

Performance Report

Q2

July – September 2025



Q2 Performance Report Highlights

- Average mobilisation time to fire related incidents 85 Seconds ✓
- Significant improvement in emergency call answer times (2.2 seconds) ✓
- Absence at lowest level in 3 years✓
- Increase in Control Room competency levels✓
- Workforce investment improving retention with **zero** leavers reported in Q2 ✓
- Increase year on year in participating and facilitating exercises ✓



Number of Emergency Calls P4

- Average mobilisation times to fire related incidents 85 seconds ✓
- Increase in Average call duration ↑ to 132s
- Decrease in emergency call volumes from Q1 to Q2 2025
- Year on Year increase from 32,373 in Q2 2024/2025 to 34,471 in Q2 2025/2026



Incoming Admin Calls P5

- Decrease in number of incoming admin calls compared to Q1
- Continuous monitoring throughout 2025/2026 to monitor the greater time commitment on dealing with incoming admin calls and the impact on Control Room Operator Availability

Outgoing Admin Calls P6

- Decrease in calls from Q1 to Q2 reflective of the decrease in emergency calls
- Increased volume Year on Year
- Consistent call duration ✓

Incoming Request to Speak P7

- 38,281 transmissions; 69s average duration for each Request to Speak
- Equivalent to **733 CRO hours** workload in Q2: equivalent to 1/3 of the Control Room Work activity for Q2
- FRS confirmed increase in information passed via radio reflective of operational requirements
- Monitoring will continue
- Does not include outgoing request to speak



Average Time to Answer Emergency Calls P8

- **6.7 seconds** — best performance since Q1 24/25 ✓ despite year on year increase in emergency calls

Call Challenge Non Mobilisations P9

- 48% of incidents 11799 result in **no mobilisation** following ECM call challenge → avoids unnecessary appliance deployment ✓
- Helps protect frontline availability for other emergencies ✓
- Allows increased capacity for operational fire crews to complete additional work ✓
- 98% of this figure relate to AFA and NWAS Gaining Entry
- No direct financial saving however the operational value equivalent to **£653k+** ✓

Shifts Covered P10

- No shift fell below **critical or essential** staffing thresholds ✓
- Consistent with previous year on year figures highlighting trends over summer periods where annual leave blocks overlap and less staff availability for resilience

Skill Level of CRO P11

- 70% of CROs rated “proficient level” ✓
- Performance Management with mentoring of staff underway as a priority to support development through competency stages. ✓

Skill Level of Supervisors P12

- Competency remains high and stable ✓
- Decrease apportioned to appointment of Head of Operations and secondments of two development opportunities from Control to Operations Managers in the Organisational Improvement Team ✓
- Succession planning discussions in place throughout the appraisal process to support staffing projections to maintain skill sets✓



Absence P13

- **2.67 shifts lost per person** → lowest year on year average over 3 years ✓
- Improvement from Q2 previous year ✓
- Mental health remains **42%** of overall absence – Business Support identified increase and looking into with continued staff wellbeing support high priority

Mobilising Enquiries P14

- Only 3 NWFC attributed causes in Q2 ✓
- 22 enquiries = average 1 incident per 11,490 calls → 00.1% high reliability ✓
- Continuous learning embedded through investigations and debriefs ✓

Exercises and Debriefs P15

- Increase in participation and facilitated exercise from previous Q1 ✓
- Increase in participation and facilitated exercises year on year ✓
- Continued support with debriefs ✓