated that there will be further uplift over the next quarter.

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

Total Minutes of Protection Activity - Day

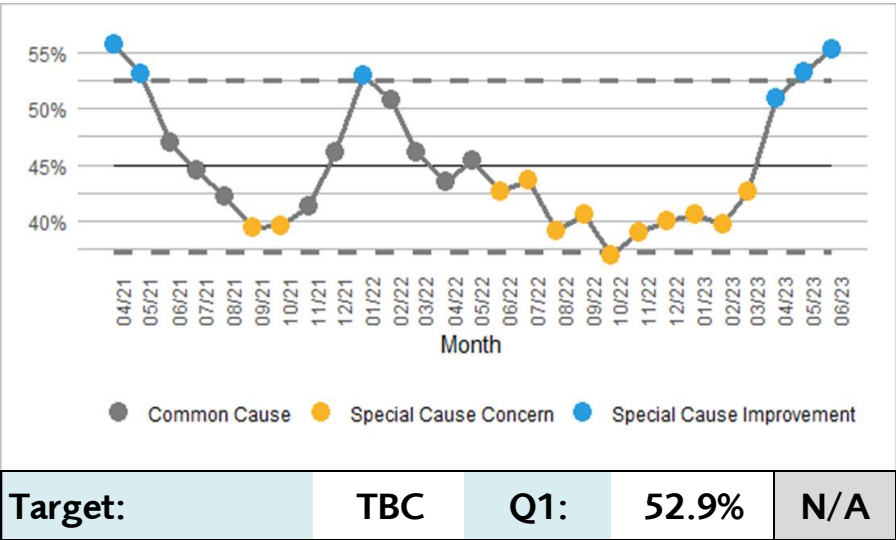


# Protecting You

We will design services around your needs and concerns

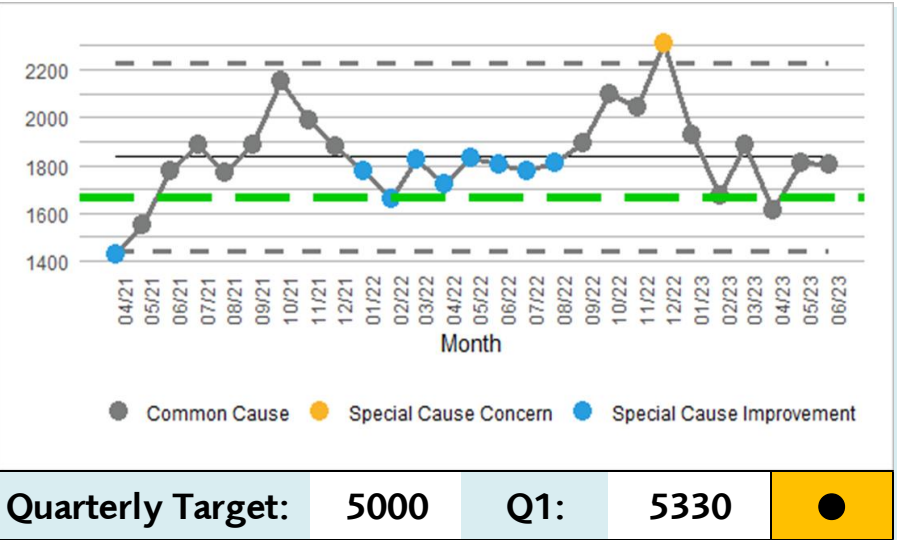
C4-05: % of high-risk home fire safety visits

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



The new approach to Home Fire Safety Visits started on 1 April 2023 and the target will be set following Q1 results. The way LFB assesses high-risk changed in April so the data preceding this date will be assessing against different risk criteria.

**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.



Exception: Target off track

We will soon be launching a public consultation on changing how we respond to Automatic Fire Alarms in non-residential buildings. The consultation, originally due to launch in June, has been rescheduled for a September start date. Views received during the consultation period will influence the decision-making process for shaping future policy development in this area.

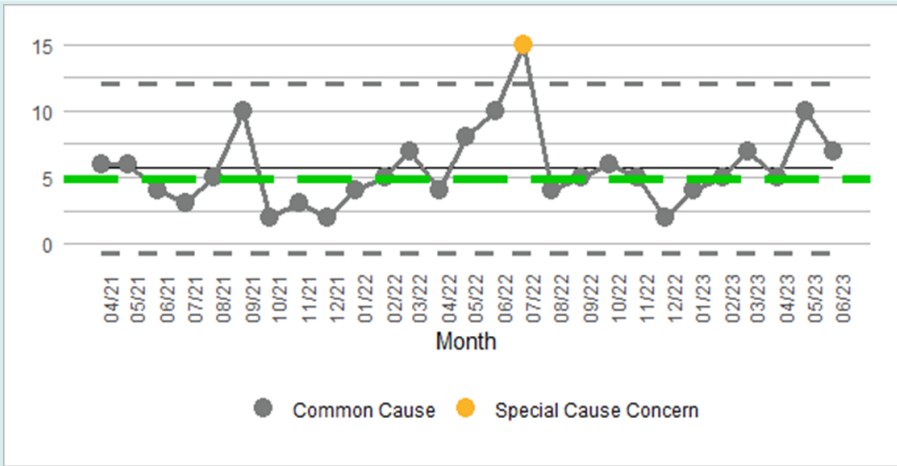
\*The target line is representative of the year-end target divided by 12 for monitoring purposes

**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 (RIDDORs)



*	Quarterly Target:	15	Q1:	22	
					x

## Exception: Target off track

There were 7 RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations) reportable injuries for June 2023. Of these four occurred during operations, one during training and two during general activities.

All of the RIDDORS were 'over seven day' injuries. In summary (Absence data reviewed on 13th July 2023):

- (1) Gen. FF fell of an office chair, injuring lower back and wrist. 42 days absence and has not yet returned to work.
- (2) Ops. FF fell at incident injuring upper arm. 41 days absence and has not yet returned to work.
- (3) Ops. FF tripped over charged hose at incident injuring their back. 38 days absence and has not yet returned to work.

**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.

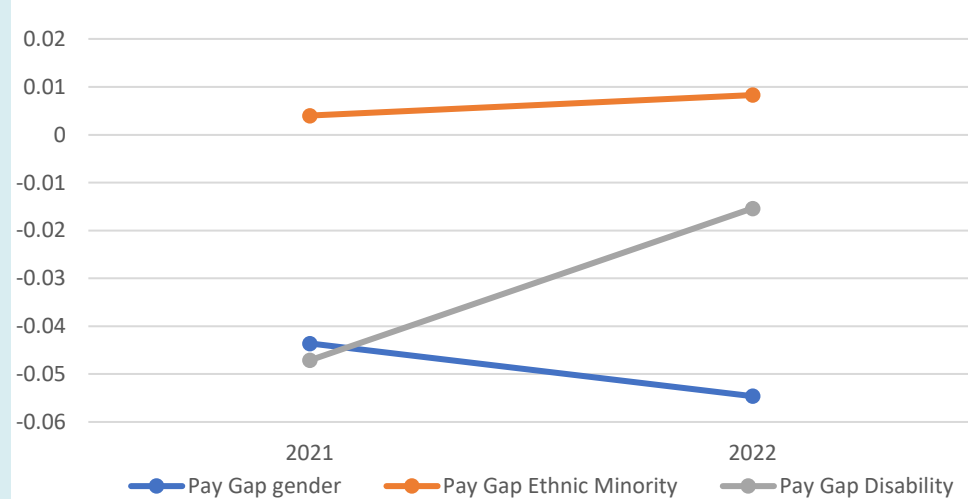
- (4) Ops. FF received deep laceration while using enforcer. 20 days absence before returning on light duties for a further week.
  - (5) Ops. FF injured back while assisting LAS with a casualty. 14 days absence and has not yet returned to work.
  - (6) Gen. FF cut finger while demonstrating air bags to school pupils. 15 days absence and has not yet returned to work.
  - (7) Training. FF twisted ankle while descending stairs in BA. 16 days absence and has not yet returned to work.
- All injuries are investigated and recommendations are made to prevent recurrence. Common themes in injuries are identified and organisational actions are taken where appropriate.

*\*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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The Brigade has procured an external partner to undertake a full review of FRS and TMG pay. The organisation has been appointed and initial project meetings are being set up. This work will take into account the findings of the previous pay gap reports across gender, disability and ethnicity, seeking to make improvements in each of these areas.

**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.

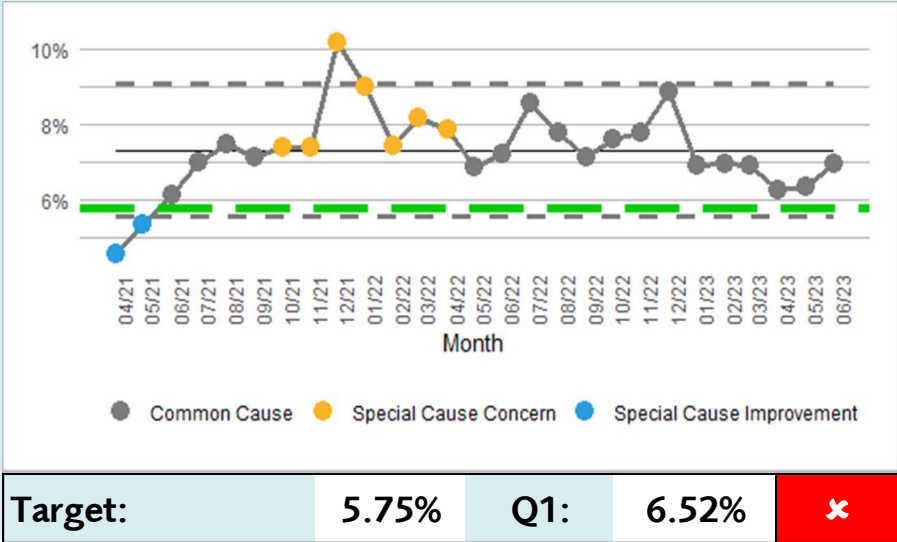
Pay gap – Ethnic Minority - pay gap percentage based on the difference between the median hourly pay for white staff compared to the median hourly pay for Ethnic Minority staff at the end of each financial year.

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

In response to the Independent Culture Review of LFB there is currently a focus on mental health, specifically stress, anxiety, and depression (SAD).

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 aim to provide a more evidence-based delivery of wellbeing service provision by exploring existing data sources.

The Wellbeing Team is commissioning Samaritans to evaluate prevention and postvention activities at LFB and make recommendations on any improvements required.

**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

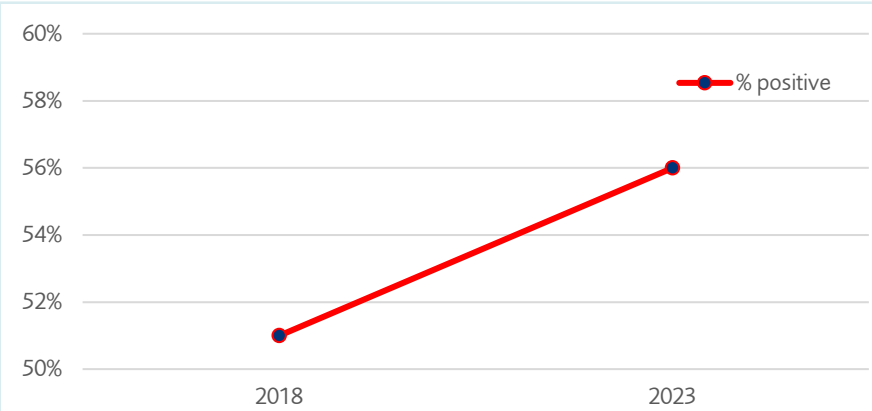
The Brigade has recommenced procurement of the Occupational Health contract. As part of this process, engagement with Employee Support Groups has taken place to understand employees' perspectives on potential improvements to effectively support the health and wellbeing of a modern workforce.

# Learning from Others

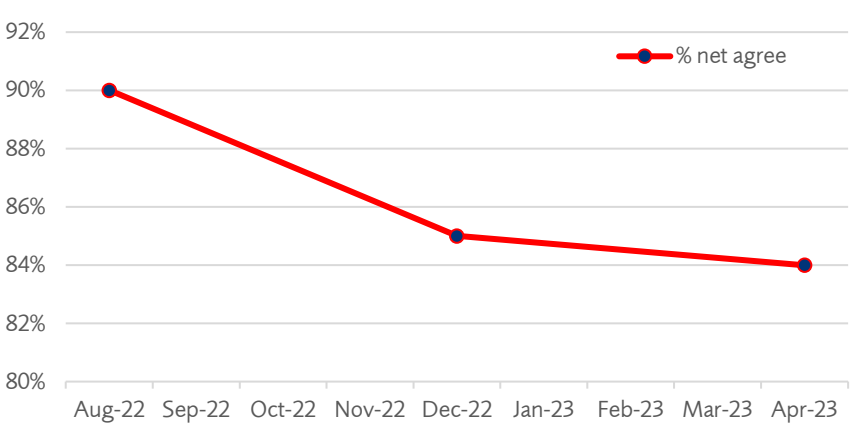
*We will work together to provide the best possible services to meet your needs*

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

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



Annual Target:	TBC	2023:	56%	N/A
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Target:	TBC	Apr 23:	84%	N/A
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This metric was obtained from the first full staff survey since 2018 and the 8,000 comments from staff are being analysed to understand what is driving sentiment behind this score.

Whilst there has been a positive improvement since 2018, there is much more to be done. Once the comments are analysed, this will enable assessment of where targeted local action needs to be taken.

Senior managers are being asked to develop local actions within their own departments to improve results. Individual teams will also be supported to analyse their results and develop local actions, which will then be reported and monitored for improvements. Where improvements are scalable and appropriate, they may be recommended for Brigade-wide implementation.

**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"

Trust in the London Fire Brigade remains positive, at 84% when the most recent polling took place, however, there was a decline in trust (five percentage points) after the Independent Culture Review was published in November 2022.

There is sharp focus on the five questions from the people survey which will support the improvement of this score. Improving leadership visibility through the Leadership Experience Programme and improving awareness of the Brigade's vision within the CRMP are two key pieces of work being undertaken currently.

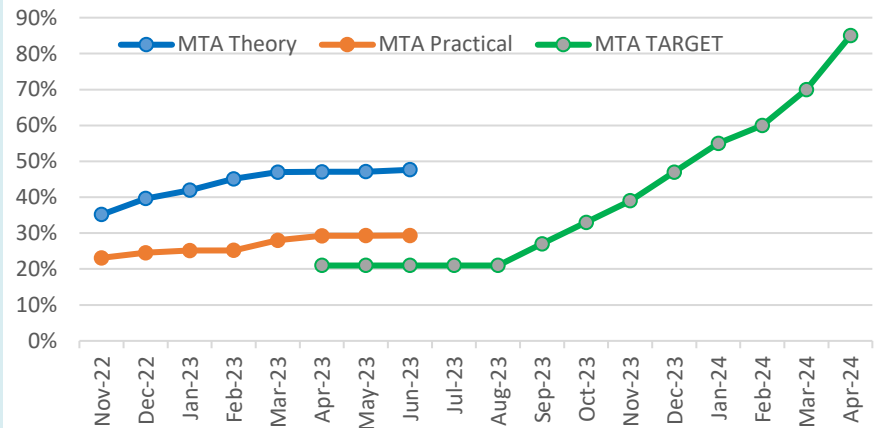
The next 'pulse' people survey will take place in September 2023. The next full survey is scheduled to take place in September 2024.

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

# 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:	21%	Q1:	29.27%	✓
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MTA acquisition training is delivered in two parts. Part one is the theory input that delivers the history, partnership capabilities, procedures, policy and equipment. Part two is the confirmation of skills and knowledge enabling the responder to deliver the MTA role in a live exercise scenario. Both elements must be complete before the skills is enabled for a responder.

Training in the eleven risk priority 2 boroughs has commenced with ongoing theory training for 1273 members of staff scheduled by the end of October 2023. This will be supported by training for 220 Commanders from September onwards. This will enable the commencing of practical sessions with multi-agency partners between October and December that will periodically see further responders become available enabling additional pumps and stations to respond to Marauding Terrorist Attacks (MTA).

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

This is the most comprehensive training of the MTA capability that will support the implementation of the update to the national MTA Joint Operating Principles (MTA JOPs) Edition 3 that meets a number of the recommendations contained within the Manchester Arena Inquiry volume 2 and Lord Toby Harris recommendation into the preparedness of London to respond to terrorism.

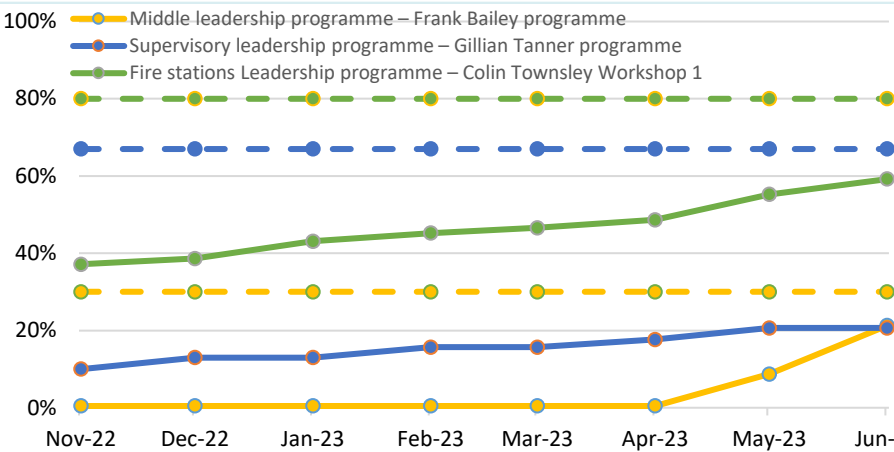
A target has been set at a level that will provide confidence that we will have all stations on the run with the MTA response capability.



# 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



Target:	95%	Q1:	71.46%	✗
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The overall completion percentage increased by the end of the quarter due to an increase in the numbers of staff who have completed the Frank Bailey module 5 course and Colin Townsley workshop 1. The completion percentage for Gillian Tanner remained the same as last month, as there were no phase 3 courses scheduled in June.

Based on the current number of training places and forecast number of eligible staff, we would expect to achieve at least 95% against the overall target by March 2024. However this is dependent on staff being available for courses scheduled, attendance rates and there being sufficient time in between modules/ phases, to schedule staff on to the final module/ phase by the end of the training year.

Currently, there are insufficient training places available for the Gillian Tanner course to meet the individual 67.7% target by the end of March 2024.

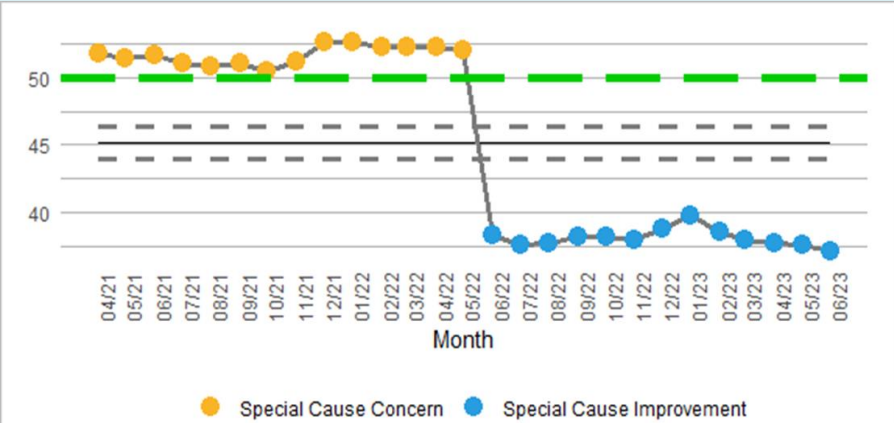
The team is currently working on a trajectory towards meeting this target which will be included in the next report.

**KPI definition:** Total number of staff that have completed Leadership training as a percentage of eligible staff

# 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	Q1:	38	✓
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## Target on track and positive shift

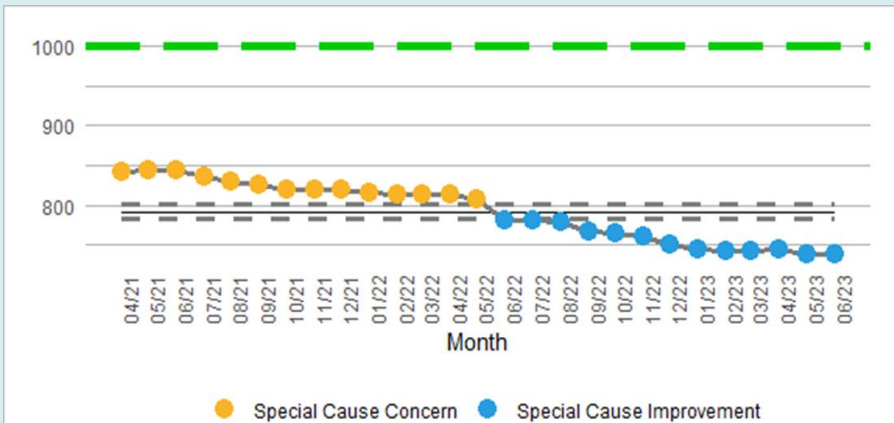
The all fire deaths (5 year average) is reporting as below target at an average of 37. One fire death is still too many and the ultimate aspiration is 0 even if a more realistic target has been set

The Brigade has recently amended its risk criteria to ensure that those more vulnerable to fire are safer in their homes and know how to report fire risk to the Brigade. We have already seen fatalities where they meet the new very high-risk criteria indicating that those who are at highest risk from fire are being appropriately targeted through the new HFSV Strategy.

Smoking continues to be the prevalent cause of fatal fires however deaths as a result of lithium batteries are also starting to be reported. 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 (notably with e-bikes and e-scooters) 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	Q1:	739	✓
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## Target on track and positive shift

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.

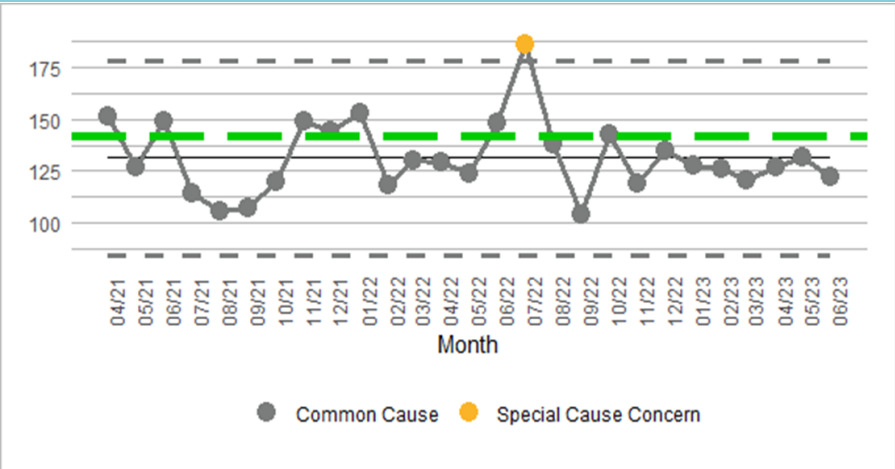
**KPI definition:** 5 year rolling average of casualties as a direct or indirect result of injuries caused by a fire incident.

# Adding Value

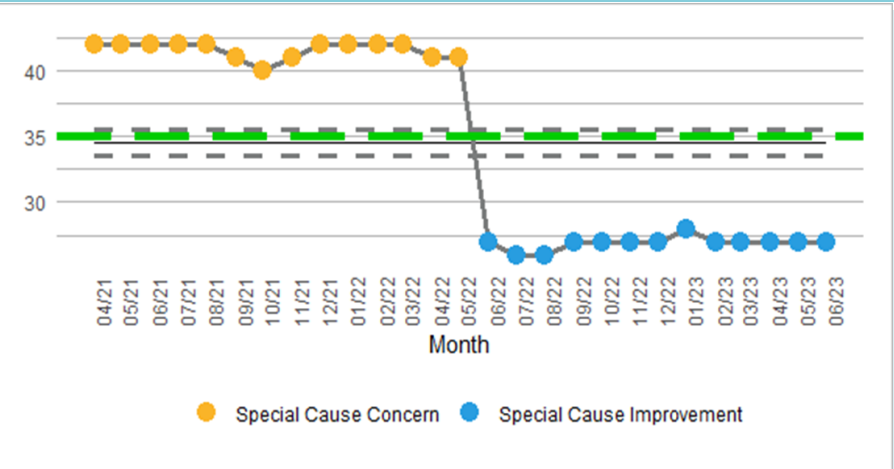
We will be driven by evidence to give you the value you expect

C7-03: Number of Fires – Houses & Bungalows

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



* Quarterly Target: 425 Q1: 127 ✓				
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5 Year Av Target: 35 Q1: 27 ✓				
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## Target on track

This performance continues to be within target.

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 a house or bungalow of single occupancy

## Target on track and positive shift

Accidental fire deaths in the home is reporting below target at an average of 27. One fire death is still too many and the ultimate aspiration is 0 even if a more realistic target has been set

Accidental dwelling fires are preventable and many share similar characteristics and circumstances.

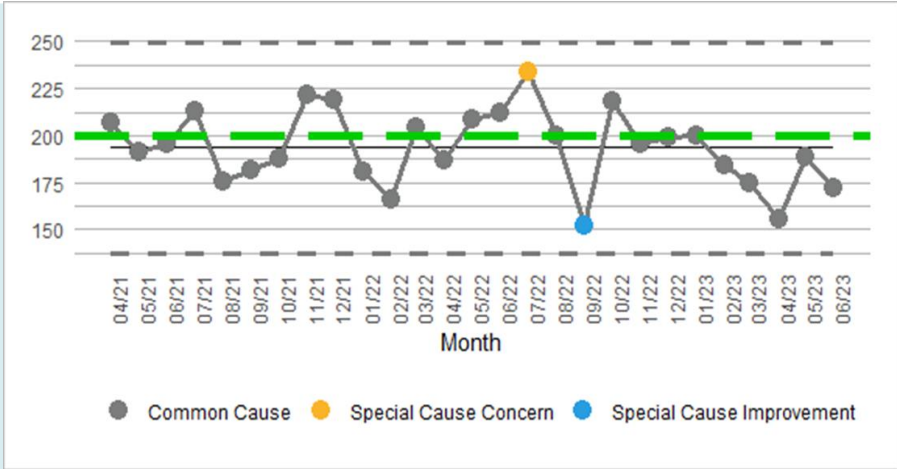
The reduction in the number of fire fatalities is a key organisational objective for the Brigade. After each accidental fatal fire, a Fatal Fire Review is held to discuss the incident and identify organisational learning that directs or supports work to prevent similar future deaths. This organisational 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	Q1:	529	✓
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## Target on track

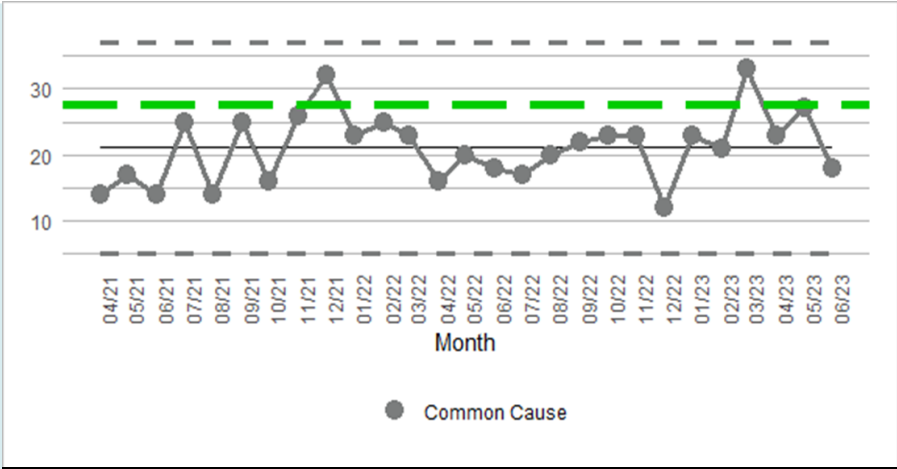
This performance continues to be within target.

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	Q1:	69	✓
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## Target on track

There has been continuing focused effort to identify issues in the care community and to increase fire safety support, through engagement with the Care Quality Commission (CQC) and other stakeholders. There is both a central and local focus on informing the care community and embedding fire safety knowledge. This work is being collated and there are plans underway to develop a new Care Strategy which will cover both Prevention and Protection activities.

In addition, the policy and guidance notes (FSIGNS) relating to both care homes and specialised housing premises have all been significantly reviewed to assess the implications of the Fire Safety (England) Regulations 2022 and learning from previous fires

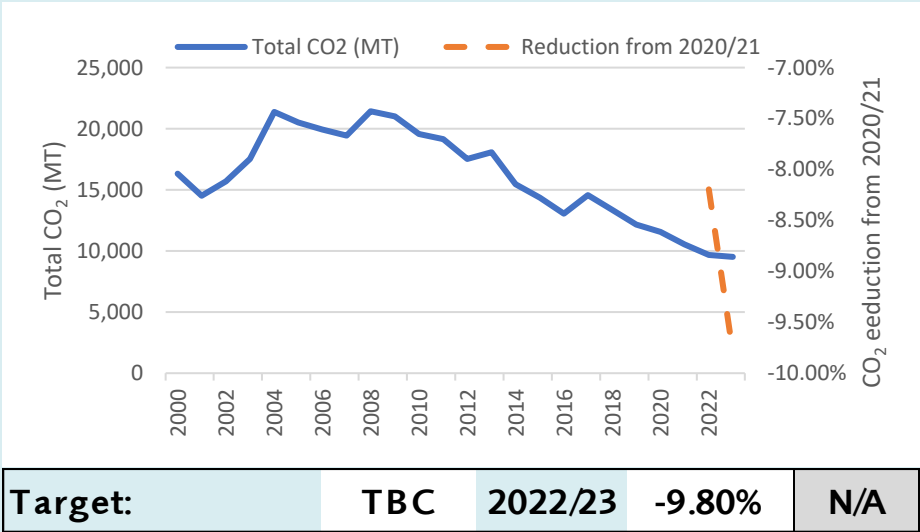
\*The target line is representative of the year-end target divided by 12 for monitoring purposes

**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)



Total LFC CO<sub>2</sub> emissions have reduced to 61.18 per cent CO<sub>2</sub> reduction in 2022-23 from the previous agreed baseline of 1990, against a target of 60 per cent reduction by 2025

LFC has introduced a new target of net zero Carbon by 2030. In 2022-23 emissions reduced by a further 1.5 per cent from the previous year to -9.8 per cent from the new baseline year of 2020-2021

Emissions from fleet vehicles increased by 15.87 per cent compared to the previous year. The increase in frontline fleet emissions aligns with the increase in incidents attended;

Air travel decreased compared to last year, continuing the downward trend of air travel use over the last five years. Domestic travel continues to reduce, which is the most likely area that would readily be replaced by virtual meetings.

**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.

LFB unveiled its first ever Carbon Zero fire station, which demonstrates its commitment to sustainability and improving the environment. We have been able to remove the use of gas at Walthamstow Fire Station which has been replaced by a new electric heat pump. When solar power isn't providing enough electricity, the station runs on electricity from 100 per cent renewable sources.



LONDON FIRE BRIGADE

# Supporting Metrics

The following metrics were previously reported on as part of LSP2017 and are not part of the new suite of CRMP KPIs

## Appendix 2



# Engaging with You

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

SM1-01: Trainee firefighter intake - % Women 12 month rolling

SM1-02: Trainee firefighter intake - % Ethnic Minority 12 month rolling



Month	Special Cause Concern	Special Cause Improvement
04/21	36%	36%
05/21	36%	36%
06/21	37%	37%
07/21	39%	39%
08/21	37%	37%
09/21	38%	38%
10/21	38%	38%
11/21	37%	37%
12/21	42%	42%
01/22	42%	42%
02/22	43%	43%
03/22	48%	48%
04/22	28%	28%
05/22	28%	28%
06/22	25%	25%
07/22	24%	24%
08/22	24%	24%
09/22	24%	24%
10/22	24%	24%
11/22	24%	24%
12/22	25%	25%
01/23	25%	25%
02/23	24%	24%
03/23	21%	21%
04/23	21%	21%
05/23	21%	21%
06/23	21%	21%

Target:	N/A	Q1:	20.49%	N/A
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Exception: Negative shift

In July, LFB ran a digital marketing attraction advertisement for the firefighter role on social media to targeted audiences. The outcome of this was not as impactful as hoped, as a majority of applicants who expressed an interest were not from under-represented groups (73% were White British male). This advert was stopped and the team is now looking to commission a specialist external company to support attraction from targeted groups. It is hoped this work will begin at the end of August.

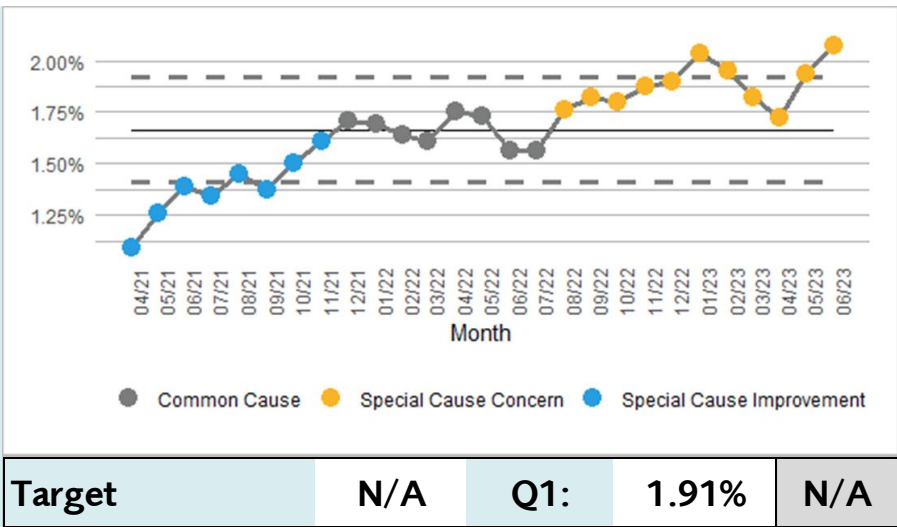
In the meantime, LFB continues to conduct outreach at a grassroots level, at community events where staff are able to meet potential candidates from under-represented groups. Over summer there has been a high level of community engagement at public events across London and it is hoped this also supports more diverse applications.



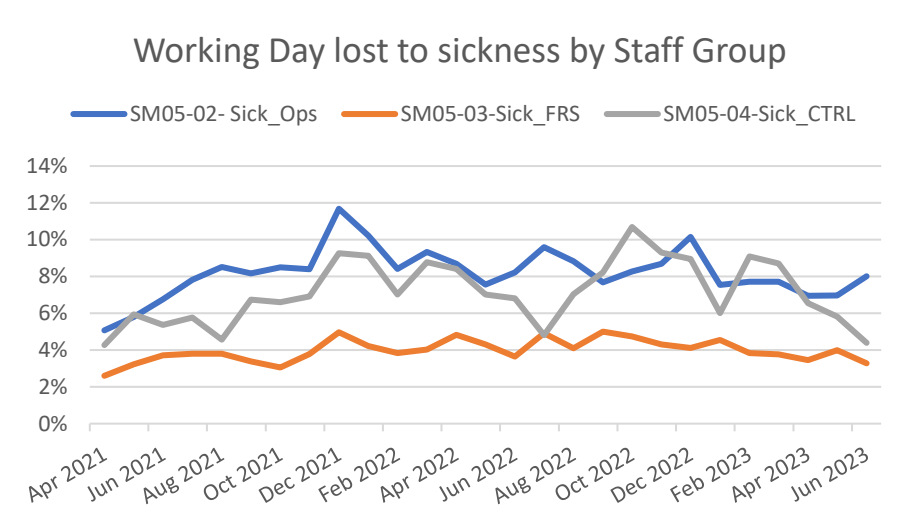
# Engaging with You

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

SM5-01: % Working days lost to Stress, Anxiety and Depression - All Staff



SM5-02/03/04: % working days lost to sickness by staff group



## Negative shift

In response to the Culture Review recommendations there is currently a focus on mental health, specifically stress, anxiety, and depression (SAD).

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 existing data sources.

The Wellbeing Team is commissioning Samaritans to evaluate prevention and postvention activities at LFB and make recommendations on any improvements required.

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