

Online Public Meeting Service Delivery Performance

Reporting Period 1 June 2025 to 31 May 2026

Prevention, Protection and Emergency Response



Incidents Summary

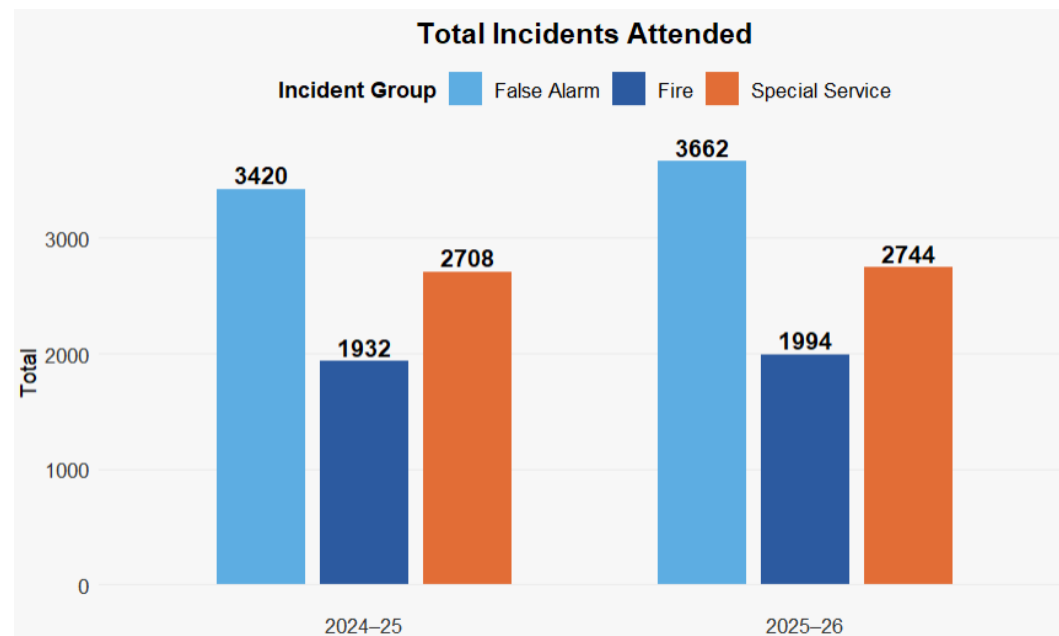
1 June 2025 to 31 May 2026

The overall count of incidents attended has **increased by 6%** on the same reporting period as last year.

2024 – 2025 = **8128**

2025 – 2026 = **8584**

Difference = **456 – 6%**

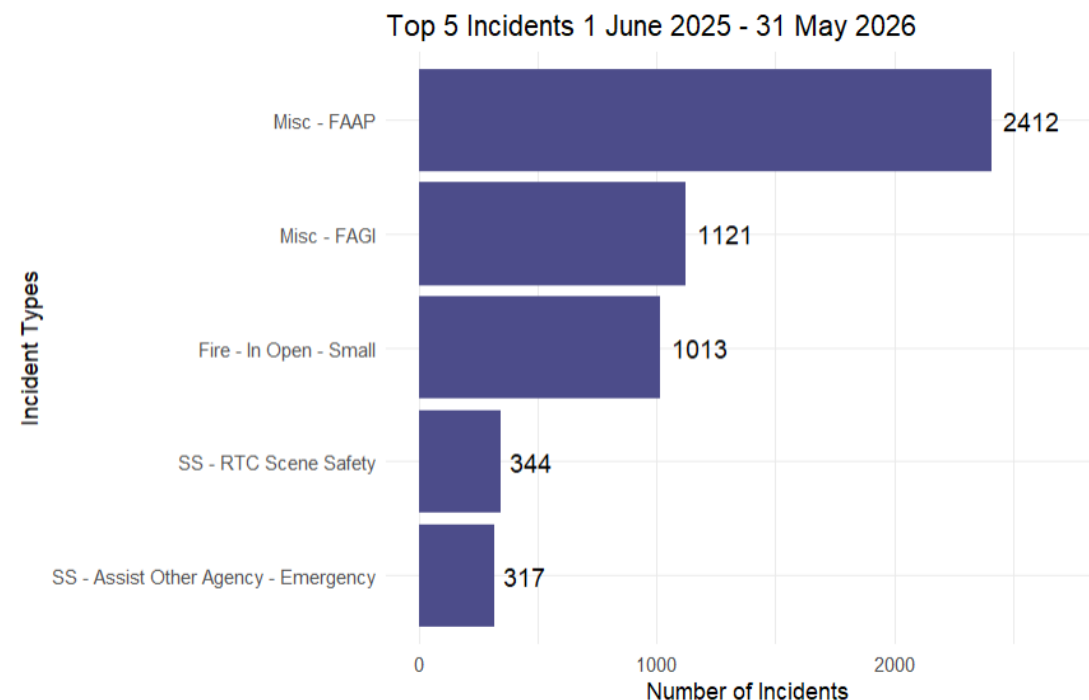


2024 – 2025 = 1 June 2024 to 31 May 2025

2025 – 2026 = 1 June 2025 to 31 May 2026

Percentage change against previous year 2024/25-2025/2026

Incident Group	1 June 2025 - 31 May 2026	1 June 2024 - 31 May 2025	Difference	Difference %
False Alarm	3662	3420	242	▲ 7%
Fire	1994	1932	62	▲ 3%
Special Service	2812	2776	36	▲ 1%



Prevention

1 April 2026 to 31 May 2026

Home Fire Safety Visits (HFSVs)

For 2026/27 NYFRS has set a target of **5,750 Completed Home Fire Safety Visits**.

This is an increase on the 2025/26 target of **5,500** HFSV's completed.

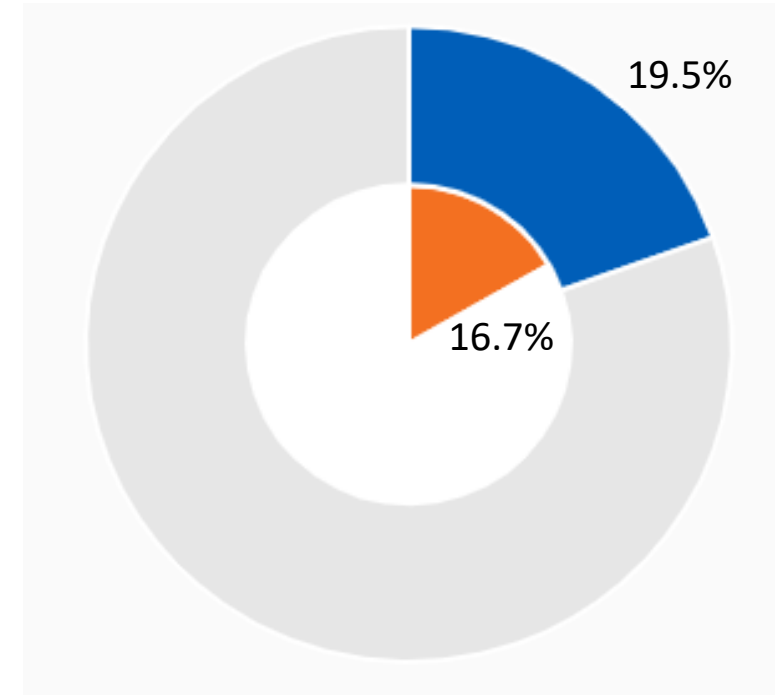
NYFRS has exceeded HFSV targets for both April and May 2026.

April 2026 – **547** Completed HFSVs

May 2026 – **577** Completed HFSVs

2026/27 YTD – **1,124** Completed HFSVs

Progress Against 5,750 HFSV Target



Prevention

1 June 2025 to 31 May 2026

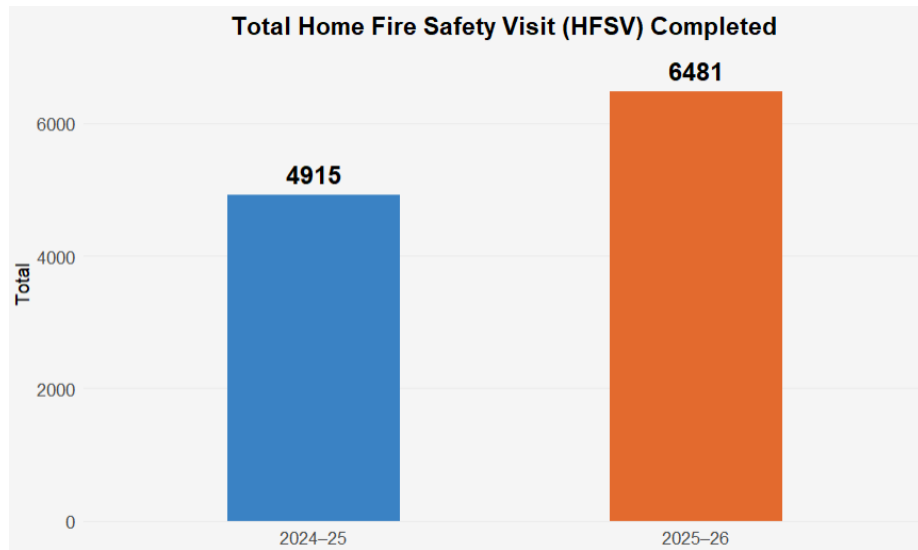
Home Fire Safety Visits (HFSVs)

The overall count of HFSVs has **increased by 54%** on the same reporting period as last year. (1 June to 31 May)

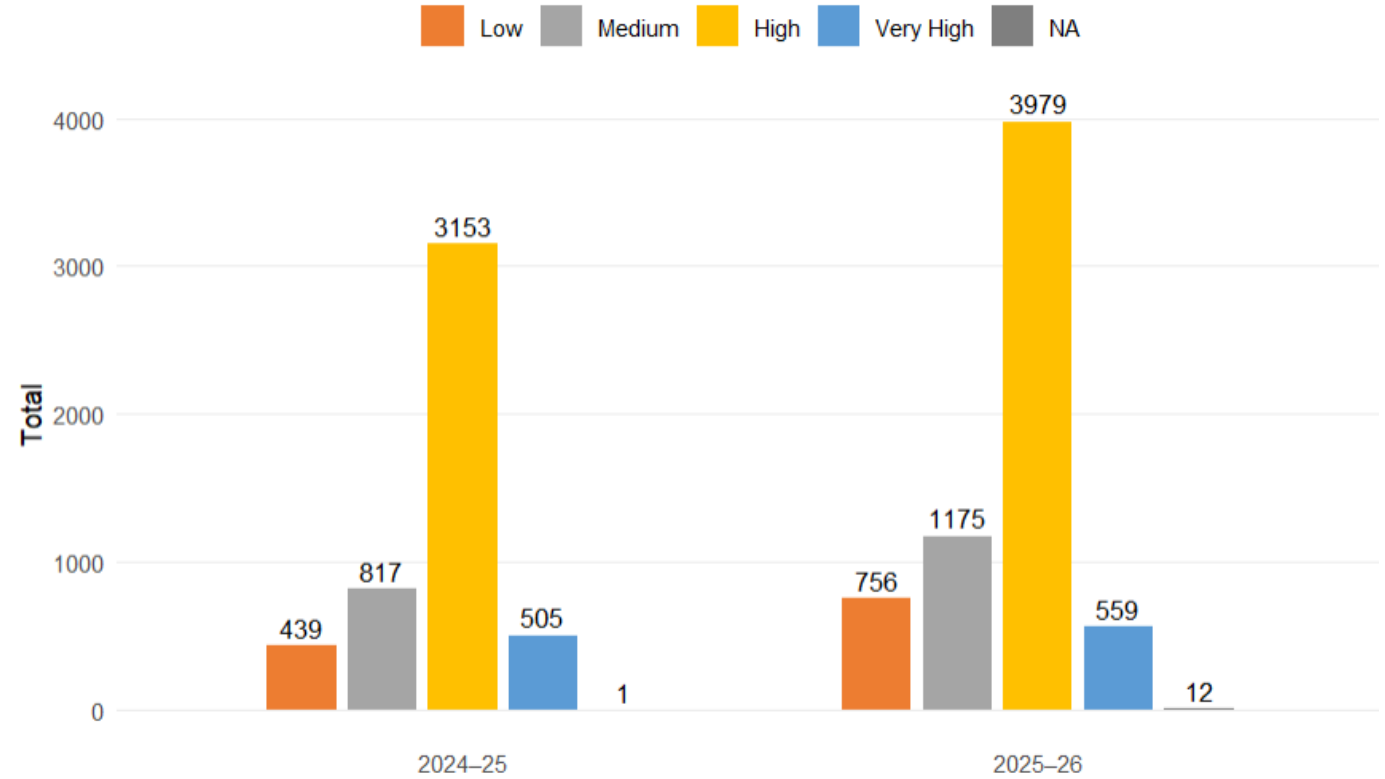
2024/25 = **4,195**

2025/26 = **6,481**

Difference = **2,286 (+54%)**



HFSV Completed by Risk Category Year on Year (1 June to 31 May)



Protection

1 April 2026 to 31 May 2026

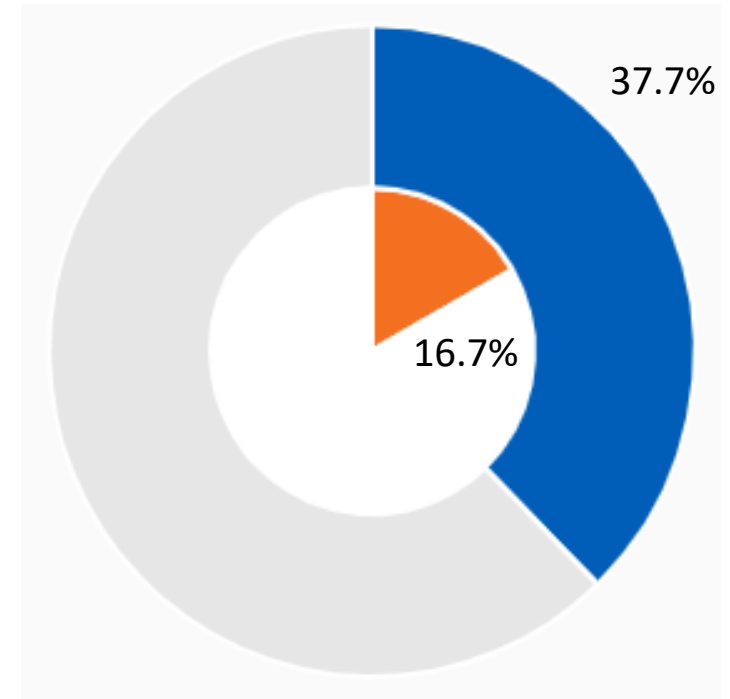
Risk Based Intervention Programme (RBIP)

NYFRS's 2026/27 Risk Based Intervention Programme has identified **350** highest risk buildings (Programme One) for interventions this fiscal year.

Progress against Program One is currently **37.7%**, compared with an expected **16.7%** at month 2, indicating delivery significantly ahead of trajectory.

2026/27 YTD – **132** Interventions

Progress Against RBIP Programme One



Protection

1 April 2026 to 31 May 2026

Consultations

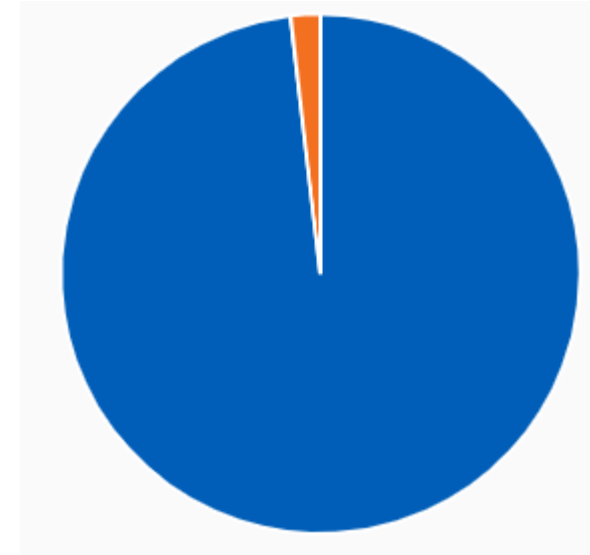
NYFRS has established clear timescales for consultation responses in line with the Regulatory Reform Order (RRO).

During April and May 2026 NYFRS Protection teams have demonstrated strong compliance with those standards, with the vast majority of consultations completed within the required timeframe.

There is a despite a 7% year-on-year increase in the number of consultations received during April and May.

April/May 2025 = 307 Consultations

April/May 2026 = 327 Consultations



● Completed On Time (98%) ● Not Completed On Time (2%)

Overall Fire Engine Availability

Year To Date (YTD) Comparison

NYFRS has seen year on year increases each of the first months of 2026 in overall appliance availability

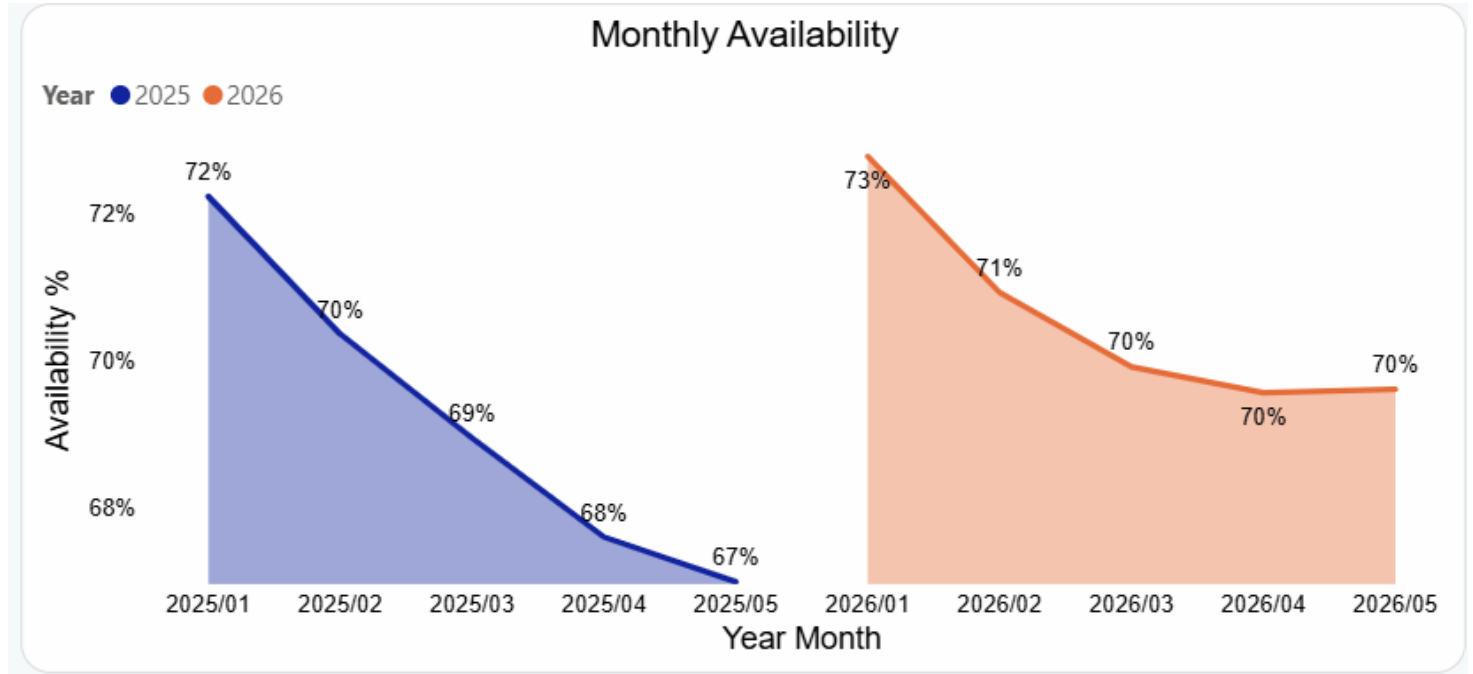
2025

- Whole-time duty system 96%
- On-call duty system 56%

2026 YTD

- Whole-time duty system 98%
- On-call duty system 59%

Year	Current Year
2025	68%
2026	71%



Response Standards

1 April 2026 to 31 May 2026

NYFRS maintains defined response standards aligned to operational expectations and public accountability, with a 13-minute target for overall incidents and 11 minutes for dwelling fires.

Performance for April and May 2026 shows compliance with both standards

Overall Incident Response Standard 13:00 minutes	April 12m 22s May 12m 00s
Dwelling Fire Response Standard 11:00 minutes	April 10m 40s May 9m 11s

Report Period: 2026-27 Quarter 1

Year Month	H:M:S Total Response Time	Total	H:M:S Total Response Dwelling Fire	Total Dwelling
April 2026	00:12:22 ●	745	00:10:40 ●	27
May 2026	00:12:00 ●	737	00:09:11 ●	23

NB: Response times are subject to slight fluctuation based on Fire and Rescue Data and Performance (FaRDaP) report completion and submission.