



## CRMP 2025-30

<b>Our Vision:</b>	<b>Our Mission:</b>
To provide exceptional fire and rescue services for	To prevent, protect, and respond to keep communities safe
<b>Our Strategic Outcomes:</b>	<ol style="list-style-type: none"> <li>1. Reduce deaths, injuries and damage caused by fire and other hazardous events to our communities</li> <li>2. Deliver the best value to the public with the least impact on the environment</li> <li>3. Develop and maintain a diverse, high performing, and healthy workforce</li> </ol>

### Strategic Performance Framework

**Year 1 2025-26**

#### OPERATIONAL SERVICE DELIVERY (RESPONSE, PREVENTION, PROTECTION )

No.	Description
KPI 1	Average 999 call answer time (s)
KPI 2	Overall pumping availability %
KPI 3	SOR % Dwelling Fires attended within 9 minutes
KPI 4	SOR % RTC Risk to Life attended within 12 minutes
KPI 5	SOR % Other Emergencies attended within 12 minutes
KPI 6	SOR % Other Incidents attended within 60 minutes
KPI 7	Number of Fire Fatalities
KPI 8	Number of Fire Casualties (Hospital Treatment required) per 100,000 population
KPI 9	HFSVs conducted vs the annual target
KPI 10	% HFSVs conducted in vulnerable households (VH/H/M)
KPI 11	Fire Safety Audits completed (full) vs the annual requirement
KPI 12	7(2)(d) familiarisation visits completed
KPI 13	Hydrant inspections completed

#### ORGANISATIONAL HEALTH (PEOPLE, ASSETS, COMPETENCY & SKILLS)

No.	Description
KPI 14	Total firefighters (Wholetime + Oncall) (and rate per 1,000 p
KPI 15	% of workforce from a VEM background
KPI 16	Retention rate (service wide)
KPI 17	% shifts lost to sickness (exc. On-call)
KPI 18	Under/Over spend against budget
KPI 19	Accidents occurring to FRS vehicles
KPI 20	Total RIDDOR Health & Safety Accidents reported
KPI 21	Number of public complaints received
KPI 22	Percentage of employees who have completed training relating to core skills/competencies

#### DEMAND MEASURES

No.	Description
a	Number of deliberate primary fires per 10,000 population
b	Number of deliberate secondary fires per 10,000 population
c	Number of primary fires per 100,000 population
d	Total number of fatalities due to primary fires per 100,000 population
e	Number of primary accidental dwelling fires per 10,000 dwellings
f	The number of deaths arising from accidental fires in dwellings per 100,000 population
g	Number of fires in non-domestic premises per 1,000 non-domestic premises
h	Killed or Serious Injury (KSI) Road Traffic Accidents attended by NFRS
i	People killed in road traffic accidents (STATS 19 fatal data)

Please note all data is subject to revision at any time so may differ to publications from other organisations e.g. MHCLG