

Year End Report on Corporate Performance Indicators including On Call Performance: April 2025 to March 2026

Report of the Chief Fire Officer

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1 Executive Summary

This report presents a summary of the Service's performance for the year
April 2025 to March 2026.

2 Recommendations

The Committee is asked to note the report.

3 Background

The Corporate Performance Indicators (CPIs) for 2025/26 (fiscal
year) were agreed by the Strategy and Resources Committee at its
meeting in March 2025. These were:

- All fires (CPI 1)
- Accidental dwelling fires (CPI 2)
- Deliberate fires (CPI 3)
- Fire related deaths and serious injuries (CPI 4)
- Fires confined to room of origin (CPI 5)
- Injuries sustained to staff through operational activity (CPI 6)
- Response standard - monitored against 3 categories of Urban,
Town & Fringe and Rural. (CPI 7)
- Fires in regulated buildings (CPI 8)
- Diversity, Establishment and Firefighter Competence (CPI 9)

The set of performance indicators agreed provide the ability to monitor performance through the direction of travel and ensure that it is in line with the performance target through applying a tolerance as opposed to a numerical target.

At the time of setting the CPIs, it was noted that they would present challenges for the Service. However, the year-end report for the period April 2024 to March 2025 showed that good progress was made against the tolerances for most CPI's – with clear rationale for areas where performance may have dipped.

4 Corporate Performance Indicators

The following section provides a breakdown of performance against each of the CPIs

CPI.1 - All Fires – 2025/26 Target: 995 (Tolerance = +/- 5%)

All Fires – 1156

Month	Monthly Totals	Cumulative
April	125	81
May	130	254
June	101	355
July	179	534
August	168	702
September	69	771
October	93	864
November	52	916
December	57	973
January	62	1035
February	51	1086
March	70	1156

This CPI provides an overview of activity in relation to firefighting activity. The CPI is made up of primary fires such as building fires and vehicles, secondary fires inclusive of grassland and refuse and chimney fires that are categorised separately.

Analysis has shown that when the reporting period is broken down, cumulative performance was higher month on month, resulting in a 15.9% increase when compared to 2024/25. This mirrors the national trend (for Fire and Rescue Services in England) with fires increasing by 29% when compared to the previous year. This has in part been associated with the increased temperatures experienced for the year and the El Nino weather phenomenon.

CPI. 2 - Accidental Dwelling Fires – 2025/26 Target: 179 (Tolerance = +/- 10%)

Accidental Dwelling Fires - 187

Month	Monthly Totals	Cumulative
April	20	20
May	22	42
June	13	55
July	20	75
August	16	91
September	12	103
October	12	115
November	12	127
December	17	144
January	17	161
February	14	175
March	12	187

The cumulative total for Accidental Dwelling fires for the yearly reporting period is 187, which is a 5% increase on last year (178).

The top two causes of these fires were faulty appliance/leads (26.1%) and misuse of equipment/appliances (16.6%). 88% of these fires were confined to room of origin, and 92.8% had smoke alarms fitted in the property.

CPI.3 - Deliberate Fires – 2025/26 F/Y Target: 259 (Tolerance = +/- 7%)

Deliberate Fires - 287

Month	Monthly Totals	Cumulative
April	28	28
May	35	63
June	33	96
July	42	138
August	32	170
September	20	190
October	27	217
November	14	231
December	16	247
January	8	255
February	14	269
March	18	287

The cumulative total figures are above tolerance with an overall annual increase on last year of just over 9%.

Quarter 1 and 2 witnessed the most significant increase in deliberate fires, 54% increase compared to the previous year, equating to 67 extra incidents. Joint tactics have seen this trend reduce throughout 2025/26 and is partly responsible for the overall reduction. Recorded incidents were a wide spread of circumstances that did not flag any specific target issues to address.

The Prevention team continues to work with crews and partners to identify hot spots, and the Service Arson Crime Officers enable close links with Police colleagues to be created with shared intelligence driving activity. Of note, the Bridgnorth district saw an increase of 266% from 6 to 23 incidents for this year.

CPI.4 - Fire Related Deaths and Serious Injuries

Month	Deaths	Cumulative	Serious Injuries	Cumulative
April	1	1	1	1
May	0	1	0	1
June	0	1	0	1
July	0	1	0	1
August	0	1	0	1
September	0	1	0	1
October	0	1	0	1
November	0	1	1	2
December	0	1	0	2
January	1	2	0	2
February	0	2	0	2
March	0	2	1	3

As agreed at the Strategy and Resources Committee in March 2025, the statistics for this CPI have been separated to identify the number of serious injuries and the number of fire related deaths.

End of year statistics shows 2 fire related deaths in accidental dwelling fires and 3 serious injuries.

In the last quarter (January to March 2026) we have attended 1 fatality and 1 serious injury.

CPI.5 - Fires Confined to Room of Origin - Tolerance = +/- 2%
Fires Confined to Room of Origin – cumulative 84.2%

Month	Lower %	Upper %	Cumulative
April	86	90	83%
May	92	96	76%
June	90	94	81%
July	88	92	84%
August	87	91	83%
September	87	91	82%
October	87	91	93%
November	87	91	85%
December	87	91	83%
January	86	90	83%
February	87	91	83%
March	86	90	84%

In March 2025, the proposal for this CPIs Indicators was presented to the Strategy and Resources Committee, where it was agreed that the Service would continue to utilise this CPI as an internal performance measure.

This is due to the CPI enabling the Service to ascertain how its combined Prevention, Protection and Response capabilities have performed, whilst also allowing for trends to be identified such as building construction, human behaviours, incident types and firefighting tactics.

Performance for the reporting period sees the year-to-date average below with the desired tolerance. Year to date 15.8% of fires have not been confined to room of origin which is a 4.1% decrease on last year. The table above shows that June, July, October, November, February and March show strong performances above the expected monthly tolerance, however these are impacted by performance in May, August, September and December in particular.

It is worthy of note that this CPI is vulnerable to variance given the 2% tolerance set and factors such as weather, industrial and agricultural processes and human behaviour all having an influence.

CPI.6 - Injuries Sustained to Staff Through Operational Activity

Month	Total number of accidents			2025-26 RIDDOR
	2023/24	2024/25	2025/26	
April	0	0	3	0
May	2	1	2	0
June	2	2	4	0
July	1	6	3	0
August	2	0	3	0
September	2	3	2	0
October	0	2	3	1
November	2	1	1	0
December	2	0	2	0
January	4	2	1	0
February	0	3	3	1
March	1	1	2	0
	18	21	29	2

The figures provided in the table above show a total of 29 injuries to staff from operational activity during the reporting period, which is 38% higher than the figures for the previous year.

This CPI remains susceptible to variation throughout the year. Every incident is used to inform how the Service's current processes and working practices can be improved. It remains difficult to determine the trajectory at this stage of the reporting period.

CPI.7 - Response Standard- Attendance on average of 85% of occasions

The Response Standard is split into 3 distinct areas, with the aspirations set out below:

- Urban – first fire engine in 10 minutes
- Town and fringe – first fire engine in 15 minutes
- Rural – first fire engine in 20 minutes

At the end of the year 2025/2026, the average Response Standard was 92%, which is largely in line with the standard achieved for the last year.

Reasons for not achieving the target Response Standards were:

- Incident location different to mobilising information.
- Difficult access
- Distance to incident
- Road closures
- Technical issue with MDT

- Human Error

The purpose for monitoring performance across the 3 areas is to enable the Service to scrutinise and interrogate data, that will enhance performance through the identification of any trends and allowing for the reallocation of resources across Prevention, Protection and Response.

It is pleasing to report that the combined response average requirement of 85% has been surpassed in all 3 areas, leading to strong performance over the reporting period.

CPI.8 - Fires in Regulated Buildings

Fires in Regulated Buildings - 109

CPI 8 - Fires in Regulated Buildings		
2025/26		
Month	Total (Month)	Total (YTD)
April	4	4
May	10	14
June	11	25
July	17	42
August	13	55
September	9	64
October	10	74
November	5	79
December	7	86
January	8	94
February	7	101
March	8	109

This CPI enables the Service to scrutinise performance in connection with Protection activity. The incident types for the year 2024/2025 were predominantly accidental, with the fire premises type, cause of fire and origin being within the current Risk Based Inspection Programme.

There has been a 7% decrease of fires in regulated buildings when measured against the same reporting period last year. It is significant to note that 2024/25 also saw a 9% decrease which evidences an improving trend in comparison. Officers will continue to monitor this CPI and comparisons in quarterly reporting will be made in future reports.

CPI.9 - Establishment, Diversity and Firefighter Competence

CPI 9a - Establishment				
Reported annually: Percentage of posts filled versus maximum expected establishment.				
Location	Max Establishment Number	Current Strength (FTE)	Percentage Establishment Filled	
On-call	323	302	93.5	↑
Wholetime	181	188.95	104.1	↑
Support Staff	86.44	86.41	99.9	↑
Fire Control	17	23	135.3	↑
Overall	606.44	600.36	98.9	↑

[Headcount by Sex and Ethnicity at 31/03/26:](#)

Sex (By post) - Data

	On Call	Wholetime	Non-Uniformed	Fire Control	Total
Female	33 (down 1) 11.15%	18 (s) 9.57%	52 (up 2) 56.78%	23 (s) 95.83%	126 (up 1) 21.07%
Male	263 (s) 88.85%	170 (down 2) 90.43%	38 (s) 42.22%	1 (s) 4.17%	472 (down 2) 78.93%
Total	296 (down 1)	188 (down 2)	90 (up 2)	24 (s)	598 (down 1)

Ethnicity (By post) - Data

	On Call	Wholetime	Non-Uniformed	Fire Control	Total
Any Other Ethnic Group	0 (s)	0 (s)	0 (s)	0 (s)	0 (s)
Any Other White	5 (s) 1.69%	2 (s) 1.06%	2 (s) 2.22%	0 (s)	9 (s) 1.51%
Asian/Asian British	1 (s) 0.34%	0 (s)	2 (s) 2.22%	0 (s)	3 (s) 0.50%
Black or Black British	0 (s)	3 (s) 1.60%	0 (s)	0 (s)	3 (s) 0.50%
Mixed / Other Background	0 (s)	2 (s) 1.06%	0 (s)	0 (s)	2 (s) 0.33%
Mixed White and Asian	0 (s)	1 (s) 0.53%	1 (s) 1.11%	0 (s)	2 (s) 0.33%
Mixed White and Black Caribbean	2 (s) 0.68%	2 (s) 1.06%	1 (up 1) 1.11%	0 (s)	5 (up 1) 0.84%
Not stated	10 (s) 3.37%	3 (s) 1.59%	4 (s) 4.44%	0 (s)	17 (s) 2.84%
Other Asian/Asian unspecified	0 (s)	0 (s)	2 (s)	0 (s)	2 (s)
Prefer not to say	4 (s) 1.35%	6 (s) 3.19%	4 (s) 4.44%	1 (s) 4.17%	15 (s) 2.51%
White British (inc English / Welsh/Scottish)	273 (down 1) 92.23%	167 (down 2) 88.83%	74 (up 1) 82.22%	22 91.67%	536 (down 2) 89.63%
White Gypsy/Romany	1 (s) 0.34%	0 (s)	0 (s)	0 (s)	1 (s) 0.17%
White Irish	0 (s)	2 (s) 1.06%	0 (s)	1 (s) 4.17%	3 (s) 0.50%
Total	296 (down 1)	188 (down 2)	90 (up 2)	24 (s)	598 (down 1)

Ethnicity (by post)

There has been little movement in these categories since the last report, there has been one on-call recruits course starting during this period. There has been a maintenance of the overall headcount due to retirements and leavers from the Service.

Competencies

The competency of operational staff remains a critical element in keeping our people and the communities of Shropshire safe. Analysis of core competencies have been carried out and cover the following areas:

Competence Area	Competent (%)	Awaiting Renewal (%)
Breathing Apparatus	94	6
SWAH/Confined Space	96	4
RTC	96	4
Emergency Response Driver Training (ERDT)	99	1
Incident Command (L1 XVR)	92	8
Incident Command (L1 Refresher)	79	21
Rope Rescue Operator	100	0
Water First Responder (W/T)	100	0
Water First Responder (On-Call)	100	0
Swiftwater Rescue Technician	100	0
Swiftwater Rescue Technician Boat Operator	100	0
First Responder Emergency Care (FREC)	98	2

When seeking to understand the data within the table above, further investigation into the reasons for individuals falling out of certification and competency were identified.

This included the fact that individuals may currently be away from the workplace due to long term absence or working modified duties, whilst completing a workup plan to return to full operational capability. Others have courses booked.

It is worthy of note that one individual may also be showing out of competence across a range of competence areas as the areas reported make up core and specialist aspects of the Firefighter role.

5 Retained Duty System Performance

StationName	Apr 2025	May 2025	Jun 2025	Jul 2025	Aug 2025	Sep 2025	Oct 2025	Nov 2025	Dec 2025	Average
Albrighton	84.10%	81.35%	77.95%	78.60%	75.40%	88.65%	84.64%	88.89%	86.16%	82.83%
Baschurch	88.06%	83.77%	87.99%	86.69%	86.53%	90.80%	87.67%	91.81%	85.48%	87.61%
Bishops Castle	99.41%	97.18%	98.78%	99.43%	98.62%	99.83%	98.25%	98.65%	100.00%	98.90%
Bridgnorth	98.68%	99.19%	98.99%	99.63%	94.72%	97.64%	96.74%	99.17%	94.22%	97.65%
Church Stretton	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Cleobury Mortimer	86.49%	80.98%	86.94%	88.91%	81.82%	90.52%	93.58%	84.24%	93.82%	87.48%
Clun	83.19%	82.73%	89.62%	92.91%	87.23%	80.24%	80.41%	79.31%	92.00%	85.33%
Craven Arms	91.81%	92.74%	92.33%	90.09%	84.74%	94.93%	94.39%	91.94%	89.58%	91.38%
Ellesmere	100.00%	97.75%	97.26%	98.56%	98.39%	99.83%	98.52%	97.43%	96.54%	98.25%
Hodnet	96.18%	86.22%	92.33%	94.49%	88.58%	88.61%	91.10%	87.78%	90.36%	90.62%
Ludlow	97.12%	91.83%	97.01%	94.83%	96.27%	96.22%	93.31%	96.04%	92.00%	94.94%
Market Drayton	84.13%	88.17%	89.79%	85.85%	65.79%	88.85%	78.13%	76.15%	81.01%	81.95%
Minsterley	93.19%	90.32%	95.63%	93.75%	93.41%	94.72%	87.53%	93.58%	83.23%	91.67%
Much Wenlock	93.02%	94.96%	98.26%	97.35%	98.66%	97.95%	92.84%	94.83%	95.40%	95.92%
Newport	90.63%	88.31%	71.11%	89.55%	88.74%	92.05%	90.89%	92.78%	89.58%	88.20%
Oswestry	92.01%	92.17%	92.15%	86.26%	64.62%	79.24%	64.11%	75.63%	63.14%	78.73%
Prees RDS	75.17%	72.72%	75.49%	76.78%	88.34%	93.23%	91.47%	93.61%	91.67%	84.27%
Shrewsbury RDS	71.08%	66.70%	55.73%	65.29%	71.17%	67.29%	57.69%	64.90%	60.48%	64.48%
Tweedale	58.92%	65.05%	71.94%	62.94%	51.31%	75.31%	72.95%	65.03%	77.96%	66.81%
Wellington RDS	94.90%	93.62%	95.10%	94.09%	93.68%	94.86%	86.63%	96.70%	96.20%	93.95%
Wem	99.79%	99.76%	98.85%	97.14%	97.98%	96.08%	99.23%	99.62%	99.90%	98.71%
Whitchurch	96.70%	98.69%	98.47%	96.30%	96.91%	99.44%	97.98%	98.75%	98.62%	97.98%
Average	89.75%	88.37%	89.17%	89.52%	86.50%	91.19%	88.09%	89.40%	88.97%	88.98%

It is encouraging to see that on-call availability remains good at 88.97% compared to national figures, it is also an improvement in overall availability on the same period last year (87.9%). A recent recruitment campaign has been successful with several new staff awaiting competence sign off so they can join their stations.

On-call availability and sustainability remain a high priority for Officers, with work continuing with the on-call sustainability project and the recommendations arising from the work so far.

6 Financial Implications

There are no financial implications arising from this report.

7 Legal Comment

There are no legal implications arising from this report.

8 Appendices

There are no appendices attached to this report.

9 Background Papers

There are no background papers associated with this report.