



**North West Fire Control
Quarter 4
2025-2026**



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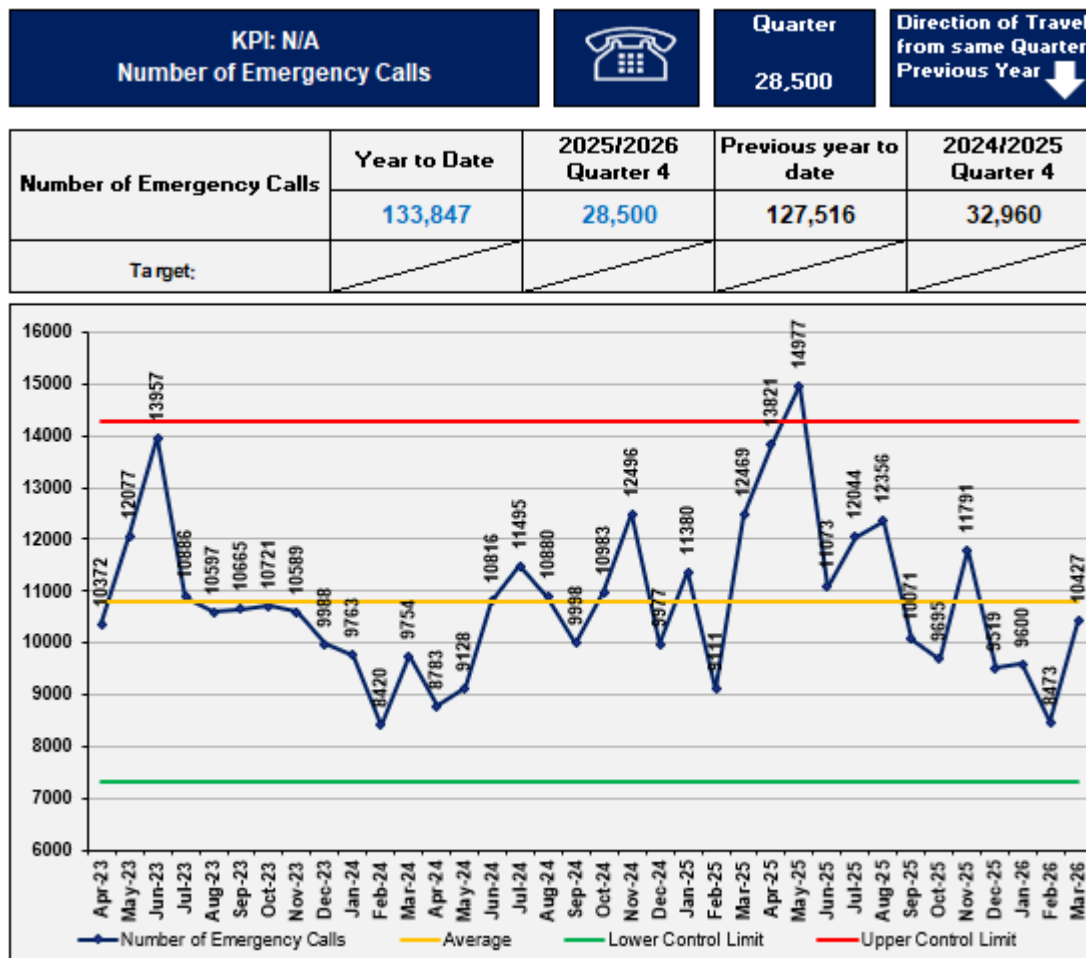


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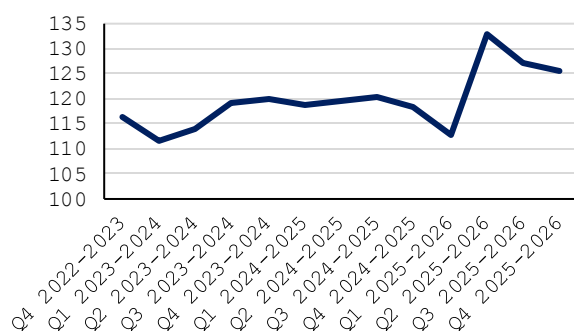
Highlights

	Variance from Previous Quarter	Variance compared to same quarter previous year	Target
Emergency Calls	↓	↓	N/A
Incoming Administrative Calls			N/A
Outgoing Administrative Calls			N/A
Call Answer Time in 10 seconds	↑	↑	95% in 10 seconds
Average Call Answer Time	↓	↓	5 seconds
Call Challenge – Mobilisation not Required	=	↑	No Target
Percentage of Shifts Covered	↑	↓	80%
Skill Level – Control Room Operators (CROs)	↑	↑	No Target
Skill Level – Supervisors	↑	↑	No Target
Absence	↓	↑	Less than 8.5 Shifts
Mobilising Investigations – NWFC Root Cause	=	↑	0

Number of Emergency Calls



Average Duration of Emergency Calls (seconds)



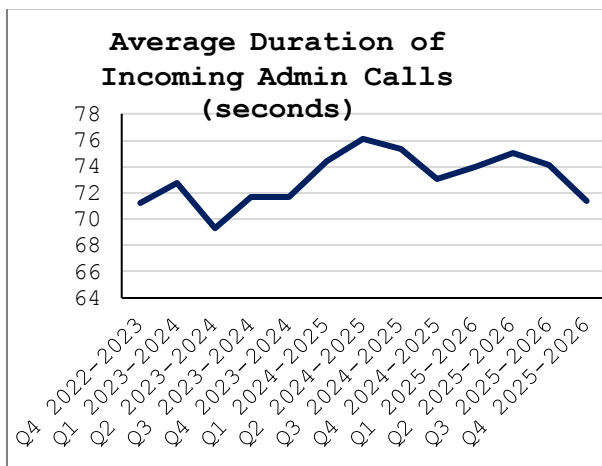
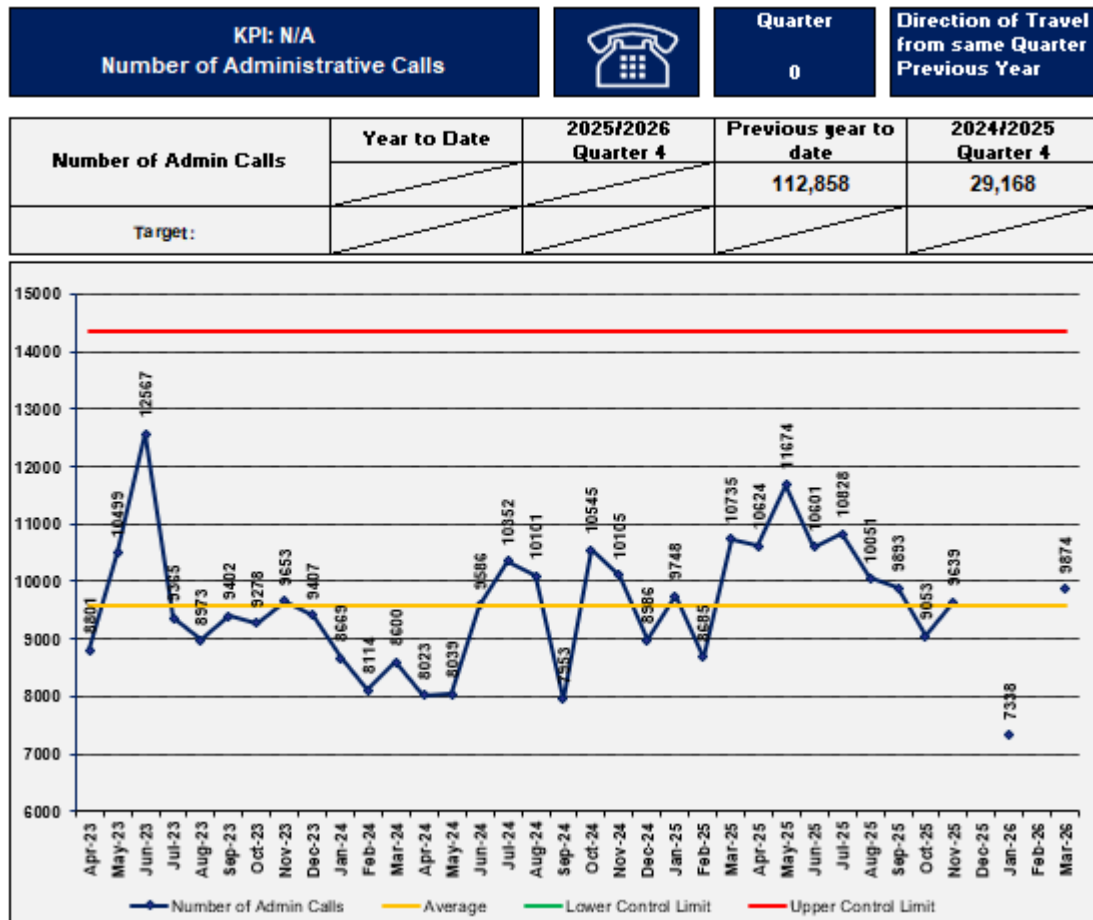
Analysis of the available LifeX data indicates that the average call duration in Quarter 4 is 125 seconds, representing a decrease of 2 seconds compared to Quarter 3, yet an increase of 7 seconds relative to the same quarter in 2024–2025.

Due to issues encountered during the LifeX 3.9 upgrade, telephony report data was not successfully transferred from the legacy server to the new environment. As a result, the December 2025 Emergency Call figure has been estimated using incident totals alongside the average call percentage recorded in previous months. Ongoing server-related issues continued throughout Quarter 4, therefore, a combination of Divos and LifeX reporting data has been utilised to reduce the impact of the missing data.

In Quarter 4, average mobilisation times for fire incidents was 85 seconds. This represents a 3 second increase compared with the same quarter last year, but performance remains within 5 seconds of the 90 second KPI.

Across all incident types, the average mobilisation times in Quarter 4 was 99 seconds. This is consistent with Quarter 3 performance, although it is 5 seconds slower than the same quarter in the previous year.

Number of Incoming Administrative Calls

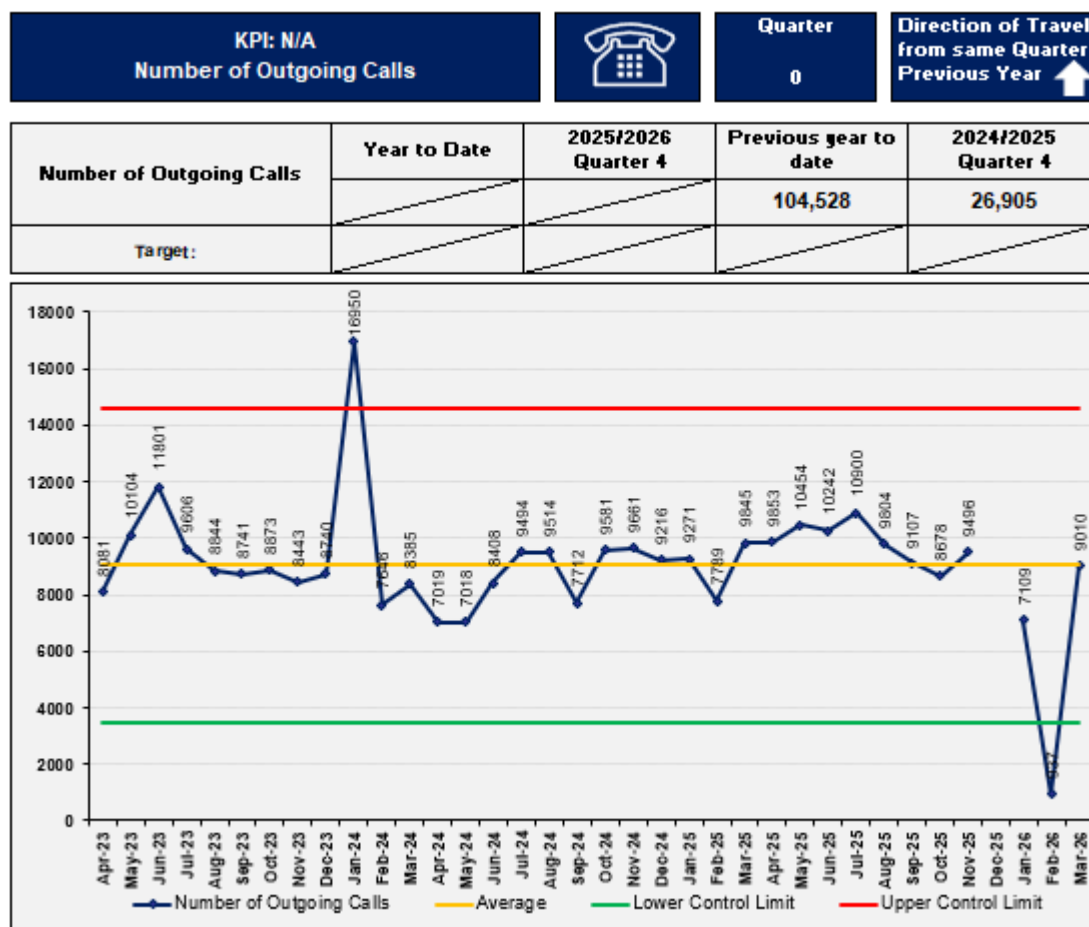


Using the data available, the average call duration for Quarter 4 2025–2026 was 71.3 seconds, representing a decrease of 3 seconds compared with Quarter 3 2025–2026 and a 4-second reduction compared with the corresponding quarter in 2024–2025.

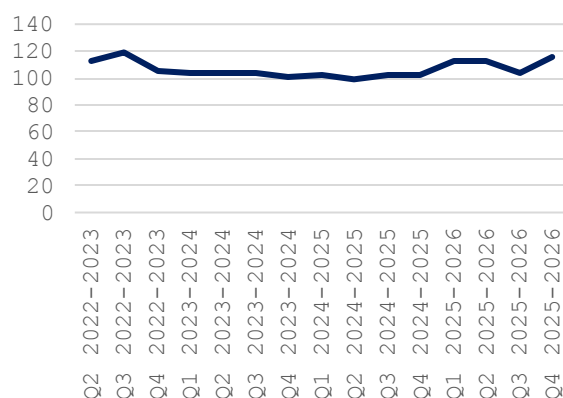
During the Life X 3.9 upgrade, an issue occurred during the migration of telephony report data from the legacy server to the new server environment, resulting in no reporting data being available for December 2025.

Following the upgrade, a separate configuration issue within the new system affected the availability of telephony reporting data between 27 January 2026 and 27 February 2026. As a result, these periods contain gaps and anomalies within the overall reporting dataset.

Number of Outgoing Administrative Calls



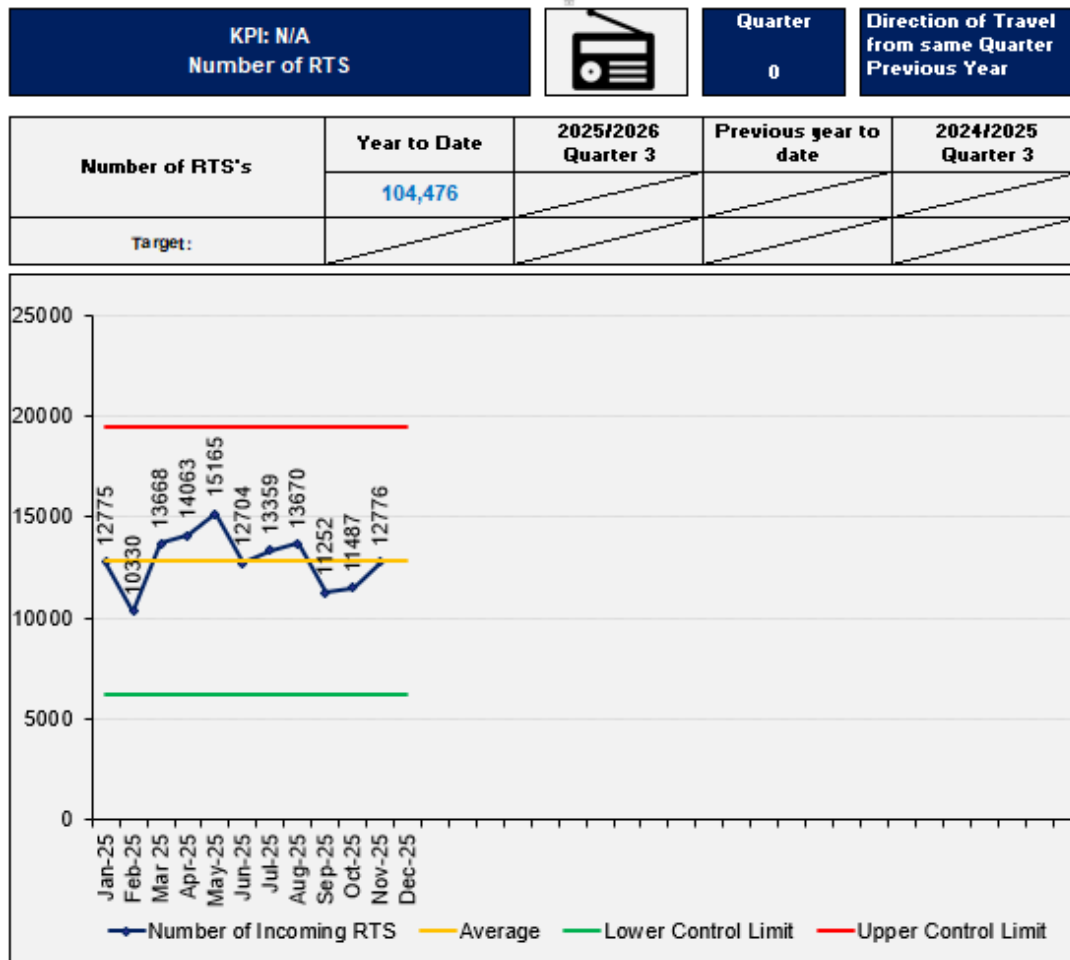
Average Duration of Outgoing Calls (seconds)



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Number of Incoming Group Request to Speak

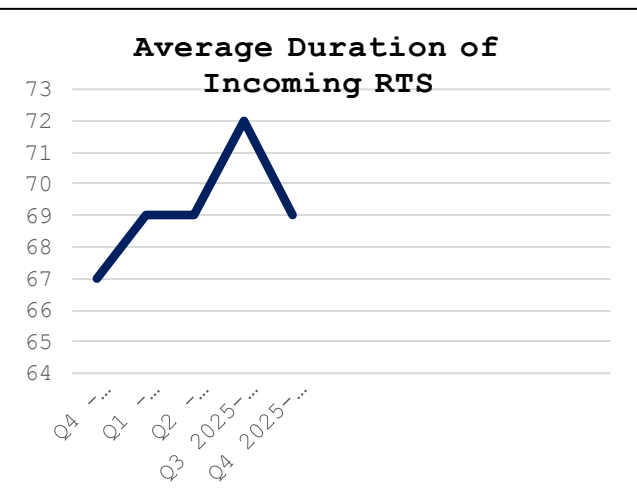


Group Request to Speak are incoming radio message transmissions from FRS appliances to Fire Control. Supporting crews at incidents is one of NWFC's core functions.

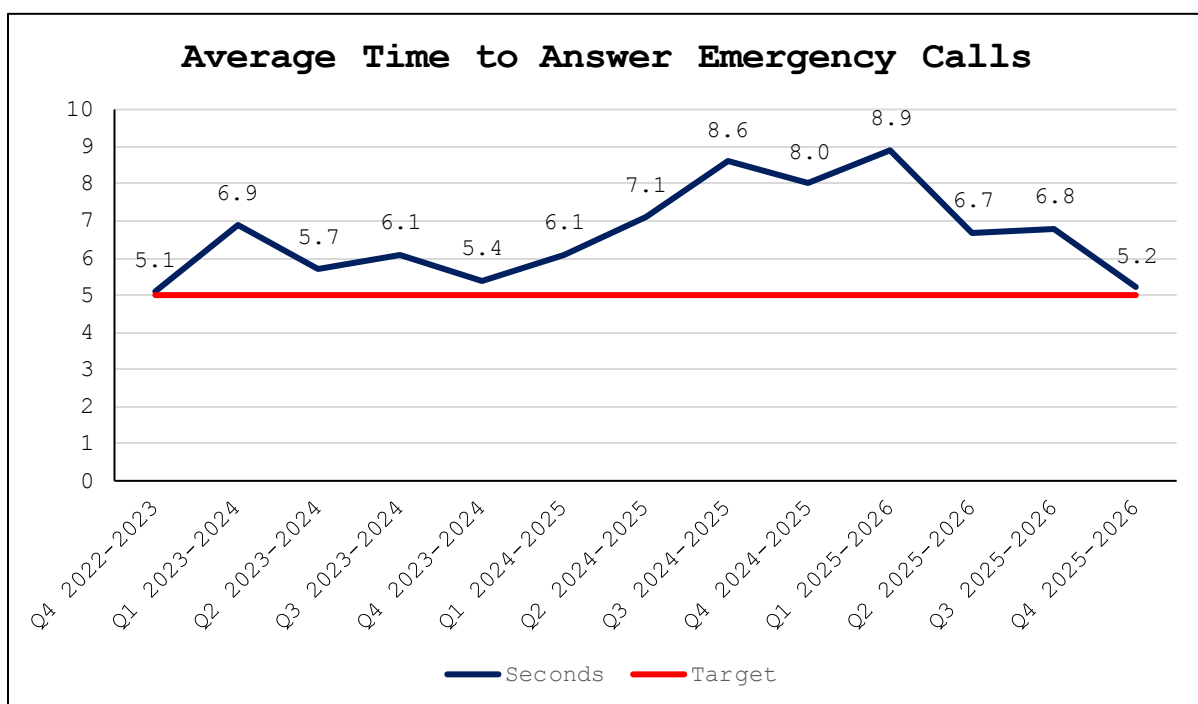
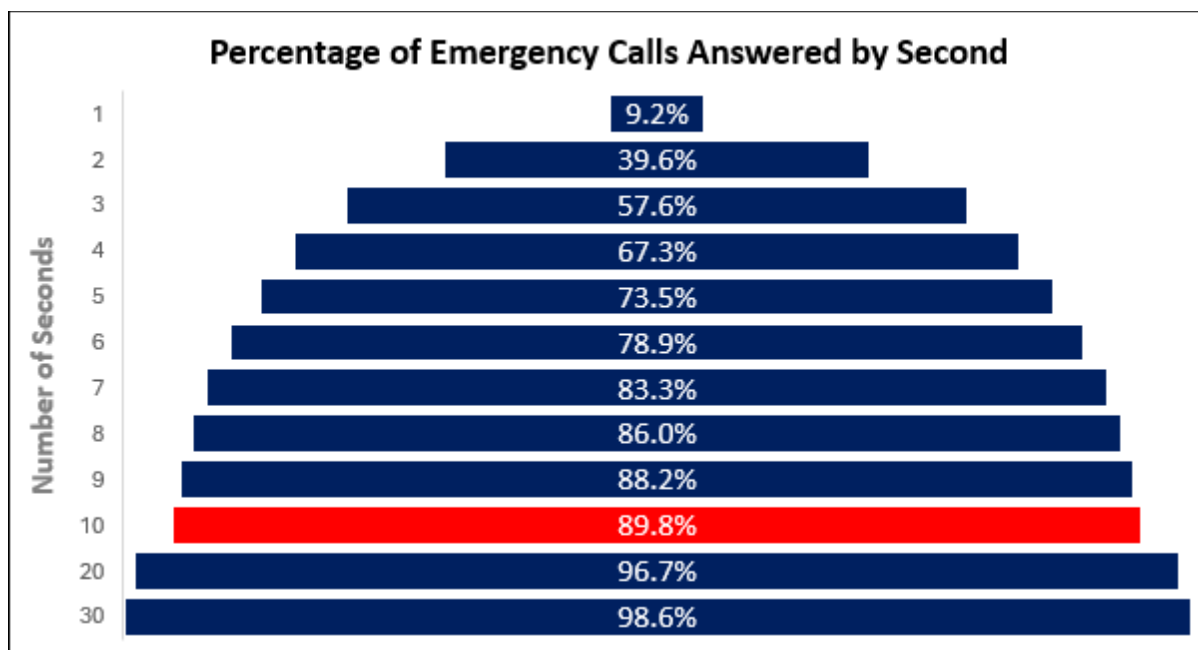
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Analysis of Quarter 4 performance indicates that incoming GRTS averaged 69 seconds, representing a 3 second reduction compared with the previous quarter. NWFC will continue to monitor performance trends and associated data.

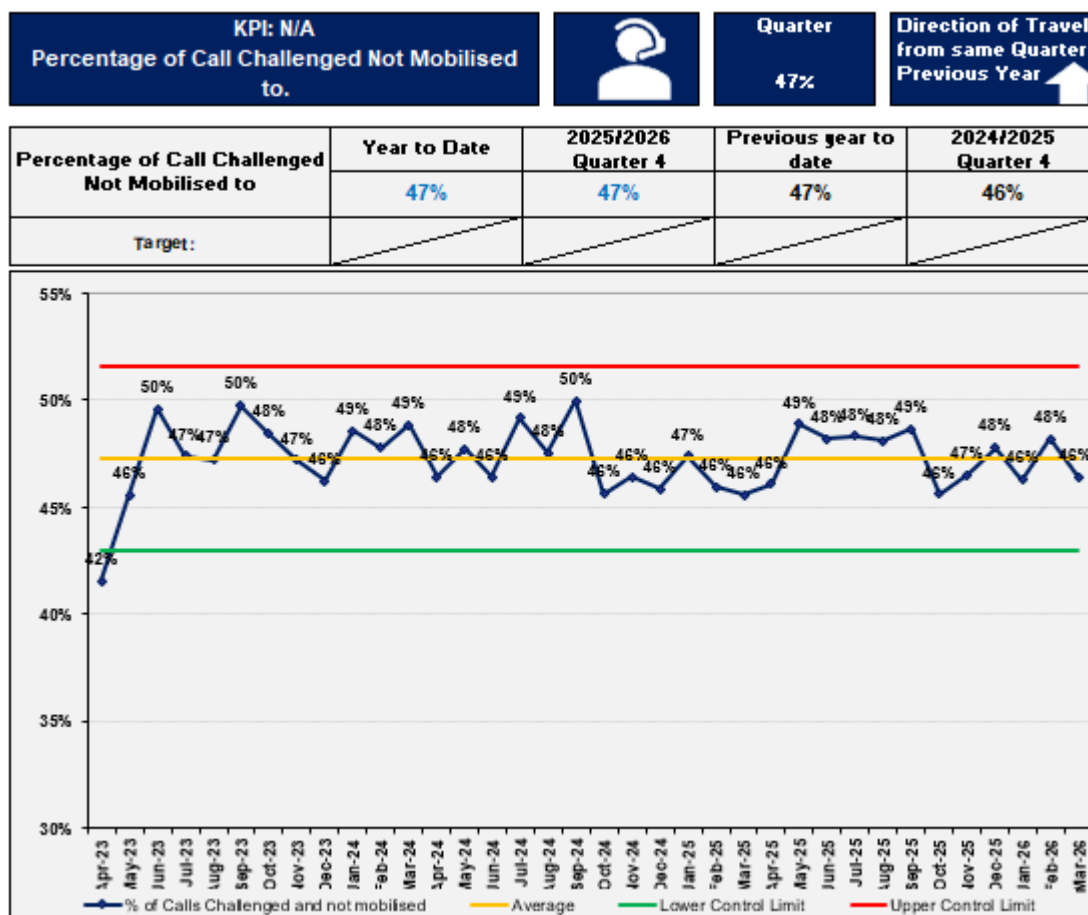


Average time to Answer Emergency Calls



Based on the available call data, average call answer times have shown a strong and consistent improvement trajectory. In Quarter 4 2025–2026, the average dropped to 5.2 seconds, down from 6.8 seconds in Quarter 3 2025–2026, reflecting a notable quarter on quarter efficiency gain. This builds on an already significant year on year improvement from 8.0 seconds in Quarter 4 2024–2025, showing sustained improvements in responsiveness and the continued effectiveness of operational improvements in reducing customer call waiting times.

Call Challenge – Calls Not Requiring a Mobilisation - FRS



Number of Calls Not Mobilised to Per Quarter

Call Challenges are used by NWFC to ask set questions set by FRSs and decide if an immediate response is required. Around 98% involve Automatic Fire Alarms (AFAs) or Gaining Entry for NWS.

Based on the average number of minutes spent travelling to AFAs and Gaining Entry, attending incidents and travelling back to station, data taken over an 8-day period highlighted this time equates to a 30-minute period.

Based on Recent Cost per Pump in NFCC guidelines on FRS charging for mutual assistance.

A 30 Minute deployment for one pump cost £55.41.

Quarter 4 had 3978 non-mobilisations, which equates to £220,421 in cost if one pump had been mobilised to these incidents.

Cost of Mobilisation of Pump (for 30 Minutes)	
1 x Watch Manager B	11.84
4 x Fire Fighters	38.00
Fire Appliance Running Cost	4.17
Fuel (base on 4 mile return trip)	1.40

Number of Non-Mobilisations through All Call Challenges by NWFC

Further data analysed from January to March 2026, indicates a total of 11,042 incidents (42%) are not mobilised to (including above mandatory FRS required scripted calls). This does not include repeat calls. Utilising the same cost model above, 11,042 incidents equate to £611,837 for Quarter 4. Call handling times for non-mobilisations are often more protracted. It is acknowledged these do not create physical savings for partners, however without the call challenge, activities such as training, exercising, community events and inspections would be impacted or need to be resourced by other means.

Percentage of Shifts Covered

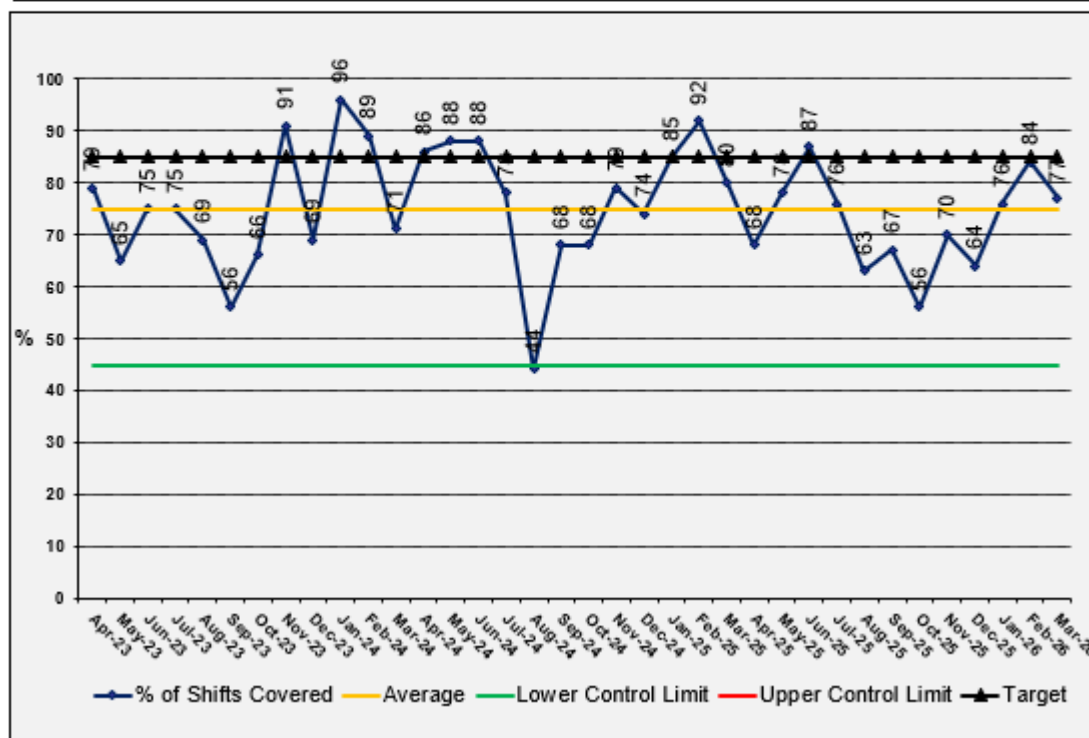
KPI: NWFC 7.0
NWFC Percentage of Shifts Covered



Quarter
79%

Direction of Travel
from same Quarter
Previous Year
↓

Percentage of Shifts Covered	Target	2025/2026 Quarter 4 Shifts Covered	2024/2025 Quarter 4 Shifts Covered
	85%	79%	86%



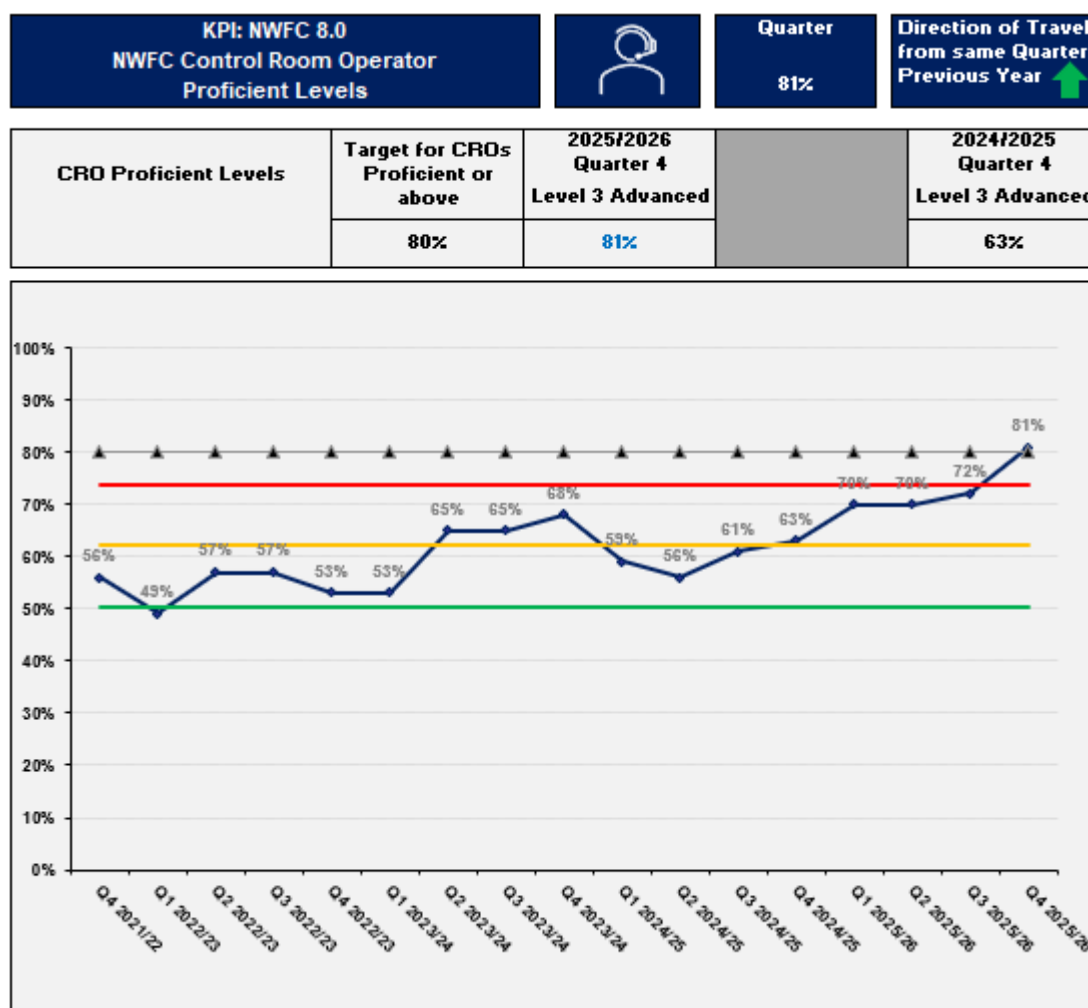
	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	19:00	20:00	21:00	22:00	23:00	00:00	01:00	02:00	03:00	04:00	05:00	06:00
Critical	2.2	4.0	4.4	4.3	4.4	4.5	4.6	4.9	5.0	5.2	5.4	5.6	5.7	4.8	4.1	3.4	2.6	2.5	2.1	1.7	1.6	1.3	1.2	1.5
Essential	3.4	4.8	5.6	5.1	5.4	5.4	5.4	6.1	6.8	6.0	6.5	6.6	6.5	6.0	5.3	4.8	4.0	3.8	3.4	3.4	2.8	2.5	2.4	2.0

NWFC aims to ensure that all shifts have adequate staff on duty. Unlike staffing deficiencies at fire stations, NWFC is not able to detach Control Room Operators from other stations/services when staffing falls below minimum numbers due to absence. The capacity review has highlighted three different levels of staffing numbers.

- Critical
- Essential
- Optimum

At no time did staffing fall below critical or essential levels. Staffing is always supported by the availability of the Duty OM and during day shifts by members of Ops Support department. Sickness has impacted the staffing numbers, but it has also been affected by vacancies within the rota. The FRSs have provided additional investment into the control room in the form of a CRO pay restructure to improve retention.

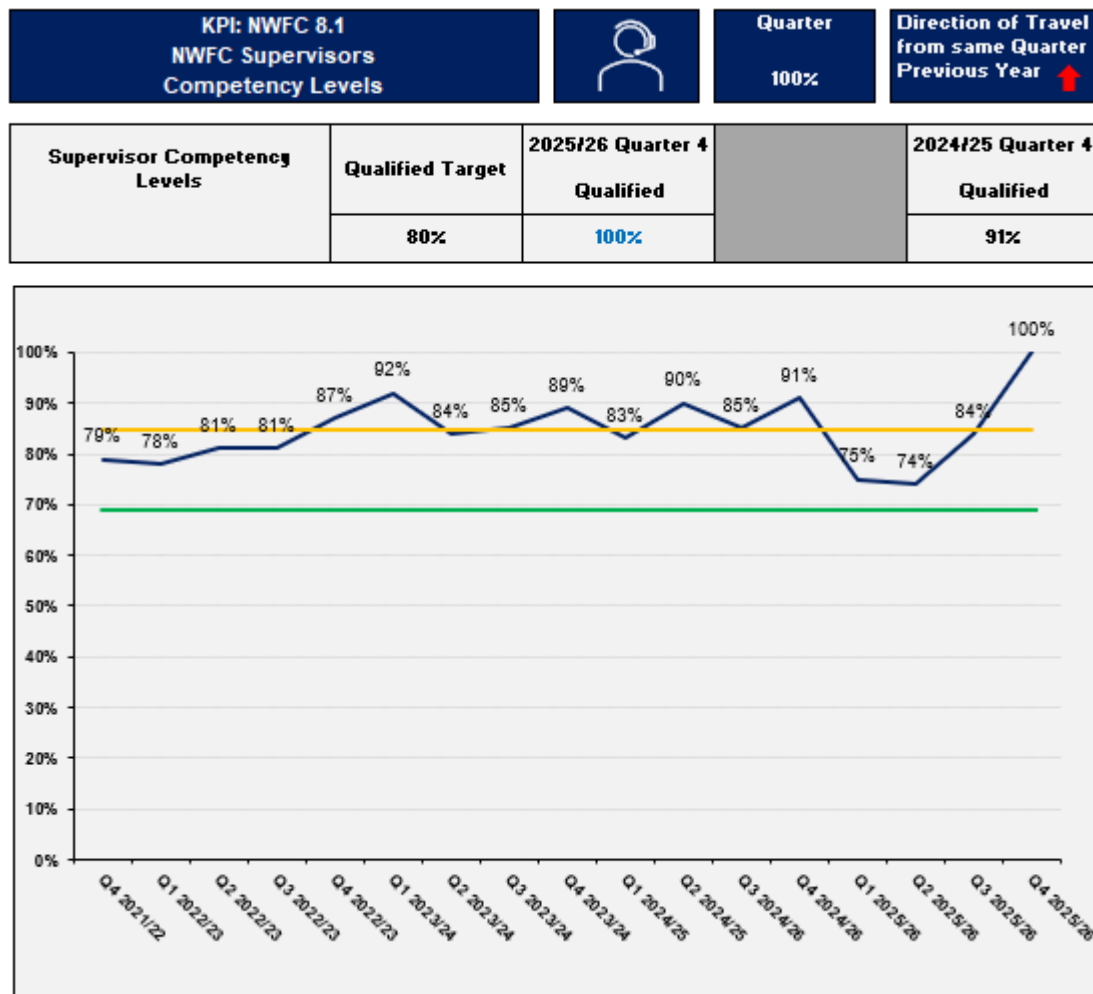
Skill Levels of Control Room Operators



Control Room Operator (CRO) proficiency levels remain strong, with 81% of CROs currently assessed as 'Proficient' or above across the control room. This reflects a solid baseline of operational competence and capability within the teams. While this figure is expected to temporarily reduce in the next quarter due to the introduction of four new recruits commencing in May 2026, this is a positive indicator of ongoing workforce expansion and investment in future capacity. The organisation continues to actively monitor experience levels within the control room to ensure safe and effective operations are maintained.

The restructuring of CRO pay during 2024-2025, as part of a broader strategy to enhance retention and strengthen long-term workforce stability, is demonstrating clear positive impact. Recruitment continues to be a key priority, with further CRO hiring initiatives actively progressed under the oversight of the Workforce Planning and Development Committee to support sustained operational resilience.

Skill Levels of Supervisors

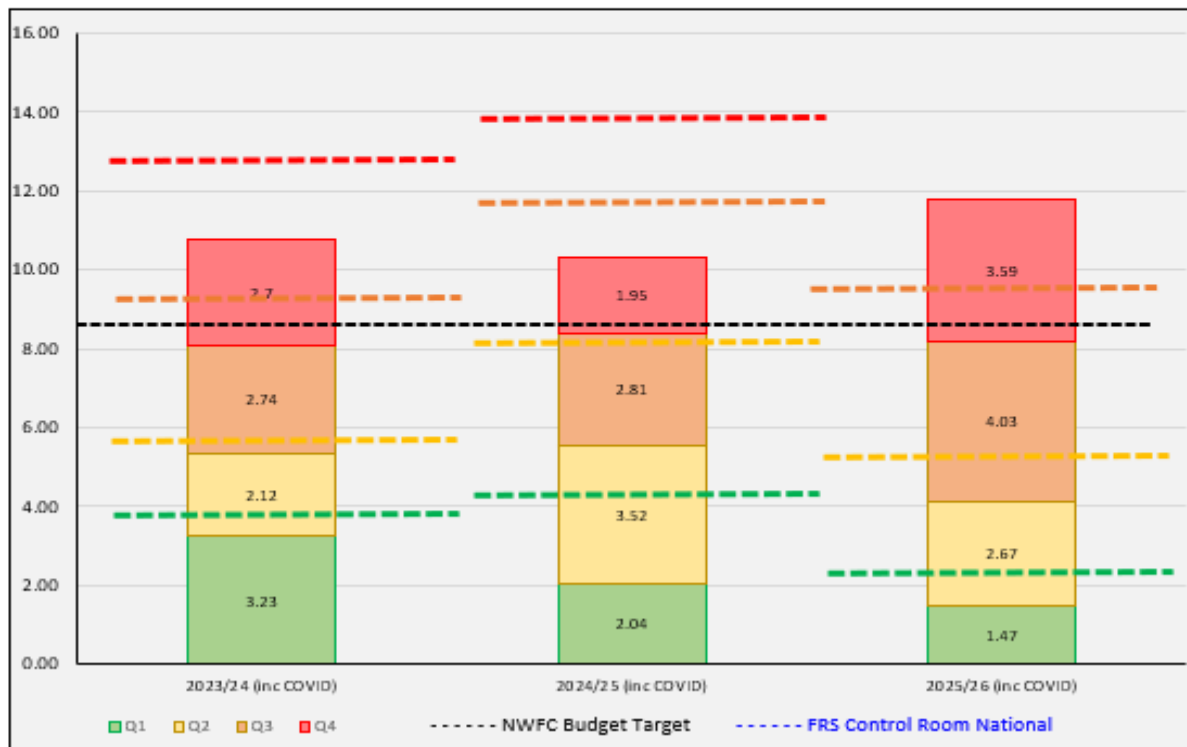


The competency levels of supervisors remain consistently high and continue to sit above the upper control limit. A reduction in competency levels is anticipated during the early part of 2026–2027 as a result of supporting secondment opportunities across other departments. NWFC will continue to closely monitor this through its succession planning arrangements, with expressions of interest currently in place to support progression pathways from Control Room Operator to Team Leader, and from Team Leader to Operations Manager.

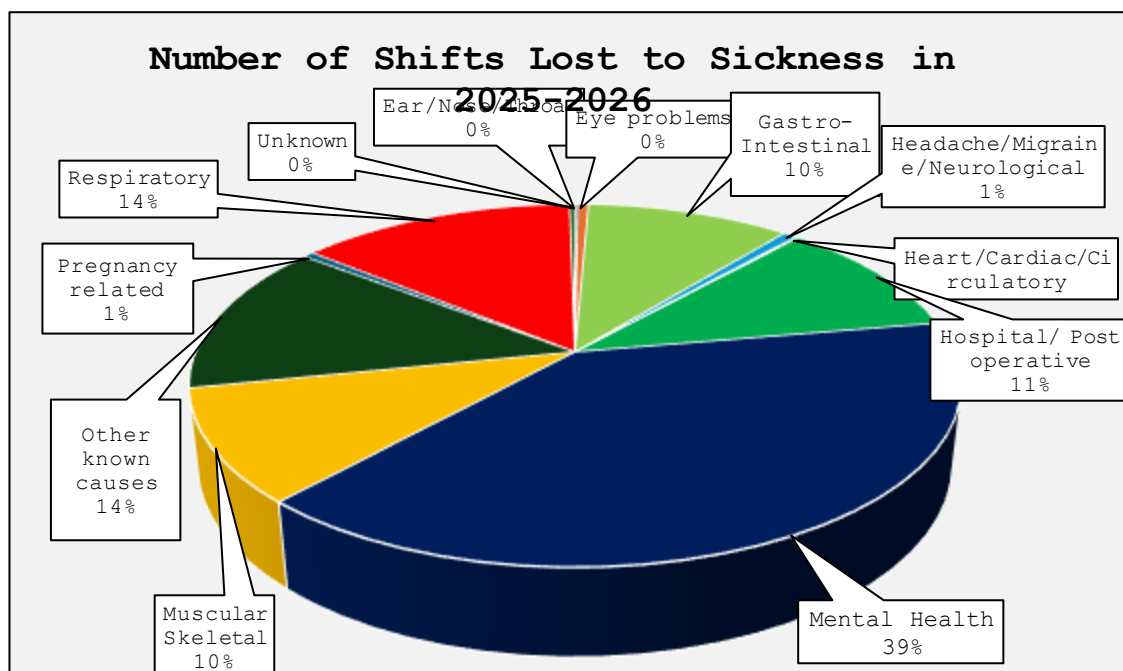
Absence: Number of Shift Lost per Person

KPI: NWFC 9.0 NWFC Absence: Number of Shifts Lost per Operator		Quarter 3.59	Direction of Travel from same Quarter Previous Year 
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Operational Sickness		2025/2026 Quarter 4		2024/2025 Quarter 4
		3.59		1.95



Quarter 4 absence figures show a quarterly average of 3.59 shifts absent per operator. Consistent with trends seen throughout the year, mental health remains one of the leading causes of absence, accounting for 39% of all absences recorded in the 2025-2026. This highlights the ongoing importance of targeted wellbeing initiatives, early intervention, and supportive management practices to help improve attendance and support workforce resilience. National Fire Control sickness data for Quarter 4 2025-2026 is not currently available.



Mobilising Enquiries Raised by Fire & Rescue Service

Quarter 4 – Mobilising Enquiries

FRS	Number of Investigations raised
BC	0
BE	3
BG	8
BL	6
OTB	0
Grand Total	17

During Quarter 4, a total of 17 enquiries were made, each resulting in an investigation. The results of the investigation have been categorised as:

- ✱ System working as designed: The enquire made by the FRS has been investigated and the mobilising system has worked as designed.
- ✱ System not working as designed: The system has not acted in a way in which NWFC or the FRS would expect. These investigations are raised with system engineers.
- ✱ No Fault: The FRS has made a general enquiry about a procedure.
- ✱ NWFC ways of Working: When an investigation determines that NWFC's ways of working are the root cause.
- ✱ FRS ways of working: When an investigation determines that the FRS's ways of working are the root cause.

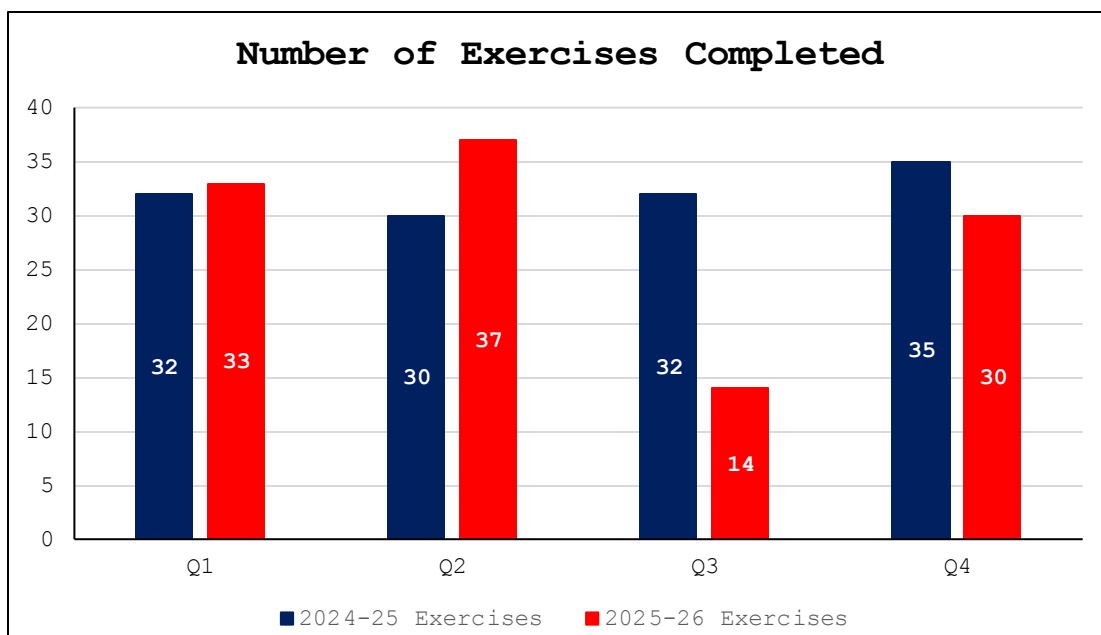
Conclusion of Investigations

FRS	System Working as Designed	System Not Working as Designed	No Fault	NWFC ways of Working	FRS Ways of Working	Pending Further Investigation	Grand Total	% NWFC cause per total calls
BC	0	0	0	0	0	0	0	-
BE	0	0	2	1	0	0	3	-
BG	0	1	4	2	0	1	8	-
BL	0	1	4	1	0	0	6	-
OTB	0	0	0	0	0	0	0	-
Grand Total	0	2	10	4	0	1	17	0.01%

NWFC received approximately 28,500 emergency calls during Quarter 4, resulting in 17 enquiries made regarding mobilisations.

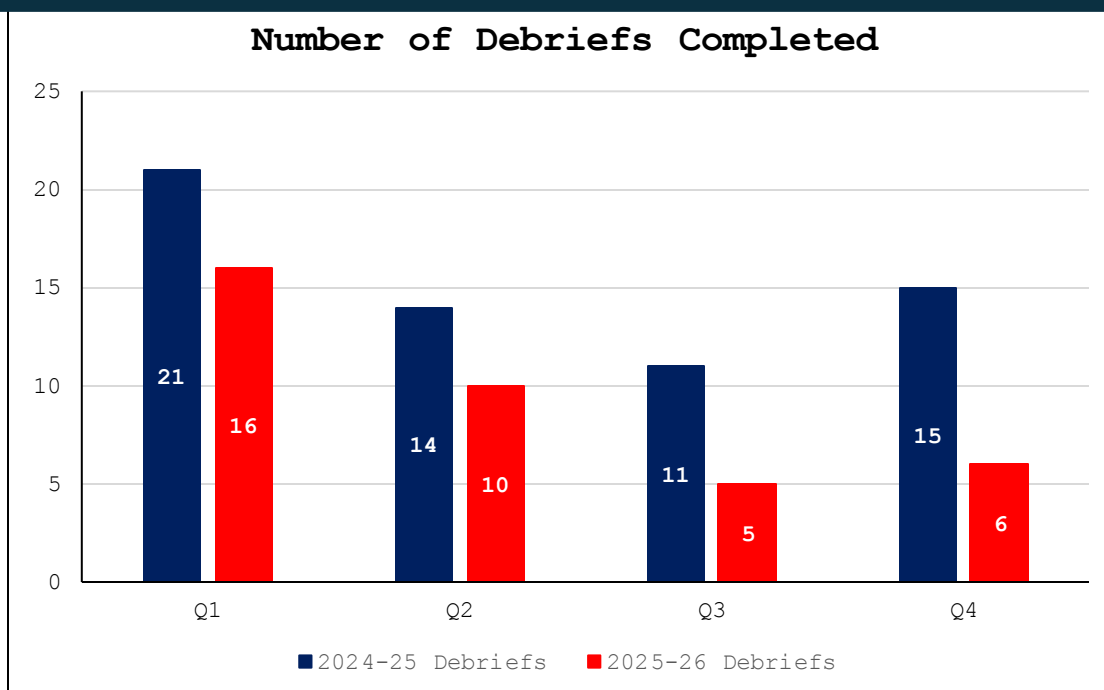
4 of these enquiries determined that NWFC attributed to the cause, equating to 1 enquiry per 7125 emergency calls at a percentage of 0.01%.

Exercises



During Quarter 4 2025–2026, NWFC conducted a total of 30 exercises, of which 24 were facilitated and 6 were participation based, including fallback exercises, a Manchester Airport multi-agency exercise and interoperability exercises.

Formal Debriefs



During Quarter 4 2025–2026, NWFC completed 6 debriefs, including 2 commercial building fires, 1 COMAH site incident, 1 aircraft incident and 2 exercises involving an aircraft scenario and a severe weather tabletop exercise.