

## **PERFORMANCE OUT-TURN 2024/25**

### **SUMMARY**

This report details how the Authority has performed over the last financial year. Performance is considered against targets and alongside how it compares nationally and with the CIPFA Nearest Neighbour Group, where possible.

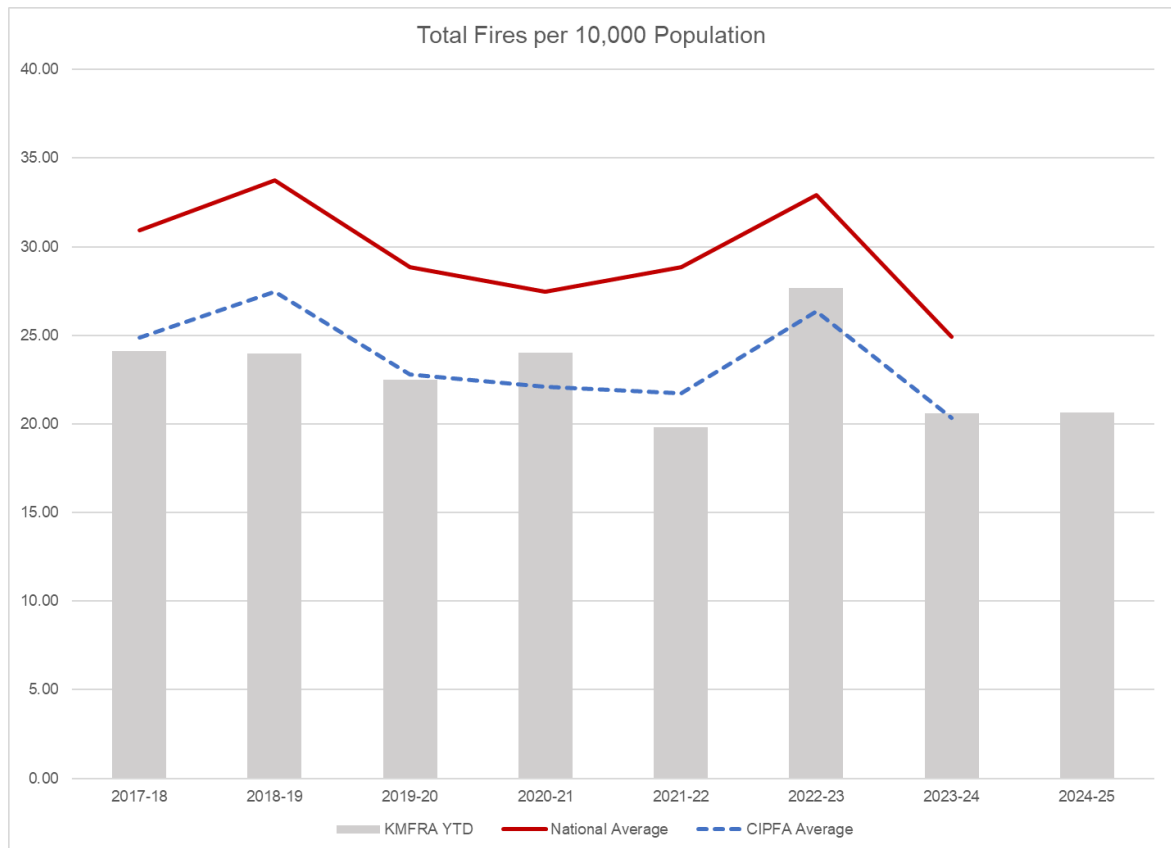
### **COMMENTS**

#### **Performance 2024/25**

1. This paper reports performance and makes comparisons, where possible, to how we compare nationally with other fire services.
2. At the time of writing this report, data for the 2024/25 financial year has not been published by the Home Office. Any comparable information shown for how services are performing nationally are only available up to 2023/24.

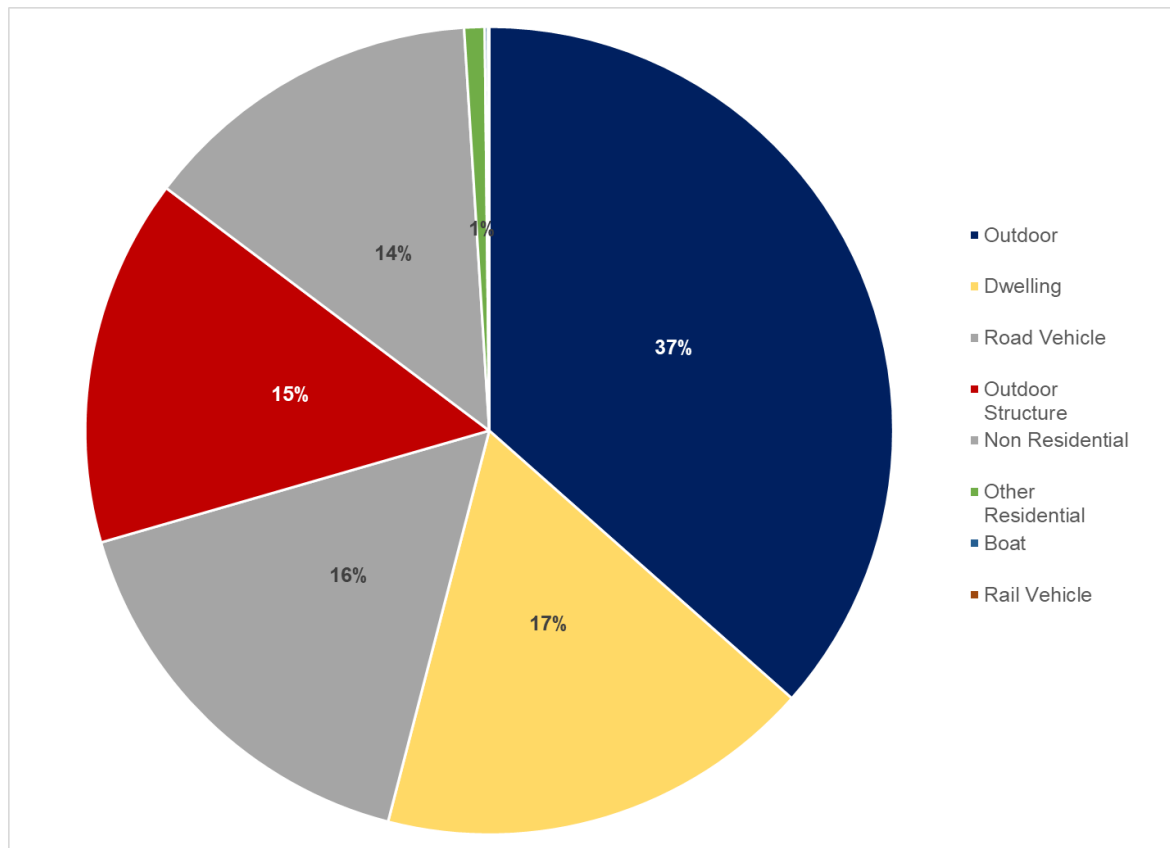
#### **Total Fires**

3. The Authority attended 3,920 fires in 2024/25 which is higher than the number reported in 2023/24 (3,853) but is in line with previous years, with the exception of 2022/23. The summer of 2022 reported a very high number of fires due to the prolonged periods of dry warm weather.
4. The small increase in the number of fires can be attributed to an increase in accidental fires in the home and deliberate non-domestic fires. The increase in deliberate non-domestic fires can be attributed to an increase in fires within prisons over the last year. Incidents of this nature can increase due to external factors outside of the control of this Authority.
5. The Authority compares favourably when the number of incidents per 10,000 population are analysed both nationally and by the CIPFA nearest neighbour model. Consistently this Authority has a lower level of fires than the national average although there are a some years in the chart below which show a higher level of incidents than the CIPFA model services.



6. The table and chart below detail the number of fires last year split into the different types. Members will recognise that the number of outdoor fires (rubbish and grassland) is very high for the summer months.

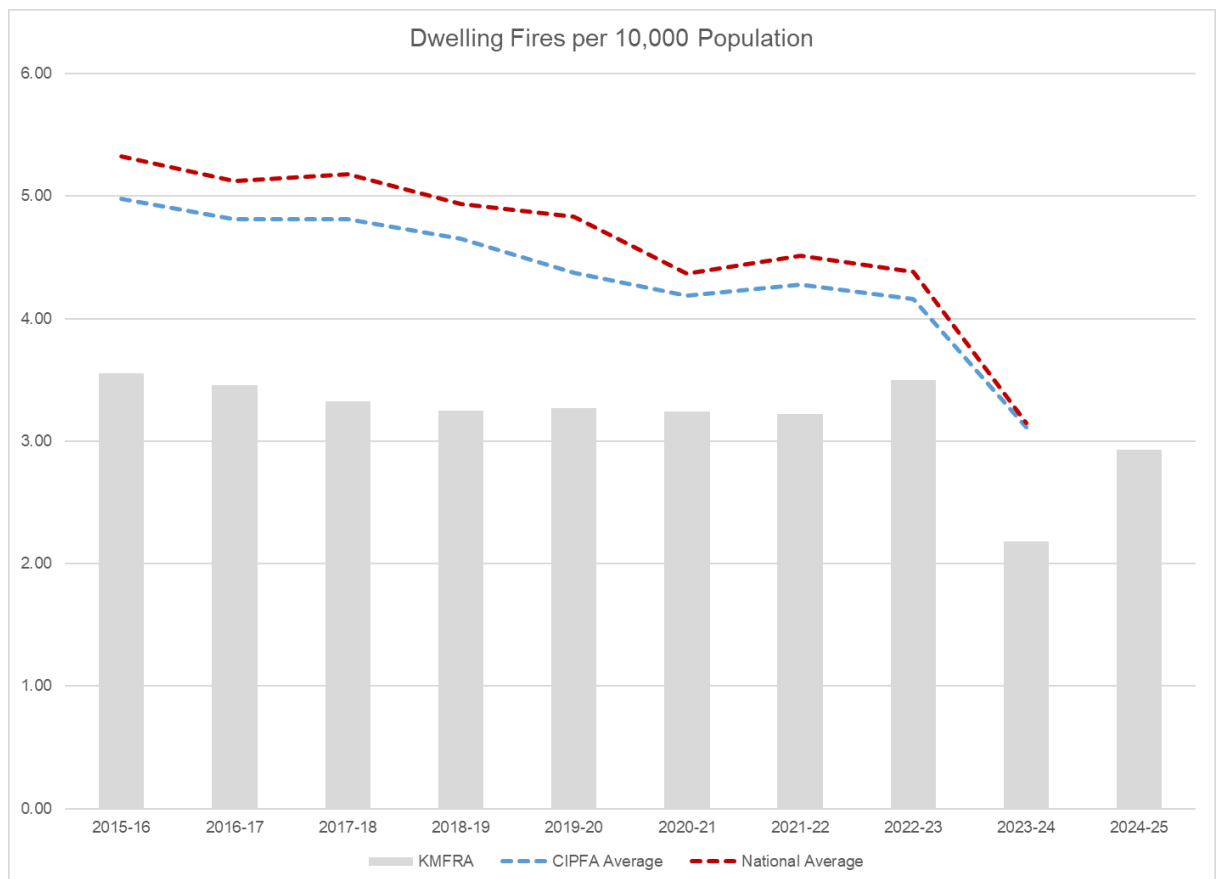
|                   | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar |
|-------------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| Outdoor           | 102 | 101 | 149 | 162 | 317 | 128 | 51  | 75  | 49  | 66  | 53  | 179 |
| Dwelling          | 63  | 43  | 55  | 56  | 44  | 58  | 66  | 47  | 73  | 60  | 59  | 62  |
| Road Vehicle      | 44  | 74  | 61  | 56  | 61  | 54  | 60  | 58  | 47  | 44  | 34  | 54  |
| Outdoor Structure | 42  | 51  | 67  | 55  | 74  | 46  | 33  | 44  | 32  | 32  | 43  | 58  |
| Non Residential   | 60  | 35  | 46  | 48  | 54  | 37  | 58  | 48  | 41  | 42  | 35  | 35  |
| Other Residential | 5   | 1   | 3   | 2   | 1   | 4   | --  | 1   | 2   | 4   | 2   | 7   |
| Boat              | --  | --  | --  | 1   | 1   | 1   | 1   | --  | --  | --  | 1   | --  |
| Rail Vehicle      | --  | --  | --  | --  | --  | --  | 1   | --  | --  | 1   | --  | --  |



## Dwelling Fires

7. Accidental dwelling fires (ADFs) accounted for 23% of all the accidental fires attended in 2024/25. The Authority has performed very well in this area and has been amongst the top performers nationally for more than ten consecutive years.
8. Last year we reported the lowest number of accidental fires in the home recorded. In 2024/25 this has increased by 13% to a total of 556 incidents attended. Despite this increase, overall the number of fires in the home remains low and reducing these fires remains a priority of the Authority.
9. Unfortunately accessing comparable information for fire services that fit this Authority's local performance indicator definitions is difficult. It is not possible to obtain accidental fires in the home detailed by individual authorities nor is it possible to obtain the number of dwellings in each Authority area. For the purposes of benchmarking ourselves against others we can compare all fires in the home, which although that will include those started deliberately the numbers are relatively small in comparison to those started accidentally. To ensure the number of incidents is more representative of the size of the community that is served we have used population as the denominator.

10. The chart below shows that the Authority has consistently performed well in this area (consistently amongst the top performers nationally for more than 10 consecutive years), and that the previous decline in incidents is not a trend that has only been experienced by Kent; it is reflected both nationally and with CIPFA.
11. Members will notice that whilst the trend is the same, this Authority is experiencing fewer fires in the home per 10,000 population than both the national average and the CIPFA average, even taking into account the higher numbers experienced last year. The published data for 2023/2024 details that Kent ranks 2<sup>nd</sup> for the number of fires in the home per 10,000 population out of 45 services
12. The causes of fires in the home rarely change, with cooking relating incidents accounting for 42.6% of all the incidents over the last three years and a further 12% being attributed to electrical appliances



### Fatalities and Casualties in Accidental Fires

13. Accidental fires accounted for 60.9% of the total fires attended last year and, as a result of these fires, 11 people died, seven people suffered serious injuries and 62 people suffered slight fire related injuries. Three people also died in suicide incidents involving fire and seven people have been seriously injured in deliberate fires.

14. The table below details the status of recorded casualties in accidental fires over the last three financial years. Members will notice that the number of fatalities recorded in 2024/25 is considerably higher than previous years. Sadly the numbers do fluctuate over years. Nine of the fatalities were in house fires and of those five were aged over 70 years, a risk group known to this Authority.

|                          | 2022/23 | 2023/24 | 2024/25 | Total |
|--------------------------|---------|---------|---------|-------|
| Fatal                    | 4       | 3       | 11      | 18    |
| Serious injury           | 10      | 8       | 7       | 25    |
| Slight injury            | 70      | 81      | 62      | 213   |
| First aid given at scene | 72      | 44      | 48      | 164   |
| Precautionary check      | 60      | 44      | 75      | 179   |
| Total                    | 216     | 180     | 203     | 599   |

Note: Only fire related injuries and deaths are included in these figures.

### **Road Traffic Collisions (RTCs)**

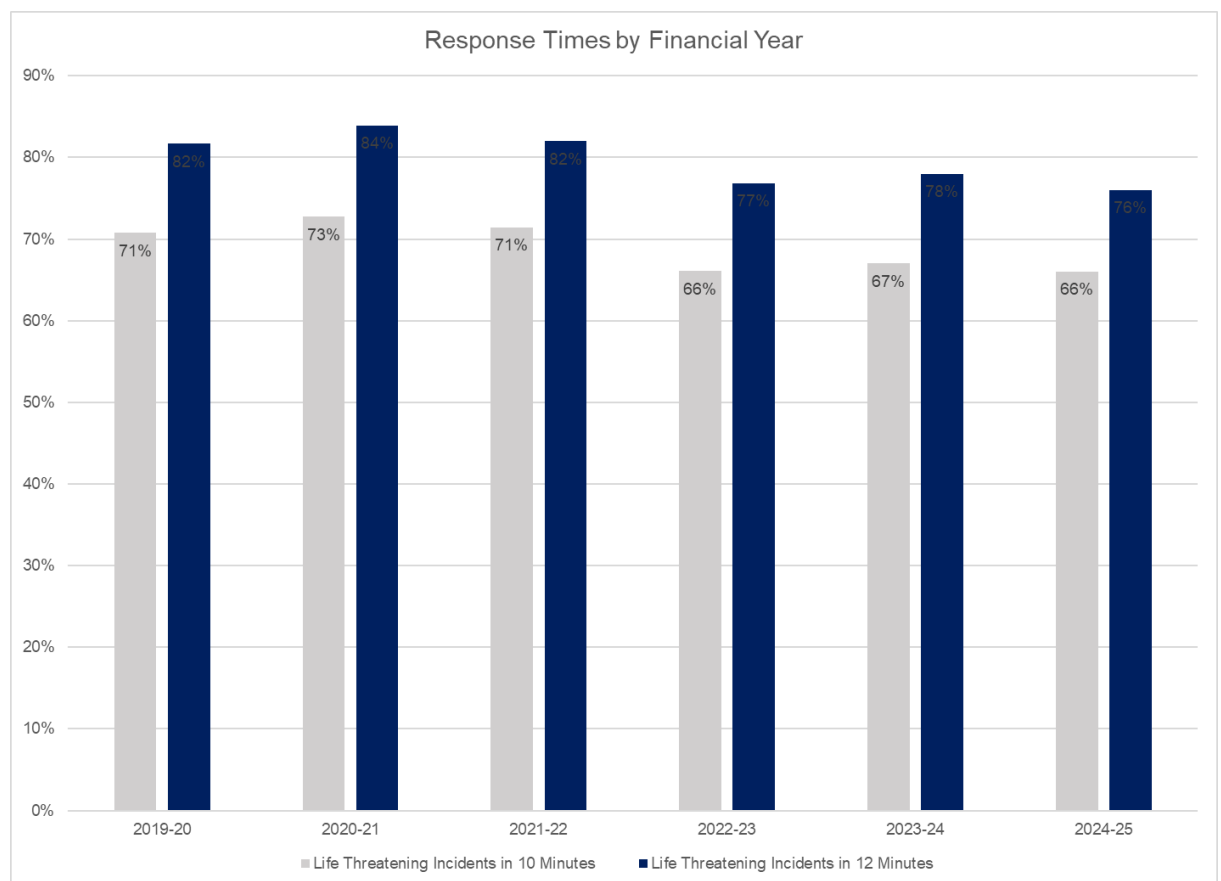
15. The Authority attended 1,116 road traffic collisions last year which is less than in 2023/24 (1,153). As a result of these incidents 14 people have died and 100 have been seriously injured.

### **Other Emergency Special Service Incidents**

16. The Authority continue to provide emergency medical response in support of SECAmb. During 2024/25, 785 incidents were responded to and 678 were attended. On 113 occasions the Authority's resources were stood down before they arrived.
17. Over the last financial year the Authority has responded to assist other agencies, for example to lift a person or assist in the search for a missing person, 1,367 times. In addition to these crews have also responded to 1,744 incidents to gain entry to a property for either the occupier or for our emergency services colleagues.

## Response Times

18. Last year 66% of life-threatening incidents were reached within 10 minutes and 76% within 12 minutes. Overall performance is lower than the targets set for these indicators.
19. Performance against response time targets has declined in recent years. There are numerous factors that can affect performance on response times such as the number of fire engines available immediately to respond, the time the crews take to turn out, the traffic encountered en-route to an incident, the presence of 20mph speed limits and roadworks and road closures and the quality of the address information provided. This list is not exhaustive but it will provide some context of the different factors that can have an impact on how quickly we can reach an incident when required.
20. The Authority agreed to changing the way in which performance against response times is reported earlier this year. From April 2025 we will be reporting on our response times performance against emergency and non-emergency incidents and the rurality of the incident.



### **Availability**

21. In 2024/25, the Authority aimed to have a minimum of 32 with an aspiration of 44 fire engines available day and night across Kent and Medway. The number of fire engines available is heavily influenced by the availability of on-call firefighters and can therefore fluctuate over a 24 hour period. The table below details the average number of fire engines available during the day (9am-6pm) and in the evening (6pm to 9am). Of the number available, 26 of these are full-time fire engines and the remainder on-call.

|       | 2022/23 | 2023/24 | 2024/25 |
|-------|---------|---------|---------|
| Day   | 32      | 32      | 33      |
| Night | 46      | 47      | 45      |

### **Customer and Business Safety**

22. During 2024/25, the Authority's Customer Safety teams delivered 12,204 Safe and Well Visits to customers across the County. In addition to these visits on-duty crews and the taskforce completed 15,269 Home Fire Safety Visits through the year. Both of these were higher than the targets that were set of 10,000 and 15,000 respectively.
23. Building Safety teams completed 1,482 audits of premises in the County, 1,024 of which were in line with the risk based inspection programme.
24. The level of building consultations received by the Authority reduced slightly in 2024/25 when compared to the previous year (2,313) to 2,228; 99.7% of these were responded to within the 21 day deadline.

### **Corporate Health**

25. During 2024/25, 4.4% of all contracted hours have been lost due to sickness which is higher than 2023/24 but comparable to the preceding two years. Operational colleagues lost 4.1% of contracted hours to sickness and corporate teams' colleagues lost 3.8%.
26. RIDDOR-reportable injuries are those that the Authority is required to report to the Health and Safety Executive under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995. 13 RIDDOR-reportable injuries were recorded in 2024/25.