

# **Kent and Medway Fire and Rescue Authority**

## **C4. Information Update 18 February 2025**



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# A. Summary of progress against the six strategies

February 2025

For further information please contact:  
Ann Millington, Chief Executive



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# 2021 – 2015 Strategy Period

Six Strategies guided actions in this period.

- Response and Resilience
- Customer engagement and safety
- People
- Business Change, Information and Technology
- Assets and environmental improvement
- Commercial and procurement



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# Highlights of this Strategy Period

- We were developing the six strategies during the Covid pandemic. Some actions were designed to create a 'new normal'.
- 90% of the actions across the six strategies have been achieved.
- Remaining ones were either changed when we came to do more detailed work or have been assimilated into other projects.
- Transformational work on governance processes in many areas such as managing risk, project management processes, Lean reviews of processes.
- As ever significant focus on people and culture



# Key Achievements

- 90% completion of actions from the 2021 –2024 six strategies.
- In-depth evaluation of our current strategy 2021-2024 period including maturity level re-assessment.
- Has led to comprehensive and refreshed approach to CRMP and risk assessment (peer reviewed by HIOWFERS). Moved away from six strategies to integrated actions, supported by enabling plans and detailed plans in four areas – people; digital and data; fleet, and estates.
- Annual planning process in second year and using PowerApps to help balance BAU, projects and wellbeing. Learning pulled out for 3rd year re-fresh.
- Re-organised our whole policy framework into Tier 1,2 and 3 layers.
- Benefits Register with new approach to measuring efficiencies.



# Key Achievements

- Fundamental review of data architecture and re-fresh of Balance Scorecard measurement.
- Data is assigned against new meetings format (all KFRS meetings re-framed as Boards, steering groups and delivery groups, TORS refreshed for purpose and efficiency).
- Leadership programmes at four levels developed and in-flight.
- Work underway to build a new live fire training facility at Ashford.
- Dynamics system now fully live - now single source of managing and easy sharing of risk information across protection, prevention and response to support incident management.
- Business process re-engineering in full flight – reviewing all our processes using Lean and other methods.
- Brought fleet workshops in house, under pressure and on time, and new project to upgrade facilities



# Key Achievements

- Relocation of Fire Control from Kent Police HQ to a state-of-the-art, purpose-built site in Coldharbour.
- Decarbonisation Surveys carried out at all KFRS sites by a specialist consultant (funded via a SALIX grant) – working now on affordable sustainability plan.
- 'Good Governance' workshops and workbook.
- Significant improvement work on corporate risk register using Institute of Risk Management and external auditor Grant Thornton.
- Focus on ethics – ethical code – used CSPL "Leading in practice" as basis for internal audit review of our leadership approach to ethical behaviour.
- Joined the Networked Fire Service Partnership (Hampshire and Isle of Wight, Wiltshire and Dorset, and Devon and Somerset FRSs) for our Control management. – New control system jointly procured and goes live late this year.



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# Key Achievements

- Collaboration with 4F partners (West Sussex, East Sussex and Surrey) on procurement of new Incident Command units
- Collaboration with 4F partners (West Sussex, East Sussex and Surrey) on procurement of new Breathing apparatus (Contract now awarded and entering implementation stage)
- MOU in place with Kent Police for serious incident which needs investigation and sharing of data re any potential legal misconduct of our colleagues.
- Southeast chiefs – joint senior leadership programme designed by Kent.
- Collaborating with Essex to develop new ways of working. Examples include: RBIP, interventions, risk information processes, L2 training courses, knowledge sharing.
- Built new partnerships with diverse community groups to help us design and tailor services.





# Key Achievements

- Introduction of a professional standards team, analysis of National professional standards and gaps in our processes, analysis of reports such as Grenfell and other specialist work.
- Assurance team been created since 2021. They work across stations assuring against professional standards and issues of learning linked to risk— reports back to stations and then quarterly summaries of issues. They undertake investigations along with external resources for more complex cases.
- Organisational Learning team carry out debriefs, and incident debriefs – across response, resilience, protection and prevention - raising key learning points and we ensure this becomes consistent practice.
- We also triangulate learning with Service exercises and for assurance that learning has been embedded.



# Key Achievements

- Succession planning well established – use of Talent Benchmark Reviews and Development Centres.
- We interviewed and did focus groups with our most effective ff and cm's to establish the nuances of effectiveness – the findings being used to develop exercises for development centres and in recruitment.
- Career workbook and workshops, building confidence workshops, interviewee skills with special focus on people who are neuro-diverse.
- Continuous dialogue embedded and regularly tested.
- Focus on leadership development programmes at 4 levels and empowerment of leaders at all levels.
- Significant work on embedding Code of Ethical Conduct and reducing sexual harassment/bullying – we have seen a reduction of cases over time.
- Far ahead on pensions.
- Flexible options on pensions.
- 18 years of focus on changing culture..
- Significant HR team restructure to ensure teams skills aligned to strategy.



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# B. Inspection update

February 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 thematic inspection report into misconduct was published on 1<sup>st</sup> August 2024. The Authority has assessed progress against these recommendations and they have been published on the website here: [Standards of Behaviour - the handling of misconduct in fire and rescue services | Kent Fire and Rescue Service](#).
2. Our revised full round three inspection date, is scheduled to run through February and March 2025. The planned start date is 17<sup>th</sup> February with the inspection teams carrying out fieldwork through on site visits and remote interviews through the weeks commencing 10<sup>th</sup> March, 24<sup>th</sup> March and 31<sup>st</sup> March 2025.
3. We can expect our outcome report for the round three inspection w/c 4<sup>th</sup> August 2025 if this planned timetable remains accurate.
4. HMICFRS have recently consulted on the changes they are proposing for the round four inspection programme for 2025-2027. These have now been agreed and pilots are being carried out early this year in three other fire services.
5. 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.



# C. Performance update

February 2025

For further information please contact:

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



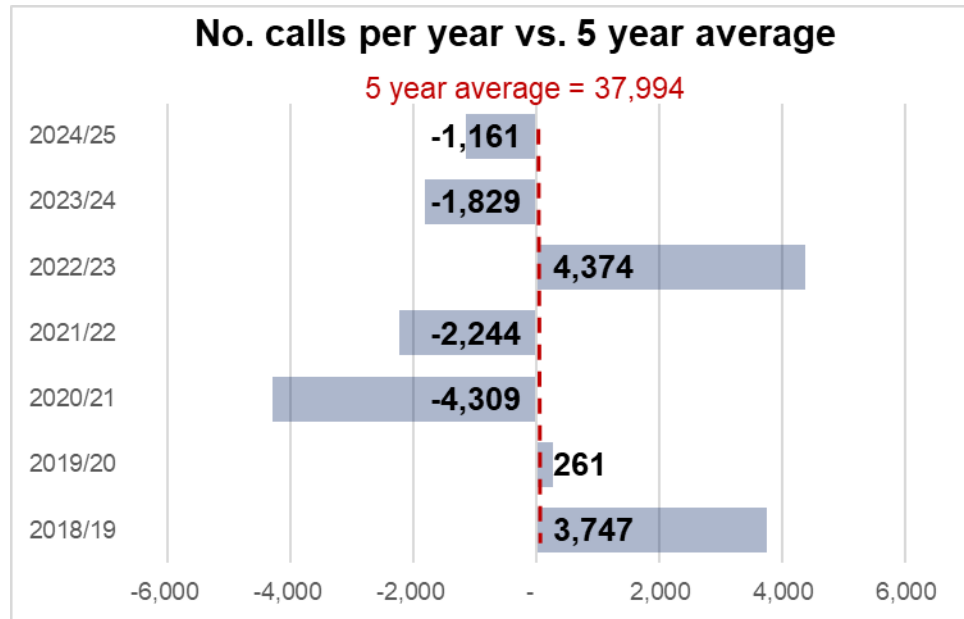
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# Overview of the Authority's performance for April – December 2024

## Emergency Calls

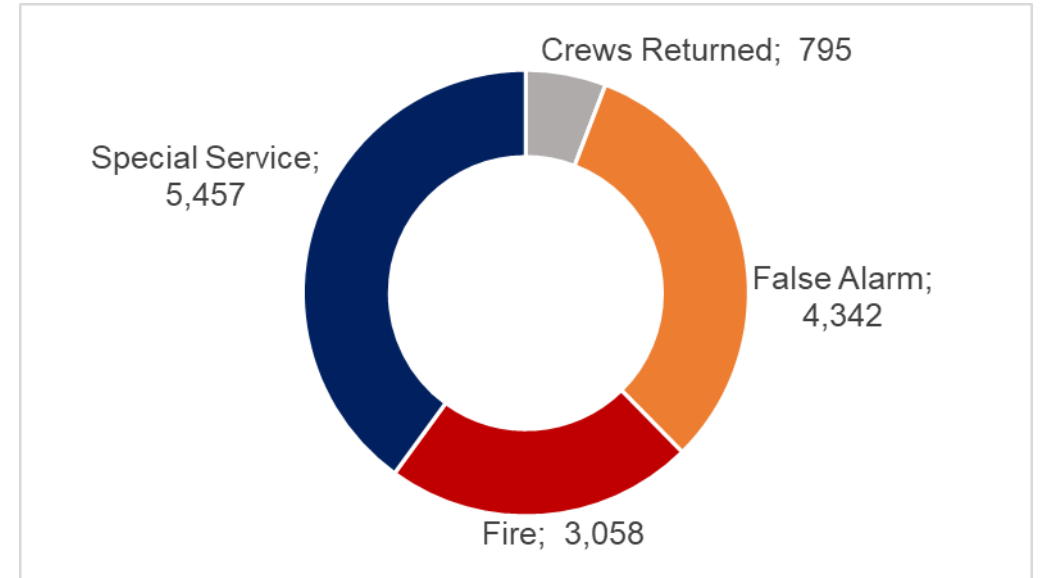
Between April and December 2024, 27,335 emergency calls were received in Authority's control room. It is evident that call volumes vary year to year. Low call volumes in 2020/21 and 2021/22 were affected by the pandemic. The high numbers recorded in 2018/19 and 2022/23 are linked to hot summers increasing outdoor fires and related calls. Predictions suggest that this year's call volumes will be lower than last year and lower than the five year average



## Incidents Attended

The calls received into the Control room resulted in mobilising to 13,652 incidents between April and December 2024

- The majority of fires attended were outdoor and rubbish fires
- 24% 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

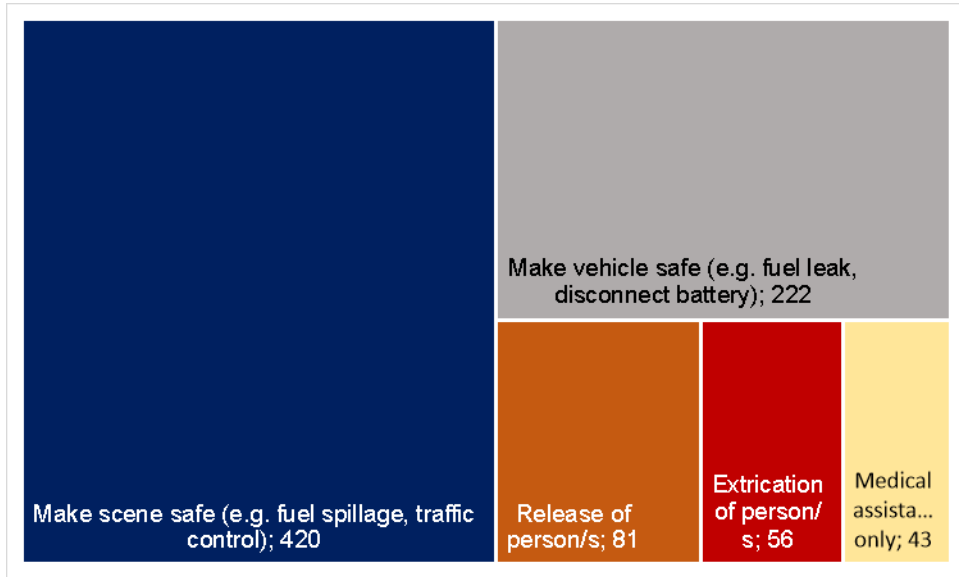


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## Road Traffic Collisions

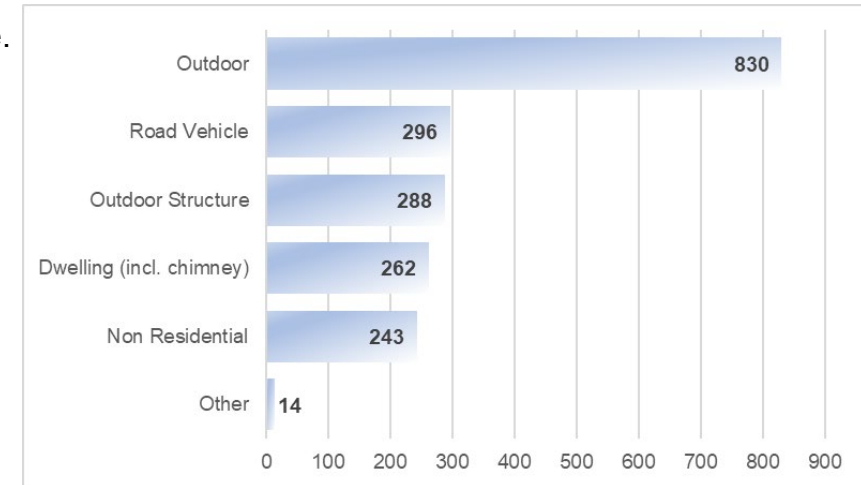
- 825 road traffic collisions have been attended (excluding those where no action was needed). The vast majority of incidents have needed our attendance to make either the scene or the vehicle safe only.



- As a result of these incidents 10 people have died and 69 have been seriously injured.

## Fire Incidents

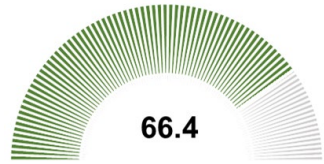
- Attended 3,088, fires of all types; which is 3% less than the same period the year before.



- Attended 421 accidental fires in the home (not including chimney fires); which is higher than the number attended in the same period last year (200).
- Accidental fires account for 61.6% of the total fires attended. As a result of these fires, eight people have died (seven house fires, 1 boat fire), seven people suffered serious injuries and 49 people have suffered 'slight' fire-related injuries.
- Two people have also died in suicide incidents involving fire and five people have been slightly injured in deliberate fires

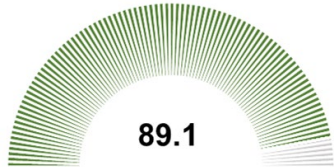


## Response times



Life-threatening incidents within 10 minutes

Average time from mobilisation to attendance – 9 minutes 0 seconds



Non-life threatening incidents within 15 minutes

Average time from mobilisation to attendance – 9 minutes 4 seconds

## Availability

So far this year the average number of fire engines available has been 32 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.



4.6% of all contracted hours have been lost due to sickness. Operational colleagues have lost 4.7% of contracted hours to sickness and employees in Customer Service teams have lost 4.1%.



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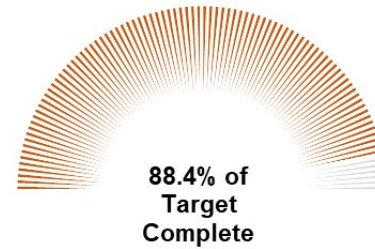
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## Home Fire Safety Visits and Safe & Well Visits



11,448 Home Safety Visits.



8,842 Safe and Well Visits

## Building Safety

- 99.6% of building consultations received (1,683 of 1,677) have been completed within 21 days.
- 1,098 audits have been carried out in total so far this year, 735 of which were in business premises in line with the Authority's risk-based inspection programme.



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# D. Response and resilience update

February 2025

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



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# California wildfires



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# Service delivery

There has been a spike in the number of fires resulting in fatalities since the last Authority meeting (detailed in the performance slide). We are aware of other fatal fires that have occurred nationally over this period and are taking an integrated approach, working with protection colleagues, to identify any trends and learning. These fires are classed as critical incidents. This results in each one having a full debrief under our operational learning process. Vulnerability remains a clear factor associated with these types of incidents. We are also seeing more critical incidents resulting from customers suffering with poor mental health. Addressing this forms a core part of our customer risk management plan, as reported to Members previously.

Our project to improve the availability of our on-call fire engines is now well underway. Since the last Authority meeting, we have held 3 seminars to engage with on call colleagues. Over 150 colleagues attended, giving valuable insights, feedback, and suggestions for improvement. We are currently recruiting new part time on call roles, designed specifically to support on call stations. We will be piloting this initiative from March. We will be bringing the results of this pilot, and any learning, to future Authority meetings.



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# Operational policy & capability



We have been seeing an increase this year in the number of prison fires we attend. These are often difficult to predict or reduce as the cause can often be because of a single prisoner's actions, or tensions within the prison. Our policy team and service delivery team have met with prison governors at Elmley and Swaleside. Both governors have been supportive and keen to work to address the issues. We have developed a revised memorandum of understanding and will be undertaking an increased programme of exercising. We will also be contributing to training prison officers receive.

In our CRMP we identified the increasing number of water rescues that we are being called upon to undertake – particularly in the river Medway around Rochester and Chatham. We have a boat capability in place at this location but are exploring what more we can do to improve our speed of response and help with reducing the number of times our colleagues are having to enter the water to attempt to conduct a rescue. We are going to be purchasing new “personal water craft” (pictured), which are able to be operated with fewer firefighters, at greater speed, and with a high degree of safety. We have also appointed an officer to specifically lead on water rescue response, including working alongside colleagues in prevention to identify opportunities to improve protection around the water's edge.



# 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 list of occupants with the following details:

Flat/Unit	Floor	Last Modified:	Last Modified By:	Control advice:	Condition	Storm ID	Actions	Mobility Issues	Completed
31	10	09/01/2025 13:25	Gosling, Mark	Evacuate			Evacuated, Led to safety, Rescued, Deceased, Checked & Empty		<input type="checkbox"/>
29	9	05/12/2024 12:53	Newton, Christopher	Stay Put			Evacuated, Led to safety, Rescued, Deceased, Checked & Empty		<input checked="" type="checkbox"/>
27	9	06/12/2024 09:57	Service Live	Stay Put	Owner outside - flat not checked		Evacuated, Led to safety, Rescued, Deceased, Checked & Empty		<input checked="" type="checkbox"/>

This block shows a detailed view of a person at risk entry:

- Flat/Unit:** 25
- Floor:** 8
- No of adults:** 2
- No of children:** 0
- Last Modified:** 05/12/2024 13:05
- Last Modified By:** FJK16R3
- Control advice:** Fire Survival Guidance
- Condition:** Fire
- Storm ID:**
- Information comments:** 2 adults trapped in kitchen male has collapsed



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# Resilience



Water provisions – work continues between, KFRS, NFCC, Water UK and the Home Office relating to risks identified relating to the lack of flow and pressure for firefighting.

Multi-agency plans, through the Kent & Medway Resilience Forum, are being drafted to try and mitigate against the impacts from the introduction of bio-metric border checks in 2025 (date TBC).

National work ongoing regarding recent high profile business continuity events, including the loss of 999 lines and 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 the Home Office to discuss emerging risks. Current work is centred around a foot & mouth outbreak in Germany, risk of national power outage, and supply chain resilience.

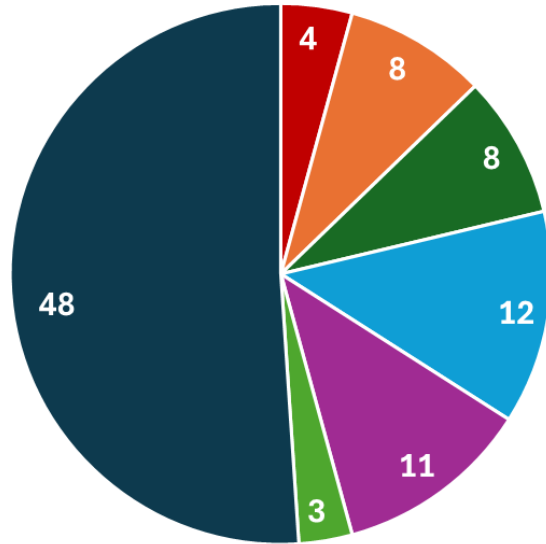


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# Resilience

## EXERCISE SCHEDULE 2025/26



- Business Continuity Exercises
- Cross Border Exercises
- FRCC Exercises
- Monthly Command Exercise
- Partner Exercises
- Service Exercises
- Site Specific Risk Exercises

**Total = 94**

**Members Exercise:** The next opportunity for members to attend a KFRS exercise is being planned for May 2025 and is due to be held at Bluewater Shopping Centre

### Key Exercise Information:

- Op Pegasus: Pandemic exercise mandated by Government (November).
- Cross Border MOU regarding exercises drafted and agreed at Ops Alignment Group.
- Service Exercise scenario based on a National Power Outage (NPO).
- Multi-agency exercises to include test of Control Room and Major Incident Response.



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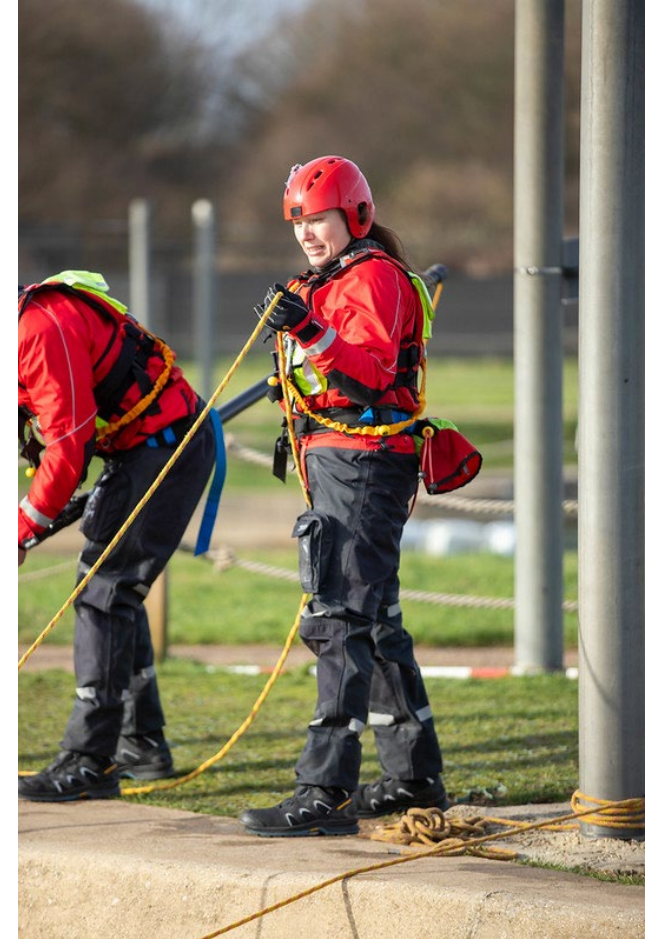
# Technical training & professionalism

13 new on-call trainee firefighters have completed their “pathway” course and are now operational. A further 6 are due to start their course in February. 10.5% of trainees are female.

8 new wholetime trainee firefighters have completed their pathway course and are now operational. A further 9 are due to go operational in April. 23.5% of trainees are female.

We have moved our water rescue training to Teston lock. Previously trainees had to go to a site in Horsham, West Sussex. The change in venue will result two-week savings in salary, venue, and fuel costs; more time for training; reduction in environmental impact from travel; and the site better reflects the type of water risks faced by our firefighters in Kent.

Improvements to fire behaviour training: We have moved from a three-week initial BA course to a trainers Initial Fires and Firefighting course. This move from a two week to a three course still covers all core content on BA, but also enables additional input on different tactical approaches to fires making use of technology such as fog spike and CAF. We have also improved our fire behaviour input to new trainees by providing live fire ‘dolls house’ to demonstrate fire and smoke spread with associated phenomenon through building compartments. This has received excellent feedback from delegates on the courses. We have also received our new virtual reality fire behaviour training set and are in the process of training our trainer’s in its use. This will further diversify the types of learning opportunities available to our firefighters.



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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 PowerBI interface allows managers to keep an oversight of progress across their teams and helps to inform training activity.

7 full debriefs conducted resulting in 30 learning recommendations.

Our response assurance team have been visiting stations to examine performance against areas of cultural focus. These findings allow us to tailor additional specific support where needed. These visits also 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 are in the process of procuring 2 new driver training appliances to ensure that we can offer our colleagues the best training experience possible. These are anticipated to be delivered in Q3 2025.

Our uncrewed ground based vehicle (firefighting robot) has now been delivered and crews are currently undertaking training. We anticipate this will be operational in March.

Members will be aware from previous discussions that we need to replace our vehicle workshop. Our goal is to build a modern facility that offers the opportunity to change to more efficient working practices, as well as allowing us to improve our value proposition to potential future workshop colleagues in a market that is highly competitive. We are currently developing our site requirements and conducting a high level market appraisal.

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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# Fleet and equipment services



In January we signed a contract with Interspiro for replacement of our breathing apparatus sets. This followed a collaborative procurement project with Surrey FRS, East Sussex FRS and West Sussex FRS that delivered savings through economies of scale. The BA sets purchased feature the latest technology and safety features. We are anticipating delivery in 2026/27.

We have just launched an invitation to tender for new command units. This follows a collaborative design and procurement project with Surrey FRS, East Sussex FRS and West Sussex FRS. This will achieve cost savings as a result of economies of scales, as well as providing identical capabilities that can be shared across services – providing additional resilience.



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# E. Protection, prevention and engagement update

February 2025

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

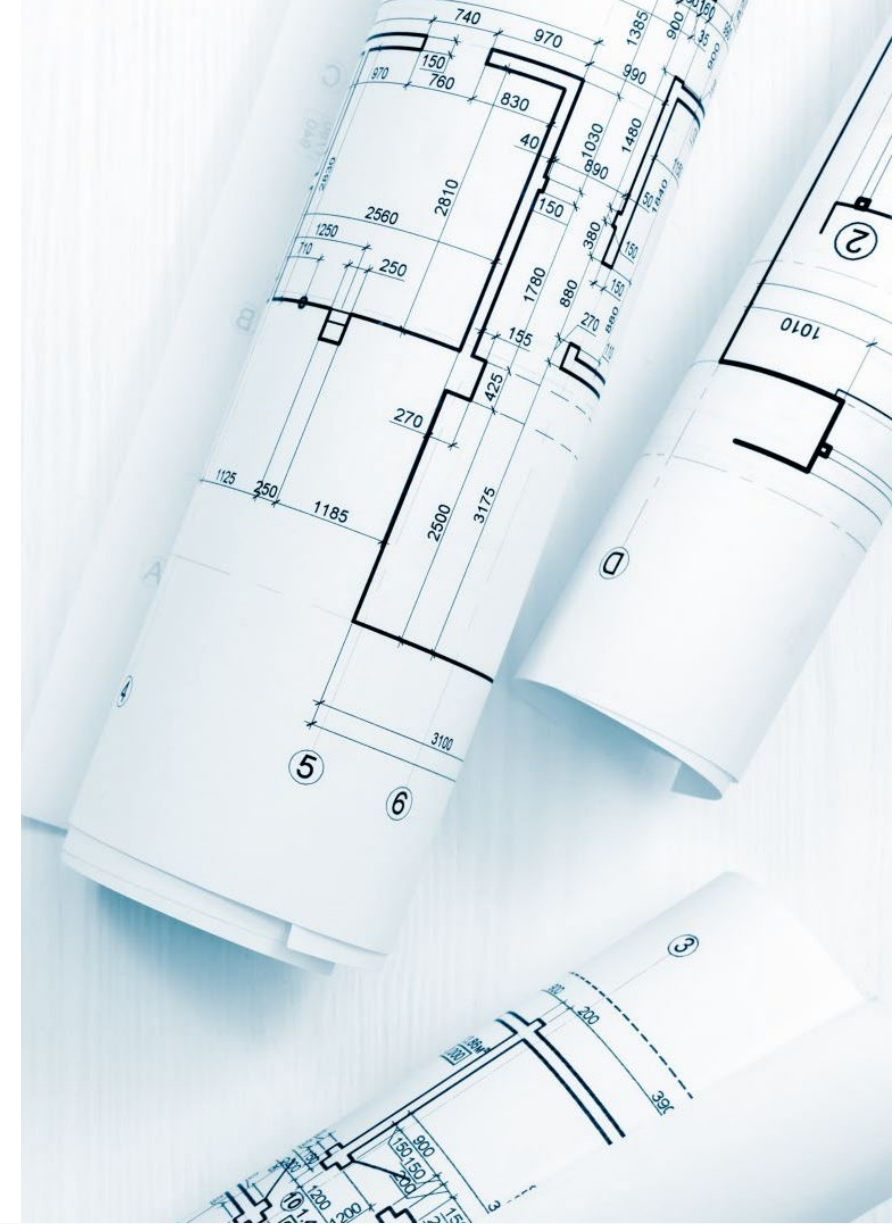


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# Building Safety

- Work is progressing on the implementation and launch of the new Risk Based Intervention Programme (RBIP) which will be live from April 2025.
- The RBIP plans our proactive interventions with premises over the next three years and uses the new NFCC methodology for both risk rating and interventions at premises, resulting in KFRS being one of the first organisations to adopt this new approach.
- The new RBIP has also resulted in a revised Inspection and Enforcement Policy.
- Our Senior Fire Engineer has completed a range of Building Assessment Certificates (BACs) for premises both within Kent and Medway, as well as several to support the London Fire Brigade on behalf of the Building Safety Regulator (BSR).



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- Three new inspectors have recently joined the organisation, two of which have been funded by the Building Safety Regulator (BSR) Funding.
- In January 2025, eight Building Safety colleagues started their Level 4 Diploma in Fire Safety, and three colleagues within the Fire Engineering team have now started the Level 5 Diploma in Fire Engineering.
- Our two trainee fire engineers are now halfway through year one at Preston University, completing the BEng (Hons) in Fire Engineering degree. These posts will help further develop the Authority's resilience to responding to consultations and fire engineered solutions.
- Following the incident at the old Debenhams building in Canterbury, Building Safety colleagues engaged with local businesses along the High Street. Over two days, we conducted reassurance visits to 101 businesses.



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# Customer Safety

- The Education Intervention and Life Skills teams engaged with 81,000 children and young people during 2024.
- Our Education team were recognised at the NFCC Prevention Awards as a Finalist in the Safeguarding category for their work with Fire Cadets.
- 40 young people joined the Fire Cadets programme in 2024. The sessions aim to build confidence, resilience and inspire aspirations. Young people are given the opportunity to continue their learning as Crew and Watch Manager Cadets.
- For a second consecutive year, a KFRS Watch Manager Fire Cadet was appointed as a Lord-Lieutenant Cadet by Lady Colgrain in November 2024.



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- Customer Safety teams and stations are now using Dynamics 365 for recording Home Fire Safety Visits, with training provided before the launch in November 2024. This means KFRS is one of the only FRS in the country sharing all customer and risk information across one system.
- To meet the needs of the NFCC person-centred framework competency for home fire safety visits, we are sharing e-learning alongside face-to-face training for new firefighters.
- Safeguarding Managers are currently undertaking Level 5 strategic training to meet Competency Framework requirements.
- The Safeguarding Section 11 audit, presented to Kent and Medway Safeguarding Children Partnerships, highlighted training successes and updates on Cadets and our education programme, Aspire.

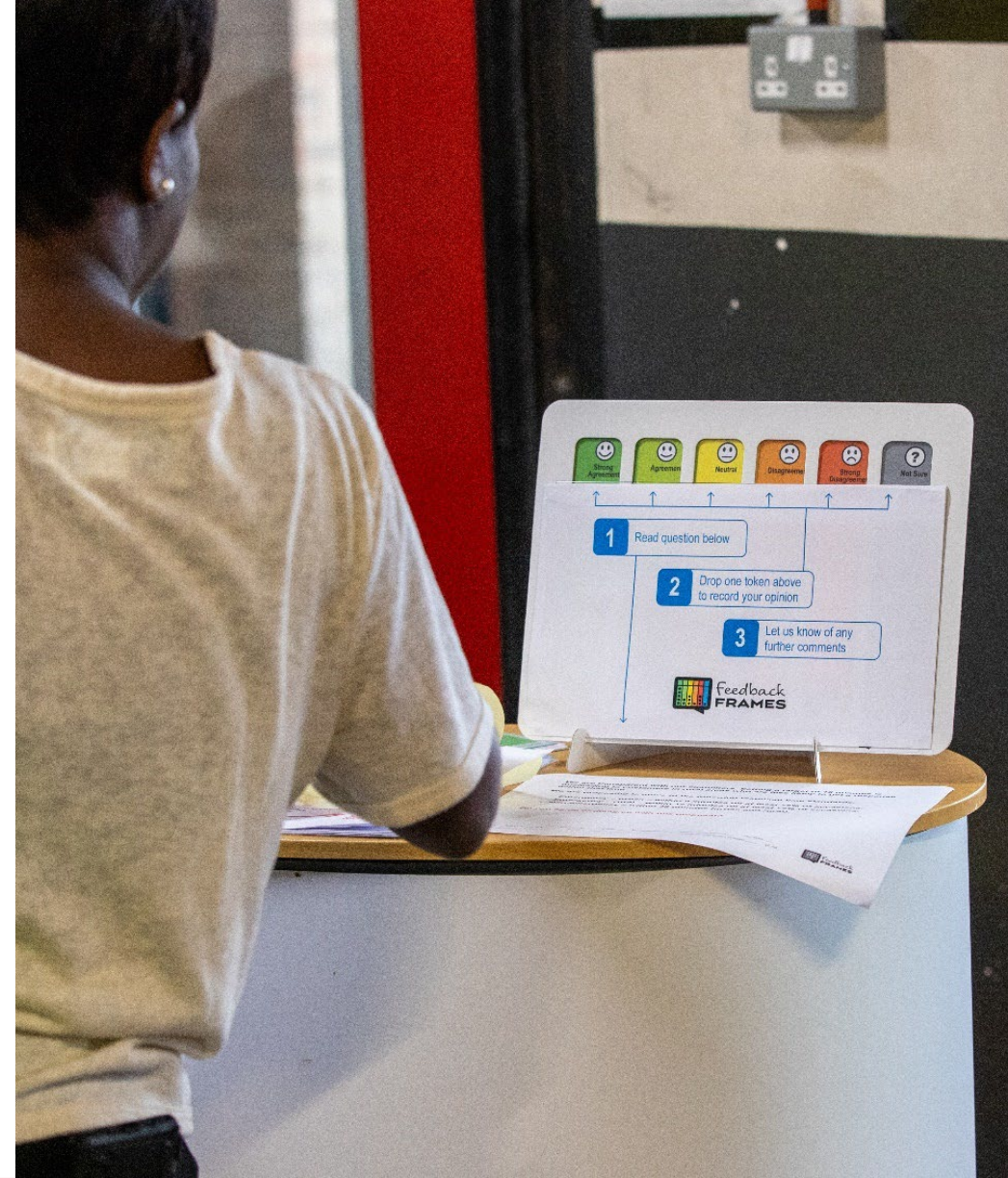


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# Community Insight & Partnerships

- We have completed a 13-month analysis of community insight forms, involving 1,172 individuals and 567 completed forms across 136 events. This has further enhanced our understanding of our customers, including how they engage with us and the best methods of communicating with them.
- Over 120 customers have participated in our CRMP feedback sessions, focusing on response time and council tax, engaging target groups in urban and rural areas, ensuring under-represented perspectives are incorporated in this key process.



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- The survey on device usage, safety knowledge, and disposal behaviours of rechargeable electricals and lithium-ion batteries was concluded in October 2024 with 2049 fully completed responses. We are currently examining the data and will publish the findings this Spring.
- The team is collaborating with local authorities and partners to address safety concerns in derelict buildings and anti-social behavior within them, resulting in successful enforcement through the issuing of notices.



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# Engagement

## Volunteers' activity during 2024

- Supporting our Building Safety team with 12 days of action with post incident activity and signposting 170 businesses to our website informing them of regulatory duties. Also, engaging over 50 local businesses with open fires to be aware of the risks.
- Fire cadet volunteers have supported 40 new young people starting their programme in Ramsgate and Rochester through undertaking 68 sessions across the academic year. This course builds resilience, confidence for our new Fire cadets.
- Our Volunteer Response Team (VRT) have supported almost 300 customers who have been affected directly or indirectly by fire, flooding or other emergencies.
- The VRT welfare vehicle, which gives customers a safe dedicated space to provide vital welfare support away from the incident, has been mobilised more than 40 times since its launch in May.
- We begin work to secure 'Investing in Volunteers Award' in early 2025.



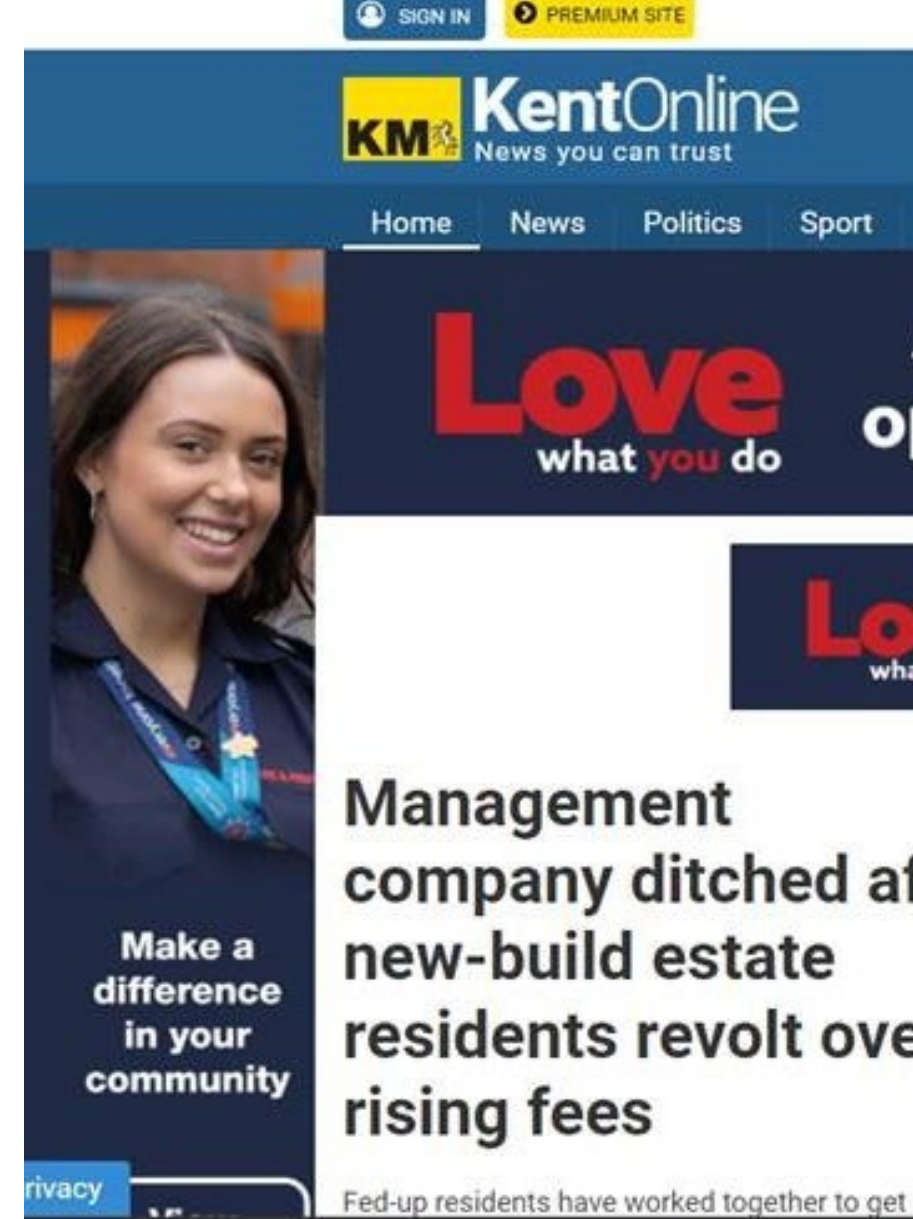
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# Engagement

## Communications and Marketing

- The 'Love What you Do' recruitment campaign launched in early January 2025 which runs to the end of March 2025. The campaign aims to boost recruitment across KFRS – both operational and professional services.
- Our smoke alarm expiry date campaign 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.
- Our public consultation survey for our Community Risk Management Plan has now closed and exceeded the level of responses in 2024.
- We've received positive press coverage of a story about a lost photo album, which contained many old photos of Albert Scrivens, a former firefighter in the 1930s and 40s, which had found its way back to us and was able to be reunited with the Scrivens' family.



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# Engagement

## Events

- In early December 2024 we held our annual Long Service Good Conduct Awards and our Celebrating Courage and Excellence Award. Both events were held on the same day at the Gulbenkian Arts Centre in Canterbury. The afternoon was a big success with people who attended feeding back how special it made them feel. Planning for the 2025 events is already underway.
- Throughout 2025 we are planning to host a full calendar of events beginning in April including:
  - fire station open days
  - a large multi-agency water safety event in Rochester

We'll also be attending many other events including:

- Pride in Canterbury
- Vaishaki in Gravesend
- Kent Police Open Day weekend
- A large farming community event in the autumn



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# Engagement

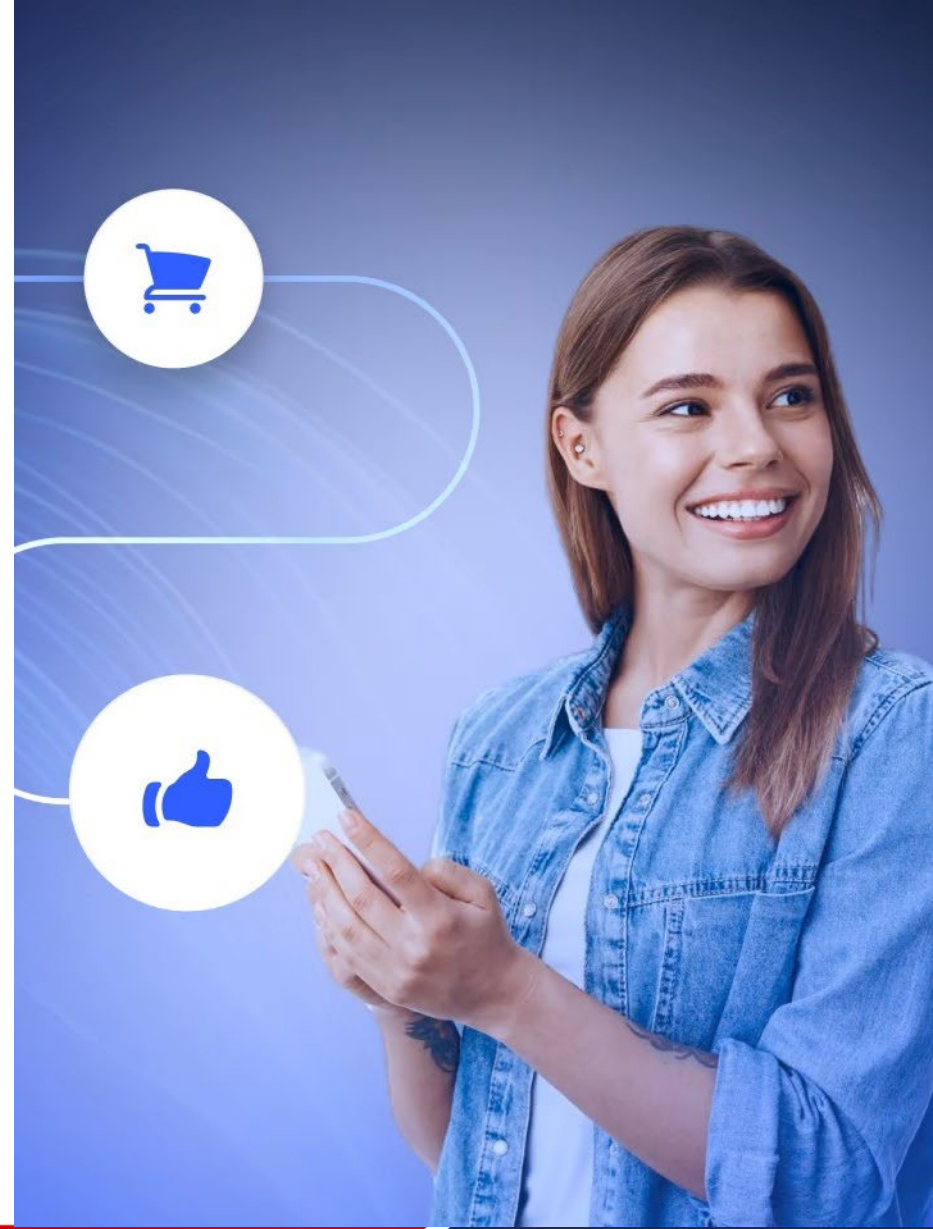
## Events

- Our October half-term multi-agency event 'A Spooky Spectacular' was held in one of the boat slips at Historic Dockyard Chatham on 23 and 24 October. The 'Halloween' themed event targeted families living in high-risk areas in Medway and Swale and supported autumn and winter safety messages with fun for all the family. It was hailed a big success with over six thousand people attending over the two-day event.
- Following the successes of 'A Spooky Spectacular' and our summer 'Neighbourhood Meet and Greet' events held outside of the fire stations we are planning to do more engagement with a similar approach in 2025. The aim will be to increase accessibility and visibility to a wider audience.



# Planning and Business Improvement

- Corporate Management Board formally agreed in December the main purpose, key functions, and structure of the Planning and Business Improvement team.
- The team is a central resource designed to support the organisation's strategic planning and delivery processes as well as continuous improvement. This is done by:
  - Working with strategic leaders to develop tactical plans to deliver the strategic objectives
  - Helping teams across the Service to identify areas for improvement and help build strong cases for change
  - Identifying and investigating business problems, taking a holistic view of the current situation and needs, and developing and evaluating options for improvement.
  - Providing expertise around customer experience and ensuring change initiatives are designed and delivered to meet customer needs
  - Supporting the implementation of transformational change and continuous improvement



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- The team is responsible for mapping the Service's business architecture, with a focus on redesigning business processes to achieve efficiencies
- As well as supporting the delivery of strategic in-flight projects, such as the introduction of the new Command and Control System, the Review of On Call, or the implementation of a new Time and Attendance system, the team focus this year will be on the review and re-design of corporate processes in HR and Technical Training and Professionalism (TT&P). This work started in July last year and is already helped to identify efficiencies.



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# F. Freedom of information request update

February 2025

For further information please contact:  
Owain Thompson, Head of Policy and Data Protection Officer



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# Freedom of Information update 2024/25

\*Q4 is currently incomplete as it covers the period from 01/01/2025 to 16/01/2025.

\*\*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.

	2024/25				
	Q1	Q2	Q3	Q4*	Total
The number of requests received during the period	38	25	42	7	<b>112</b>
The number of the received requests that have not yet been processed	0	0	3	5	<b>8</b>
The number of the received requests that were processed in full	38	25	39	2	<b>104</b>
The number of requests where the information was granted in full	27	16	24	2	<b>69</b>
The number of requests where the information was refused in full	2	0	4	0	<b>6</b>
The number of requests where the information was granted in part and refused in part	9	9	11	0	<b>29</b>
The number of requests received that have been referred for internal review	2	0	1	0	<b>3</b>
Number of data subject access requests**	0	0	0	0	<b>0</b>



# Freedom of Information end of year update 2023/24

\*\*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.

	2023/24				
	Q1	Q2	Q3	Q4	Total
The number of requests received during the period	45	40	25	46	156
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	45	40	25	46	156
The number of requests where the information was granted in full	30	26	18	31	105
The number of requests where the information was refused in full	3	5	0	1	9
The number of requests where the information was granted in part and refused in part	12	9	7	14	42
The number of requests received that have been referred for internal review	1	1	0	2	4
Number of data subject access requests**	4	4	3	4	15



# Consultation for remote attendance at local authority meetings

- 13 responded and all agreed with the broad principle of granting local authorities the power to allow remote attendance at formal meetings.
- 8 stated should only be able to attend council meetings remotely in exceptional circumstances, such as those who are medically or physically unable to attend, or for reasons of local or national emergencies (5 skipped the question).
- For frequency of remote attendance, 3 responded 'very occasionally' and 3 responded 'from time to time'.
- 13 agreed that councils should be required to make arrangements to ensure restricted items are managed appropriately and to require remotely attending members to join from a private location.
- Acceptance it could increase diversity of people willing to stand for election and improve resilience in the event of emergencies, however, concern that it could lead to a significant number of councillors habitually attending remotely and ultimately reduce the effectiveness of councils.
- 13 stated proxy voting should not be introduced for formal meetings.



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# G. Insurance information update

February 2025

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



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# Introduction

- Kent Fire is one of thirteen 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 2023-24 (1<sup>st</sup> November 2023 to 31<sup>st</sup> October 2024)
- 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





# Claims Summary November 2023 to Oct 2024

- Motor Claims 137
- Property Claims 11
- Public Liability Claims 11
- Employers Liability 3 open claims

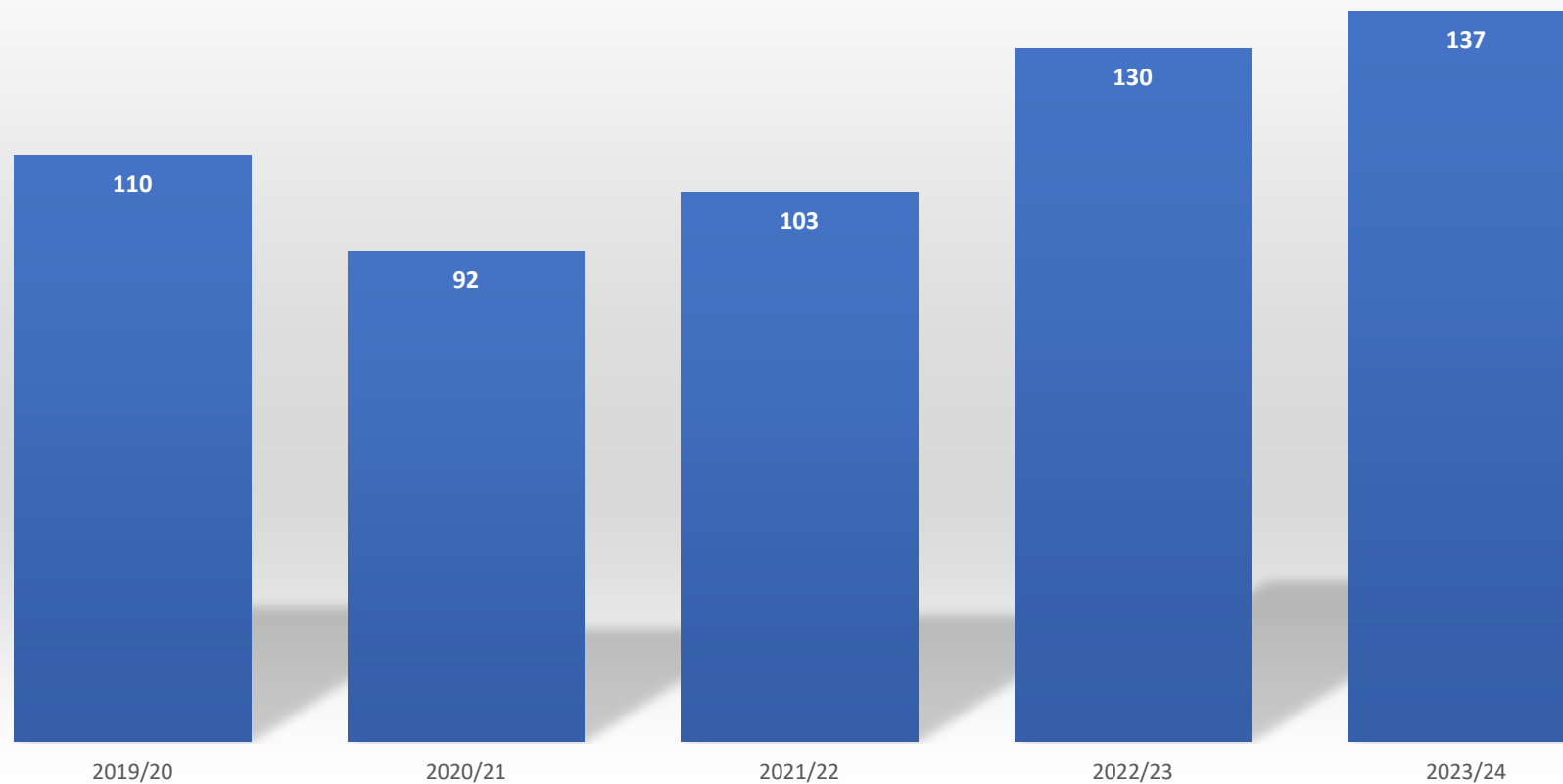


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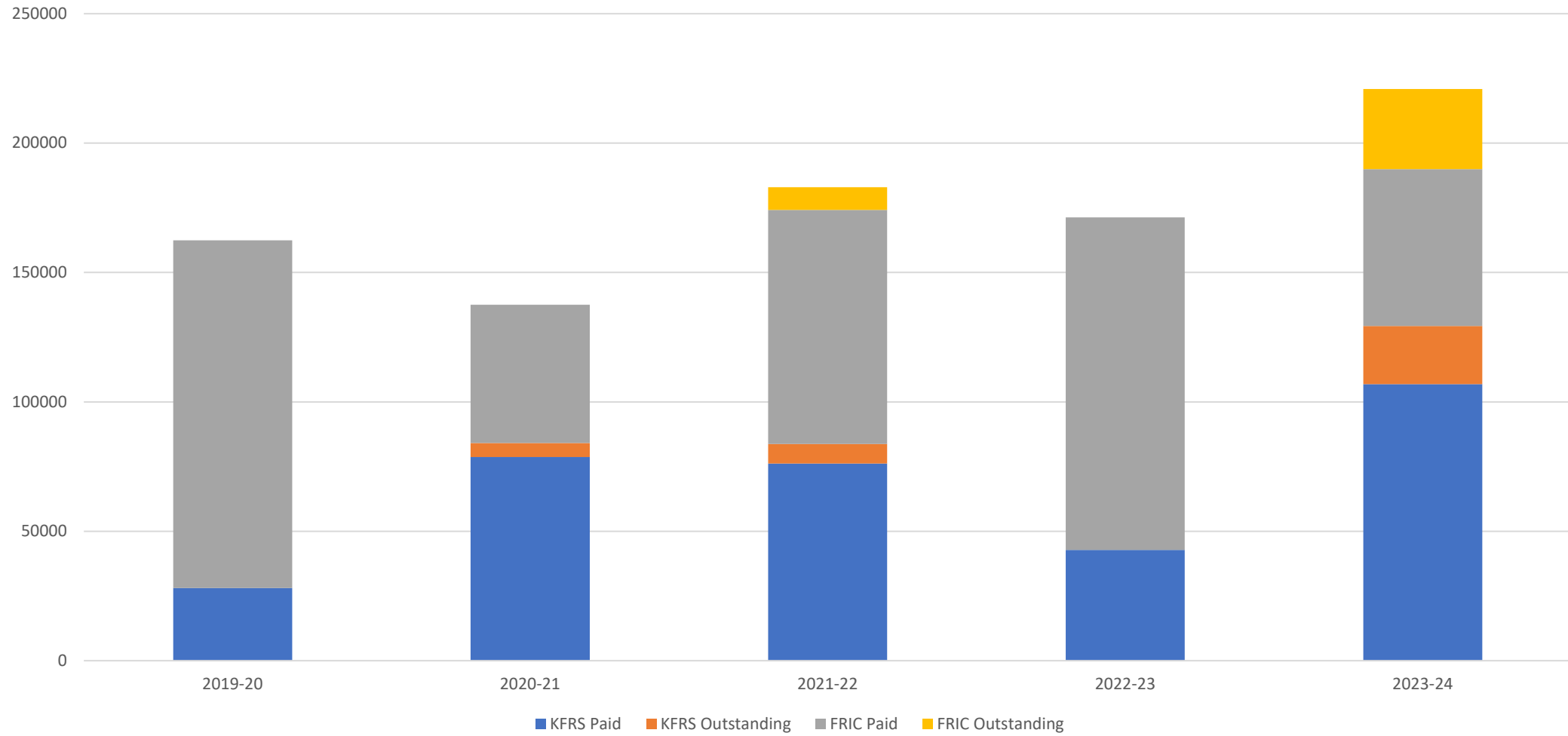
together

# Motor Claims

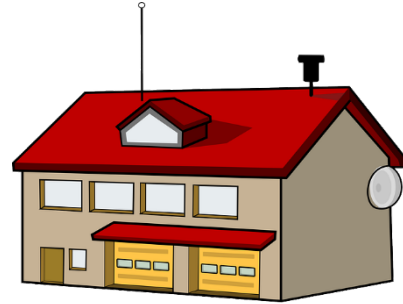
Number of Motor Claims by Insurance Year (Nov-Oct)



### Motor Claim Financials by Insurance Year



# Property Claims



**12** claims reported to FRIC  
2 claims closed with no cost  
2 thefts  
3 collisions to KFRS property in KFRS vehicles  
3 collisions to KFRS property by third parties  
2 ladder damage claims



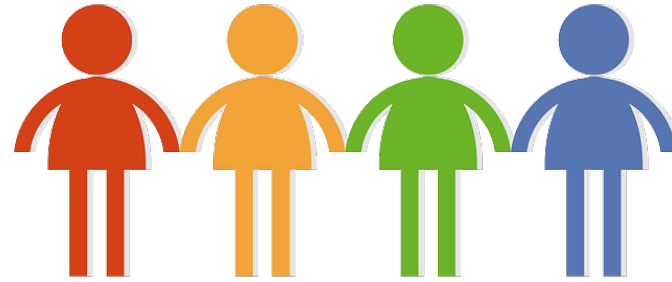
Claim costs paid £60.3k  
Cost to KFRS £32.3k  
Recovered costs £1.5k



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## Public Liability Claims



- 16 claims reported to FRIC (including 7 notifications only)
- 1 remaining open claim
- 3 claims paid
- 1 claim passed to a partner agency
- 1 claim defended
- 3 claims TP did not pursue



Claim costs paid £22.8k  
Estimated outstanding costs £110.



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# Employers Liability Claims



3 open claims, 1 claim has been closed, 1 new claim this reporting period



Estimated cost £31.7k



67 Notification Only



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# Insurance Renewals

- FRIC Insurance policies were renewed for a further year commencing 1<sup>st</sup> November 2024
- The overall increase in policy premium is 5.1% on last year (£36k)



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# H. Pensions and Pension Board meeting update

February 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.
- 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 19<sup>th</sup> September can be viewed [here](#)
- Changes to board membership:
  - Mark Rist stepped down as chair of the board as he has retired.
  - Matt Deadman took over chair of the board with immediate effect.
  - Neil Griffiths replaces Matt Deadman as vice chair with immediate effect.
  - Steve Burwell was appointed as deputy Fire Officers Association representative.



- Pension board members have been undertaking training, both e-learning and in person.
- Local Pensions Partnership performance:
  - No significant failures against KPIs.
  - No member complaints.
  - LPP failed to provide Annual Benefits Statements (ABSs) to 669 members by the statutory deadline – 459 subsequently uploaded a few days late (box not checked in system). The outstanding ABSs are due to members who were written to in advance as their benefit calculations are impacted by additional complications (such as they are affected by both the McCloud and Sargeant remedy). LPP are working through these cases.
- Matthew's update (December 2024):
  - 581 expressions of interest received.
  - 575 now issued with Statement of Benefits and Cost.
  - 6 cases referred to GAD as complications mean they can not be processed using the GAD calculator.
  - 331 responses now received back, 326 elected to join the Modified Pension Scheme.
  - 244 individuals not responded to confirm options. Letters sent out to chase for a response.
- McCloud Contribution Adjustments (Dec 2024):
  - 128 responses (106 adjustments processed / 10 refunds held on account / 12 repayments deferred)

