

Kent and Medway Fire and Rescue Authority

C3. Information Update 18 February 2026



**Kent Fire &
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A. Inspection update

February 2026

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. On 14 August 2025 HMICFRS published the results of that inspection. The full report can be found [here](#).
2. We are thrilled to report that the results of this inspection continue to place the Authority in the top three performing services in the country. Overall, HMICFRS commended the Authority on its strong performance and congratulated our performance in keeping people safe and secure from fire and other risks. The Authority achieved an additional outstanding grading in this inspection for protecting the public through fire regulation which is a reflection of the investment in our protection work.
3. HMICFRS have now begun the 2025-2027 round of inspections and we expect the first set of reports to be published soon. It is expected that our next inspection will be, as usual, at the very end of the inspection programme and likely to be in spring 2027.
4. HMICFRS have also announced that they will be carrying out a thematic inspection on cyber security which they will carry out with a limited number of services. At the time of writing this update the Authority had not been selected to take part in this thematic.



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B. Performance update

February 2026

For further information please contact:

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



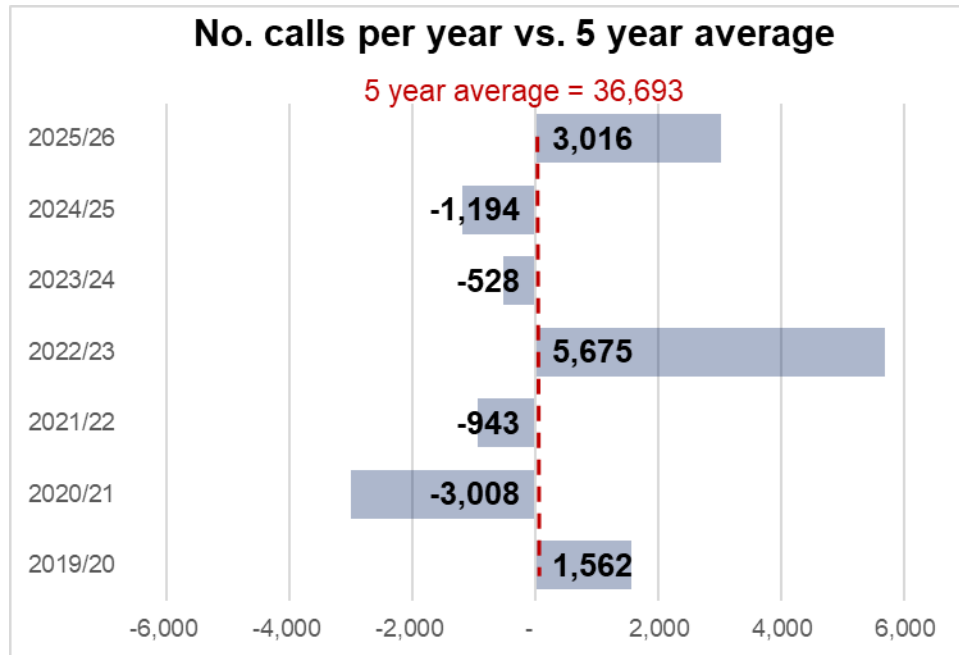
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Overview of the Authority's performance for April – December 2025

Emergency Calls

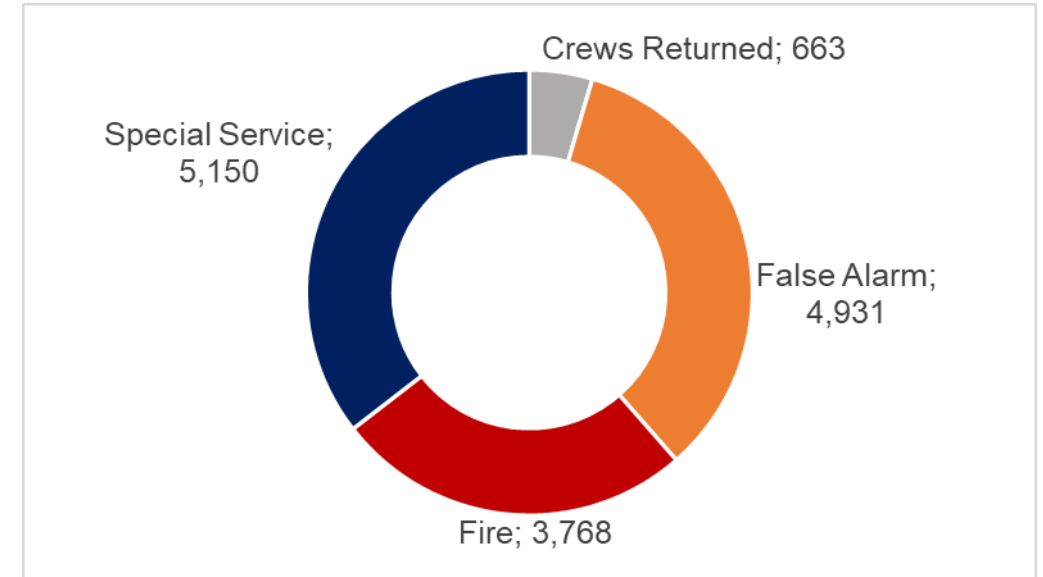
Between April and December 2025, 30,536 emergency calls were received in Authority's control room. It is evident that call volumes vary year to year. Low call volumes in 2020/21 and 2021/22 were affected by the pandemic. The high numbers recorded in 2018/19 and 2022/23 are linked to hot summers increasing outdoor fires and related calls. This year's call volumes are higher than the previous year and are predicted to be higher than the five-year average



Incidents Attended

The calls received into the Control room resulted in mobilising to 14,512 incidents between April and December 2025

- The majority of fires attended were outdoor and rubbish fires
- 24% of special service incidents were to gain entry, and a further 20% 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

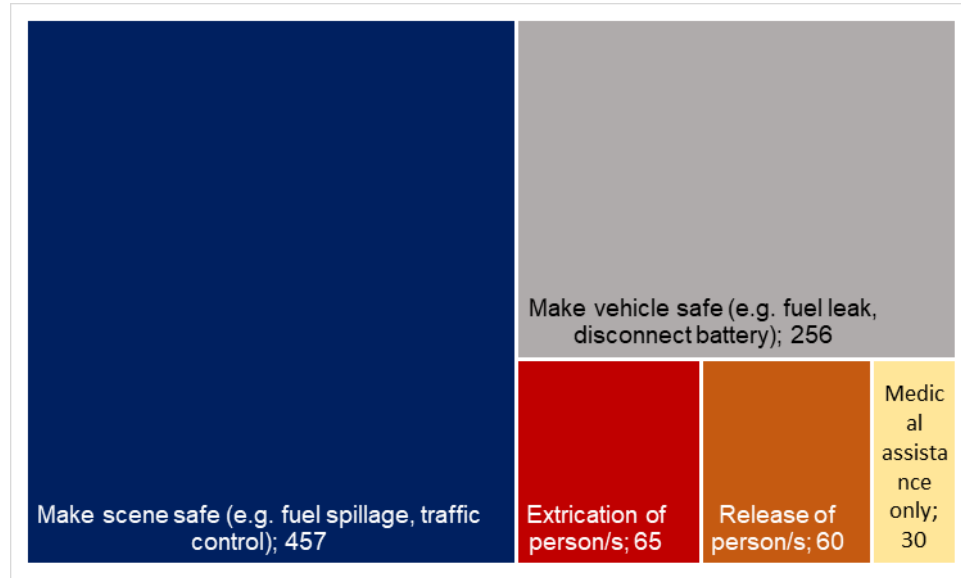


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Road Traffic Collisions

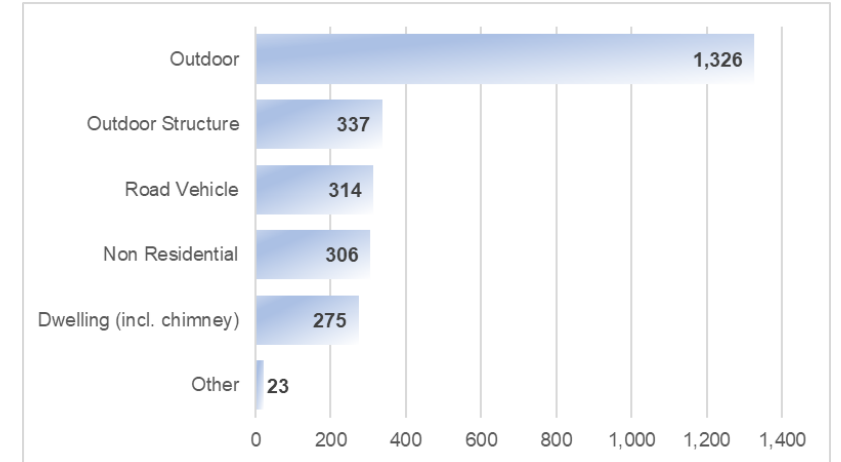
- 871 road traffic collisions were attended (excluding those where no action was needed) between April and December 2025. The vast majority of incidents have needed our attendance to make either the scene or the vehicle safe only.



- As a result of these incidents 11 people died and 80 were seriously injured.

Fire Incidents

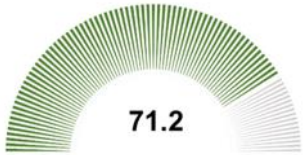
- Attended 3,762, fires of all types; which is 19% more than the same period the year before, owing to warmer, drier weather and subsequently more outdoor fires.



- Attended 414 accidental fires in the home (not including chimney fires); which is slightly lower than the number attended in the previous year (418). 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 60.8% of the total fires attended. As a result of these fires, five people died, eight people suffered serious injuries and 63 people have suffered 'slight' fire-related injuries.
- Two people have died, one person has been seriously injured and 10 people have been slightly injured in deliberate fires

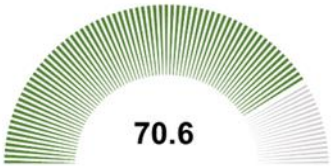


Response times



% Emergency urban incidents within 9 minutes (target 75%)

Average time from mobilisation to attendance – 7 minutes 53 seconds



% Emergency rural incidents within 15 minutes (target 75%)

Average time from mobilisation to attendance – 12 minutes 49 seconds

Availability

So far this year the average number of fire engines available has been 33 during the day (9am-6pm) and 44 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.



4.5% of all contracted hours have been lost due to sickness. Operational colleagues have lost 4.9% of contracted hours to sickness and employees in Customer Service teams have lost 3.5%.



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Home Fire Safety Visits and Safe & Well Visits



11,020 Home Safety Visits carried out

73.5% of the target of 15,000



8,926 Safe and Well Visits carried out

89.3% of the target of 10,000

Building Safety

- 99.7% of building consultations received (1,703 of 1,708) were completed within 21 days.
- 931 audits were carried out in total, of which 531 were satisfactory and 400 were unsatisfactory in outcome.



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C. Response and resilience update

February 2026

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



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Notes on Operational Response

Ashford fire

- Crews responded to a significant house fire on White Admiral Way, Hamstreet, deploying six fire engines and a height vehicle to a well-developed fire.
- Despite extensive firefighting efforts, a young teenage girl, Lily, tragically died at the scene; other occupants were taken to hospital and three firefighters sustained minor injuries.
- Crews remained on site over two days to extinguish hotspots and make the property structurally safe, supported by the Technical Rescue Team and Volunteer Response Team.
- Responsibility has since passed to Kent Police, with a joint investigation into the cause ongoing. Our thoughts are with Lily's family, and we thank the local community for their support.

Water outage in Kent

- During a major water supply outage declared a Major Incident by Kent County Council, KFRS worked closely with partners to maintain fire cover across affected areas.
- The Service participated in multi-agency command meetings to ensure fire and rescue considerations were fully represented.
- Crews implemented alternative water supply arrangements and supported the wider humanitarian response, including the delivery of bottled water to vulnerable residents.



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Service delivery

OEMS

- The Operational Equipment Management System (OEMS) went live in January 2026, providing a single, reliable view of all operational equipment across the Service.
- The system improves governance, assurance and senior leader oversight by accurately recording what assets the Service owns, where they are located and their operational status.
- OEMS supports better risk understanding, operational readiness and decision-making through higher-quality, consistent management information.
- Enhanced insight into asset condition, utilisation and lifecycle supports improved forecasting and reduces unnecessary purchasing.
- Standardised processes and digital recording reduce administrative burden, minimise errors, improve transparency and strengthen overall service resilience.

Water Safety Unit

- Following Member approval, one water rescue unit has been relocated from Sheppey to Rochester Fire Station.
- Rochester crews are undergoing specialist training to ensure a safe and effective water response.
- Water safety teams also provide safety oversight at incidents near water, reducing risk to firefighters and improving protection for the public.

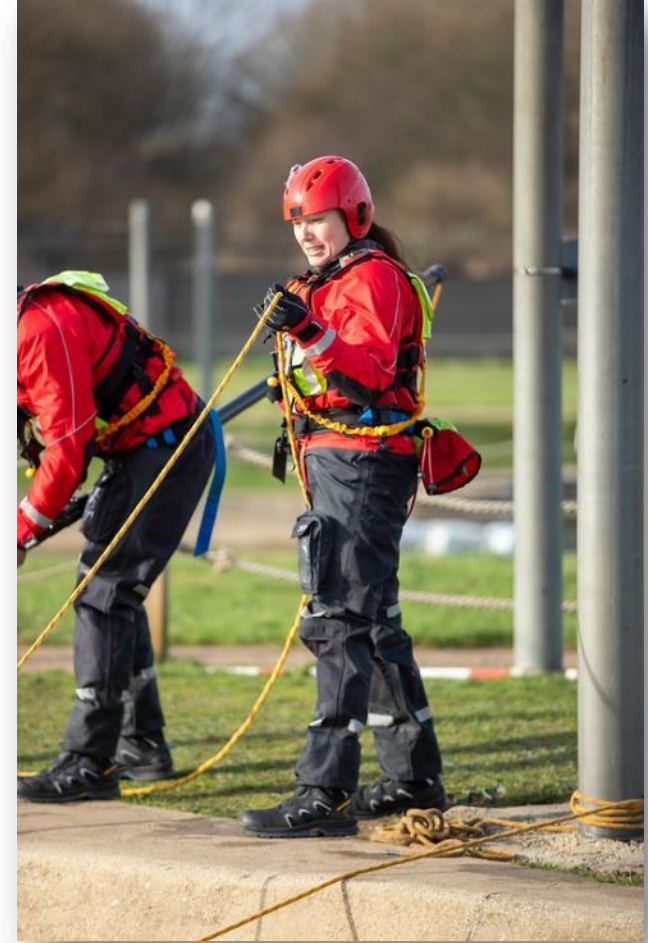


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Technical training and professionalism

- The new live fire training facility at Ashford is 75% complete.
- The facility is expected to be fully built and commissioned by June 2026, with the first training delivered in September 2026.
- Once operational, it will be one of the most adaptable live fire training facilities in the country.
- KFRS has delivered final assessment days for the Kent, Sussex and Surrey Air Ambulance crew course, supporting sign-off for new doctors and paramedics.
- Five new processes have been published to improve training planning and delivery, reducing administration time and improving efficiency.
- Administrative support structures have been amended to provide more consistent support to colleagues.
- KFRS chairs a regional Operational Training Education Group (OTEG) and contributes at NFCC level.
- The Service is part of a new national group developing aligned competence frameworks for the fire and rescue sector.
- Two new driving school vehicles are due to be delivered in February 2026.



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Operational Services

New vehicles



- Two new appliances are being introduced:
 - An Environmental Protection Appliance, based at Canterbury.
 - An Incident Support Appliance, based at Chatham.
- These appliances improve capability at hazardous materials incidents and larger fires, including pollution control, salvage and decontamination.

Breathing Apparatus (BA) replacement

- KFRS is progressing replacement of breathing apparatus following successful national collaborative procurement.
- Replacement BA sets are scheduled for roll-out in October 2026.
- Supporting infrastructure and training materials are being finalised.
- Equipment delivery is planned for summer 2026 to allow familiarisation before go-live.
- New BA sets will provide improved monitoring, communications, comfort, reliability and reduced weight.



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Fleet and equipment services

- New Utility Terrain Vehicles (UTVs) have been introduced to improve wildfire and remote area response.
- UTVs have already been deployed to incidents and proven effective in accessing difficult terrain such as grass fires.
- The new vehicles replace previous All Terrain Vehicles and are simpler to operate and maintain.
- Reduced training and maintenance requirements improve efficiency and free up colleague time.
- A replacement All Terrain Rescue Unit (ATRU) is due for delivery in February 2026.
- The ATRU will provide water supply, winching and heavy-lifting capability at off-road incidents.
- Introduction of modern cordless power tools and lighting provides lighter, more portable and safer equipment.
- Equipment selection has been informed by firefighter feedback and analysis of incident data.



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Resilience



Water Disruption

- Two major water outages in Kent were declared Major Incidents.
- This triggered enhanced command, control and business continuity arrangements.
- KFRS supported humanitarian response by delivering bottled water to care homes while maintaining operational availability and colleague welfare.

EU Entry/Exit System (EES)

- Over 100 days into phased implementation since 12 October 2025.
- KFRS continues to work with partners to manage potential impacts on fire cover linked to port and tunnel congestion.
- The Resilience Team participated in multi-agency exercising through the Kent and Medway Resilience Forum (KMRF).

Kent Voluntary Sector Emergency Group (KVSEG)

- Work is ongoing with voluntary sector partners to strengthen business continuity and resilience arrangements, alongside organisations such as the Salvation Army and the Radio Amateurs Emergency Network (RAYNET).



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Resilience through exercises



- KFRS regularly exercises its plans and capabilities to ensure arrangements remain effective.
- Between April and January, 82 exercises have been completed, with a total of 150 forecast by the end of March.
- This represents an increase of 14 exercises compared to the previous year.
- It is the highest number of exercises delivered in the last five years.
- Increased productivity has been enabled by improved planning processes and the introduction of electronic recording.



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Assurance and professionalism



- A new Organisational Learning Register has been developed to improve how learning is captured, prioritised and embedded.
- The register supports better alignment between lessons identified and the teams responsible for delivering change.
- Engagement with colleagues is being strengthened through station visits, video streaming and Teams channels.
- Over the coming year, increased focus will be placed on operational competence at property fires.
- This includes improvements in turnout times, on-scene tactics and casualty care.



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D. Protection, Prevention and Engagement update

February 2026

For further information: please contact
Leanne McMahon, Director – Protection, Prevention and Customer Engagement



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Building Safety

- The Fire Investigation team has moved into the Protection function to better support intelligence-led activity. Following an investigation, the team focuses on identifying causes and emerging risks, flagging safeguarding or arson concerns, providing evidence for criminal cases, and using these insights to guide future prevention and protection work.
- We are continuing to innovate with technology to enhance the way we provide Site-Specific Risk Information to colleagues during operational incidents. This includes the use of 3D scanning and drone technology to capture detailed views of premises.
- All Level 1 Incident Commanders are attending the in-person, accredited L2 Skills for Justice course; two cohorts are complete, with more scheduled for 2026. Training aligned with the national competency framework is being delivered to operational crews to support fire safety checks at medium-risk premises.



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Building Safety

- Investment in specialist qualifications continues, with all Building Safety colleagues completing Level 4 diplomas and two trainees progressing through their Level 6 fire engineering degrees.
- KFRS continues to collaborate with MHCLG on building remediation and safety mitigation. Quarterly meetings throughout 2026 with MHCLG and local authorities will ensure crews have up-to-date tactical risk data for buildings undergoing works. Joint activity with Customer Safety teams ensures residents in these buildings are proactively offered Home Fire Safety Visits.
- The team is updating policy, tactical guidance and training to implement new legislation and guidance, including the Fire Safety Act 2021, Fire Safety (England) Regulations 2022, Section 156 of the Building Safety Act and the Fire Safety (Residential Evacuations Plans) (England) Regulations 2025.



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Enforcement

- KFRS served an enforcement notice on an ex Victorian hospital in Rochester, which was being converted into residential flats. This followed building work on the lower ground floor that did not follow the agreed fire engineering plans, creating a safety risk for residents.
- The responsible person appealed the notice, leading KFRS to incur £15,000 in legal and counsel fees. However, they withdrew the appeal shortly before the court hearing after receiving legal advice on the strength of the KFRS case.
- By successfully challenging the appeal, KFRS secured full reimbursement of all legal costs. A more detailed overview of this case has been provided. We continue to pursue similar investigations and prosecutions to ensure the safety of the built environment across Kent and Medway.



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Customer Safety

- KFRS has recently completed an evaluation of Home Fire Safety Visits; the team will now review the findings to refocus customer surveys on behaviour change and safety impact.
- The evaluation assessed the top three safety behaviours by measuring how well residents remembered advice and whether they changed their actions following a visit.
- Customer safety teams are currently training operational colleagues to ensure all visits meet the required competencies for person-centred care.
- We are currently planning to trial the delivery of Home Fire Safety Visits with on-call stations to expand our reach and community engagement.
- We are improving quality assurance (QA) for station visits. KFRS are part of a National Fire Chiefs Council group developing a QA framework and guidance.



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Safeguarding

- KFRS worked with the Kent and Medway Safeguarding Adults Board (KMSAB) to review its protection and support for adults at risk.
- The self-assessment framework included peer reviews with partner agencies to ensure lessons from Safeguarding Adult Reviews are embedded into training and procedures.
- The review highlighted KFRS's business continuity processes for safeguarding as a particularly effective area of work.



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Community Intelligence and Partnerships

- KFRS is leading a multi-agency group under the national framework for derelict buildings to standardise interventions for arson and anti-social behaviour, alongside partners like Historic England.
- We are trialling a new standardised form across several fire stations to improve the quality of data collected from high-risk groups. This initiative aims to ensure consistent data collection, providing better operational insights and supporting more informed decision-making.



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Community Intelligence and Partnerships

- We are working with rural communities and landowners to map wildfire risks and promote ETHANE messaging. This provides a structured framework for sharing critical incident data—covering **E**xact location, **T**ype of incident, **H**azards, **A**ccess, **N**umber of casualties, and **E**mergency services required to ensure a fast and coordinated response.
- Reviews of our open day and water safety events are complete; we are now evaluating our education programme and have conducted 14 community visits regarding the rural plan.
- Working alongside multi-agency partners, we completed a joint evaluation of the Napier Barracks closure. This collaborative model will now be shared nationally as an example of best practice.



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Communications and Marketing

- We're reaching Kent rural communities with our new safety campaign – Prepare, Act, Protect. We launched it at the Kent County Show along with digital content to support businesses and people who live in rural Kent. To support the campaign, we have a host of digital content on the website and helpful literature and keyrings giving people access to life saving information.
- We've published autumn and winter editions of our 'Response' magazine that is aimed at our operational colleagues. Every edition supports crews in culture, learning from incidents and showcasing KFRS innovation.
- We've promoted our other campaigns including the smoke alarm expiry date campaign which ran throughout 2025 aiming to raise awareness of the need to replace smoke alarms that are over 10 years old. We've also promoted 'Make the right call' campaign linked to lakes and rivers safety and how to get help if someone needs it.



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Education

- Since September 2025, the Education Team have delivered key fire safety education to 150 schools, 174 fire safety interventions to young people, 50 fire safety talks to community groups and support the delivery of education at events.
- A refreshed and researched informed primary school safety programme was launched in 2025, which is receiving positive feedback from teachers and educators
- New digital safety education resources, mapped to the national curriculum, went live via the Kent Fire and Rescue internet, encouraging learning to continue beyond the classroom.
- The Fire Cadets programme continues to grow with over 100 young people taking part in the course to date. 2026 will see the programme being expanded and delivered in three locations (Sheppey, Ramsgate and Rochester)



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Events

- Our events team have had a very busy autumn supporting the activity connected to the rural safety campaign - Prepare. Act. Protect. We attended several rural events throughout the county including the East Kent Ploughing Match at Quex Park which proved very popular and gave KFRS some good exposure and networking opportunities.
- Our annual Long Service and Good Conduct Awards and Courage and Excellence Celebration events were held in December and hailed a huge success. Celebrating colleagues and members of the public who go above and beyond with their duty and in acts of courage.
- Several stations hosted Christmas events for families to meet Santa and receive holiday fire safety advice. Notably, Faversham Fire Station and the Education Team successfully trialled inclusive sessions for children with Special Educational Needs (SEN), providing a quieter, low-sensory environment with extra space.
- The team is planning for a full calendar of activity in 2026 including developing an online learning experience to support people who can't make our physical events



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Volunteering

- Our volunteers have been incredibly busy supporting our events and campaigns over the late summer and throughout the autumn. We had a full team out and about promoting the rural plan and council tax consultations.
- Our Volunteer Response Team (VRT) continues to prove how essential it is to KFRS by attending a huge number of incidents including many over the festive period where our volunteers gave such incredible support and welfare to our customers impacted by the fires, including Hamstreet.
- We celebrated two of our outstanding volunteers at the KFRS Courage and Excellence Celebration in December. Barbara Carmichael and Ryan Price were finalists for the Volunteer of the Year and runner-up respectively. They're both members of VRT but also give up their own time to do so much more besides.
- We're gearing up to support the Kent and Medway Resilience Team throughout 2026 with Kent Prepared literature seeking to improve community resilience across the county.



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E. Freedom of information request update

February 2026

For further information please contact:
Kirsty Driver, Information Officer



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Freedom of Information update 2025/26

*Q4 is currently incomplete as it covers the period from 01/01/2026 to 31/03/2026.

**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	44	50	38	11	143
The number of the received requests that have not yet been processed	0	0	1	8	9
The number of the received requests that were processed in full	44	50	37	3	134
The number of requests where the information was granted in full	21	27	18	1	67
The number of requests where the information was refused in full	8	5	6	1	20
The number of requests where the information was granted in part and refused in part	15	16	9	0	40
The number of requests received that have been referred for internal review	0	0	0	0	0
Number of data subject access requests**	1	7	8	2	18



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



G. Insurance information update

February 2026

For further information please contact:
Nikki Walker, Head of Finance Treasury and Pensions



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Introduction

- Kent Fire is one of fourteen members of the Fire & Rescue Indemnity Company Ltd (FRIC) [Fire & Rescue Indemnity Company \(fric.org.uk\)](https://www.fric.org.uk)
- This report refers to insurance claims for insurance policy year 2024-25 (1st November 2024 to 31st October 2025)
- The nature of insurance claims involving personal injury means that they can take three to five years from claim to final settlement.
- Equally some motor claims can take several years to determine and therefore the final costs may not be known at the end of any given reporting period. Where costs are unknown insurers set a “reserve” as an estimate of final costs; these estimates are often on the generous side which may inflate the costs within this report.
- It should be noted that the number of employer’s liability and public liability claims is small, but individual claim costs can vary from hundreds to thousands of pounds and therefore significant annual variances can occur.



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Insurance Policy Excess

The table below details the insurance policy excess that the Authority carries for each policy

<u>Insurance Policy Excess</u>	
Policy	Excess (£)
Motor	50,000
Employers Liability	25,000
Public Liability	25,000
Property	5,000



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Claims Summary November 2024 to Oct 2025

- Motor Claims 143
- Property Claims 6
- Public Liability Claims 12
- Employers Liability 7 open claims

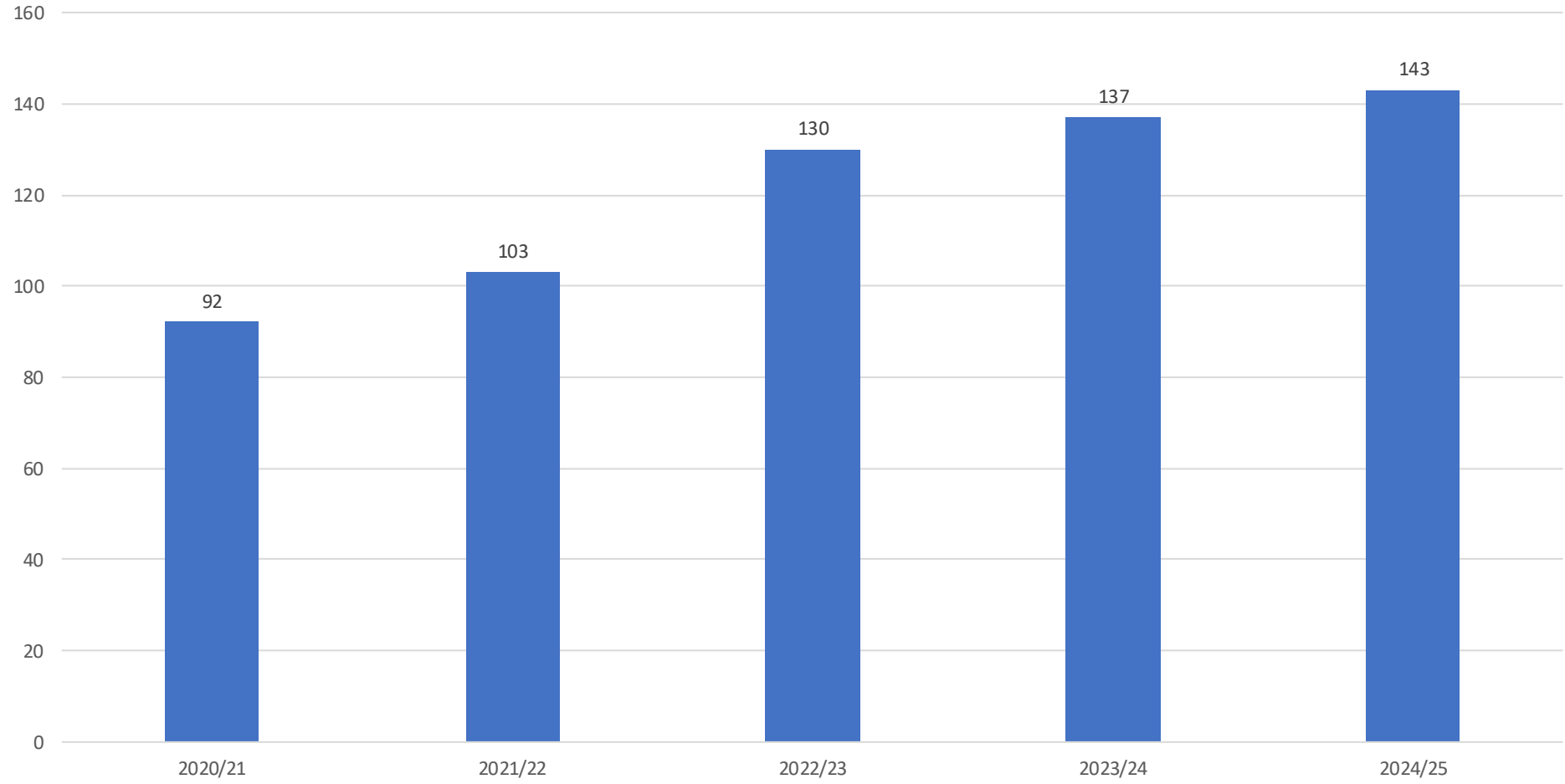


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Motor Claims

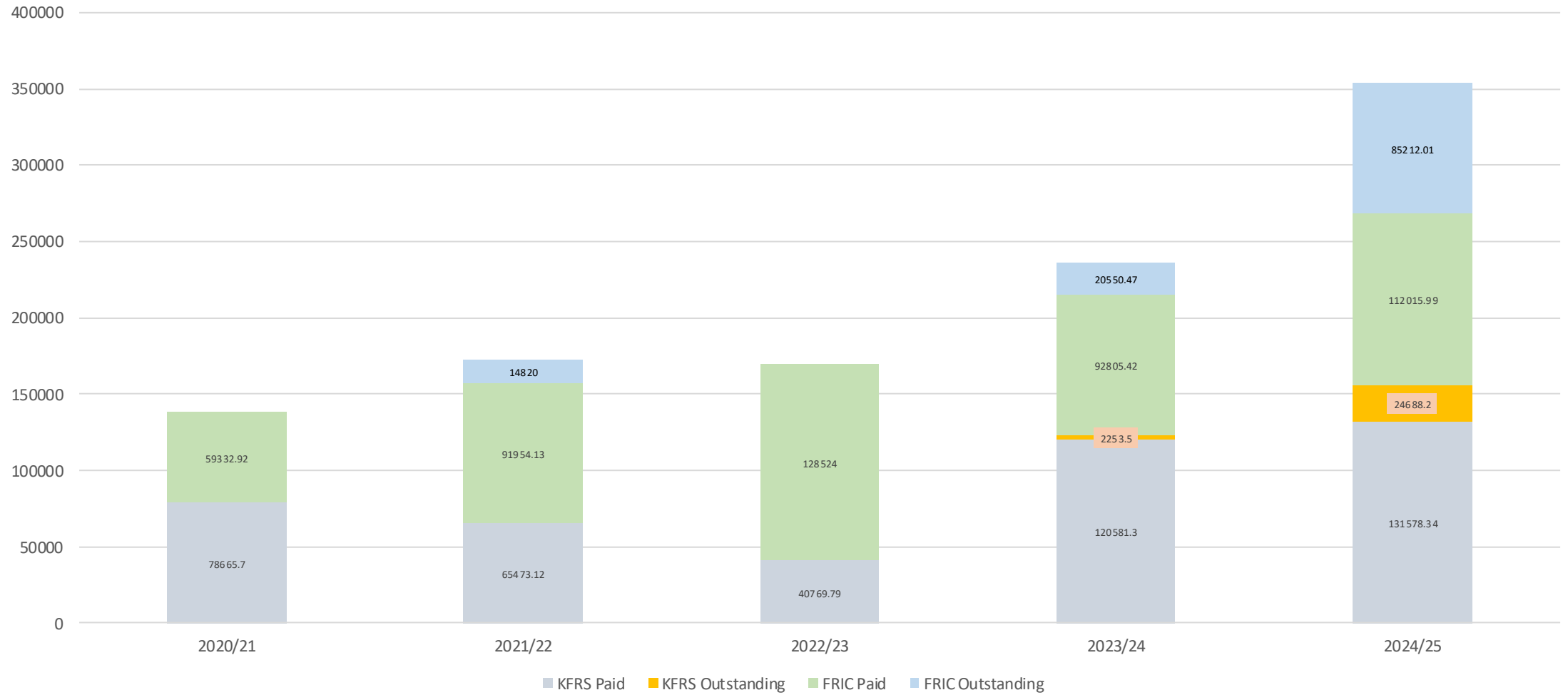
Number of Motor Claims by Insurance Year (Nov-Oct)



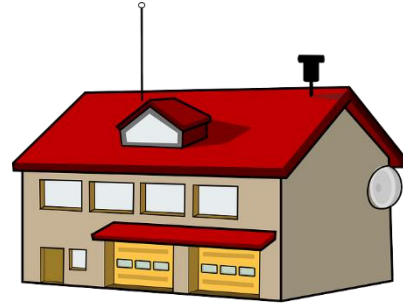
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Motor Claim Financials by Insurance Year



Property Claims



6 claims reported to FRIC
2 thefts
1 water damage at residential property
2 broken windows caused by Third Parties
1 damaged boat after incident



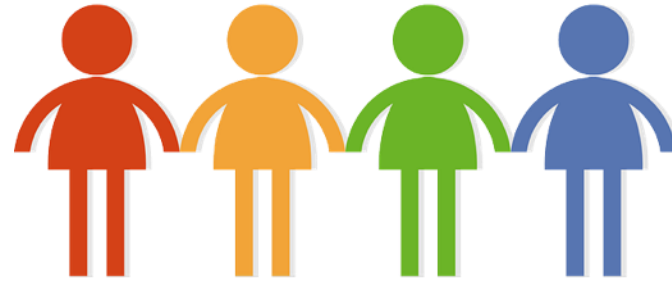
Claim costs paid £80.1k
Cost to KFRS £10.7k
3 claims closed with no cost



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Public Liability Claims



12 claims reported to FRIC (including 7 notification only)
8 claims closed, all at NIL value:
3 claims TP did not pursue
1 claim defended
1 claim handled by FRIC
4 claims remain open



Claim costs paid £156
Estimated outstanding costs £1k



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Employers Liability Claims



7 open claims, 1 claim has been closed in this period, 5 new claims have been reported in this period



Estimated cost
£112.6k



103 Notification Only



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Cyber Insurance

- Following on from our involvement in the Cyber Breach project initiated by FRIC, a contract has been secured and part funded by FRIC for cyber insurance and specialist support.
- The contract is effective from 1 July 2025 to 30 Sept 2026.
- The assessment process included consultations with each FRIC member and external penetration tests.
- Custom action plans have been developed and are being monitored to enhance cyber security and resilience.



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Insurance Renewals

- FRIC Insurance policies were renewed for a further year commencing 1st November 2025
- For 2025/2026 there has been a total premium saving of £3,162 based on last year.



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H. Pensions and Pension Board meeting update

February 2026

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.
- 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.
- The agreed minutes of the Pension Board meeting held on 10/12/2025 can be viewed here <https://www.kent.fire-uk.org/pension-board>



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Current McCloud RSS Position

Cohorts	Totals	RSS Sent @ 31/03/2025	RSS Sent @ 31/10/2025	RSS Remaining
Total number of non-Ill Health Pensioners	315	216	227	88
Total number of Ill Health Pensioners	22	8	19	3
Total number of Deceased members	6	0	0	6

*RSS production was paused at the end of June until 31/08/2025 to allow for the production of ABS'.

LPPA have advised that letters have been issued to all those who have yet to receive an RSS or IC-RSS to confirm the reasons for the delay and the next steps.



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Kent Fire - review of ABS/DBS-RSS position

Cohorts	Eligible*	RSS Sent @ 31/08/2025	RSS Sent @ 30/11/2025	Outstanding*
ABS-RSS issued (2025 Scheme Year)	402	360	388	14
DBS-RSS Issued (2025 Scheme Year)	195	173	178	17

- Previous ABS/DBS-RSS (Active/Deferred) issued numbers were for the 2024 Scheme Year.
- *Figures can change as members retire, transfer to other FRA service, or are re-employed.



Reason for Delay	Delay Letter Sent		No RSS/No Delay
	Pensioners (non ill health)	Pensioners (ill health)	Deceased
Divorce Debit	6	0	0
Transfer In	0	0	0
Late Offsetting Guidance/Both options are less	0	0	0
Matthews/Modified	20	0	0
No Consent Members	0	0	0
Missing Data	0	0	0
Ill health Under/Overpayments	0	0	0
Data issues during Production	28	0	0
Manual Calculation - not Produced	2	2	6
Scheme Pays	0	1	0
Added Pension	0	0	0
Member of the 2006 Scheme/Deferred	32	0	0
Total	88	3	6

Tuesday, 02 December 2025

2



Kent Fire - Summary of IC-RSS member responses

30/11/2025

Kent Fire	31-Oct-25	Member Forms (description)	Action Taken	Next Action
Total forms received 159	Forms Reviewed 153	Election (Change) 25	Acknowledgement of receipt has been issued to member	20 payments completed, 80% of all change elections received
		Election (No Change) 101		Member record to be updated
		Member Query 27		No further action (response provided to member)
		Request for further information 0		See below
	Forms to be Reviewed 6	Election Form 6	Acknowledgement of receipt has been issued to member	Review form
		Member Query 0		Review form
		Request for further information 1		Review form

Note. LPPA are aiming to complete processing of payments by the end of November 2025, which means some members may receive payment in the December payroll. This relates to election forms that have been returned, processed and where it within our control to make the payment. As election forms continue to be returned, we may see the % of completed payments fall on occasion, due to the lead-in time to process the case.

Tuesday, 02 December 2025

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LPP
Local Pensions Partnership
Administration



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Matthews Progress

- 201 pensioners are now on the pensioners payroll as of 01/12/2025 and receiving their pension. 47 pensioners have not yet been processed (23 have not returned forms or have incomplete forms, 13 are complex cases awaiting further guidance, 8 in progress and 3 have passed away or no longer wish to continue)
- 623 out of 625 Expressions of interest processed. The 2 not processed are cases that have been referred to GAD.
- Election forms - 466 of out 466 positive elections have been processed
- All active and deferred records for Matthews have been set up on the LPPA portal on our side, all statements and election forms have been processed and uploaded.
- LPPA are currently prioritising pensioners and active members who are turning 60 and wish to retire, once these priority cases are complete, they will be working on updating PensionPoint to allow the pension to be viewable by active and deferred members.



Q2 - Client Report from LPPA

- Overall Operational Casework Performance was 100%
- 433 calls were accepted, and Contact Centre performance average call wait time was 2 minutes and 43 seconds.
- 3 complaints received, 2 upheld and 1 not upheld
- 1 IDRPs has been received by LPPA



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Annual Benefit Statements 2025

- 95.9% of ABS' for both active and deferred members have been issued.
- 4.1% of non-issued ABS' are due to outstanding active and deferred Matthews Second Options Exercise cases.
- Next year LPPA are exploring the option to slowly release ABS' throughout August rather than being dropped all on one day, to allow a steady stream of queries.
- In May 2025 we reported a RSS breach and requested an extension, which was confirmed at May's pension board. We have provided an update to TPR on our progress and TPR again confirmed no action would be taken at this time.
- We have completed 28 ABS pension chats at 10 different stations in the last 3 months
- We also held a pensions drop-in clinic at SHQ in October in which we spoke to 15 people about their pension.



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Contingent Decisions Update

What is a contingent decision?

- Contingent Decision (CD) is a decision taken by a member that would have been different had it not been for the discrimination identified. The decision will relate to a member's membership of the Firefighters' Pension Scheme (FPS) during the Remedy Period (1 April 2015 to 31 March 2022).

Update

- New contingent decision guidance was issued on 8th October
- We have run through the new guidance which has led us to identify 5 action points that we need completed by LPPA before we can proceed.

These being –

- LPPA and KFRS to communicate to mutually agree target timeframes
- LPPA to determine what data they require from KFRS.
- LPPA to determine how they would like to receive the data.
- LPPA to create records for all CD members
- LPPA to use data provided to send out CD-RSS statements

We have had two discussions with LPPA since mid October and are currently awaiting LPPA to provide confirmation of process and timescales for each stage of the process. The target timeframes are clear in the guidance for how long each step of the process should take and so we are liaising with LPPA on a regular basis in order to reduce any potential delays.

We are keen to avoid any miscommunication or members being provided with potential timescales that may not be upheld, so the pensions team will be communicating with members once the process has been finalised and confirmed with LPPA.



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