

Kent and Medway Fire and Rescue Authority

C2. Information Update 26 June 2025



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A. Inspection update

June 2025

For further information please contact:

Nicola Harryman, Head of Data and Intelligence and KFRS Service Liaison Officer for HMICFRS



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1. The Authority went through the full round three inspection during March and April 2025. The inspection teams carried out fieldwork through on-site visits, interviews and focus groups. Inspection activity ended on 4th April 2025 and the hot debrief was delivered at the beginning of May.
2. The Chief Executive will receive a draft version of the report in June for factual accuracy checking and the published report can be expected w/c 4th August 2025.
3. The 2025-2027 inspection regime will begin in the autumn of 2025. It is expected that this Authority will undergo the next inspection at the end of 2027 or early 2028. HMICFRS have set out the criteria for the next inspection round and the details can be found [here](#).
4. HMICFRS are launching a monitoring portal where all recommendations, causes of concern and areas for improvements issued to services will be recorded and monitored. Further details will follow, however it is important to note that this Authority has no service specific items for monitoring at the current time.



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B. Performance update

June 2025

For further information please contact:

Nicola Harryman, Head of Data and Intelligence and KFRS Service Liaison Officer for HMICFRS



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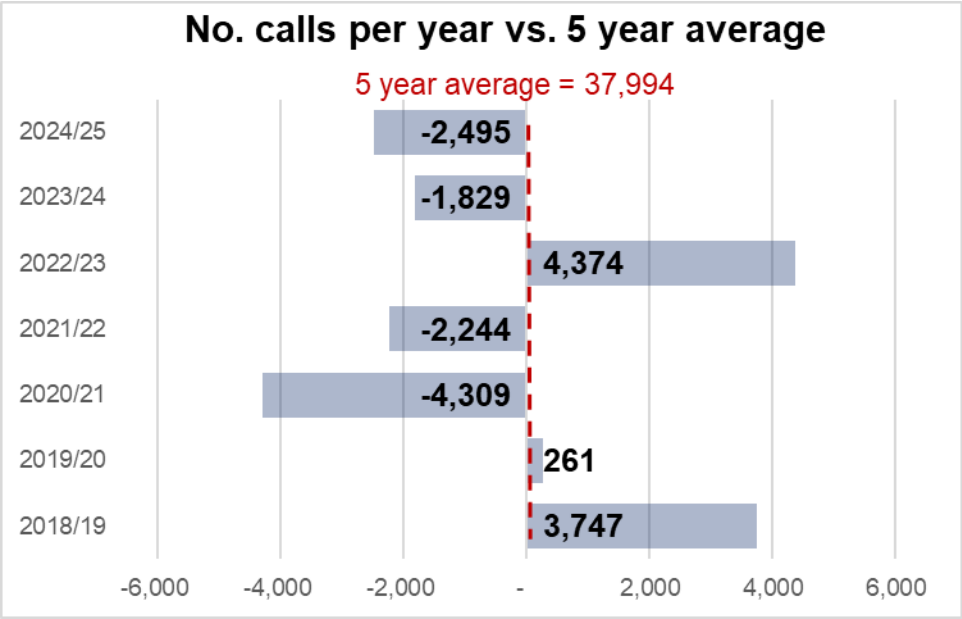
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Overview of the Authority's performance for the financial year 2024/25

A full performance outturn report for the 2024/25 financial year can be found in C2 Appendix 1

Emergency Calls

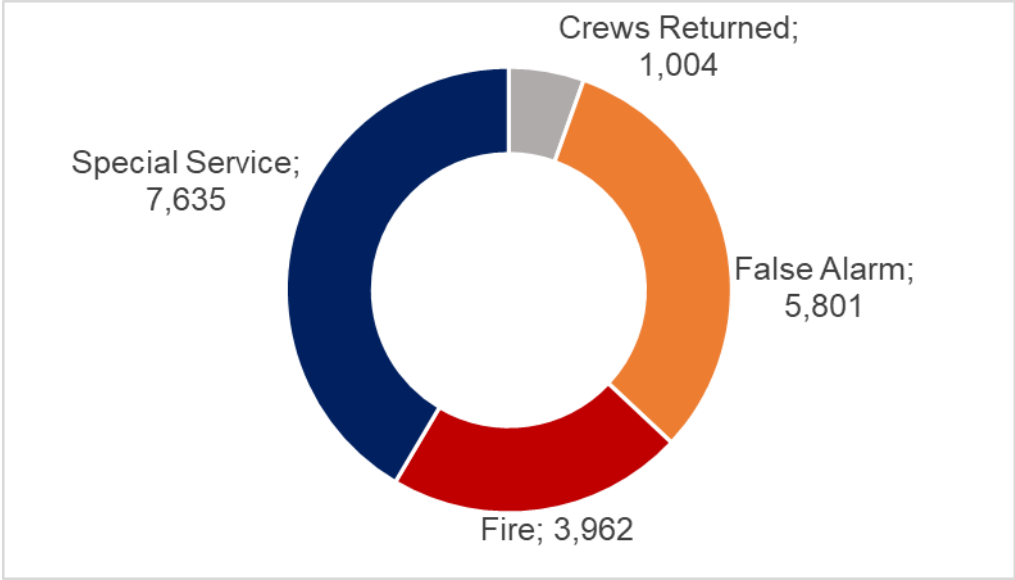
In 2024/25, 35,499 emergency calls were received in Authority's control room. It is evident that call volumes vary year to year. Low call volumes in 2020/21 and 2021/22 were affected by the pandemic. The high numbers recorded in 2018/19 and 2022/23 are linked to hot summers increasing outdoor fires and related calls. Last year's call volumes were lower than the previous year and lower than the five year average



Incidents Attended

The calls received into the Control room resulted in mobilising to 18,402 incidents during 2024/25

- The majority of fires attended were outdoor and rubbish fires
- 23% of special service incidents were to gain entry, and a further 18% were to assist other agencies.
- Most of the false alarms attended were to automatic fire alarms in domestic properties.



Please note: these figures include over the border attendances which are not included in performance indicator reporting. They will not match the totals shown on subsequent slides

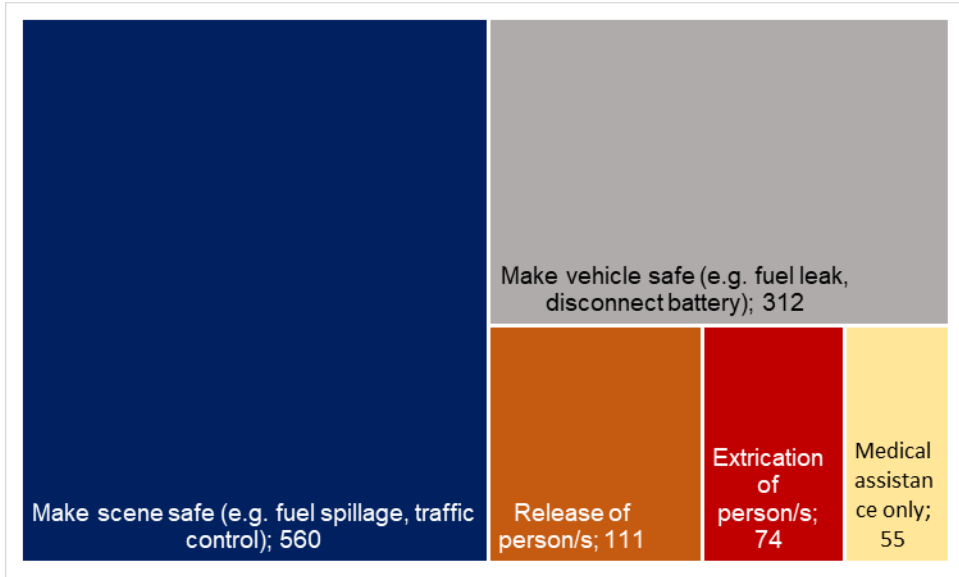


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Road Traffic Collisions

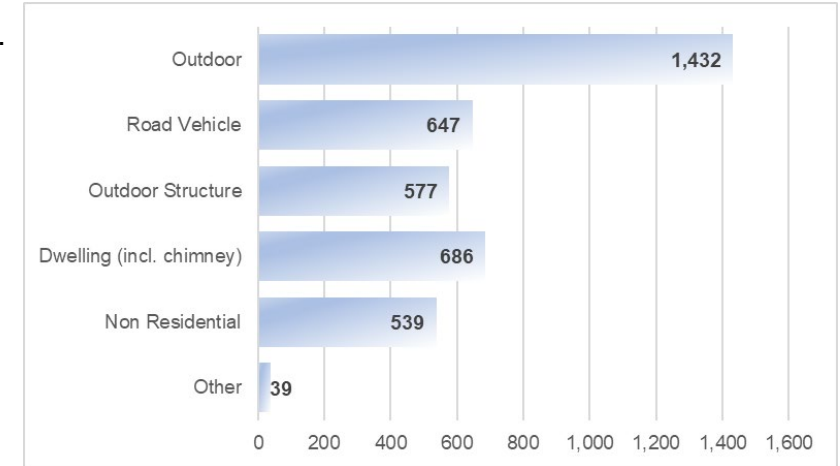
- 1,116 road traffic collisions were attended (excluding those where no action was needed) in 2024/25. The vast majority of incidents have needed our attendance to make either the scene or the vehicle safe only.



- As a result of these incidents 14 people died and 100 were seriously injured.

Fire Incidents

- Attended 3,920, fires of all types; which is 1.7% more than the same period the year before.



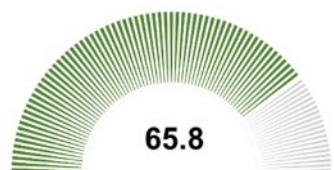
- Attended 556 accidental fires in the home (not including chimney fires); which is higher than the number attended in the previous year (481). This Authority reported the lowest ever number of fires in the home in 2023/24, and despite the increase last year, overall the number of fires in the home remains low.
- Accidental fires account for 60.9% of the total fires attended. As a result of these fires, 11 people died (10 house fires, 1 boat fire), seven people suffered serious injuries and 62 people have suffered 'slight' fire-related injuries.
- Three people also died in suicide incidents involving fire and seven people have been slightly injured in deliberate fires



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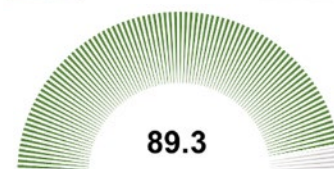
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Response times



% Life-threatening incidents within 10 minutes

Average time from mobilisation to attendance – 9 minutes 9 seconds



% Non-life threatening incidents within 15 minutes

Average time from mobilisation to attendance – 9 minutes 3 seconds

Availability

So far this year the average number of fire engines available has been 33 during the day (9am-6pm) and 45 in the evening (6pm to 9am). We aim to have 32-44 fire engines available, known as our standard operating level. We often exceed this level at night.



4.4% of all contracted hours have been lost due to sickness. Operational colleagues have lost 4.1% of contracted hours to sickness and employees in Customer Service teams have lost 3.8%.



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Home Fire Safety Visits and Safe & Well Visits



15,296 Home Safety Visits carried out
Exceeding the target of 15,000



12,204 Safe and Well Visits carried out
Exceeding the target of 10,000

Building Safety

- 99.7% of building consultations received (2,221 of 2,228) were completed within 21 days.
- 1,482 audits were carried out in total, 1,024 of which were in business premises in line with the Authority's risk-based inspection programme.



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C. Home Office Productivity and Efficiency Plan 2025-26

June 2025

For further information please contact:
Owain Thompson, Head of Policy



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- Sections 4.6 and 5.3 of the Fire and Rescue National Framework for England require that fire and rescue authorities (FRAs) publish an annual efficiency plan.
- In February 2025, the Home Office issued updated guidance about how efficiency plans are to be prepared. The name has also been updated to a 'Productivity and Efficiency Plan'. This replaces the previous guidance issued in January 2024.
- KFRS has the Productivity and Efficiency Plan 2025/26 in accordance with the new guidance and submitted it to the Home Office in line with their deadline of 30 April 2025.
- [Productivity and efficiency plan](#)



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D. Response and resilience update

June 2025

For further information please contact:
Matt Deadman, Director – Response and Resilience



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Service delivery

Channel Tunnel

Since the last Authority meeting, we have **ended our contact** with the Channel Tunnel, where we provided a “**first line of response**”. This meant we had a fire station on the site, which only responded to fires below ground. The contract has now been taken on by a **private contractor** and we have **re-deployed the colleagues** from the Channel Tunnel station to other fire stations across the county. This has meant that we have been able to **pause recruitment of full-time firefighters**, and our fire stations are **fully crewed**. We continue to maintain a “second line of response” to incidents in the tunnel, **ensuring continued safety** in the tunnel.

On-Call Availability Project

Our project to **boost on-call fire engine availability** is progressing well. Since the last meeting we have started a **pilot initiative**, using colleagues more flexibly across stations in their local area. This is done with the aim of improving on call fire engine availability. **Initial data shows an increase in availability**, although we want to allow the pilot to run its course before making any final conclusions.



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Operational policy & capability



Our team have been preparing for **wildfire** season and fires that we may attend over the hot summer months. Preparations include the go live of our **new lightweight firefighting PPE** that will help crews stay cooler whilst firefighting in hot weather conditions. We have also reviewed arrangements for welfare (water, clean PPE etc) to make sure that we have the **right arrangements in place** for our crews following long periods of deployment.

We have also been focused on delivering **improvements to our water rescue capability**, the proposals for which Members will see in the consultation proposal with this pack.

We have finished the **procurement phase of our breathing apparatus** replacement project, which was undertaken **collaboratively** with 3 bordering fire and rescue services. Our new breathing apparatus kit will be operational in 2026/27.

We have also been finalising the specification for our new fire engines that we will be buying over the next year to **replace many of our current fire engines** that are about 15 years old and are **no longer efficient to maintain**.



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Operational policy & capability

The **Grenfell Tower inquiry** highlighted the need for fire and rescue services to have ways of **communicating information from callers trapped** in buildings on fire, through the emergency control room, to firefighters on scene.

KFRS quickly implemented a system for this immediately following the Grenfell fire.

Since then, we have been working on **improving our arrangements**, including **additional training** in fire survival guidance advice, and updating our **electronic system** for managing information on persons trapped in a building. We have now **completed the implementation of our “persons at risk system”** (PARS). PARS is an intuitive app that allows control operators to gather information quickly and pass it to crews undertaking rescues. This ensures command decisions are being made based on a common understanding of the situation.

To **provide assurance** on the effectiveness of the system, we have undertaken 30 exercises and have implemented the lessons learnt.

The screenshot shows the 'PERSONS AT RISK' Incident Summary Screen. It displays a table of occupants with columns for Flat/Unit, Floor, Last Modified, Last Modified By, Actions, and Mobility Issues. The table lists three occupants: Flat 31 on Floor 10, Flat 29 on Floor 9, and Flat 27 on Floor 9. Each row shows the number of adults and children, the last modified time and by whom, and a list of actions taken (Evacuated, Led to safety, Rescued, Deceased, Checked & Empty). The 'Mobility Issues' column shows 'Completed' status for all three occupants.

Flat/Unit	Floor	Last Modified:	Last Modified By:	Actions	Mobility Issues
31	10	09/01/2025 13:25	Gosling, Mark	Evacuated Led to safety Rescued Deceased <input type="checkbox"/> Checked & Empty	<input type="checkbox"/> Completed
29	9	05/12/2024 12:53	Newton, Christopher	Evacuated Led to safety Rescued Deceased <input checked="" type="checkbox"/> Checked & Empty	<input checked="" type="checkbox"/> Completed
27	9	06/12/2024 09:57	Service Live, Community Team	Evacuated Led to safety Rescued Deceased <input checked="" type="checkbox"/> Checked & Empty	<input checked="" type="checkbox"/> Completed

This block shows a detailed view of a person at risk. It displays the Flat/Unit (25), Floor (8), Last Modified (05/12/2024 13:05), Last Modified By (FJK16R3), Control advice (Fire Survival Guidance), Condition (Fire), and Storm ID. It also shows the number of adults (2) and children (0). The 'Information comments' section contains the text: '2 adults trapped in kitchen male has collapsed'.

Flat/Unit	Floor	Last Modified:	Last Modified By:	Control advice:	Condition	Storm ID	Information comments
25	8	05/12/2024 13:05	FJK16R3	Fire Survival Guidance	Fire		2 adults trapped in kitchen male has collapsed



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Resilience



Water provisions – work continues between, KFRS, NFCC, Water UK and MHCLG relating to risks identified around the lack of water (flow and pressure) for firefighting – New National Guidance published.

National work ongoing regarding recent **high profile business continuity events**, including the loss of 999 lines and the Grenfell Phase 2 report. KFRS is engaged and will be using learning to update our business continuity plans.

The NFCC Business Continuity & Resilience Group (chaired by KFRS) meet monthly with **MHCLG** to discuss **emerging risks**. Current work is being carried out on national power outages (NPO) following the **Iberian Peninsula Blackout** in April 2025, and supply chain resilience.

Work is also being carried out through the KFRS Security Steering Group (SSG) around **station security** following a spate of thefts of rescue equipment.

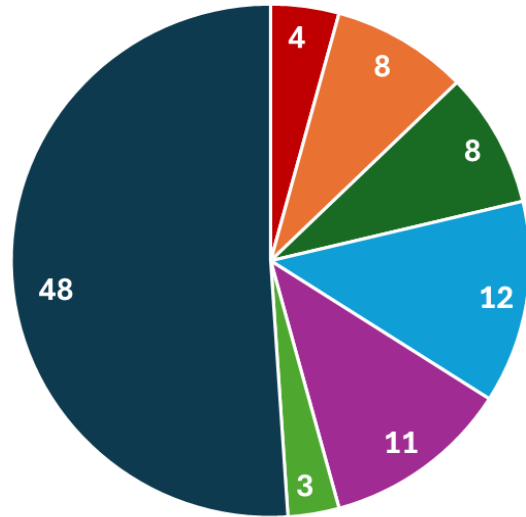


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Resilience through exercises

EXERCISE SCHEDULE 2025/26



Total = 94

Key Exercise Information:

- **Op Pegasus:** Pandemic exercise mandated by Government (November).
- **Cross Border MOU** agreed and in place (West Sussex, East Sussex, Surrey & Essex) .
- **Service Exercise** scenario based on Death in Service & Cyber-attack (July).
- Multi-agency exercises to include test of Control Room and **Major Incident Response**.
- **Members exercise** being planned in for March 2026 at Bluewater.



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Technical training and professionalism

Foundation training: 13 new on-call trainee firefighters have started their “pathway” course in May and are now developing on station. 16 new on-call trainees are currently on their Foundation course.

We are developing an **accelerated On-Call course** due to run in September, for 8 weeks straight.

We are making **changes to our Foundation course** to focus on better use of ‘External Firefighting’ to reflect changes in National Operational Guidance (NOG) and introduces the ‘Quadrant Model’ (a range of tactical options) for fighting fires in buildings.

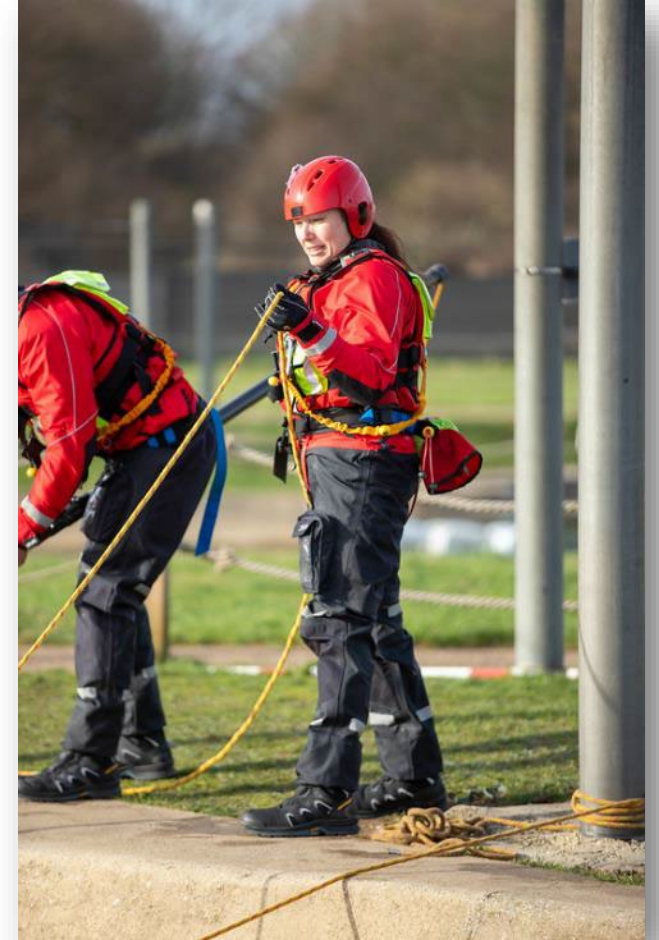
ICS: Our Incident Command Training team have been awarded ‘XVR **Centre of Excellence**’ status. XVR is software that allows us to create immersive online training scenarios.

SWAH: All on-call teams have now been trained in the new Safe Working at Height (SWAH) equipment that is being delivered to stations. This will **enhance firefighter safety** during rescue events.

Training tiers: We have developed new training tiers to allow **greater training options** for colleagues on stations. All crews will now have enhanced training locations within 18 miles or 30 mins travel time.

VR: Training coaches and Operational Services colleagues have now been trained to deploy Virtual Reality training. The equipment is being trialled in acquisition and refresher training. Q3-4 2025 will see evaluation of a range of use cases for the integration of VR for firefighter development. Coaches will be visiting the national Fire Service College to see how they are using VR training for their courses.

Multi agency: We have been supporting Canterbury Christchurch and Cumbria Universities developing trainee paramedics and new Helicopter Emergency Medical Service (HEMS) Doctors in trauma scenario days. This provides our crews with excellent training alongside our Health partners.



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Assurance and professionalism



New **skills recording system** launched giving crews richer information on their own competence. This is a simple system, developed internally, using current Microsoft products. A business intelligence interface allows managers to keep an oversight of progress across their teams and helps to inform training activity.

10 full debriefs conducted resulting in **41 learning recommendations**.

Our **response assurance team** have been visiting stations to **assess performance** against operational issues that we have identified through our debrief process, ensuring that we understand the extent and scale of any issues. This allows us to **prioritise our learning** across operations.

We have also been working with stations to understand how colleagues want outcomes from debriefs presented. The aim is to take account of the range of learning needs and styles, making debrief reports easier to understand, and promoting **uptake of learning** among colleagues.



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Fleet and equipment services

We have been working on plans to build a new fleet and equipment workshop. We took on the lease of our current workshop from our previous fleet maintenance provider who closed their business, resulting in us bringing these services in house. **The current workshop is not fit for purpose and is not large enough to allow us to meet demand.** As a result we have a lot of inefficient processes and we have to outsource a lot of work. Our proposals for the new building (which will bring to a future Authority meeting) **will address these inefficiencies and demand issues.**

Our ground based firefighting robot continues to be deployed to a range of incidents, helping to **improve fire fighter** safety and reduce the number of fire fighters we need on scene.

We have introduced new vehicle diagnostic equipment for our technicians. This is an **invest to save initiative**. We piloted 3 devices. The outlay was £32.5k. Modelling cost avoidance so far, savings in the first 3 years are estimated to be £82.7k. We are now looking to extend the provision to an additional 3 devices bringing in an **additional £83k of savings** over the next 3 years.



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E. Protection, prevention and engagement update

June 2025

For further information: please contact
Jon Quinn, Director – Protection, Prevention and Customer Engagement



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Building Safety

- KFRS is the regulator for fire safety in Kent and Medway, enforcing fire safety legislation to ensure buildings meet safety standards.
- To target resources at premises that are most likely to have fire safety issues, we use a risk-based intervention programme (RBIP). We use a range of data to highlight which buildings have a higher likelihood of posing a significant fire risk.
- The new RBIP was launched on 1 April 2025 and uses new National Fire Chiefs Council methodology for both risk rating and intervention planning. This makes KFRS one of the first organisations to adopt this new approach.



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- The RBIP plans the proactive interventions we will take with premises over the next three years to help make our buildings safer. This includes audits by our specialist team of Inspectors, business engagement and response assessment visits by firefighters.
- This aligns with the Service's Community Risk Management Plan (CRMP) by using the rurality of the highest-risk premises to prioritise the first interventions within the plan.
- The Building Safety Fire Risk Inspection team is now at full establishment, which includes two positions funded by the Building Safety Regulator (BSR).



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- Our Senior Fire Engineer continues to support the Building Safety Regulator, both in and out of county, as one of a very few competent fire engineers within the region.
- We have now rolled out fire safety training for all incident commanders, with face-to-face training to follow later in the year.
- The training content aligns with the National Competency Framework for Fire Safety Regulators and is designed for colleagues who are not fire safety specialists. The Skills for Justice accredited course will be delivered in person to all Level 1 incident commanders from September 2025 onwards.
- Following recent incidents, our Building Fire Safety Advisors have conducted reassurance visits to local businesses, with great engagement from owners. The goal is to help businesses return to normal operations safely and quickly, while providing guidance on Fire Safety legislation.



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Customer Safety

- Our school programme of free education visits continues to reach thousands of children every year. We target schools and colleges throughout the county to provide crucial fire safety advice and talks.
- Education team continue to update digital resources for teachers and parents, which are being promoted via our website. Resources are mapped to the national curriculum, age and learning requirements.
- Our cadet programme is a youth initiative designed to give young people (typically aged 13-17) a taste of the fire service and develop essential life skills. We currently have two areas where we run cadet programmes – Medway and Ramsgate. In the coming year, we are looking to run smaller programmes in other areas of the county.



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- Fire Cadet Challenge workshops took place in March 2025. Led by the Education Life Skills team and supported by a Crime Reduction Grant, the workshops aimed to build confidence, resilience and inspire aspirations. The trial saw 87 young people participate in the challenge
- In early May, our first cohort of cadets from Medway, consisting of 16 young people, celebrated their completion of their course.
- We offer free home safety visits to improve fire safety in the home. These visits are available to people at higher risk of fire, and can include fitting smoke alarms, providing safety advice, and identifying hazards. Last year, firefighters and our specialist Safe and Well Officers (who focus on long-term case work) carried out 27,504 visits.



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- We have continued to make improvements to processes for Safe and Well customers. This has resulted in call queues being reduced.
- An updated evaluation process for Home Fire Safety Visits is now underway. The customer survey questions are designed to assess short and medium-term outcomes of the advice we provide.
- UK fire and rescue services have a legal duty to protect vulnerable people. We are committed to safeguarding children, young people, and adults, and actively work to reduce community risk and vulnerability. This includes working with partner agencies, like social services and the police, to ensure the safety and well-being of residents.
- Our dedicated safeguarding team work with colleagues across the organisation to support more than 500 cases each year.



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- National Fire Standards have been produced for fire and rescue services. Our response to how we meet the Safeguarding fire standard has been peer reviewed by Essex Fire and Rescue Service. This highlighted we achieve compliance with the standard.
- We have updated our Safeguarding guidance to reflect the required level of safeguarding competency, which we now require from all roles across KFRS.



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Community Intelligence & Partnerships

- Our Community Intelligence and Partnerships team focuses on building relationships with other organisations so we can deliver our Community Risk Management Plan. We also incorporate research which helps design and inform policy and services. The team also attend events and community talks.
- We have revised our Community Data Form to help improve data collection. This will provide data and intelligence to us improve our services and campaigns.
- We have been working with rural stakeholders and partners to reduce the risks and impact of wildfire risk.



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- We have completed the data analysis of our recent survey regarding the use, safety, and disposal of rechargeable electricals and lithium-ion batteries. This report will be completed over the summer and shared with local authority partners.
- A new Partnerships Officer has joined the team since the last Authority meeting. They will further support our work with local authorities and partners to address community safety concerns, including deliberate fires, derelict buildings and associated anti-social behaviour.



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Engagement

Our Engagement team is responsible for creating fire, road and water safety campaigns and content; promoting 'warn and inform' messages providing accurate and timely information to the public during major incidents (e.g., fires, floods, or hazardous material spills); organising community events, providing our website and intranet and running the KFRS volunteers' team.

Volunteering

- Work is underway to secure 'Investing in Volunteers Award'. This is the kitemark for volunteering standards.
- Between January-April 2025, Volunteers have supported over 90 different activities. This has included our Volunteer Response Team (VRT) attending 40 incidents to support customers; and our Cadet Volunteers helping at 24 sessions with young people. We have successfully recruited eight new volunteers for our Volunteer Response Team after a successful campaign launched in February.



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Communications and Marketing

- We've launched a new approach to supporting wider awareness of wildfires with a 'Wildfire Warning' rating. Working closely with The Met Office and Natural England, the warning system will be heavily promoted during the high-risk periods and will highlight the risks and dangers, however there will also be clear instructions to follow to reduce risk in everyday life, especially in rural areas.
- The 'Love What you Do' recruitment campaign came to an end in March 2025. The campaign aimed to boost recruitment across KFRS – both operational and professional services. This will return later in the year.
- Our smoke alarm expiry date campaign also launched mid-January 2025 and will run throughout the year. This campaign is aimed at an older audience and aims to raise awareness of the need to replace smoke alarms that are 10 years and ask people to replace older alarms.



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Posted by Zoho Social

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Wildfire conditions are forecast to be very high across parts of Kent over th... [See more](#)



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Events

- Following on from the successes of testing new event formats in 2024, we're running new events in 2025. Our fire station open days once again focused on reaching families living in Ramsgate and Isle of Sheppey. Our 'Safer Thanet Day' and 'Safer Sheppey Day' took place in May.
- We're also planning to deliver a large two-day event to promote water safety in the grounds of Tonbridge Castle, next to the River Medway on 29 and 30 July. The event will be a multi-agency collaboration and involve demonstrations on the river, plenty of fun learning for children and promote important messages around water risks.
- We've also got plans to support large community events across the county.



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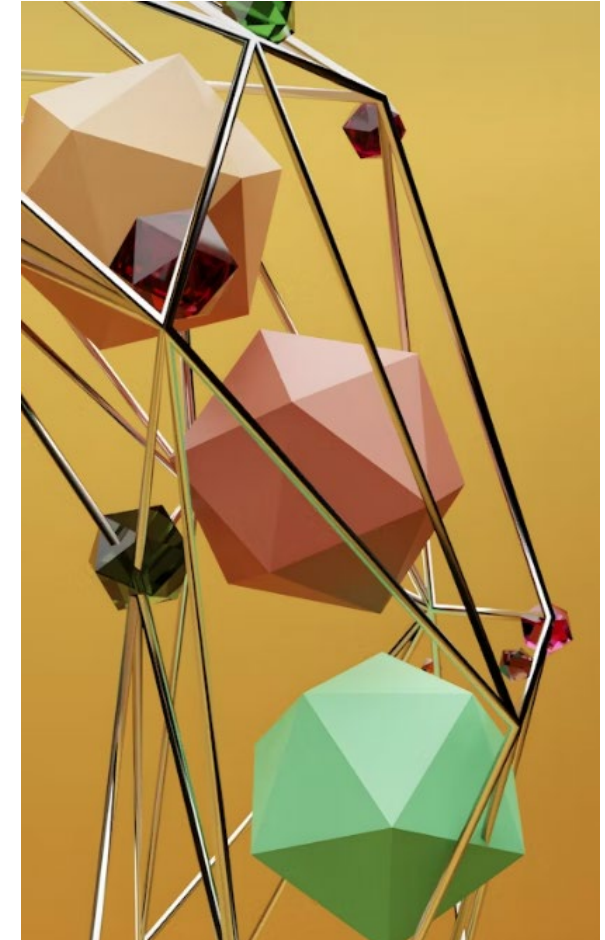
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Planning and Business Improvement

- Our Planning and Business Improvement team support the organisation with developing business plans; helping teams identify areas for improvement; identify and investigate business problems and evaluating options for improvement; and support the implementation of change plans and continuous improvement.

Key projects

- The team continue to contribute to the delivery of strategic projects. Key deliverables this period include:
 - **Lean HR operations:** completion of HR operational procedures and supporting maps, as well as the set-up of the filing structure for the development, review, testing, approval, and publication of the procedures.
 - **Command and Control System replacement:** completion of task analysis to identify risk data required by Control users.
 - **Time and attendance:** work has started to identify and document critical business processes.
 - **Lean review of processes in Training team:** introduced pilot for training coaches to record course attendance. This, when implemented, will generate efficiencies equivalent to 6 hours of admin work per week.



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Customer Feedback



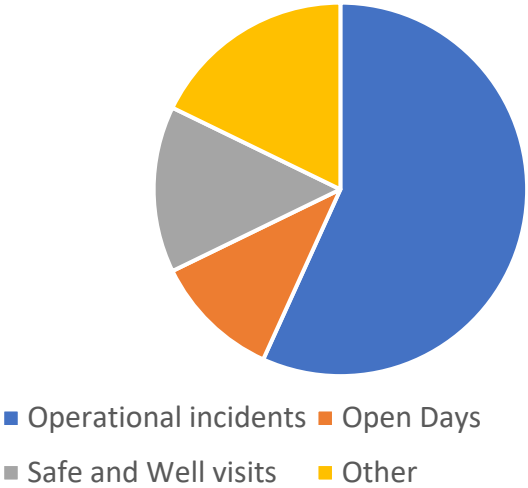
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Compliments received in 2024/25

- Customers are actively encouraged, via surveys, to provide feedback on the services they have received from the Authority.
- The number of compliments received has reduced by 11 this last financial year. However, it is important to note that the Authority continues to receive far more compliments than complaints (118 versus 52 respectively).
- Operational incidents continue to make up most compliments (67 in total) with Safe and Well Visits, open days, and the Volunteer Response team also attracting compliments.
- It is pleasing to note the comments received of colleagues going above and beyond to meet or exceed customers' needs and expectations.
- Three complaints went to appeal stage, all three remain unfounded

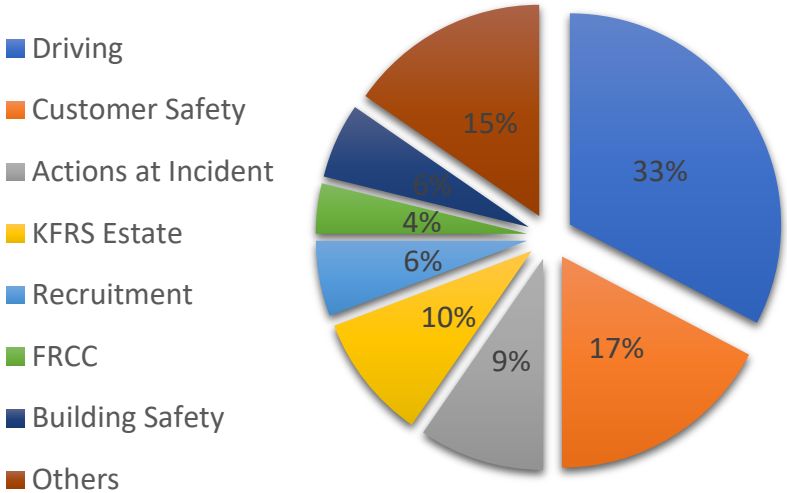
Year	Number of compliments received
2021-22	96
2022-23	129
2023-24	129
2024-25	118



Complaints received in 2024/5

- The number of complaints also decreased in 2024/25. The number of founded complaints continues to remain very low for an Authority of this size.
- As with previous years, the most frequent reason for a founded complaint continues to be driving and there are no other trends that can be identified from the low number of complaints.
- Whilst all complainants are still encouraged to submit complaints in writing this is no longer a requirement to ensure the process is fully accessible to everyone.
- We are also further reviewing the customer website to ensure that it is as easy as possible for customers to submit their feedback.
- Annual letter for 2024/25 from Local Government and Social Care Ombudsman confirmed no complaints received by them about KFRS.

Year	Number of complaints received		
2021-22	24	11 founded	13 unfounded
2022-23	44	23 founded	21 unfounded
2023-24	59	38 founded	21 unfounded
2024-25	52	27 founded	25 unfounded



Other customer feedback

Home Fire Safety Visits

- Customers receiving a Safe and Well or Home Fire Safety visit are asked for feedback on the services they received.
- This feedback is discussed regularly with the Team Leaders within the Safe and Well Team to support continuous improvement.
- Any areas for learning and improvement are reviewed and shared with members of the Prevention team and firefighters.



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Home Fire Safety Visits

The information within Tables 3, 4 and 5 shows an incredibly high levels of satisfaction.

Table 3: Overall, how happy are you with the service you received?

Overall satisfaction	Very happy	Happy	Other
2024/25	1,170 (92%)	77 (6%)	20 (2%)
2023/24	961 (96%)	36 (4%)	5 (0%)
2022/23	1,117 (94.9%)	56 (4.8%)	4 (0.3%)

Table 4: Do you feel safer as a result of the home visit?

Feeling safer	Yes	No or unsure
2024/25	1226 (95%)	59 (5%)
2023/24	971 (97%)	31 (3%)
2022/23	1147 (97.4%)	30 (2.5%)

Table 5: How likely is it that you would recommend Kent Fire and Rescue Service to a friend or colleague? (Net Promoter Score¹)

NPS	Detractors	Passives	Promoters	Average NPS
2024/25	24	64	1167	91
2023/24	9	27	966	96
2022/23	0	38	1133	97



Following an incident

- Customers involved in an incident that Kent Fire and Rescue Service has attended are asked for feedback on the service they have received.
- The information received is discussed regularly with the Professional Standards team as well as operational response colleagues and is used to support continuous improvement.
- A summary of the main findings is included in Tables 6, 7, 8 and 9 on the next slide which shows a high level of satisfaction. The figures are low, and we have developed a marketing and outreach plan to increase meaningful feedback.



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Table 6: Overall, how happy are you with the service you received?

Overall satisfaction	Very happy	Happy	Very unhappy	Other
2024/25	21 (81%)	3 (11.5%)	1 (3.8%)	1 (3.8%)
2023/24	24 (85.7%)	3 (10.7%)	0 (0%)	1 (3.5%)

Table 7: In your opinion, did Kent Fire and Rescue Service arrive?

	Quicker than I expected	As quickly as I expected	I had no expectations	Slower than expected	I don't know how quickly they arrived
2024/25	13 (68/4%)	2 (10.5%)	3 (15.8%)	1 (5.3%)	0 (0%)
2023/24	12 (56%)	6 (24%)	3 (12%)	0 (0%)	2 (8%)

Table 8: Do you feel that Kent Fire and Rescue Service kept the effects of the incident to a minimum?

Effects of incident	Yes	No	Unhappy	Don't know
2024/25	14 (77.8%)	0 (0%)	4 (22.2%)	0 (0%)
2023/24	22 (91.7%)	0 (0%)	0 (0%)	2 (8.3%)

Table 9: How likely is it that you would recommend Kent Fire and Rescue Service to a friend or colleague? (Net Promoter Score²)

NPS	Detractors	Passives	Promoters	NPS score
2024/25	1 (4%)	0 (0%)	23 (96%)	92
2023/24	1 (4%)	0 (0%)	26 (96%)	92



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F. Freedom of information request update

June 2025

For further information please contact:
Kirsty Driver, Information Officer



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Freedom of Information update 2025/26

*Q1 is currently incomplete as it covers the period from 01/04/2025 to 20/05/2025.

**Although this is not a requirement in the Cabinet Office Code of Practice for Freedom of Information Requests 2018, it is reported to Members as part of our commitment to transparency and good governance.

	2025/26				
	Q1	Q2	Q3	Q4*	Total
The number of requests received during the period	20	N/A	N/A	N/A	20
The number of the received requests that have not yet been processed	6	N/A	N/A	N/A	6
The number of the received requests that were processed in full	14	N/A	N/A	N/A	14
The number of requests where the information was granted in full	8	N/A	N/A	N/A	8
The number of requests where the information was refused in full	2	N/A	N.A	N/A	2
The number of requests where the information was granted in part and refused in part	4	N/A	N/A	N/A	4
The number of requests received that have been referred for internal review	0	N/A	N/A	N/A	0
Number of data subject access requests**	1	N/A	N/A	N/A	1



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Freedom of Information end of year update 2024/25

**Although this is not a requirement in the Cabinet Office Code of Practice for Freedom of Information Requests 2018, it is reported to Members as part of our commitment to transparency and good governance.

	2024/25				
	Q1	Q2	Q3	Q4	Total
The number of requests received during the period	38	25	42	47	152
The number of the received requests that have not yet been processed	0	0	0	0	0
The number of the received requests that were processed in full	38	25	42	47	152
The number of requests where the information was granted in full	27	16	26	20	89
The number of requests where the information was refused in full	2	0	4	10	16
The number of requests where the information was granted in part and refused in part	9	9	12	14	44
The number of requests received that have been referred for internal review	2	0	1	0	3
Number of data subject access requests**	4	4	4	3	15



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G. Pensions and Pension Board meeting update

July 2025

For further information please contact:
Matt Deadman, Director - Response and Resilience



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- In accordance with Public Service Pensions Act 2013, the Authority established a Pension Board for Firefighters' Pension Schemes.
- The Authority is the Scheme Manager.
- Board comprises representatives of both the employer and employees.
- To ensure Members are kept informed, and provide assurance of compliance with the Act, minutes of the Pension Board meetings are routinely reported to the Authority.
- The agendas and minutes for all Pension Board meetings are published on the Authority's website.
- Changes to board membership:
 - Area Manager Tom Edwards joined the board as an employer representative.



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Pension Board 3rd June 2025 – minutes (1)

MINUTES OF PENSION BOARD MEETING
3 June 2025

Present:

Matthew Deadman (MD)	KFRS (Employer Representative) Chair
Neil Griffiths (NG)	KFRS (Employer Representative) Vice Chair
Tom Edwards (TE)	KFRS (Employer Representative)
Barrie Fullbrook (BF)	Head of Finance, Treasury and Pensions
Leanne McMahon (LMc)	KFRS (Employer Representative)
Lawrence Pater (LP)	FOA (Employee Representative)
Tim Green (TG)	FBU (Deputy Representative)
Jason Bardell (JB)	FF Pension Scheme Member
Steve Burwell (SB)	FOA (Deputy Employee Representative)
Sarah-Jayne Hills	Senior Accountant
Amy Killick	Payroll & Pensions Manager
Amy Checksfield	EA to CMB

Also in Attendance:

Apologies: Dylan McEvoy, Jordan McEvoy, Danny Barrett

NEXT MEETING	Date: 10 September 2025
	Venue: MS Teams
	Time: 2pm



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Pension Board 3rd June 2025 – minutes (2)

1. Declarations of Interests on Items on this Agenda

- No declarations of interest.

2. Changes to the Board Membership

- No changes to the board membership.

3. Minutes of the Pension Board Meeting held on 03 March 2025.

- AC to add names of who is presenting which items.

4. Pension Board Action Log - Update on Progress

- AK to update bulletins. Last update provided was March 2025, but will provide new updates of April and May. Also to change the 'last updated' date as this is showing November 2024.

5. LPP Quarterly Report

- Overall Operations Casework Performance was 100%
- 111 calls were accepted, and contact centre performance average call wait time was 1 minute 22 seconds.
- No complaints received. 1 complaint was resolved, this was in regards to Pensions Payroll.

6. Update on Cases (standing item)

- Authority Members please refer to the slides below

7. Pension Dashboard

- Pay and Pensions Team have revamped Pensions intranet.
- Working towards a one stop shop for colleagues to feel more in control and knowledgeable surrounding their pension.

8. AOB

- LPPA speaker confirmed for one of the Pension Board meetings. Awaiting date confirmation. Please send questions prior to this meeting so we can utilise the time wisely.
- Please continue to update and complete the training spreadsheet.



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Review of the Current McCloud RSS Position

Cohorts	Totals	RSS Sent @ 31/03/2025	RSS sent @ 12/05/2025	Received a Delay letter
Total number eligible actives	431	372	374	12
Total number of eligible deferred	189	143	145	42
Total number of non-ill Health pensioners	315	216	216	99
Total number of ill health pensioners	22	8	8	14
Total number of Deceased members	6	0	0	0



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TPR Breach Position and Extension

- Reported a breach to TPR and requested an extension for 66 cases.
- 739 RSSs have been issued to members and 224 remain outstanding.
- Reasons for RSS delay - Divorce Debit, Ill health offsetting, Matthews/Modified, Scheme Pays and data issues during production.
- LPPA has provided an action plan for delivery, with all outstanding RSSs due to be issued by 31st October 2025, assuming any outstanding government guidance is issued within the delivery plan timetable.
- Prior to 31st March 2025, 167 members had been issued with a delay letter. LPPA is due to issue a further communication plan.



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TPR Extension

KFRS requested an extension to the statutory deadline beyond 31 March 2025, in relation to 66 members, who will not be issued with a Remedial Service Statement due to the below reasons:

1. **12** members have retired on ill health grounds during the remedy period and have not completed an ill health re-assessment process.
2. **11** members have had a Pension Sharing Order (PSO), Scheme Pays or Added Pension implemented during the remedy period. Government Actuary Department (GAD) guidance on how to apply remedy for these cases has not yet been finalised.
3. Matthews 2 must be completed before McCloud Remedy can be applied. **31** members are awaiting an update of GAD information.
4. Require further guidance from GAD regarding the CPD/Added Years/Transfer Factors for Modified Scheme Members. **2** members are impacted.
5. **4** members have inaccurate data held on their records, due to historic record keeping.
6. **6** members have passed away and a detailed investigation is required to understand the benefits in payment and the beneficiary impact.



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Matthews Progress

- Processed 1,330 Expression of Interest and 575 Election Forms
- Answered 1,340 queries relating to Matthew
- Calculated pensions for 430 members
- 2 members have received lump sums and are on the Pensioner's payroll and a further 4 will be paid on 1st June's payroll
- We are due to receive a payment plan from LPPA in relation to pensioners, this will lay out the proposal for all pensioner members to receive payments within the next 3 months.
- LPPA are now able to manually include the pension purchased under Matthews in current employee's retirement estimates and retirement packages.
- Pay and Pension Team now have a dedicated phone line with voicemail facility to assist with out of hours contact.



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Matthews Pensions:

Amounts due to pensioners (as of 30/04/2025)

£11.5m is owed to pensioners:

- £5.8m backdated pensions
- £3.6m commuted lump sums
- £1.7m interest
- £0.4m tax relief
- On going pensions average £3,200 per year

*All figures assuming all pensioners commute 25% as a lump sum

Amount owed to the pension scheme:

£5.7m is owed to the pension fund from members (all categories):

- £3.0m employee contributions (£1.8m pensioners, £1.2m active/deferred)
- £2.5m interest (£1.8m pensioners, £0.7m active/deferred)
- £0.2m pensions received to be converted (pensioners only)

Active/Deferred

- Average pension being purchased currently worth £2,500 per year



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Other Important Updates

- **Year End Returns** - 24/25 Year End Return has been finalised and processed for LGPS and FPS.
- **Monthly Return** - Monthly Pension returns for LGPS and FPS have started successfully from April 2025.
- **McCloud Contribution Adjustments** - Actioned 115 McCloud Contribution Adjustments
- **Assistance with understanding ABS statements** – completed 150 1 to 1 appointments and multiple presentations at various stations.
- **Pension Dashboards** - Received registration number and working with LPPA to meet the deadline of October 2025. October 2026 is the deadline for users to be able to use the dashboards.
- **Retirement Calculator** – Escalated to Senior Client Relationship Manager at LPPA for update.
- **LGA Training** – Local Government Association have confirmed they no longer attend Local Pension Boards to provide training.



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Other Important Updates continued

- **Guest Speaker from LPPA** – LPPA have emailed to ask if we would like LPPA to attend a Local Pension Board meeting, we have requested this and provided upcoming dates for them to attend, we are currently waiting on confirmation of attendance.
- **Pension Point** – As previously communicated, all correspondence from LPPA including Annual Benefits Statements will be uploaded onto PensionPoint
- **Pension Transfers in** – A year ago we opened a Pension Transfer In Window to allow all colleagues regardless of their service, to transfer their pension in as a one off. 60 colleagues expressed an interest, and 54 colleagues have followed through with the transfer process. The responsibility now lies with the colleague and the administrator. However, we receive periodic updates that all colleagues are progressing well.
- **Contingent Decisions** – We are waiting on guidance from the LGA, we have emailed out to all colleagues impacted to provide frequent updates.



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