

# LFB CRMP Key Performance Indicators – Proposed Targets for 2023/24

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Report to:

Date:

Performance, Risk & Assurance Board .....	16 March 2023
Commissioner’s Board .....	17 March 2023
Deputy Mayor’s Fire and Resilience Board.....	28 March 2023
London Fire Commissioner .....	

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Report by:

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Report classification:

For decision

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For publication

# PART ONE

## Non-confidential facts and advice to the decision-maker

### Executive Summary

This paper presents the Brigade's key performance indicators which will be used to monitor progress against the pillars and commitments contained in the Community Risk Management Plan (CRMP) which was published in January this year. Performance against these new measures and targets will be published as from Q1 23/24.

### Recommended decision

#### For the London Fire Commissioner

That the London Fire Commissioner approves the targets set out in this report and Appendix 1 (LFB CRMP Key Performance Indicators – Proposed Targets for 23/24) prior to publication.

## 1 Introduction and background

1.1 The LFB published the new CRMP, titled "Your London Fire Brigade 2023-2029" in January 2023 which outlines the Brigade's strategic direction, priorities and assessment of risk. This plan was developed over two years, together with communities and underwent consultation in 2022 alongside the proposed Key Performance Indicators (KPIs) which would be used to assess and monitor progress against our new pillars and commitments.

1.2 Following consultation, there were two changes made to the proposed set of KPIs:

- The addition of a measure to monitor the percentage of eligible staff trained in MTA
- The retention of the First Appliance Arrival (% within 12 minutes) measure. In the consultation we proposed to remove this but as we received a mixed response we made the decision to keep it.

## 2 The new key performance indicators

2.1 The below table sets out the list of KPIs along with the pillar and commitment that they support. As the nature of the business has not changed, some KPIs remain the same such as the number of fires, arrival times and the number of injury related accidents and deaths. However, there are now a number of additional measures which relate to supporting our staff and time spent in the community delivering prevention and protection work.

<b>Pillar</b>	<b>Commitment</b>	<b>KPI</b>	<b>Target</b>
<b>Engaging with you</b>	1: We will work with you to provide localised services that meet your needs	Community Satisfaction Ratings	85%
<b>Engaging with you</b>	1: We will work with you to provide localised services that meet your needs	Staff composition	Women 20% Ethnic Minority staff 19% LGB 4.6% Disability 10%
<b>Engaging with you</b>	2: We will make it easy for you to access our services	Number of triages via our Online Home Fire Safety Checker	15,000
<b>Protecting you</b>	3: We will adapt our services as your needs change	First appliance arrival	Pan-London average of 6 minutes
<b>Protecting you</b>	3: We will adapt our services as your needs change	Second appliance arrival	Pan-London average of 8 minutes
<b>Protecting you</b>	3: We will adapt our services as your needs change	First appliance arrival within 10 minutes	90%
<b>Protecting you</b>	3: We will adapt our services as your needs change	First appliance arrival within 12 minutes	95%
<b>Protecting you</b>	3: We will adapt our services as your needs change	Alleged fire risks addressed within 3 hours	90%
<b>Protecting you</b>	3: We will adapt our services as your needs change	Ratio of high risk audits completed	60%
<b>Protecting you</b>	4: We will design services around your needs and concerns	Station staff time spent on prevention activity	5%
<b>Protecting you</b>	4: We will design services around your needs and concerns	Station staff time spent on protection activity	10%

<b>Protecting you</b>	4: We will design services around your needs and concerns	Percentage of high risk home fire safety visits	TBD
<b>Protecting you</b>	4: We will design services around your needs and concerns	False alarms due to Automatic Fire Alarms in non-domestic buildings	20,000
<b>Learning from others</b>	5: We will enable our people to be the best they can be, to serve you better	Number of safety Reporting of Injuries, Diseases and Dangerous Occurrences Regulations	59
<b>Learning from others</b>	5: We will enable our people to be the best they can be, to serve you better	Percentage of managers who have completed training against plan	90%
<b>Learning from others</b>	5: We will enable our people to be the best they can be, to serve you better	Pay gap	+/- 0.03% (Gender Ethnic Minority Staff Disability)
<b>Learning from others</b>	5: We will enable our people to be the best they can be, to serve you better	Staff sickness	5.75%
<b>Learning from others</b>	5: We will enable our people to be the best they can be, to serve you better	Percentage of staff trained in MTA	85%
<b>Learning from others</b>	6: We will work together to provide the best possible services to meet your needs	People Survey (I would recommend LFB as a place to work to my friends and family)	TBD
<b>Adding value</b>	7: We will be driven by evidence to give you the value you expect	Number of fire deaths (5 year rolling average)	50
<b>Adding value</b>	7: We will be driven by evidence to give you the value you expect	Number of fire injuries (5 year rolling average)	1,000
<b>Adding value</b>	7: We will be driven by evidence to give you the value you expect	Number of fires	Houses & Bungalows (2,400) Flats (1,700) Care Homes (330)

<b>Adding value</b>	7: We will be driven by evidence to give you the value you expect	Accidental fire deaths in the home	35
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### 3 Objectives and expected outcomes

3.1. Following agreement of the targets, these KPIs will be scrutinised internally on a monthly basis at the LFB’s Performance, Risk and Assurance Board and Commissioner’s Board as well as being monitored at the Deputy Mayor’s Fire and Resilience Board, Audit Committee and the Fire, Resilience and Emergency Planning Committee quarterly.

### 4. Equality comments

4.1 The LFC and the Deputy Mayor for Fire and Resilience are required to have due regard to the Public Sector Equality Duty (section 149 of the Equality Act 2010) when taking decisions. This in broad terms involves understanding the potential impact of policy and decisions on different people, taking this into account and then evidencing how decisions were reached.

4.2 It is important to note that consideration of the Public Sector Equality Duty is not a one-off task. The duty must be fulfilled before taking a decision, at the time of taking a decision, and after the decision has been taken.

4.3 The protected characteristics are: age, disability, gender reassignment, pregnancy and maternity, marriage and civil partnership (but only in respect of the requirements to have due regard to the need to eliminate discrimination), race (ethnic or national origins, colour or nationality), religion or belief (including lack of belief), sex, and sexual orientation.

4.4 The Public Sector Equality Duty requires decision-takers in the exercise of all their functions, to have due regard to the need to:

- a. eliminate discrimination, harassment and victimisation and other prohibited conduct
- b. advance equality of opportunity between people who share a relevant protected characteristic and persons who do not share it
- c. foster good relations between people who share a relevant protected characteristic and persons who do not share it.

4.5 Having due regard to the need to advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it involves having due regard, in particular, to the need to:

- a. remove or minimise disadvantages suffered by persons who share a relevant protected characteristic where those disadvantages are connected to that characteristic
- b. take steps to meet the needs of persons who share a relevant protected characteristic that are different from the needs of persons who do not share it

- c. encourage persons who share a relevant protected characteristic to participate in public life or in any other activity in which participation by such persons is disproportionately low.

4.6 The steps involved in meeting the needs of disabled persons that are different from the needs of persons who are not disabled include, in particular, steps to take account of disabled persons' disabilities.

4.7 Having due regard to the need to foster good relations between persons who share a relevant protected characteristic and persons who do not share it involves having due regard, in particular, to the need to:

- a. tackle prejudice
- b. promote understanding.

4.8 An Equality Impact Assessment (EIA) has not been undertaken specifically for this report. An EIA was not required because as the performance being reported on arose from the London Safety Plan 2017 which had an Equality Impact Assessment undertaken as an integral part of its development.

## 5. Other Considerations

### ***Workforce comments***

5.1 There are several KPIs concerning our workforce composition in Appendix 1 on page 6 to 9.

### ***Sustainability comments***

5.2 There is Net zero carbon by 2030 KPI on page 28.

### ***Procurement comments***

5.3 There are no procurement implications.

## 6. Financial comments

6.1 There are no finance implications.

## 7. Legal comments

7.1 In London, the Mayor appoints a London Fire Commissioner (LFC) under s327A of the Greater London Authority Act 1999 (GLAA), as corporation sole, who in addition to being the fire and rescue authority may have an operational role.

7.2 Section 327A(5) of the GLAA requires the LFC to secure that the London Fire Brigade is efficient and effective. The Mayor must hold the LFC to account for the exercise of the LFC's functions in accordance with Section 327A(8) of the GLAA.

7.3 The report presents the London Fire Brigade's (LFB) Quarterly Performance Report (Q4 of 2021/22) which sets out in more detail how LFB delivers its services against the commitments made in the LFB's London Safety Plan.

List of Appendices

<b>Appendix</b>	<b>Title</b>	<b>Protective Marking</b>
1.	LFB CRMP Key Performance Indicators – Proposed Targets for 23/24	NOT PROTECTIVELY MARKED