



**YOUR  
LONDON  
FIRE  
BRIGADE**

# RESPOND

SERVICE STRATEGY 2026 – 2029

April 2026

**L F B**  
LONDON FIRE BRIGADE



## LONDON

- **London is home to over 9 million residents** and is one of the fastest growing regions in the UK, with the population expected to reach close to 10 million within the next decade.
- The city is a major high rise metropolis, with more than **8,000 high rise buildings** – around 60% of all those in England – and it experiences almost **40% of the country's high-rise fires**.
- Its complex infrastructure spans underground, overground, and aerial networks, including major rail hubs, the Channel Tunnel link, and the Elizabeth line, which alone made over 240 million passenger journeys last year. **London's mainline train stations collectively see more than a billion passengers annually**, making them among the busiest in the world.
- London is one of the most ethnically diverse cities in the world, with over **250 languages spoken** and more than **45% of residents identifying as ethnic minorities**, reflecting an exceptional breadth of cultures and heritages.
- London is also the third-most visited city in the world, welcoming **22.7 million international travellers in 2025**.
- More than **1 million Londoners are over 65**, a figure projected to rise by almost 70% by 2050, and it is estimated that one in five live in poverty.
- Around **1.2 million disabled people** live in London, most of them of working age.
- Nearly **half a million young adults aged 18–24** call the city home, many living independently for the first time.
- **London has one of the largest LGBTQ+ communities in Europe** and is widely recognised as a global LGBTQ+ hub in terms of culture, visibility, events, and institutions – reflecting its position as a centre of diversity and inclusion.

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# INTRODUCTION

London Fire Brigade provides a vital fire and rescue service that protects residents and businesses across the city, operating within a changing national and international context where evolving political and societal dynamics shape the exceptional risks we must plan for.

## London's response context

This document sets out how we respond to different types of emergencies and how we use our resources to make sure the right help reaches people as quickly and safely as possible.

Our response begins the moment someone rings 999 and their call reaches our London Operations Centre in Merton. Our crews deal with a wide range of incidents, from fires in homes, workplaces and industrial sites to road traffic collisions, rail incidents, building collapse, hazardous materials, flooding, wildfires and water rescues. We also support other emergency services by helping London Ambulance Service gain entry to properties and assisting the Metropolitan Police with missing-person searches.

To ensure we can manage complex and high-risk incidents, we have specialist teams and equipment. These include line rescue units, urban search and rescue crews, swift-water rescue teams, wildfire specialists, environmental protection equipment and our drone operators who provide aerial footage and enhanced search capabilities. While reducing risk and preventing emergencies is a core part of our work, being ready to respond when people need us most is central to our mission. We plan, train and prepare continuously so that our firefighters have the right skills, equipment, and information to deal with any incident safely, effectively and efficiently.



# ORGANISATIONAL CONTEXT

Everything we do is guided by national legislation, the Fire and Rescue National Framework for England, National Operational Guidance, Mayoral priorities, our Service Improvement Framework, our Community Risk Management Plan and our annual Assessment of Risk.

London Fire Brigade delivers services to London across six service areas: Prevent, Protect, Prepare, Respond, Recover, and Engage. Together, these services form a complete approach to risk management, from reducing the likelihood of

emergencies occurring, through protecting people and property when they do, to supporting communities in their aftermath. This strategy describes the Respond service and sets out how LFB will deliver it between 2026 and 2029.

## Our vision: **Trusted to serve and protect London**



# KEY PRINCIPLES

**Our values** are a set of guiding principles that help us to create a safe and professional workplace culture. In turn, they also help us achieve our vision – to be trusted to serve and protect London.

## SERVICE

We put the **public** first

## INTEGRITY

We act with **honesty**

## TEAMWORK

We work **together** and include everyone

## LEARNING

We listen so that we can **improve**

## EQUITY

We treat everyone fairly according to their **needs**

## COURAGE

We **step up** to the challenge

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### Principle of equal entitlement

The principle of equal entitlement underpins our risk-based approach to allocating emergency response. It means that people living in similar types of buildings, and facing similar levels of risk, should receive broadly the same response time wherever they are in London.

When a fire starts, the immediate risk is essentially the same whether it occurs in a bedroom in Westminster, Sutton or Bromley. For that reason, it would not be reasonable for someone to wait longer for help simply because they live in an area where fires are statistically less common. This principle supports our use of a single set of attendance standards across the whole of London.

Equal entitlement has been tested in a judicial review (2005) and confirmed as both lawful and fully compliant with the requirements of the National Framework.

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### Staff safety

Keeping our staff safe is a key principle and a vital part of how London Fire Brigade responds to emergencies. We do this by making sure firefighters and control staff are properly trained, have the right equipment, and follow clear safety procedures at every incident. This includes managing a wide range of operational hazards such as fire and smoke, hazardous materials, working at height, complex rescue situations, extreme heat, wildfire conditions and other risks that can arise during an emergency.

We also take the risks from fire contaminants seriously. These are harmful substances left behind by smoke and fire that can get onto skin, clothing and equipment. To reduce exposure, we use breathing apparatus and decontamination procedures, clean and bag contaminated kit, keep appliances and fire stations clean, and train staff in how to protect themselves during and after incidents. We continue to strengthen these arrangements as research, operational learning and experience develop.

At protracted incidents, firefighter welfare is actively managed through formal command arrangements. This includes rotating crews, managing fatigue, providing rest and refreshment, and adapting operational decisions to protect physical and mental wellbeing, ensuring firefighters can operate safely and effectively over sustained periods.

# HOW WE RESOURCE TO RISK

Our annual Assessment of Risk helps us ensure our response capacity and resources are matched to the risks we face. Our resources are positioned using risk modelling, historic incident data and performance analysis to ensure that attendance standards are met consistently pan-London.




## Day-to-day risks

On average, we attend nearly 300 incidents across London each day. The most common of these day-to-day risks, and the incidents we most regularly respond to, are:

RISK TYPE		RESPONSE
	<b>Fires in the home</b>	Pumping Appliances, Fire Rescue Units.
	<b>Fires in large public and commercial buildings</b>	Pumping Appliances, Aerial Appliances, Rescue Units, Drone Team.
	<b>Outdoor fire near urban areas</b>	Pumping Appliances, Wildfire Vehicles.
	<b>Road traffic collisions</b>	Fire Rescue Units.
	<b>Water related incidents</b>	Fireboats, Drone Team, Fire Rescue Units.
	<b>Physical vulnerability</b>	Forced Entry equipment on all Pumping Appliances, Collaboration with London Ambulance Service (Assisting Ambulance).
	<b>Hazardous materials</b>	Hazardous Materials and Environmental Protection Officers (HMEPO). Rapid Response and Hazardous Materials Teams.
	<b>Behavioural Vulnerability</b> (mental health, people in precarious positions)	Pumping Appliances, Aerial Appliances, Rescue Units.
	<b>Persons trapped</b>	Pumping Appliances equipped with rescue equipment, Fire Rescue Units, Urban Search and Rescue (USAR) capability.





## Extraordinary risks

On occasions, London experiences a major incident – these extraordinary events can cause major loss of life and disruption and place significant strain on the emergency services. Some of the major incidents we must prepare for are:

RISK TYPE	RESPONSE
 <b>Terror-related</b>	Ballistic Protection for frontline crews, Rapid Response and Hazardous Materials Teams, National Interagency liaison officers (NILO).
 <b>Influenza-type pandemic</b>	Our business continuity plans enable us to continue providing timely emergency response under pandemic conditions, e.g. distribution of Personal Protective Equipment.
 <b>Urban flooding</b>	Operational Support Units ready to transport stocked flood protection barriers. Fire Rescue Units carry inflatable boats for water rescue. Pumping Appliances are equipped with ejector pumps and High-Volume Pumps.

## Emerging and future risks

We use data analysis and public feedback to identify trends and emerging risks as part of our annual Assessment of Risk.

RISK DRIVER	OPERATIONAL CONSEQUENCES
 <b>Sustainability and climate change</b>	Frequency of wildfires, floods, and severe weather.
 <b>Changing built environment</b>	Increased vertical density and complex layouts, modern methods of construction.
 <b>Health security and resilience</b>	Potential for Mass Casualty events, contamination, or hostile attacks.
 <b>Population change</b>	Shifts in demand hotspots and vulnerable demographics.

# OUR RESOURCES



## Pumping Appliances

The Brigade maintains 142 Pumping Appliances (Pumps and Pump Ladders) strategically distributed across 102 Fire Stations.



## Aerial Appliances

To address the vertical density of London, we deploy 11 Aerial Ladder Platforms, comprising a strategic mix of 8x 32m units for standard reach and 3x 64m units for high-rise intervention, positioned strategically across London.



## Rescue Units

14 Fire Rescue Units (FRUs) provide heavy rescue, extended duration breathing apparatus (EDBA), and complex extrication capabilities.



## Command and Control

8 Command Units are geographically distributed to provide forward command support for major incidents.



## Fireboats

2 Fireboats, Tanner and Errington, are stationed at our dedicated river station in Lambeth. In addition, we have 10 inflatable boats available for rescue on our waterways.

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### Specialist capabilities

We recognise that complex risks require complex response capabilities. Beyond our core pumping appliances, aerials, and FRUs, we maintain a portfolio of specialist assets:

For incidents requiring skills beyond standard firefighting, we deploy dedicated specialist teams. This includes Urban Search and Rescue (USAR) for structural collapse and Rapid Response Team (RRT) for high-threat environments, including CBRN(e) and Hazardous Materials (HAZMAT) incidents. The RRT is equipped with Specialist Detection, Identification and Monitoring (DIM) equipment.

We utilise a Drone Team to provide aerial situational awareness to Incident Commanders in real-time. Post-incident, our Fire Investigation Teams ensure that data is captured to drive future prevention work.

**Secondary Appliances:** To sustain operations at major or protracted incidents (such as wildfires, floods, or industrial fires), we maintain a fleet of support vehicles.

**High-Volume Logistics:** Including High Volume Pumps (HVP), Hose Laying Units, Bulk Water, and Bulk Foam Units.

**Operational Support:** utilizing Prime Movers, Operational Support Units (OSU), and All-Wheel Drive vehicles to ensure we can bring the right resources to address incidents anywhere in London's complex geography.

**Marauding Terrorist Attack (MTA) preparedness:** Our crews are trained and equipped to deliver all elements of our capabilities in an MTA situation, including rescue, firefighting, and supporting partner agencies.

**All Terrain Vehicles:** To address the climate-driven rise in grass fires and other extreme weather events, we have strategically positioned a fleet of four agile 4x4 vehicles to provide a response in off-road areas where it is difficult for standard appliances to operate.

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### Site specific risk information

Systems are in place to ensure crews have access to detailed site or premises risk information to respond to the incident safely, improve situational awareness and make informed decisions. More information on how this information is gathered can be found in the Protect strategy.

Crews can access site-specific risk information (SSRI) through a database on appliance tablets, where all LFB SSRI records are presented in a format that provides key information at a glance, with more detailed content available as required.

SSRI is also shared with neighbouring fire and rescue services for significant border-area risks within five kilometres of the Greater London boundary. We also receive neighbouring SSRI in return.

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### Mutual aid

As London Fire Brigade is the largest fire service in England, we often help our neighbouring fire and rescue services, working together to resolve incidents, sharing expertise and equipment. We have agreements in place with our surrounding Brigades to train and support each other in any emergency through mutual aid. We have cross border working agreements in place with Kent, Essex, Surrey, Royal Berkshire, Buckinghamshire and Hertfordshire, which means we can call their control rooms and coordinate on supporting each other with incidents if required. We work together to save lives and make the best use of resources to assist the public.

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### National resilience

As well as the response capabilities listed on the previous pages, we host and deliver a number of National Resilience Capabilities.

LFB holds around 20% of the UK's national resilience assets, reflecting London's strategic importance.

These include:

- Urban Search and Rescue (USAR) capabilities.
- High Volume Pumps (HVPs) for major flooding and water movement.
- Mass decontamination equipment.
- CBRN response capability (Chemical, Biological, Radiological, Nuclear, Explosive).
- Specialist rescue units and boats.
- High threat response capability, including marauding terrorist attack incidents.

In addition, we act as a core member of the UK's National Resilience framework, which coordinates specialist assets across the entire UK during major or multi area incidents. We frequently contribute assets and expertise into this framework when other regions request support.

We are the originator of the National Inter Agency Liaison Officer (NILO) role, which is now a national standard and recognised as a key national response capability. This role:

- Provides tactical advisers to police, ambulance, military and other agencies
- Supports counter terrorism operations
- Supplies leadership to the national NILO Coordination Office
- Manages training and CPD across UK emergency services.

We have a Rapid Response Team for Detection, Identification and Monitoring (DIM) and we are on the national asset register for flood response – both of these sit outside National Resilience.



# INTEROPERABILITY AND PARTNERSHIP

London Fire Brigade works closely with the London Ambulance Service and the Metropolitan Police Service to make sure emergency incidents are managed safely and effectively in a coordinated way.

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This joint working is supported by shared national principles for emergency services, known as Joint Emergency Services Interoperability Principles (JESIP), and by formal local arrangements that help the three services plan, train and respond together.

An example of this is the Hazardous Area Response Team (HART), a specialist London Ambulance Service team that works alongside firefighters at high-risk incidents such as major emergencies and complex rescues. Another is Operation Hasani, under which London Fire Brigade can support the Metropolitan Police in searching for high or medium-risk missing persons in large or open spaces, using specialist skills and resources such as drones or water rescue teams where needed. Together, these partnerships help us provide a more effective response and better outcomes for Londoners.

We have key positions on all of London's key resilience and counter terrorism delivery boards - the London Resilience Forum and Programme Board, the London Counter Terrorism Prepare Board, and the London Protect Board - ensuring alignment between resilience planning, local authority and partner preparedness, and CONTEST delivery. CONTEST is the UK's counter terrorism strategy, providing the national framework for

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preventing terrorism, protecting the public, responding to attacks, and supporting recovery. It is delivered through the four strands of Prevent, Pursue, Protect and Prepare.

We regularly participate in multi-agency exercises and maintain formal operational arrangements with partner agencies, ensuring clarity of roles and coordinated decision-making during complex incidents. In 2025 we took part in marauding terrorist attack training at the JobServe Community Stadium in Colchester, a tram incident exercise in Croydon with police, ambulance and transport partners, a tri-borough high-rise exercise at Ledbury Estate involving Southwark, Lambeth and the City, and Nexus 2025 at Heathrow, based on a simulated train incident in a tunnel and delivered with emergency services and rail partners.

Through our national resilience responsibilities and leadership of the National Inter-Agency Liaison Officer function, we contribute to the development of doctrine and capability at a national level, strengthening resilience both within London and across the UK.

These arrangements ensure that our response model remains resilient, assured and capable of adapting to London's changing risk profile.

# RESPONSE STANDARDS

## Our attendance targets

To ensure consistent coverage across the 32 boroughs, we work to the following attendance targets:

### We aim:

- To get the first fire engine to an incident Pan-London average of 6 mins
- To get the second fire engine to an incident Pan-London average of 8 mins
- To get a fire engine anywhere in London within 10 minutes 90 per cent of the time
- To get a fire engine anywhere in London within 12 minutes 95 per cent of the time

Our performance against these targets is measured based on the interval between the time of an appliance being mobilised from its station to the time of arrival at the incident. Performance data is captured through our mobilising and status systems, and is made available through interactive Power BI dashboards, giving Watch Officers, Station Commanders, and Borough Commanders up to date visibility of attendance performance at crew, station, and borough level. This supports a tiered approach to performance management: Watch Officers monitor day-to-day trends, Station Commanders track station-level patterns, and Borough Commanders oversee performance across their area. Senior leaders review trends and take action where sustained pressure or emerging risks are identified.

## Prevention as response

When not responding to emergency incidents, operational crews carry out a range of risk reduction and community safety activities. This includes conducting fire safety checks at business premises, responding to alleged fire risks, and supporting home fire safety visit programmes alongside our Prevention and Protection teams.

### We are committed to the following preventative standards:

- Alleged Fire Risks: Addressed within 3 hours (90% target).
- High Risk Audits: Target completion ratio of 75%.

The full scope of this activity is described in the Prevent and Protect Service Strategies.

## Response and recovery

Following our response to an incident, our crews work to help affected people and communities recover as soon as possible. This includes making sure that residents displaced by a fire or other emergency are connected to the right support, that safeguarding concerns identified at the scene are referred to the appropriate agencies, and that the immediate area is left in a safe condition. Where an incident has had a wider impact on a neighbourhood or community, we work alongside local authorities and partner organisations to support the transition from emergency response to longer-term recovery. LFB's approach to personal and community recovery, including post-incident support and partnership working with local authorities, is set out in the Recover Service Strategy.

# OUR RESPONSE MODEL

Our response model is built around a wholetime crewing system designed to meet our pan-London response targets across London's 32 boroughs and the City of London.

Based on the nature of an incident and the risks linked to the location, we can make sure the right resources are mobilised as quickly as possible using a pre-determined attendance, or PDA. PDAs are risk-based and reflect our weight-of-attack philosophy, which means ensuring sufficient resources are mobilised at the earliest opportunity to stabilise incidents safely and effectively. This tells us the initial number and type of fire and rescue resources that we should send. In some cases, this response can be increased for specific sites or circumstances where additional risks have been identified.

The Brigade maintains a weekly strategic forecasting function that brings together a wide range of subject matter experts to assess risk and to make decisions on posture on a week-by-week basis. Colleagues consider wide-ranging input, from Met Office data to intelligence supplied by partners, to assess the likelihood and potential impact of risks such as significant weather events. Where the forecast identifies conditions that may generate significant operational demand, such as heavy rainfall, heatwave conditions, or high wildfire risk, the Brigade takes actions designed to ensure that resources, communications and engagement, and partner coordination are in place.

## Control

Brigade Control plays a central role in our Respond service, receiving emergency calls, identifying the most appropriate resources, and coordinating the response to incidents across London. Control Officers support the public at the point of need, gather and share critical information, provide safety, evacuation and survival guidance, and help ensure incidents are managed safely and effectively from the moment a call

is received through to resolution. Brigade Control is based at the London Operations Centre (LOC) in South London and responds to over 170,000 emergency calls a year from members of the public needing help.

Control Officers are attached to six watches, working a variable shift pattern which means more Control Officers are available during busy periods. Each watch is led by a Control Commander.

Also based at LOC is the Control Operational Resourcing and Events (CORE) team, which is responsible for maintaining appliance availability, making sure there are enough appropriately skilled staff in the right place for a shift. CORE also supports the Event Planning Team in preparing Operational Event Plans.

Additionally, CORE provide resilience to Brigade Control and assist the Brigade Co-ordination Centre (BCC) teams during large or protracted incidents.

## Dynamic cover tool

Our dynamic cover tool uses detailed modelling to help us make the best possible decisions about where fire engines and other resources are needed across London. It allows Control to assess the impact of moving appliances before any changes are made, helping us maintain our response standards, make the best use of our resources, and keep risk to communities as low as possible.

# WORKFORCE COMPETENCY AND TRAINING

All firefighters have the core knowledge, understanding, skills and behaviours needed to perform their role safely and effectively, with competence built through initial training and maintained through mandatory ongoing training and assessment. Initial response is provided by competent firefighters from local fire stations riding pumping appliances, and covers attendance to a wide range of incident types including most day-to-day risks such as Road Traffic Collisions and Dwelling Fires.

For more complex or technical incidents, or those relating to extraordinary risks, response is delivered using specialist assets and equipment, and firefighters with additional training, such as Large Animal Rescue or Rescue from Height.

A small set of discrete incident types require a particular response, such as the Specialist Entry & Rescue Team or the Rapid Response Team. Individuals and teams responding to incidents of this type have received specialist training for that particular capability.

## Operational assurance

Operational assurance is delivered through structured incident reviews, command monitoring and proactive performance oversight. We also maintain a structured Fire Stations Assurance Framework which evidences delivery of all key activity and processes by front line crews to a high quality, compliant with the relevant policy or standard.



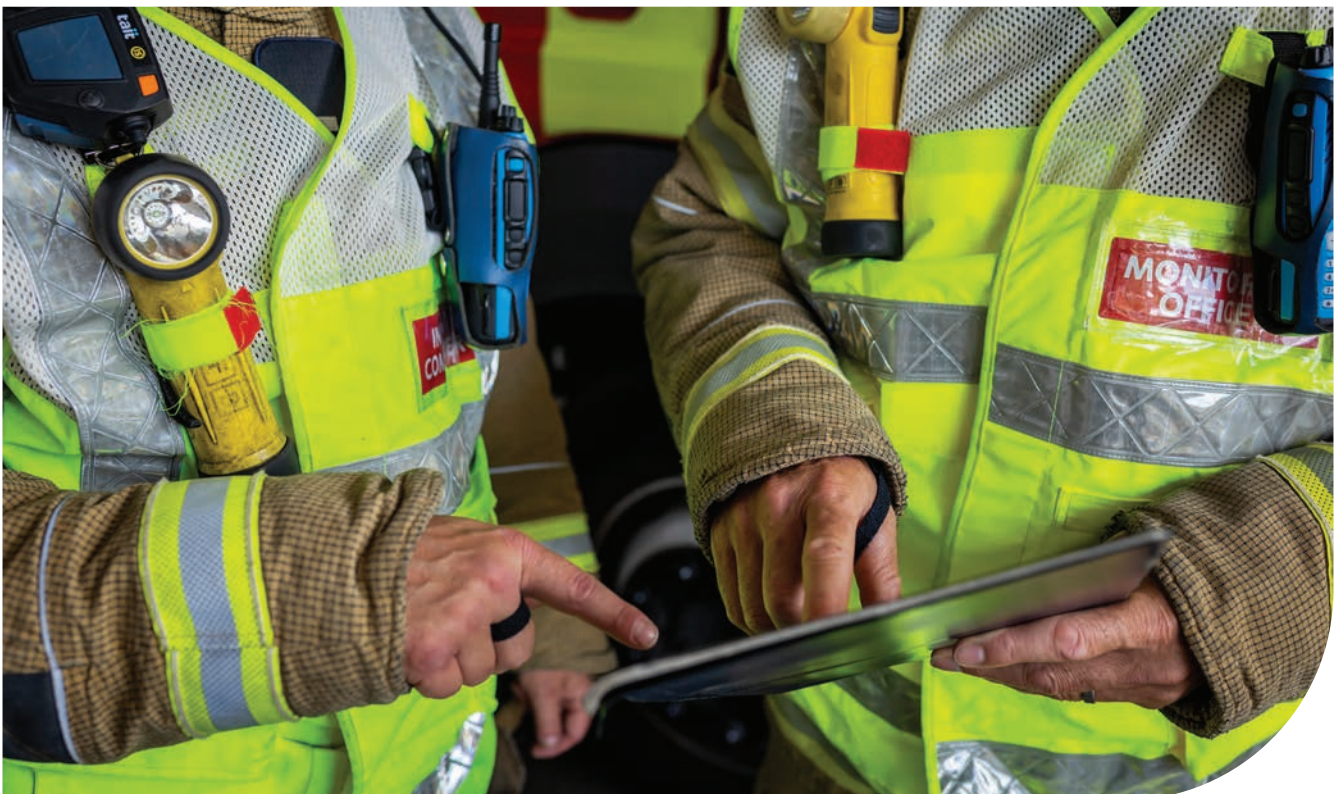
### Operational Learning Model

LFB operates a structured operational learning cycle to ensure that experience from incidents translates into improvement. Learning is captured at the incident ground through hot debriefs that record safety events, hazards, control measures, equipment performance and operational decision-making while information is most accurate. Debrief outcomes are formally recorded through an electronic system and assessed by the Operational Learning Team, who evaluate significance, and determine where further structured debrief or review is required.

Where learning is assessed as actionable, it is progressed through a defined improvement process. Specifically, we:

- **Capture debrief outcomes consistently** through an electronic debrief record, ensuring a clear evidence base from incidents.

- **Assess and prioritise learning** using a structured prioritisation approach, validating accuracy and completing appropriate risk assessment so only actionable learning is progressed.
- **Embed improvements** through a defined process that updates policy, procedures, training, operational guidance and equipment requirements, with actions allocated to accountable owners and tracked through governance.
- **Share relevant learning externally** through established national mechanisms, including National Operational Learning (NOL) and Joint Operational Learning (JOL) where multi-agency relevance is identified, coordinated via a designated Single Point of Contact.
- **Close the feedback loop** by communicating outcomes and changes to staff, ensuring learning is understood and applied across the organisation and supports continual improvement in firefighter and public safety.



# BUSINESS CONTINUITY AND RESILIENCE

Alongside day-to-day operational learning, LFB maintains arrangements to ensure service continuity during periods of disruption or exceptional demand.

We maintain comprehensive business continuity arrangements in accordance with the Civil Contingencies Act to ensure that critical services can be sustained during periods of disruption, exceptional demand or national emergency.

Our plans are subject to regular review and are tested through national and local exercising and operational learning. Clearly defined degradation principles enable us to prioritise life risk and critical functions should operational capacity be constrained.

Lessons learned from large-scale and protracted incidents have strengthened our surge planning, resilience arrangements and cross-agency coordination.

## Escalation framework

LFB operates a structured Escalation Framework to identify and manage foreseeable risks to service delivery. Intelligence from partners including the Metropolitan Police Service, London Ambulance Service, the Met Office and London Resilience is assessed through a risk-scoring process that determines a tiered organisational response.

During periods of heightened demand or disruption, LFB can draw on a range of measures to maintain service delivery. These include adjusting pre-determined attendances, recalling specialist personnel, cancelling non-operational duties to maximise appliance availability, activating the Brigade Coordination Centre, forward mobilising resources to areas of anticipated need, and coordinating with partners through established multi-agency arrangements. The framework covers a broad range of scenarios including severe weather, civil disturbance, large-scale events, staff unavailability, counter-terrorism and national resilience deployments.



# IMPROVEMENTS WE WILL MAKE

The following improvements help to deliver Commitment 3 of our Community Risk Management Plan: 'We will improve how we respond to emergencies'.

## 1. We will improve the way we receive 999 calls, mobilise our crews, and share accurate information during incidents.

We will:

- introduce a new Control Commander role to strengthen how we manage and support our Control teams, including training for incidents such as highrise fires, major transport accidents and COMAH sites.
- continue to meet our attendance time standards, making the best possible use of our staff, resources and budget.
- introduce a new mobilising system to improve the way we receive 999 calls and dispatch our firefighters.
- deliver the recommendations from the Specialist Capability Review to strengthen our specialist capabilities.
- use new technology to give the public clear, real-time information during major incidents such as severe weather or terrorist attacks, helping people stay safe as situations unfold.
- introduce an easy-to-use non-emergency contact service so people can request safety visits and advice, seek guidance and support and access alternative non-emergency channels designed to be more inclusive and accessible.
- improve the support available to 999 callers, helping them better understand risk and receive the right help. This includes exploring tools like 999Eye and What3Words.



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### **2. We will make sure our firefighters are always fully prepared and that our services can continue running effectively during any situation.**

#### **We will:**

- ensure all firefighters are trained to restore radio communications in difficult environments.
- ensure all firefighters are trained to operate different water supply systems to improve water flow during incidents.
- look for new ways to support our communities and partners, making flexible use of our firefighters and equipment wherever they are needed most.
- deliver our modern firefighting strategy, ensuring our approach keeps pace with London's changing built environment, emerging operational risks and community needs.
- strengthen our business continuity plans so that London Fire Brigade can meet its legal duties, adapt to changing community needs and keep delivering services even when demand increases.
- continue aligning our operational processes to national best practice, ensuring our approach reflects the best national standards and supports sound decision making, even in uncertain or fast changing situations.
- develop and enhance our training offer so our staff have the right skills for rare but high impact events.
- use our specialist skills and equipment to support London's recovery when major incidents or large scale disruption occur, including after our emergency responsibilities have ended.

### **3. We will work more closely with our partners and other agencies to improve how we respond together, and strengthen both London and the UK's resilience to major incidents.**

#### **We will:**

- continue to support national and international emergency response efforts – including National Resilience, International Search and Rescue and Joint Overseas operations – and look for further opportunities to help partners across the country.
- strengthen how we work with other emergency services and organisations by agreeing clear, formal arrangements that set out who does what, making it easier for teams to work together during incidents.
- improve how we share information with key partners and create a routine referral system so that people who may be vulnerable get the right support quickly and effectively.

## MEASURES OF SUCCESS

London Fire Brigade monitors the performance of its Respond service through a suite of key performance indicators developed as part of the 2023–2029 CRMP. These CRMP KPIs include our attendance targets, detailed in the 'Response Standards' section of this strategy.

At a corporate level, KPI performance is reported quarterly through a Quarterly Report, which is reviewed by Service Delivery Board, Commissioner's Board, and the Deputy Mayor's Fire Board. Performance data is also reported externally through the London Datastore.

The Response service improvements outlined in this strategy will be monitored as part of our Service Improvement Framework. This framework uses department, portfolio, borough and station plans to support all change across London Fire Brigade – including complex high-value projects and programmes to continuous improvement work at a department or station level. Progress is reviewed quarterly at local board level and shared with Commissioner's Board.



What's stopping you from joining a world-class fire service and helping us keep London safe? We are London Fire Brigade and we're here to make London safe for friends, family and the community. For more information on careers at LFB, scan the QR code or go to: [london-fire.gov.uk/careers/](https://london-fire.gov.uk/careers/)

