

**YOUR  
LONDON  
FIRE  
BRIGADE**



# PREVENT

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 prevention context

This document sets out how we will make London one of the safest global cities by targeting the risks and behaviours most likely to lead to injury or loss of life over the next three years. This includes promoting fire safety, preventing fires in the home, encouraging safer living through face-to-face engagement and digital tools, and raising awareness of safety across a wide range of activities, including road safety, water safety, and youth engagement and intervention.

We define prevention as the work we do to reduce the risk of fire and other hazards by helping people understand those risks and make safer choices. A preventative approach delivers far greater benefits than reactive response alone and is central to keeping people across London safe. By focusing on prevention, we help protect the wellbeing of our communities and reduce the wider pressures that incidents can place on essential services, including health and social care, emergency partners, and the London economy.

Everyone who lives in, works in, or visits London deserves to feel safe. We play a vital role in reducing both accidental and deliberate fires, as well as the deaths, injuries, and social and economic impacts they can cause. Our prevention work also addresses a wider range of risks, including water safety, road traffic incidents, and carbon monoxide, helping to protect people from harm in everyday life.

As a global city with an exceptional mix of communities, London requires a prevention approach that is fair, inclusive, and accessible to all. Our prevention services are focused on those most at risk and are delivered by skilled teams who understand the needs of local communities. People can access support easily, both in person and online, and we offer a wide range of services to help reduce risk in the homes of those who are most vulnerable.

When we assess risk and design our prevention activity, we have a clear focus on people who may be more vulnerable. This enables us to better understand the underlying factors that increase the likelihood of fires and emergencies, many of which are linked to social inequality, including fuel poverty, poor physical or mental health, social isolation, and those in receipt of care. We use this insight to target Home Fire Safety Visits and to inform wider prevention activity including our offer to children and young people, working closely with partner organisations to ensure support reaches those who need it most.

We work in partnership with a wide range of organisations at national, London-wide, borough, and neighbourhood levels to maximise impact. We also contribute to the national prevention agenda led by the National Fire Chiefs Council, adopting recognised best practice and national standards.

# 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 Prevent 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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### Equity in the prevention context

We are committed to ensuring equity of access to all prevention services. Delivering prevention effectively across London means understanding that communities experience and relate to fire risk differently, and that barriers to accessing our services, e.g. language, cultural, or digital, are not uniform. Our approach must account for these differences at every stage, from how we design services to how we target, deliver and evaluate them.

We recognise the importance of ensuring our workforce and volunteers are representative of the communities we serve so that we can engage effectively, understand community needs, and deliver appropriate prevention services. We provide Home Fire Safety Visit (HFSV) literature in multiple languages and offer translation and interpretation services, including in BSL, to support the delivery of advice. Our online Home Fire Safety Checker was designed in consultation with community groups and is available in multiple languages to ensure accessibility. In cases where individuals face digital exclusion, Area Community Safety Teams are able to triage and arrange for appropriate support over the phone.

When designing and targeting prevention activity, we use equality impact assessments to understand how our services reach different communities and to identify where gaps may exist. Our approach is aligned with the NFCC Equality of Access to Services guidance, which acknowledges the links between protected characteristics and fire risk and ensures these are considered when planning prevention activity.

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### Person-centred approach

Our prevention work places individuals and the communities in which they live at the centre of everything we do. We recognise that the risks people face are rarely one-dimensional; fire risk is linked to a range of personal, social, and environmental factors that often overlap. By understanding these underlying factors, we can target our resources more effectively, ensuring that our capacity is directed towards those at greatest risk.

Our Fire Facts Fatalities report, published annually, provides the evidence base for how we prioritise and target our prevention activity, identifying the characteristics most commonly associated with fire risk in London. Key factors include:

- Age, particularly older people living alone
- Smoking, which remains one of the leading ignition sources
- Alcohol and drug use, which can reduce the ability to detect a fire early or to escape
- Mobility and cognitive impairment, including physical disability, dementia, and mental health conditions
- Lack of working smoke alarms
- Wider social factors such as deprivation, fuel poverty, and social isolation

These factors directly inform how we triage and prioritise Home Fire Safety Visits, shape our campaigns, and guide our partnership work with health, social care, and other agencies to reach those who need support most.

# OUR PREVENT SERVICE

The Prevent Service covers the actions we take to reduce risk across London before emergencies happen, by raising awareness, changing behaviours, providing safety equipment, and working with partners to reach those most vulnerable. Our core prevention activities are focused on:

- **Home Fire Safety Visits (HFSVs):** our primary tool for direct engagement with residents in their homes, targeted at those at greatest risk via a data-driven triage system. We also provide an online Home Fire Safety Checker for those at lower risk.
- **Youth Services:** including our schools education programme, Fire Cadets, and the Firesetting Intervention Scheme for children and young people displaying fire-setting and/or fire play behaviour.
- **Road Safety:** education, campaigns, and partnership working to reduce deaths and serious injuries on London's roads.
- **Water Safety:** education, campaigns, public rescue equipment, and partnership working to reduce drowning across London's waterways.

Each of these is described in detail later in this strategy.

## How the Prevent service links to other services

The Prevent service focuses on individual behaviour, awareness, and providing safety equipment. This complements the Protect service which covers the actions we take to ensure buildings protect their occupants through the implementation of safety measures and regulations. It is also connected to our Engage service, as much of our prevention activity is delivered through community engagement events and methods.




# HOW WE PREVENT FIRES AND OTHER EMERGENCIES

## Our risks

Our annual Assessment of Risk and Fire Facts reports help us identify the risks Londoners face and enables us to target our prevention activities appropriately.

## Day-to-day risks

The majority of our prevention activity is directed at the risks Londoners face most frequently. These are the incidents that account for the greatest cumulative harm and where targeted prevention work can have the most measurable impact.

RISK TYPE		PREVENTION APPROACH
	<b>Fires in the home</b>	Home Fire Safety Visits (HFSVs) targeted at the most vulnerable, providing advice and guidance, smoke alarm provision, and testing.
	<b>Fires in large public and commercial buildings</b>	HFSVs within high-risk residential buildings, coordinated prevention and protection activity, engagement with residents and responsible persons (e.g. building managers), targeted campaigns.
	<b>Outdoor fire near urban areas</b>	Seasonal public awareness campaigns, targeted warnings during heatwaves or prolonged dry weather, as described in our Prepare Strategy.
	<b>Road traffic collisions</b>	Road safety education and campaigns (Biker Down, Road Safety week), Partnership working with TfL and Mayor of London Vision Zero approach.
	<b>Water related incidents</b>	Water safety education, throwline board installation and maintenance, seasonal campaigns, partnership.
	<b>Physical vulnerability</b>	HFSVs identify broader vulnerability and enable referrals to social care. Hard of hearing alarms and flame-retardant bedding are provided in HFSVs as appropriate.
	<b>Behavioural Vulnerability</b> (mental health, people in precarious positions)	Factors such as hoarding, smoking, and mental health challenges can increase risk, so are considered as part of risk triage and the targeting of safety advice. Where mental health or behavioural needs are identified, we may sign-post or refer individuals to appropriate services as needed.

### 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, and adjust our prevention work accordingly, ensuring our prevention strategy is responsive to change.

The risks London faces can shift with demographic trends, housing patterns, economic pressures, and emerging hazards. Our approach must be flexible enough to adapt as these risks evolve, rather than remaining fixed to a set of assumptions made at the point of publication.

We achieve this through our annual Assessment of Risk, which refreshes the evidence base that underpins this strategy. Where new risks emerge rapidly, as was the case with lithium-ion battery fires in recent years, we are able to develop and deploy targeted campaigns and interventions.

#### RISK DRIVER

#### OPERATIONAL CONSEQUENCES

	<p><b>Sustainability and climate change</b></p>	<p>Integrated Communication and Engagement campaigns based on seasonal risk. The summer campaign is aimed at helping Londoners to reduce risk from wildfires, flooding and drowning.</p>
	<p><b>Changing built environment</b></p>	<p>Campaigns targeting HMOs and flats.</p>
	<p><b>Health security and resilience</b></p>	<p>Targeted advice for vulnerable people, including safety advice on Home Oxygen Therapy, Emollients, Dynamic Airflow Mattresses, Incontinence products.</p>
	<p><b>Population change</b></p>	<p>Hard of hearing alarms, accessible services including sign language interpreters (BSL) and leaflets in languages other than English.</p>

# OUR PREVENTION WORK

The sections that follow describe our prevention operating model: the services we deliver and how each activity contributes to reducing risk across London. The lead for our prevention work is the Assistant Commissioner for Prevention and Protection (Regulatory and Community), who is accountable to the Deputy Commissioner for Prevention, Protection and Policy.

## Home Fire Safety Visits (HFSVs)

Home Fire Safety Visits are the cornerstone of our prevention approach, and one of the most effective tools available to us for reducing fire deaths and injuries in the home. During a visit, staff attend a resident's home to provide tailored, face-to-face fire safety advice covering prevention, detection, and escape. They assess risk factors within the property and, where appropriate, install smoke alarms and provide additional fire safety equipment such as hard-of-hearing alarm systems, flame retardant bedding, or arson reduction letterboxes.

We operate a risk-based approach to HFSVs, using a data-based triage system to assess each person's level of risk and prioritise those most vulnerable. Referrals and requests are assessed against known risk characteristics drawn from our fatal and accidental dwelling fire data, including factors such as smoking, living alone, age, receipt of care, absence of working smoke alarms, and limited mobility. Each person is categorised as very high, high, medium, or low risk. Very high risk individuals receive a visit within four hours around the clock; high risk within seven days; and medium risk within one month. Those assessed as low risk are directed to our Online Home Fire Safety Checker, which provides tailored advice and can escalate a person to a face-to-face visit if their responses indicate higher risk. In cases where individuals face digital exclusion, Area Community Safety Teams are able to triage and arrange for appropriate support over the phone.

Visits are delivered by operational crews and Area Teams based at four offices across London. Where the Brigade has attended a dwelling fire, crews carry out 'hot strikes':

Home Fire Safety Visits to neighbouring properties in the immediate vicinity of the incident, providing fire safety advice and smoke alarm checks while awareness of risk is heightened and residents are most receptive to engagement.

Crews also carry out Group Risk Visits in areas identified through data analysis as having a higher concentration of risk factors. During every visit, staff are alert to safeguarding concerns and broader vulnerabilities, including falls risk, social isolation, hoarding, and unmet care needs, and will make referrals to partner agencies where appropriate. Quality assurance of visits is overseen through an Enterprise Assurance Framework covering triage, visit delivery, follow-up actions, data recording, and customer satisfaction. Prevention activity at station level is also tracked through the Fire Stations Performance Report, which provides detailed data on HFSV coverage across London and supports local managers in identifying gaps and maintaining consistent delivery. Station-level time allocated to prevention is monitored to ensure it remains sufficient to meet local need.

We have trialled digital hot strikes after large fires with a clear cause, utilising relevant safety messaging to share on our stories and grab the attention of people viewing our pages to find out more about the fire. We have also used a similar method for national and religious holidays, using them as an opportunity to promote tailored safety advice and our Home Fire Safety Checker. In the future, we aim to explore localised hot strikes on Nextdoor, mirroring physical activity that firefighters undertake in the local area after a large fire.

### **Hoarding**

Hoarding is a significant fire risk factor that crews regularly encounter during Home Fire Safety Visits and at incidents. The accumulation of combustible materials increases both the likelihood of a fire starting and the difficulty of escaping one, while also presenting risks to neighbouring properties. The Brigade has a formal hoarding policy supported by the Clutter Image Rating (CIR), an internationally recognised nine-level pictorial assessment tool carried on every appliance that provides a consistent, objective measure of clutter severity. The CIR assessment determines the safeguarding pathway: lower-level hoarding prompts crews to consider a safeguarding referral if necessary, while hoarding at level 5 and above mandates a safeguarding referral to the relevant local authority. More severe cases are also recorded on the Operational Risk Database (ORD) to inform operational planning at future incidents. Crews delivering HFSVs at hoarding properties follow best practice guidance developed with psychologists specialising in hoarding disorder, using a collaborative, non-judgemental approach focused on small, achievable steps to reduce risk, such as keeping escape routes clear and storing items away from heat sources, and provide hoarding-specific fire safety advice during the visit.

### **Arson**

Deliberate fires remain a significant challenge across London, accounting for approximately 10% of all fires attended by the Brigade in 2025. Where a person is identified as being at risk of arson, whether through a police referral, a threat reported by a resident, or intelligence from partner agencies, they are automatically categorised as very high risk within our HFSV triage system and are therefore eligible for an urgent visit. During that visit, crews provide tailored arson reduction advice and may install arson-resistant letterboxes and

other protective equipment. At the community level, the Brigade monitors deliberate fire activity to identify emerging hotspots and seasonal trends, and works with partners including the Metropolitan Police and local authorities to target areas experiencing concentrations of anti-social behaviour fires, including waste and fly-tipping related fires.

### **Electrical Safety**

The Brigade provides electrical safety advice both during HFSVs and through a range of dedicated safety pages on the LFB website, covering topics including cables, fuses and leads, electric blankets, white goods, and the safe use of portable heaters. During HFSVs, crews assess the condition of visible electrical installations and provide tailored advice based on the risk factors present in the home.

The rapid growth of lithium-ion battery-powered devices, particularly e-bikes and e-scooters, has introduced a significant and evolving fire risk. LFB has responded with a dedicated campaign ChargeSafe - providing safety advice covering battery and charger safety, the risks of conversion kits, and how to identify and prevent unsafe charging practices. The #ChargeSafe campaign also provides specific guidance for responsible persons managing buildings where residents charge these devices.

In addition, the campaign targets outreach at those most at risk of e-bike and e-scooter fires, including those who use them as part of their work, in densely populated areas, and those who are more socio-economically deprived. In addition, the Brigade works with major businesses and retailers, including Amazon, Halfords and Deliveroo, to ensure safety messaging reaches consumers and those using e-bikes as part of their work as delivery riders in the Capital.

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### Youth Services

#### **Firesetting Intervention Scheme**

Our Firesetting Intervention Scheme is a specialist early intervention service for children and young people from early years up to 18 who demonstrate any type of firesetting or fire-play behaviour. The scheme is delivered by a dedicated team of trained caseworkers who work one-to-one with the child and their parents or carers to understand the behaviour and change it through education. Children set fires for a range of reasons, from natural curiosity to expressing feelings of anger or emotional distress, and without intervention this behaviour can escalate and lead to serious injury, property damage, or death. The first session usually takes place in the home, with further sessions typically delivered at the child's school or another suitable location, each tailored to the child's individual needs. On average a case involves a minimum of three sessions. Referrals can be made by parents and carers, schools, the police, social services, the Youth Justice Service, and other professionals. The scheme also feeds into the Brigade's wider HFSV triage system: individuals identified as being at risk of arson or referred by the Firesetting Intervention Team are automatically categorised as very high risk and eligible for an urgent Home Fire Safety Visit.

#### **Education**

Our Education Team delivers targeted safety workshops to schools across London, with the aim of improving fire safety awareness among young people and their families and reducing fire-related deaths and injuries. Education Officers visit primary schools to deliver interactive workshops to Years 2 and 5 covering prevention, detection, and escape strategies tailored to each age group. Since 2022, the programme has expanded beyond fire safety to include workshops on burns, road safety, and water safety, which can also be tailored to be delivered to secondary age pupils. The team provides

support and guidance to local crews delivering to schools in their borough, or hosting young visitors at fire stations via materials within the Fire Station Education Pack, and provides specialist support and delivery to children with special educational needs. Schools are prioritised for visits using a priority rating system informed by local risk data.

#### **Fire Cadets**

Fire Cadets is the Brigade's youth engagement programme, delivered through local cadet units across London. It is a London-wide scheme to help young people to flourish with access to support and opportunities. The programme is open to young people aged 13 to 17 and runs aligned to the academic year, with units meeting one evening per week at a local fire station. Cadets receive structured training that develops transferable life skills, including teamwork, communication, leadership, resilience, and employability, alongside fire safety education, basic first aid, and practical firefighting techniques using operational equipment. The programme leads to a progression pathway, offering leadership and mentoring opportunities as Officer Cadets aligned to the rank structure of the Brigade. Beyond their training, cadets contribute directly to prevention work by acting as ambassadors for fire safety and prevention messaging within their communities, including educating others on the consequences of antisocial behaviour such as arson and hoax calls. They also support social action projects and Brigade events across London. The programme is enabled by approximately 200 Volunteer Cadet Instructors who work alongside firefighters and Brigade staff to deliver the cadet experience. Fire Cadets serves both as a positive early intervention, building self-esteem, community cohesion, and pathways into employment or further training, and as a means of strengthening relationships between the Brigade and the communities it serves.

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### Road safety

The Brigade responds to thousands of road traffic collisions and roadside incidents across London each year, and reducing the frequency and severity of these incidents is a part of our prevention work. Our aim is to reduce the occurrence and intensity of road collisions, thereby minimising the number of people hurt on London's roads through the promotion of road safety awareness and safer behaviour among road users.

Our road safety activity is shaped by data, including incident data and Transport for London dashboards, enabling us to identify collision hotspots and vulnerable road user groups.

We deliver Biker Down, a free nationwide motorcycle safety scheme, in partnership with Transport for London. The three-hour course covers scene management, immediate emergency aid, and collision prevention, and is delivered from dedicated fire stations across London. We also support a range of national and London-wide road safety campaigns throughout the year, including Road Safety Week and Project EDWARD, alongside our own locally targeted campaign activity.

Road safety education for children and young people is delivered through our education programme. Primary school workshops for Years 2 and 5 include road safety content, and additional tailored sessions to primary and secondary schools, can be requested when there is evidence of an increasing number of road traffic incidents in the area.

We work closely with Transport for London, the London boroughs, and Road Safety GB to align our activity with the Mayor's Vision Zero ambition to eliminate all deaths and serious injuries from London's transport network. Our role within this partnership is to use the reach and trusted position of the fire service to deliver education and behavioural change messaging, complementing the engineering and enforcement activity led by other agencies. We also play a role in raising awareness of emerging road-related risks, including the safe use and charging of e-bikes and e-scooters, where fire risk in the home intersects with broader transport safety.

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### Water safety

London's waterways present a diverse range of risks, from the tidal Thames, to the network of canals, rivers, docks, reservoirs, and open water. Our strategic aim is to reduce the number of drownings among those who live, work in, and visit London.

Our water safety prevention work is built on partnership, and our work contributes to the aims of the UK Drowning Prevention Strategy.

A key element of our water safety infrastructure is the installation of public rescue equipment at waterside locations. We work with councils, landowners, and partner organisations to promote the installation of throwline boards in areas where waterside hazards have been identified. These boards include water safety advice and a lockable box containing a throwline or reach pole that can be accessed by the public in an emergency by calling the number displayed on the board, which connects to our Control operators who release the access code and mobilise crews to the location. We also work with partners to improve the standard of riverside lifesaving equipment along the Thames, where provision has historically been inconsistent between boroughs.

Our education and campaign activity is aligned to the national drowning prevention calendar, supporting campaigns including Be Water Aware, Drowning Prevention Week, World Drowning Prevention Day, and the RLSS UK's Don't Drink and Drown campaign. Our messaging focuses on the dangers of cold water shock, the importance of not entering the water to attempt a rescue, and what to do in an emergency. Water safety education for children and young people is delivered through our education programme through primary school workshops which can also be tailored to be delivered to secondary aged pupils.

Our ambition is for our Fire Cadets to receive water safety and throwline training, with the aim of developing them as water safety ambassadors who support delivery in schools and the community.

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### Safeguarding

Safeguarding is a fundamental part of the LFB's prevention activity and underpins how we engage with children, young people and any adult that may be at risk of harm. Through our prevention activities, such as our HFSVs, our Youth Services programmes, and engaging with the community, we regularly work with individuals whose circumstances may make them more vulnerable.

Our safeguarding approach ensures that all our interactions are carried out safely and ethically, and puts the welfare and the rights of those we serve at the core of our activities. The LFB has a legal and moral responsibility to safeguard children and adults at risk. Safeguarding is embedded within our prevention function and reflects our values of putting the public first, treating those we serve in accordance with their needs and working together with partners to reduce the risk of harm.

During HFSVs, staff are alert to indicators of abuse, neglect, and wider vulnerability. Where concerns are identified, staff follow clear safeguarding procedures to ensure that information is shared appropriately, and concerns are referred to the relevant local authority without delay. Safeguarding is also central to our Youth Services programmes, embedded into the practice of our staff delivering through our Education

Team, Fire Cadets programme, and Firesetting Intervention Scheme. We are committed to creating safe environments where children and young people are protected from harm, treated with respect, and supported to develop positively.

Our prevention work frequently brings us into contact with individuals experiencing multiple and overlapping risks, including poor physical or mental health, social isolation, hoarding, substance misuse, or unsafe living environments. Safeguarding provides the framework that enables staff to respond to these risks, ensuring that fire safety interventions are connected to the support they may need to stay safe and well in the future.

The Brigade maintains clear safeguarding governance arrangements to provide oversight, consistency, and accountability. A dedicated Safeguarding Board provides strategic leadership and assurance over safeguarding practice across the organisation. This includes oversight of policy, training compliance, referral processes, quality assurance, and learning from safeguarding concerns or cases.

By embedding strong safeguarding practice across our prevention work, we help protect people from harm while supporting safer homes, safer behaviours, and safer communities across London.

# PARTNERSHIPS AND DATA SHARING

LFB works with a range of partner organisations to identify people at greater risk of fire, generate referrals into the Home Fire Safety Visit system, and connect HFSV recipients with services that address the wider factors contributing to their risk.

The Brigade maintains an automated data-sharing partnership with Thames Water's Priority Services Register. This partnership uses data captured during HFSVs to identify service users who meet agreed eligibility criteria, including age, disability, and health conditions, and securely transfers their details to Thames Water on a daily basis. Thames Water then contacts those individuals to confirm their registration on the Priority Services Register, which provides priority support during supply interruptions and other emergencies. The partnership generates approximately 700 to 900 automated referrals each month and operates automatically. The arrangement is governed by a formal Data Sharing Agreement and Data Protection Impact Assessment.

LFB also maintains referral partnerships with other emergency services. The Metropolitan Police Service refers individuals to LFB for Home Fire Safety Visits where fire has been used or threatened as a weapon, or where arson risk has been identified through multi-agency public protection arrangements. LFB similarly refers safeguarding concerns and evidence of deliberate fire-setting to local authorities via safeguarding referral pathways. The London Ambulance Service refers patients where hoarding, self-neglect, or other conditions observed during callouts indicate elevated fire risk, and LFB crews refer HFSV recipients to health services where appropriate.

Home oxygen therapy providers share relevant information with LFB regarding users of home oxygen and associated risk factors. This enables the Brigade to prioritise visits to households where the presence of oxygen equipment increases fire risk and to provide tailored safety advice during the visit.

At borough level, Borough Commanders develop and maintain partnerships with local care providers, social services, housing associations, and community organisations. These relationships are shaped by the specific risk profile of each borough and are reflected in Borough Risk Management Plans. They provide a route for local referrals into the HFSV system and enable crews and Community Safety staff to connect service users with appropriate support services.

In our youth services, we maintain a partnership with Youth Organisations in Uniform (YOU) London, which provides access to opportunities within the uniformed youth sector and supports closer collaboration with blue light colleagues including the Volunteer Police Cadets and St John Ambulance. This partnership supports development opportunities for the young people on our programmes.

# WORKFORCE COMPETENCY AND TRAINING

Delivering effective prevention relies on a workforce that is skilled, confident, and appropriately trained for the role it performs. Our training offer is structured to reflect the different prevention responsibilities held by firefighters, specialist prevention staff, and those working directly with children and young people.

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## Firefighters

All firefighters who deliver Home Fire Safety Visits complete an online HFSV computer-based training package covering risk identification, advice delivery, smoke alarm installation, and referral procedures. This is supplemented by face-to-face HFSV training, which provides practical scenario-based learning to support consistent, high-quality delivery in the home. New Firefighters on Development are also given dedicated prevention training to ensure foundational prevention knowledge, and that crews understand the link between prevention activity and operational risk reduction. All staff complete safeguarding computer-based training. This is being replaced by a new Level 1 safeguarding training package, aligned to the NFCC Safeguarding Competency Training Framework, which will be mandatory for all staff. A new computer-based training package on Working with Children and Young People in the Fire and Rescue Service is also being developed and will be rolled out to ensure that staff who engage with young people during station visits, education sessions, or community events are equipped to do so safely and effectively.

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## Specialist staff

Specialist prevention staff complete the same core HFSV and safeguarding training as firefighters, ensuring a consistent baseline of knowledge across the service. In addition, specialist staff in prevention roles will receive safeguarding training at Levels 2 to

5, tailored to the specific responsibilities of their role and aligned to the NFCC Safeguarding Competency Training Framework. This tiered approach ensures that staff working directly with the most vulnerable individuals, including those involved in complex safeguarding cases, multi-agency referral pathways, and direct engagement with children and families, hold the level of competency appropriate to the decisions they are required to make.

All Youth Services staff receive Youth Mental Health First Aider training, equipping them to recognise signs of mental health difficulty in the young people they work with and to provide initial support and appropriate signposting. Staff in specific Youth Services roles also receive Managing Challenging Behaviour training to support safe and effective delivery in environments where young people may present with complex needs. Firesetting Intervention Scheme caseworkers complete a suite of specialised training designed to support the delivery of trauma-informed interventions with children and young people, reflecting the sensitive and often complex nature of the behaviours the scheme addresses.

Level 2 Working with Children and Young People in the Fire and Rescue Service training will be rolled out to all Youth Services staff, Volunteer Cadet Instructors, and identified staff groups who engage with children and young people as part of their role. This will ensure that everyone working with young people across the Brigade holds a recognised standard of competency in safeguarding, child development awareness, and appropriate professional boundaries.

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### Operational assurance

We assure our prevention activity through a combination of internal governance, external frameworks, and routine quality assurance at every level of delivery.

Our prevention work is aligned to the Prevention and Safeguarding Fire Standards and is delivered in accordance with the NFCC Person Centred Framework and the NFCC Safeguarding Competency Training Framework. These national frameworks provide the benchmarks against which we assess the quality and consistency of our prevention services, and we review our alignment to them on an ongoing basis as they are updated.

We work closely with the Brigade's Business Assurance team, which provides independent scrutiny of our prevention processes. To date, the Business Assurance team has conducted four separate audits of prevention activity, and the findings from these audits are used to drive improvements in how we plan, deliver, and record our work. We also work with the Fire Stations Assurance Team to ensure that prevention activity delivered at station level is consistent with Brigade policy and meets the expected standard.

Home Fire Safety Visit quality is overseen through our HFSV Governance Board, which provides strategic oversight of the HFSV programme including triage accuracy, visit quality, completion rates, data recording, and follow-up actions. At station level, managers quality-assure completed HFSV records to verify that advice has been appropriately tailored, safeguarding concerns have been identified and acted upon, and records are accurate and complete. We are building a robust quality assurance framework for safeguarding, supported by the formation of the Safeguarding Board, which will provide governance and oversight of safeguarding practice across the Brigade's prevention, youth engagement, and wider community safety work.

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### Operational Learning Model

We use a structured approach to learning from our own work, from incidents, and from other fire and rescue services, ensuring that our prevention activity is updated in response to evidence. We use data from incidents, including cause, location, and the characteristics of those involved, to shape the advice and interventions we deliver. Data analysis is also used to target HFSVs appropriately. We chair fatal fire reviews, which bring together evidence from fire investigation, prevention, protection, and operational response to examine the circumstances that led to the worst outcomes. The learning from these reviews is used to identify ways to strengthen our prevention approach. We also liaise with the National Fire Chiefs Council to learn from other fire and rescue services, ensuring that relevant national organisational learning is captured and applied within our prevention work in London.

# IMPROVEMENTS WE WILL MAKE

This improvement helps to deliver Commitment 1 of our Community Risk Management Plan: "We will work with you to provide localised services that meet your needs".

## 1. Use technology and data to understand and reduce local risk

- We will deliver the One Risk project, enabling crews and other teams to easily capture, share and use local, property-level risk data in one place. This will enable us to better plan and deliver targeted prevention and protection activity, strengthening our response and reducing risk in communities.

These improvements help to deliver Commitment 3 of our Community Risk Management Plan: "We will adapt our services as your needs change".

## 2. Capture and share learning to prevent harm

- Leveraging our operational learning model, we will more consistently capture, share, and act on learning from prevention and protection activity, both within the London Fire Brigade and nationally. By using lessons learned to continuously improve how we work, we can strengthen our prevention and protection activity and reduce the risk of deaths and injuries.
- We will continue to embed the prevention evaluation framework, developed with support from the Royal Society for the Prevention of Accidents (ROSPA). This framework allows us to consistently measure the impact and effectiveness of our prevention activities and provide a robust basis for reporting.

## 3. Protect people at risk through strong safeguarding and high quality Home Fire Safety Visits

- By aligning to the National Fire Chiefs Council's safeguarding competency framework, we will ensure all staff receive safeguarding training that is appropriate to their role - so they have the knowledge and confidence to recognise concerns and take the right action. We will also keep our safeguarding policies under regular review to make sure they are effective, clear, and meet our legal responsibilities to protect children, young people, and adults at risk.
- Using the new quality assurance framework, we will ensure our Home Fire Safety Visits are delivered to a consistently high standard, with clear and accurate records of the safety advice given and any safeguarding concerns identified. We will also continue to strengthen how we identify and prioritise people at higher risk, so that support is focused on those who need it most.

## MEASURES OF SUCCESS

London Fire Brigade monitors the performance of its Prevent service through a suite of key performance indicators developed as part of the 2023–2029 CRMP. The CRMP KPIs relevant to our prevention activity are:

- Community Satisfaction Ratings.
- Number of triages via the Online Home Fire Safety Checker.
- Number of fires and casualties from fires.
- Station staff time spent on prevention and protection activity.
- Percentage of high-risk home fire safety visits completed.

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 Prevent 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.







To get tailored fire safety advice  
for your home or for someone you  
care for, scan the QR code or go to:  
[london-fire.gov.uk/protect](https://london-fire.gov.uk/protect)



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