



# ANNUAL REPORT AND STATEMENT OF ASSURANCE

// 2016/17

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**LEICESTERSHIRE**  
**FIRE and RESCUE SERVICE**

*protecting our communities*

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# INTRODUCTION

Welcome to our Annual Report 2016/17. This document is split into three parts and has been published to do three separate things:

1. Firstly, and in accordance with our legal responsibilities, it provides a statement of assurance that we are delivering our financial, governance and operational services efficiently and effectively
2. Secondly, it provides you with a review of what we did in 2016/17 as well as showing where you can access more detail about the levels of performance we achieved
3. Finally, it provides you with information about how well we have performed against the National Equality Standard and the targets we have set ourselves.

In addition to all of the points above, this publication also contributes to one of our strategic aims contained in our key organisation plan - 'Towards 2020 Corporate and Integrated Risk Management Plan' - which is to provide effective governance and openness to the community.

It tells you about how well we have performed in relation to the targets we set ourselves and how we have met our statutory duties. In addition to the details we are publishing in this Annual Report, we have also provided electronic links (*these are identified as blue, bold and underlined*) to other documents and information sources to make it easy for you to gain a full appreciation of what we have done during the last twelve months.

If you have any difficulty in accessing these links, or require this or other documents in a hard copy, or other formats, please contact us at:

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# PERFORMANCE AND ACHIEVEMENTS IN 2016/17

All of our priorities and aims are set out in our key organisation plan - 'Towards 2020 Corporate and Integrated Risk Management Plan'. We have established six strategic priorities and we regularly monitor our performance against them using a set of key performance indicators, corporate strategies, service development projects and other key targets. For monitoring purposes, each performance indicator has a target range that we agree at the beginning of each year. The target range is the range of performance that we think we should achieve.

We also monitor our current years' performance against the previous years' performance and benchmark ourselves against other fire and rescue services as appropriate. In this section of the Annual Report, we provide a summary of our performance against each of the six priorities that are set out in our key organisation plan. Appendix 1 to this report highlights our performance against all of our corporate performance indicators during 2016/17.

## Priority Area 1: Responding to Emergency Incidents

In 2016/17 we attended a total of 8,044 emergency incidents. This represents a 7% increase in operational activity when compared to what we did in 2015/16 but, it is a 37% reduction when we compare the numbers to what we did in 2006/7.

We have put the increase down to the growing volume of emergency response work we are engaged in due to our expanding role in assisting our emergency response partners, particularly the ambulance service. We now attend a much wider range of incidents categorised as 'special services', including responding to medical emergencies as well as assisting the ambulance service to gain entry to premises.

	Fires	Road Traffic Collisions	False Alarms	Special Services	TOTAL INCIDENTS
What we did in 2016/17	2,259	694	2,889	2,202	8,044
What we did In 2015/16	2,280	666	2,954	1,621	7,521
What we did in 2006/07	4,431	960	6,089	1,362	12,842
% difference between 2015/16 to 2016/17	-1%	+4%	-2%	+36%	+7%
% difference between 2006/7 to 2016/7	-49%	-28%	-53%	+62%	-37%

## Performance Summary

In 2016/17 we rescued a total of 596 members of the public from emergency incidents. The range of emergency incidents that required us to carry out rescues included people trapped in building fires, people trapped in vehicles, people trapped in water and confined spaces and supporting or transporting people for the ambulance service. In addition to this, we gave evacuation assistance to people at 157 primary fires.

We performed well against our emergency response standards. In 2016/17 we attended 96.5% of life threatening incidents within 10 minutes, and 99.4% of non-life threatening incidents within 20 minutes. Public satisfaction with our emergency incident response was very high, with 99% of respondents to our After the Incident Survey rating the service they received as satisfactory or better.

## Projects

A number of very important service development projects that have improved our ability to respond to emergency incidents were progressed in 2016/17. We have upgraded Market Harborough Fire and Rescue Station to wholtime crewed status. This means that will we be able to guarantee an improved speed of operational response between the hours of 7am and 7pm. At all other times, we will respond to emergencies with our On-Call firefighters who provide 24/7 availability.

We also completed all of the preparatory work so we can introduce the same crewing arrangement at Lutterworth Fire and Rescue Station by September 2017. When this is completed, there will be a much better operational arrangement in place to cover the entire Harborough District area.

A huge amount of progress has been made during 2016/17 to deliver five new Tactical Response Vehicles (TRV) into service. The first prototype, which is so innovative in design it represents the first of its type in the UK, has been built and following extensive testing, we aim to get all five TRVs operationally available during 2017/18. The TRVs will replace the second fire appliances currently located at Loughborough, Coalville, Market Harborough, Oakham and Melton Mowbray Fire and Rescue Stations. Their introduction will massively reduce our fire appliance replacement costs and, at the same time, reduce the amount of money we need to ensure that they are appropriately crewed by firefighters.

Another key achievement in 2016/17 has been the full implementation of our new command and control system. This system has been procured and supplied to replace the fifteen year old legacy system we were using and our aim in 2017/18 is to improve functionality and embed the new response capabilities it gives us.

Finally, last year, we completed a full review of our future vehicle requirements and this established a number of achievement targets for us to work towards. The table below highlights the operational changes that (a) have happened between 2010/11 and 2016/17, and (b) will happen during 2017/18.

	2010 /11	2016/17	2017/18	Change
<b>Number of wholtime fire stations</b>	5	7	7	+2
<b>Number of wholtime/On-Call mixed fire stations</b>	4	6	7	+3
<b>Number of On-Call fire stations</b>	11	7	6	-5
<b>Number of wholtime crewed fire appliances (day)</b>	13	16	15	+2
<b>Number of wholtime crewed fire appliances (night)</b>	13	14	13	0
<b>Number of On-Call crewed fire appliances (day)</b>	17	13	9	-8
<b>Number of On-Call crewed fire appliances (night)</b>	17	15	11	-6
<b>Number of wholtime crewed TRVs</b>	0	0	1	+1
<b>Number of On-Call crewed TRVs</b>	0	0	4	+4

What this tells us is:

1. By 2017/18 we will still maintain 20 fire stations
2. By 2017/18 the number of stations that are crewed by wholtime staff will have increased from nine to 14
3. By 2017/8 the number of stations crewed by On-Call staff only will have reduced from 11 to six
4. By 2017/18 the total number of fire appliances we maintain will have reduced from 30 to 29
5. By 2017/18 more fire appliances will be crewed by wholtime staff and fewer will be crewed by On-Call staff

## Priority Area 2: Improving Community Safety

### Performance

During 2016/17 we carried out 8,429 home fire safety checks as part of our commitment to improving community safety. 463 home fire safety checks were completed by our partners (the Royal British Legion and Charnwood Neighbourhood Housing). In total, we fitted 5,116 smoke alarms.

We led or took part in 1,758 community safety events. Of these, 88 visits were for FireCare, our juvenile fire-setters programme, and 145 were our young drivers' road safety project, the Virtual Fatal 4 roadshow.

Our Community Safety Educators (CSEs) visited 274 primary schools to deliver fire and road safety education to 23,890 Year 1 and 5 children. Our Fire Cadets scheme aimed at young people aged between 13 and 18, has continued to be very successful.

We have seen significant reductions in the numbers and impacts of fire and road traffic collisions (RTCs) over the past 10-15 years. In 2016/17 there was a 3% decrease in the number of primary fires compared to 2015/16, and although the number of secondary (smaller) fires increased slightly by 2%, the overall number of fires we were called to deal with was lower than in 2015/16.

Our targeted education programme and campaigns led to reductions in both hoax calls and false alarm calls from Automatic Fire Alarms (AFAs), improving our efficiency and not wasting time responding to unnecessary call outs. We continue to operate our call challenge policy, with Fire Control staff challenging potential hoax callers. The success of this has meant that we did not send fire appliances to 69% of the hoax calls that we received.

We always set a target of zero deaths from fire. Unfortunately, there were six deaths caused by fire during 2016/17 which is the same number that occurred in 2015/16. Four of the six people who tragically died were aged over 60 years and this gives us a really good indication of where to target our prevention work in future years. On a much more positive note, the number of injuries that were sustained as a consequence of fire reduced from 40 in 2015/16 to 35 in 2016/17.

Our Fire Protection department aims to reduce the risk of fire in businesses and other non-domestic properties. In order to deliver our statutory duties in accordance with fire safety legislation, we carry out inspections, give advice and, where necessary, serve enforcement notices to ensure that buildings are as safe as they should be. In 2016/17, the department completed:

- 362 fire safety audits
- 898 building regulations inspections
- 437 fire safety concerns
- 102 specific inspections
- 47 desk-based inspections
- 231 licensing consultations
- 360 fire safety advice requests

All of this work resulted in the following being served upon businesses or building owners:

- 7 prohibition notices
- 21 enforcement (formal) notices
- 66 action plans
- 80 deficiency notices.

## Projects

During 2016/17 we completed the project that enables us to deliver a fully interactive road safety education programme. The FireBike and Virtual Reality Fatal 4 Project provides hands-on educational equipment to improve road safety awareness. In particular, the virtual reality system has proven to be hugely effective with feedback suggesting that it is changing behaviours and attitudes in those who experience it as part of a learning package. We are now regarded as national leaders in the provision and use of virtual reality as a community safety educational tool.

## Priority Area 3: Finance

### Performance

In 2016/17 we improved our performance against a key financial measure by processing and paying 98% of undisputed invoices within 30 working days. We also continued to monitor our electricity, water and fuel usage and all of the data indicates that we are achieving slight reductions on a year on year basis. The gas data is not currently available and we will address this in 2017/18.

In the year ending 31 March 2017, we underspent by £1 million against our profiled budgets and increased our usable reserves by £3.8 million. These savings will be reinvested to improve 'frontline' service delivery and to fund projects that will realise long-term savings. By achieving these savings, we are confident that we will always be able to deliver an excellent level of service to all of our communities.

We received an unqualified opinion from our auditors on our 2016/17 financial statements. They also reported that our Annual Governance Statement complies with the guidance issued by the Chartered Institute of Public Finance and Accountancy (CIPFA)/the Society of Local Authority Chief Executives (SOLACE). Other findings were: "The Authority continues to strengthen its financial reporting to finalise the accounts in a shorter timescale....Working papers to support the accounts and the processes for accounts production are good. We consider the Authority's accounting practices appropriate."

Finally, it was also concluded that we deliver value for money: "We have concluded that the Authority has made proper arrangements to ensure it took properly-informed decisions and deployed resources to achieve planned and sustainable outcomes for taxpayers and local people and for working with partners and third parties."

### Projects

We completed a number of reviews in 2016/17 that were considered essential for us to be an efficient, effective and value-for-money service.

A review of our entire building estate was completed and the findings were reported to the Combined Fire Authority in February 2017. The findings have enabled us to develop, and now deliver, a fully costed and planned routine maintenance strategy. In addition to this, we have also negotiated new and more cost effective arrangements for the management of facilities. The improvements we will achieve will ensure that we always maximise the efficient use of our estate.

We also conducted a review into the management arrangements of the Service and the findings of this review were reported in February 2017. The review has led to a reduction in the total number of senior managers we employ and linked to this, a reduction in salary costs has also been achieved. Recommendations were also agreed to improve our finance and procurement functions and when these are fully implemented in 2017/18, further savings and efficiency improvements will be realised.

A review into our fleet of vehicles was concluded in November 2016. The review concentrated on the number, type and maintenance arrangements for all vehicles used by Leicestershire Fire and Rescue Service. The outcomes of the Fleet Review will inform our Fleet Management Strategy which contains the plan for vehicle procurement and replacement up to 2020.

A review into our Occupational Health Services was reported in July 2016. The key outcomes were to retain the current service due to its high levels of service quality and customer satisfaction. The main focus of improvement in future years will be to increase trading income.

Finally, in accordance with our legal duties, we have established a pension board consisting of local elected members, employers and employee representatives. All of the representatives who attend the regular meetings have received training about the governance and procedural requirements. In addition, we have put in place a service level agreement with our pension administrators at Leicestershire County Council who also provide this service to regional partners.

## Priority Area 4: People

### Performance

In 2016/17 the number of sickness absences for both our operational and non-operational staff increased significantly from 2015/16 and were over target. This can, in part, be explained by changes to the Service's financial situation and perceived job security, as well as a small number of longer-term absences. However, this is an area of concern, with an increase in mental health related absences that is reflective of the national trend. Reducing staff absences as a result of sickness is a priority for 2017/18.

We continued to record health and safety incidents in 2016/17. The number of reported injuries was 69, a slight increase when compared to 2015/16. The number of reported near misses was 30, which is a reduction from 2015/16 levels.

Also, we initiated our recruitment drive in February 2017 to employ 25 new full-time firefighters. Our aim is focused on increasing representation from women and black, Asian and minority ethnic (BAME) citizens as we work towards establishing a workforce that better reflects the make-up of our local communities. We will report our successes in next year's annual report.

### Projects

In 2016/17 we continued to provide our staff with the tools, equipment and skills to carry out their roles. Work to adapt stations to support the new duty system arrangements at Market Harborough Fire and Rescue Station is complete, with work at Lutterworth and Wigston Fire and Rescue Stations due to be completed by the summer of 2018.

We introduced an additional water rescue capability at Market Harborough Fire and Rescue Station, completing the strategic spread of specialist resources across Leicester, Leicestershire and Rutland. We now maintain three specialist teams that are based at Castle Donington, Southern and Market Harborough Fire and Rescue Stations.

In 2016/17, we also commenced arrangements to replace our specialist hydraulic rescue equipment that is carried on all fire appliances. The new equipment will be lighter, easier to use and more effective at emergency incidents. Finally, following the completion of a trial that was undertaken throughout 2016/17, a decision has also been made to carry and provide the pain relief gas Entonox on all wholetime crewed fire appliances.

During 2016/17 we also made significant progress towards achieving an 'excellent' rating against the Fire and Rescue Equality Framework. We have continued to make improvements, capture data and provide education and training to our staff so that we can better understand our communities, respond to their needs and appreciate the impact that equality and the protected characteristics has.



## Priority Area 5 - Governance

### Performance

As previously mentioned in this report, our external auditors issued an unqualified opinion on our Statement of Accounts for 2016/17.

In addition, our Internal Audit Report for 2016/17 established that: “reasonable assurance is given that the CFA’s governance arrangements during 2016/17 were robust”; “reasonable assurance is given that during 2016/17 risk was adequately managed”; and that “reasonable assurance can be given that during 2016/17 the CFA’s core financial practices remained strong”.

Our full external and internal audit reports can be found on our website [here](#).

We refreshed our planning arrangements to reflect the way we now work. We will continue to ensure that the process is effective and to the benefit of the Service. We also reviewed our performance indicators and targets; which can be found in our refreshed Corporate Plan and Integrated Risk Management Plan [here](#).

Finally, in 2016/17 we acknowledged 100% of our Freedom of Information requests within five days, and responded to 100% within the statutory 20 working days.

### Projects

Our new website was launched in October 2016 and is much improved. The website is set up not only to ensure we meet the legislative requirements around the publication scheme (Freedom of Information Act 2000) and the Local Government Transparency Code, but also to improve and simplify the user experience. In particular, the media have found the live area of latest incidents of much benefit to themselves, and reduced the number enquiries we get into the Service. The site supports our commitment to greater transparency of information and in decision-making for our communities.

Improvement in meeting the requirements of the Transparency Code has been made, in particular the presentation of data and content of the organisational chart. An internal review has identified some areas that need further improvement and these are currently being addressed.

## Priority Area 6 - Working Together

### Performance

In 2016/17, we carried out 658 healthy, safe and secure visits as part of our multi-agency project that goes under the heading of the Braunstone Blues initiative. The visits resulted in the fitting of 270 smoke alarms and included the provision of advice about safety, health and wellbeing. In addition to this, in 2016/17 we worked on 211 high-risk cases involving very vulnerable people. We carried out numerous visits and liaised with lots of other support agencies. In these cases; apart from being at high risk from fire, we identified other concerns about individuals with urgent needs. We shared these concerns and worked with the relevant agencies to resolve these issues.

### Projects

The Braunstone Blues project was established in an attempt to manage public service demand in the Braunstone Park area of Leicester City. Excellent relationships have been established between partner agencies and the local community. The project has been funded by the local Police and Crime Commissioner and the multi-agency receive regular progress reports through the Strategic Partnership Board. The funding will take this project through to the spring of 2018. Feedback from community representatives indicate that this is a project that is adding real value to the Braunstone Park area and we have seen reductions in operational demand across all three emergency services.

The extension of Coalville Fire and Rescue Station to create a hub for all three 'bluelight' emergency services commenced in 2016/17 and is on target to be completed by the end 2017/18. The existing fire station in Coalville is being extended and modified so that it can accommodate the local police, ambulance and fire and rescue service response units to provide a better co-ordinated operational response for local communities. In addition, financial savings will be realised and it is anticipated that this project will create a blueprint for further collaboration opportunities.



# ANNUAL EQUALITIES REPORT 2016/17

During 2016/2017, the main focus of our equality work was targeted towards improving internal and staff-related practices whilst continuing to work towards our goal of achieving 'excellence' status against the Fire and Rescue Service Equality Framework.

Equality training has been delivered to operational managers in relation to embedding equality considerations into District Improvement Plans. We have also provided training for all Group and Station Managers about achieving 'excellence'.

We have improved the amount and quality of equality data we collect. We have also implemented a new process for capturing equality monitoring information in relation to fire protection functions, for complaints and concerns and for community engagement events.

We have seen improved levels of satisfaction in the ethnicity category of our After The Incident Survey and we have received recognition for equality-related initiatives/work from the equality charity, Stonewall.

## Our Workforce Profile

At the end of 2016/17, our workforce profile consisted of 714 full-time equivalent employees (FTE). There has been a fall in the number of employees when compared to 2015/16 when it stood at 750. The downward reduction has largely been as a result of On-Call resignations and the last of the voluntary redundancies that were agreed through the Organisational Change Programme.

In our analysis of workforce data, dual contracts are considered as separate contracts and this is done in order to reflect the data submitted as part of our IRMP returns. Otherwise the head count data would disregard all dual contracts which make up a significant number of the On-Call establishment.

Having a workforce that reflects the makeup of the communities we serve is a key objective for the Combined Fire Authority. The detailed breakdown of the makeup of the workforce based on the protected characteristics that we monitor can be found in the [Equality Scheme 2018/20](#).

We have published gender pay information since October 2015. A new statutory requirement to publish gender pay information will come into force in April 2018 and we will ensure that we comply with any legislative changes. The current analysis undertaken indicates that whilst our pay structures do not disadvantage women, other opportunities such as overtime, choices in relation to working the Day Crewing Plus duty system (DCP) and the lack of women in management positions provides a picture that women generally earn less than men.

## Recruitment of New Staff

In 2016/17 we recruited twenty-nine employees with the majority (20) being recruited to the On-Call duty system. The other nine individuals joined as members of support staff team.

There is an impact on workforce diversity with the significantly higher recruitment activity through the On-Call duty system. This system is strategically offered in locations where it is deemed to offer the most effective use of operational resources. These areas are usually further away from the larger towns and the City of Leicester and this limits our ability to 'tap' into the rich ethnic diversity that exists in our larger conurbations.

## Retention of Existing Staff

There were a total of 87 contracts of employment that ended during the year 2016/17. We are mindful that some employees have dual contracts whereby operational staff are able to provide

cover on both the wholetime and On-Call duty systems. In some cases, a single resignation will affect two contracts and in other circumstances, it will only affect one.

The vast majority of our leavers in 2016/17 left following resignation. The On-Call duty system resignations accounted for most of these with 32 leavers. This is consistent with previous trends and is mainly due to the fact that a lot of people employed on the On-Call duty system take on the role as secondary employment.

18 operational staff ended their contracts following voluntary retirement and there were 11 voluntary redundancies.

## Staff Promotion

For the purpose of equality monitoring, we consider a promotion to mean a change in role to either include higher responsibility or a higher pay grade for the individuals concerned. Therefore this report makes an assumption that any change in contract will mean a promotion for the purposes of this annual report.

The total number of promotions in the relevant period was 117. Of these, 63 were substantive while the rest (54) were temporary promotions. The majority of the promotions were within the operational functions with 58 being substantive and 50 temporary. Three of the temporary promotions were within the support function with another one being in Fire Control.

It is also important to note that the majority of those temporarily promoted in 2016/17 went on to be made substantive in their respective temporary positions and therefore make up the majority of the substantive promotions.

For tables showing the equality monitoring statistical data and any additional analysis please see [Appendix 2](#).

## Complaints of Bullying and Harassment

There were three individuals who reported complaints of bullying and harassment and these were investigated by the Service during the year 2016/17. Two of the three cases involved complainants making complaints against the same member of staff. Investigations did not proceed in one of the three cases.

Complaint From	M	F	LGB/T	WB	BAME	D	Complaint Against	M	F	LGB/T	WB	BAME	D	Action Taken
Total	2	1	0	3	0	0	Total	1	1	0	2	0	0	2

**KEY:** M=Male, F=Female, LGB=Lesbian, Gay, Bisexual and Transgender, WB=White British, BAME=Black Asian Minority Ethnic D=Disability, C= Christian, H= Hindu, N = No religion, PN = Prefer not to say.

## Disciplinary Matters

There were four disciplinary cases formally investigated by the Service during the year 2016/17. All four cases involved inappropriate behaviour and involved operational members of staff.

Staff Area	Religion				LGB/T	Gender		Ethnicity		D	Action Taken	Appeals
	C	N	H	O		M	F	WB	BAME			
Operational	2	1	1	0	0	4	0	4	0	0	<ul style="list-style-type: none"> <li>Dismissal (1)</li> <li>Verbal warning (2)</li> <li>No case to answer (1)</li> </ul>	1
Support	0	0	0	0	0	0	0	0	0			0

One case resulted in dismissal whilst another two cases resulted in verbal warnings. There was no case to answer in the fourth. There were no concerns relating to equality and diversity.

## Formal Grievance Arrangements

There were eight grievance cases formally reported and investigated during 2016/17. This was six more than were reported and investigated in 2015/16. Seven individuals involved in grievance cases were male and of a White British background. There was one female of Eastern European background. There were no concerns relating to equality and diversity.

## Staff Training

We provided a range of equality and diversity training during 2016/17. This included equality and diversity refresher training, bullying and harassment training and sessions relating to the Fire and Rescue Service Equality Framework. In total, 129 members of staff attended these events. In addition, we also offered e-learning training aimed at embedding equality and diversity understanding in the workplace. This training was completed by 35 individuals.

## Understanding Data

We are very keen to understand what impact our services are having on our diverse communities. We don't only respond to fires and other emergencies. We also deliver a wide range of initiatives to reduce operational demand, to raise awareness of community safety and to minimise the impact of fires and other emergencies in our communities. The equality monitoring data and additional analysis based on the After the Incident Survey, Home Fire Safety Checks and Fire Protection and Enforcement can be found in [Appendix 2](#).

## Progress Update - Achievement of 2016/17 Objectives

### Achieving excellence against the FRS Equality Framework (FRSEF)

ACTION	DUE DATE	RESPONSIBLE	STATUS
Undertake a desktop self-assessment exercise at "Excellent" level against the FRSEF	April 2016	Head of POD (People and Organisational Development)	Completed
Undertake an external assessment at "Excellent" level against the FRSEF	December 2016	Head of POD (People and Organisational Development)	Deferred to April 2018
Undertake evaluation of LFRS activity at all community events attended by LFRS	Annually	Head of Community Safety	Trials underway

## Improving public access to equality information using our website

ACTION	DUE DATE	RESPONSIBLE	STATUS
Prepare and publish relevant equality information each year (by September)	September each year	Head of POD (People and Organisational Development)	Completed
Use social media to share equality news and information	Monthly	Head of POD (People and Organisational Development)	On-going

## Deliver mandatory equality and diversity training to all staff

ACTION	DUE DATE	RESPONSIBLE	STATUS
Deliver equality and diversity refresher training at all LFRS stations	September 2016	Head of POD (People and Organisational Development)	Completed



# 2016/17 STATEMENT OF ASSURANCE

## Operational Assurance

The Combined Fire Authority (CFA) maintains key responsibilities that they are required to comply with. These are primarily found within:

- [The Fire and Rescue Services Act 2004](#)
- [The Civil Contingencies Act 2004](#)
- [The Regulatory Reform \(Fire Safety\) Order 2005](#)
- [The Fire and Rescue Services \(Emergencies\) \(England\) Order 2007](#)
- [The Localism Act 2011](#)
- [The Fire and Rescue National Framework for England](#)

In accordance with the Fire and Rescue Services Act 2004 and the National Framework, we published an [Integrated Risk Management Plan](#) (IRMP) that identifies and assesses all foreseeable fire and rescue related risks.

Our risk identification and monitoring processes take into account historical incident data and trends, demographic data and local development strategies, amongst other factors such as government policy and economic growth. We have developed a community risk model (CRM), that has been independently validated, to show where in our area there is a higher likelihood of incidents occurring. We also have regard to our local resilience forum risk register (linked within our IRMP) as well as national risks, and arrangements are in place with our neighbouring services for mutual assistance in response, intervention and fire investigation. All of this information is used to help make decisions on where our resources are best placed according to risk, and to make proposals for any changes.

By combining the IRMP and the corporate plan we now have one plan for responding to all of the risks and challenges facing our local communities, as well as to the organisation itself. All of our corporate objectives, IRMP objectives and performance targets can be found in the [Appendices to Towards 2020](#) and will be updated each year.

Our priorities (response, community safety, finance, people and governance) each have a strategy that provides more detail about our approach and how we will achieve each of our aims. They all link with each other and, under our planning framework, will guide us up until 2020. All of these documents can be found on our website [here](#).

## Financial Assurance

One of our strategic aims is to 'make the most of financial resources'. As a public service we are responsible for ensuring that public money is properly accounted for and used economically, efficiently and effectively. As part of financial assurance, our key financial systems are audited every year. In line with the [Accounts and Audits \(England\) Regulations 2015](#), we publish our statement of accounts annually. This document sets out the costs of providing our service for the financial year 2016/17 and can be found [here](#). It includes information on income and expenditure, a balance sheet and cash flow statement and pension fund statement.

Our draft statement for 2016/17 was published on 30 June 2017. Regulations state that the final audited accounts must be published with the audit opinion and certificate, and be approved by CFA by 30 September each year. This year's approval was gained on 28 September 2017.

In February 2017 we published our [Budget Strategy](#) and [Capital Programme](#), setting out our spending plans up until 2020. This is effectively our Medium Term Financial Plan (MTFP). The strategy clearly links with, and costs out our planned actions from our Corporate Plan and Integrated Risk Management Plan.

In September 2016, an efficiency plan was submitted to the Home Office in order to meet the Government's conditions for a four-year finance settlement (instead of the usual single year settlement). The plan has been approved, and a multi-year settlement has been achieved.

## Governance Assurance

In line with the requirements of the Accounts and Audit (England) Regulations 2015, we publish an [Annual Governance Statement](#) (AGS). This document is produced in accordance with the CIPFA/SOLACE framework and provides a self-assessment of the CFA's performance, along with a review of the effectiveness of our system of internal control and overall corporate governance arrangements.

Our AGS for 2016/17 is signed by the Chair of the CFA and Chief Fire and Rescue Officer, and was approved by the CFA at its meeting on 28 September 2017.

Internal audit carried out a programme of audits and reviews in 2016/17 to assure that effective governance, risk management and internal control procedures are in place. Overall we were given substantial assurance over the adequacy and effectiveness of the risk management framework, counter fraud arrangements and ICT controls. Additional work on the senior management's compliance with appropriate conditions of service, policies and procedures was undertaken and a planned audit covering procurement risk was started, with testing work rolled over into 2017/18.

We are committed to being open and transparent to the public. Part of this includes meeting the [Local Governance Transparency Code 2015](#) where we are required to publish certain information on a regular basis. We have improved access to this information by regularly updating our website, and all of the transparency information can be accessed via one link on our website, [here](#). The website has also improved access to much more information by improving the structure, taking away a lot of unnecessary information, and improving the end-user experience.

## Health and Safety

We made improvements to the way we manage health and safety, improving efficiency and relevance by changing the way topics are grouped and how they are reported.

The Health, Safety and Welfare Committee and the subordinate task and finish groups have been constituted under Section 2 (7) of the Health and Safety at Work Act etc. 1974, and the Safety Representatives and Safety Committees Regulations 1977. The committee enables ongoing communication between staff and management, to ensure the health, safety and welfare at work of staff within the Service is achieved. Leicestershire Fire and Rescue Service acknowledges its legal duty and seeks to exceed this legal minimum by embracing this joint working approach.

This procedure helps our managers liaise with the workforce and ensures that senior officers have a thorough picture of the management of health, safety and welfare within the Service through the Director of Service Delivery's leadership of the committee structure.

The organisational structure of the main consultative committees is:

- Health, Safety, Welfare and Corporate Risk Committee
- Infrastructure Risk Committee
- Operational Risk Committee
- Road Risk Committee

Under these committees, we are reviewing how we evaluate risks and proactively plan for the management of hazards and risks. This will improve our ability to predict the likelihood of emerging risks and therefore, aim to prevent them from occurring in the first place.



# ASSURANCE DECLARATION

This statement of assurance informs and assures our communities and other stakeholders that we are meeting national operational, financial and governance requirements, and declares that we are meeting the requirements set out in the [Fire and Rescue National Framework for England](#).

2016/17 proved to be another year of achievements with enhancements to the levels of fire cover provided, new vehicles developed, reviews completed and many targets met. All of this was achieved against the backdrop of our community safety programme which continues to reduce the number of fires and other emergencies and their impact.

We remain committed to continuing to provide an excellent level of service to you, our communities, whilst continuing to meet our statutory requirements and keeping you informed.



A handwritten signature in black ink, appearing to read 'Steve Lunn'.

**Steve Lunn**

**Chief Fire and Rescue Officer, on behalf of the Members and Senior Officers of Leicestershire Fire and Rescue Service**






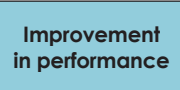
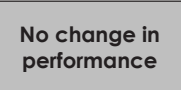
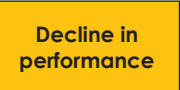
A handwritten signature in black ink, appearing to read 'Nicholas Rushton'.

**Nicholas Rushton**

**Chairman of Leicester, Leicestershire and Rutland Combined Fire Authority**

# APPENDIX 1

## Corporate Performance Indicators 2016/2017

<b>KEY</b>		Outside target range (positive)		Within target range		Outside target range (negative)
		Improvement in performance		No change in performance		Decline in performance

Ref	Key Corporate Indicator	Actual	Compared to target	Compared to same period last year	Compared to same period average over 3 years
<b>KCI 1</b>	<b>The number of emergency incidents</b>				
1.1	Number of primary fires	1,284	+7 (1,277)	-42 (1,326)	+64 (1,220)
1.2	Number of secondary fires	975	-6 (981)	+21 (954)	-51 (1026)
1.3	Number of RTCs attended	694	+45 (649)	+28 (666)	+45 (649)
1.4	Number of other emergency special services attended	2,202	+1,260 (942)	+581 (1,621)	+1,077 (1,125)
LPI 1m	Number of emergency first responder incidents (new indicator started May 2015)	626	No target	+112 (514)	+112 (514)
1.5	Number of false alarm calls from AFAs attended (domestic and non-domestic)	1,717	-153 (1,870)	-33 (1,750)	-681 (2,398)
1.6	Number of deliberate primary fires	459	+52 (407)	+22 (437)	+72 (387)
1.7	Number of deliberate secondary fires	492	-51 (543)	+24 (468)	-80 (572)
5.4	Number of hoax calls received	373	+87 (286)	-56 (429)	-19 (392)
LPI 1g	Number of accidental dwelling fires	409	+38 (371)	+13 (396)	+33 (376)

<b>KCI 2</b>	<b>The number of deaths and injuries resulting from fires and road traffic incidents</b>				
2.1	Number of deaths from primary fires	6	+6 (0)	0 (6)	0 (6)
2.2	Number of non-fatal casualties from primary fires	35	0 (35)	-5 (40)	0 (35)
3.1	Number of people killed or seriously injured (in RTCs) during the calendar year (January 2015 to December 2015)	260	-8 (268)	-54 (314)	-36 (296)
3.2	Number of children killed or seriously injured (in RTCs) during the calendar year (January 2015 to December 2015)	12	-4 (16)	+1 (11)	-6 (18)

<b>KCI 3</b>	<b>The level of emergency response service provision</b>				
4.1	The % of life threatening emergency incidents attended within a maximum of 10 minutes	96.5%	+1.5% (95.0%)	+1.0% (95.5%)	+1.6% (94.9%)
4.2	The % of non-life threatening incidents attended within a maximum of 20 minutes	99.4%	+0.4% (99.0%)	-0.1% (99.5%)	+0.1% (99.3%)
8.3	The % of respondents to the ATI survey who rate the service received as satisfactory or better	99%	+1% (98%)	+1% (98%)	+1% (98%)

Please note figures are subject to change as outstanding fire reports may be completed after this report has been issued.

Ref	Key Corporate Indicator	Actual	Compared to target	Compared to same period last year	Compared to same period average over 3 years
<b>KCI 4</b>	<b>Capacity, staff and availability</b>				
5.7	The % of undisputed invoices that are paid in 30 working days	98.1%	-1.2 (99.3%)	-1.2 (99.3%)	-0.9 (99.0%)
5.14	% availability of On-Call appliances	N/A	(85.0%)	(81.8%)	(86.2%)
5.15	% availability of wholetime appliances	N/A	(98.0%)	(98.9%)	(98.2%)
9.6	No. of days/shifts lost to sickness by operational staff (April 2016 to February 2017)	6.35	+3.14 (3.21)	+3.32 (3.03)	+2.86 (3.49)
9.7	No. of days/shifts lost to sickness by support staff (April 2016 to February 2017)	11.38	+4.38 (7.00)	+4.74 (6.64)	+ 4.45 (6.93)

Please note figures are subject to change as outstanding fire reports may be completed after this report has been issued.

# APPENDIX 2

## Human Resources Data and Analysis 2016/17

### Recruitment and Selection

#### AGE PROFILE OF NEW RECRUITS

Staff Group	Under 17	17-24	25-35	36-45	46-55	56-65	66+	Not Stated
Operational	0	3	11	4	1	1	0	0
Control	0	0	0	0	0	0	0	0
Support	0	0	2	3	3	0	0	1
<b>Total</b>	<b>0</b>	<b>3</b>	<b>13</b>	<b>7</b>	<b>4</b>	<b>1</b>	<b>0</b>	<b>1</b>

#### DISABILITY PROFILE OF NEW RECRUITS

Staff Group	Declared Disability	Declared Not Disabled	Not Stated
Operational	0	17	3
Control	0	0	0
Support	0	6	3
<b>Total</b>	<b>0</b>	<b>23</b>	<b>6</b>

#### ETHNICITY PROFILE OF NEW RECRUITS

Staff Group	White British/Irish	Any Other White	Mixed	Asian or Asian British	Black or Black British	Prefer Not To Say	Any Other Minority Ethnic Background	Not Stated
Operational	18	0	0	0	0	0	0	2
Control	0	0	0	0	0	0	0	0
Support	8	0	1	0	0	0	0	0
<b>Total</b>	<b>26</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2</b>

#### GENDER PROFILE OF NEW RECRUITS

Staff Group	Men	Women	Not Stated
Operational	18	2	0
Control	0	0	0
Support	3	6	0
<b>Total</b>	<b>21</b>	<b>8</b>	<b>0</b>

#### RELIGION OR BELIEF PROFILE OF NEW RECRUITS

Staff Group	Christian	Prefer Not To Say	Hindu	Jewish	Muslim	Sikh	Other	None	Not Stated
Operational	10	0	0	0	0	0	1	8	1
Control	0	0	0	0	0	0	0	0	0
Support	3	0	0	0	0	0	0	4	2
<b>Total</b>	<b>13</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>12</b>	<b>3</b>

## SEXUAL ORIENTATION PROFILE OF NEW RECRUITS

Staff Group	Bisexual	Gay/Lesbian	Heterosexual	Prefer Not To Say	Not Stated
Operational	1	0	17	0	2
Control	0	0	0	0	0
Support	0	0	9	0	0
<b>Total</b>	<b>1</b>	<b>0</b>	<b>26</b>	<b>0</b>	<b>2</b>

## Retention

### AGE PROFILE OF LEAVERS

Staff Group	Under 17	17-24	25-35	36-45	46-55	56-65	66+	Not Stated
Operational	0	5	11	17	35	9	1	0
Control	0	0	1	1	0	0	0	0
Support	0	0	2	0	5	0	0	0
<b>Total</b>	<b>0</b>	<b>5</b>	<b>14</b>	<b>18</b>	<b>40</b>	<b>9</b>	<b>1</b>	<b>0</b>

### DISABILITY PROFILE OF LEAVERS

Staff Group	Declared Disability	Declared NOT Disabled	Not Stated
Operational	0	48	30
Control	0	2	0
Support	0	2	5
<b>Total</b>	<b>0</b>	<b>52</b>	<b>35</b>

### ETHNICITY PROFILE OF LEAVERS

Staff Group	White British/Irish	Any Other White	Mixed	Asian or Asian British	Black or Black British	Prefer Not To Say	Any Other Minority Ethnic Background	Not Stated
Operational	68	4	0	0	1	0	0	5
Control	2	0	0	0	0	0	0	0
Support	7	0	0	0	0	0	0	0
<b>Total</b>	<b>77</b>	<b>4</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>5</b>

### GENDER PROFILE OF LEAVERS

Staff Group	Men	Women	Not Stated
Operational	76	2	0
Control	1	1	0
Support	2	5	0
<b>Total</b>	<b>79</b>	<b>8</b>	<b>0</b>

### RELIGION OR BELIEF PROFILE OF LEAVERS

Staff Group	Christian	Prefer Not To Say	Hindu	Jewish	Muslim	Sikh	Other	None	Not Stated
Operational	39	0	0	0	0	0	0	23	16
Control	2	0	0	0	0	0	0	0	0
Support	4	0	0	0	0	0	0	1	2
<b>Total</b>	<b>45</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>24</b>	<b>18</b>

## SEXUAL ORIENTATION PROFILE OF LEAVERS

Staff Group	Bisexual	Gay/Lesbian	Heterosexual	Prefer Not To Say	Not Stated
Operational	0	1	59	0	18
Control	0	0	2	0	0
Support	0	0	6	0	1
<b>Total</b>	<b>0</b>	<b>1</b>	<b>67</b>	<b>0</b>	<b>19</b>

## Promotion *(\*Numbers in brackets represent the total number of temporary promotions)*

### AGE PROFILE OF PROMOTED STAFF

Staff Group	Under 17	17-24	25-35	36-45	46-55	56-65	66+	Not Stated
Operational	0	0	14 (13)	29(19)	13(17)	2(1)	0	0
Control	0	0	0	0	1	0	0	0
Support	0	0	2 (0)	1(2)	2(1)	0	0	0
<b>Total</b>	<b>0</b>	<b>0</b>	<b>16(13)</b>	<b>30(21)</b>	<b>15(19)</b>	<b>2(1)</b>	<b>0</b>	<b>0</b>

### DISABILITY PROFILE OF PROMOTED STAFF

Staff Group	Declared Disability	Declared NOT Disabled	Not Stated
Operational	4(2)	30(26)	24(22)
Control	0	(1)	0
Support	0	1(1)	4(2)
<b>Total</b>	<b>4(2)</b>	<b>31(28)</b>	<b>28(24)</b>

### ETHNICITY PROFILE OF PROMOTED STAFF

Staff Group	White British/Irish	Any Other White	Mixed	Asian or Asian British	Black or Black British	Prefer Not To Say	Any Other Minority Ethnic Background	Not Stated
Operational	61 (47)	0	0	0	(1)	0	0	2(3)
Control	1	0	0	0	0	0	0	0
Support	(3)	0	0	0	0	0	0	0
<b>Total</b>	<b>61 (50)</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>(1)</b>	<b>0</b>	<b>0</b>	<b>2(3)</b>

### GENDER PROFILE OF PROMOTED STAFF

Staff Group	Men	Women	Not Stated
Operational	56(49)	2(1)	0
Control	0	(1)	0
Support	2(0)	3(3)	0
<b>Total</b>	<b>58(49)</b>	<b>5(5)</b>	<b>0</b>

### RELIGION OR BELIEF PROFILE OF PROMOTED STAFF

Staff Group	Christian	Prefer Not To Say	Hindu	Jewish	Muslim	Sikh	Other	None	Not Stated
Operational	31(25)	0	0	0	0	0	2	14(12)	13(11)
Control	(1)	0	0	0	0	0	0	0	0
Support	1(1)	0	0	0	0	0	0	1(1)	3(1)
<b>Total</b>	<b>32(27)</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>15(13)</b>	<b>16(12)</b>

## SEXUAL ORIENTATION PROFILE OF PROMOTED STAFF

Staff Group	Bisexual	Gay/Lesbian	Heterosexual	Prefer Not To Say	Not Stated
Operational	0	1(0)	43(38)	0	14(12)
Control	0	0	(1)	0	0
Support	0	0	4(2)	0	1(1)
<b>Total</b>	<b>0</b>	<b>1(0)</b>	<b>47(41)</b>	<b>0</b>	<b>15(13)</b>

## Service Data and Analysis 2016/17

### After Incident Survey

In 2016/17, 225 households responded to the survey from a total of 454 domestic incidents that we attended in the financial year ending 31 March 2017. The number of responses received (49.6%) indicates a high response rate from service users and is the same rate as last year.

#### AGE

220 of the 225 respondents provided their age category in the equality monitoring section.

### AGE PROFILE OF AFTER INCIDENT SURVEY RESPONDENTS

17 and Below	18-24	25-39	40-59	60-74	75+	Age Not Stated
0	7	33	79	68	33	5

**When asked: Taking everything into account, how satisfied or dissatisfied were you with the service you received from the FRS?**

The table below shows the satisfaction levels in line with three age categories.

Age Group	Count	Very Satisfied %	Fairly Satisfied %	Neither Satisfied or Dissatisfied %	Very Dissatisfied %
16-39	40	89	8	0	3
40-59	80	95	5	0	0
60+	100	95	3	1	1

The information indicates that there has been an increase in the very satisfied category across all age groups when compared to the previous year. The satisfaction levels across all the age groups remains very high at 99%.

#### DISABILITY

214 of the 225 respondents provided information on their disability status. The information indicates an increase in the proportion of people declaring a disability from 39% last year to 43.5% in 2016/17. The analysis indicates that a larger proportion of those affected by domestic incidents are people with disabilities.

### AFTER INCIDENT SURVEY RESPONDENTS DECLARING A DISABILITY

	Declared Disability	Declared NOT Disabled	Not Stated
<b>Total</b>	<b>93</b>	<b>121</b>	<b>11</b>

**When asked: Taking everything into account, how satisfied or dissatisfied were you with the service you received from the FRS?**

205 of the 214 respondents (who provided information on their disability status) stated their satisfaction levels as indicated in the table over.

Disability	Count	Very Satisfied %	Fairly Satisfied %	Neither Satisfied or Dissatisfied %	Very Dissatisfied %
Disability	93	94	6	0	0
Non-disability	121	93	4	1	2

The information indicates that there are no concerns arising from the satisfaction levels when comparisons are made between disabled and non-disabled respondents. This is consistent with last year's satisfaction levels.

## GENDER

222 of the 225 respondents provided information on their gender. There were more women (60%) responding to the after incident survey than men. This is consistent with findings from last year when 57.4% of respondents were women.

### GENDER PROFILE OF AFTER INCIDENT SURVEY RESPONDENTS

	Male	Female	Not Stated
Total	77	145	3

#### When asked: Taking everything into account, how satisfied or dissatisfied were you with the service you received from the FRS?

209 of the 218 respondents who provided their gender information answered the above question. The information received indicates that the satisfaction levels remain high for both male and female respondents and there are no concerns from an equality perspective.

Gender	Count	Very Satisfied (%)	Fairly Satisfied (%)	Neither Satisfied or Dissatisfied (%)	Dissatisfied (%)
Female	126	95	5	0	0
Male	83	92	5	1	2

## ETHNICITY

215 of the 225 respondents provided information on their ethnicity while ten did not provide this information.

### ETHNICITY PROFILE OF AFTER INCIDENT SURVEY RESPONDENTS

Ethnicity	White British Households	Non-White Households
Totals	194	21

#### When asked: Taking everything into account, how satisfied or dissatisfied were you with the service you received from the FRS?

205 of the 215 respondents who provided information on their ethnicity answered this question.

Ethnicity	Count	Very Satisfied (%)	Fairly Satisfied (%)	Neither Satisfied or Dissatisfied (%)	Dissatisfied (%)
White British	185	95	5	0	0
BAME	20	95	5	0	0

There is a significant increase in the number of BAME households indicating that they were very satisfied with the service they received. This is the first time since we started monitoring satisfaction levels by ethnicity, there has been consistent levels of satisfaction between the two groups.



## HOME FIRE SAFETY CHECKS

The following tables provide equality data and analysis of the equality information, based on the protected characteristics, that was collected during Home Fire Safety Checks (HFSCs). This includes safety checks carried out by the Braunstone Blues.

### AGE

The elderly are identified as a priority group in relation to our prevention activities. Therefore, every district and fire and rescue station has a plan specifically targeted at elderly residents.

#### AGE PROFILE FROM HOME FIRE SAFETY CHECKS

Data Source	Under 15	15-24	25-34	35-44	45-54	55-64	65+	Not Stated
LFRS	0	75	348	466	482	543	3894	2158
Partners	0	95	213	187	159	128	317	22
<b>Total</b>	<b>0</b>	<b>170</b>	<b>561</b>	<b>653</b>	<b>641</b>	<b>671</b>	<b>4211</b>	<b>2180</b>

The proportion of HFSCs completed for those aged 65 and above is 46.3% and this is a drop from last year when the same group accounted for 51.3% of all completed HFSCs.

The proportion of age related information that was not collected was 24% of all HFSCs. This indicates a reduction on recent trends where the collection of equality monitoring information has been improving.

### DISABILITY

Disability is also identified as a factor when determining priority groups for protection and prevention activities. This is generally reflected in the number of HFSCs offered to households with at least one disabled person.

#### DISABILITY PROFILE FROM HOME FIRE SAFETY CHECKS

	Declared Disability	Declared Not Disabled	Not Stated
LFRS	1904	3660	2402
Partners	362	749	10
<b>Total</b>	<b>2266</b>	<b>4409</b>	<b>2412</b>

The proportion of households receiving a HFSC with at least one person declaring a disability was 24.9% which is a decrease from 31.8% last year. The analysis also indicates that a significant number of households declaring a disability were from those aged 65 and over.

### ETHNICITY

The proportion of people from a BAME background across Leicestershire, Leicester and Rutland was 11% in 2011 while in the city of Leicester it was over 55% (Census 2011).

#### ETHNICITY PROFILE FROM HOME FIRE SAFETY CHECKS

Data Source	White British	Any Other White	Mixed	Asian or Asian British	Black or Black British	Prefer Not to Say	Any Other Minority Ethnic Background	Not Stated
LFRS	4741	110	36	702	59	0	19	2299
Partners	891	53	22	70	44	0	8	33
<b>Total</b>	<b>5632</b>	<b>163</b>	<b>58</b>	<b>772</b>	<b>103</b>	<b>0</b>	<b>27</b>	<b>2332</b>

The proportion of HFSCs completed where the occupant declared a BAME background is 12.3%, which is down from 15.7% last year.

## GENDER

The distribution of gender for those receiving HFSCs continues to indicate that more women (44.3%) receive HFSCs than men (31.9%). However, the number of women who received a HFSC this year is significantly lower when compared to the previous year when women accounted for 58.9% of those receiving home fire safety checks.

### GENDER PROFILE FROM HOME FIRE SAFETY CHECKS

Data Source	Men	Women	Transgender	Not Stated/Not Collected
LFRS	2477	3337	4	2148
Partners	425	692	0	4
<b>Total</b>	<b>2902</b>	<b>4029</b>	<b>4</b>	<b>2152</b>

## RELIGION OR BELIEF

People of a Christian background accounted for the most (31.1%) to receive a HFSC. This reflects the population make-up of our service area when compared to the census (2011) statistics. Those with no religious belief account for the second largest group at 14.4%.

### RELIGION OR BELIEF PROFILE FROM HOME FIRE SAFETY CHECKS

Data Source	Christian	Buddhist	Hindu	Jewish	Muslim	Sikh	Other	None	Not Stated
LFRS	2637	13	372	2	228	68	34	1090	3522
Partners	187	1	1	0	11	1	5	223	692
<b>Total</b>	<b>2824</b>	<b>14</b>	<b>373</b>	<b>2</b>	<b>239</b>	<b>69</b>	<b>39</b>	<b>1313</b>	<b>4214</b>

We are also able to publish data on people indicating other religious background. This is primarily done to inform changes in the local demographic which could be influenced by new arrivals/communities. Below is the breakdown of the other religions as specified by the respondents.

Other Religion	Numbers	Other Religion	Numbers
Baha'i	1	Mormon	1
Don't know	2	Quaker	3
Humanitarian	1	Jehovah's witness	4
Methodist	5	NS	1
Islam	1	Spiritualist	2
Church of England	6	Roman catholic/ Catholic	5
Baptist	1	C/M	2

The numbers involved in each of the "other" religious or belief denominations are too low to inform any considerations and therefore this will serve for information only.

## SEXUAL ORIENTATION

The proportion of people declaring their sexual orientation as lesbian gay or bisexual (LGB) remains very low at 0.3% which is down from 0.6% last year.

### SEXUAL ORIENTATION PROFILE FROM HOME FIRE CHECKS

Data Source	Bisexual	Gay/ Lesbian	Heterosexual	Prefer Not to Say	Not Stated
LFRS	9	12	4222	1656	2067
Partners	3	8	420	31	659
<b>Total</b>	<b>12</b>	<b>20</b>	<b>4642</b>	<b>1687</b>	<b>2726</b>

## REQUEST FOR OTHER LANGUAGES

The Service is now collecting information relating to other languages. This is based on the requests for information to be given in other languages during HFSCs. Below is a table showing the most requested languages during HFSCs.

LANGUAGE REQUESTS FROM HOME FIRE SAFETY CHECKS						
	British Sign Language	Gujarati	Hindi	Other	Punjabi	Urdu
<b>Total</b>	<b>43</b>	<b>265</b>	<b>53</b>	<b>6</b>	<b>2</b>	<b>1</b>

Specific details of the six "other" languages were not captured. The Service already caters for languages and any cultural needs for all the named requests (excluding other).

## COMPLAINTS AND CONCERNS

There were only two complaints submitted by the 31 March 2017. The numbers are too low to inform any analysis.

## FIRE PROTECTION AND ENFORCEMENT

We have a legal duty to monitor and enforce current fire safety legislation. In order to achieve this, an inspection programme based on national guidance, incident data and local intelligence is formulated each year. This programme is based upon those types of premises identified as presenting the greatest risk of fire, particularly where sleeping risk is incorporated, such as a residential care home or hotel.

The Fire Protection inspection activity for the financial year 2016/17 is detailed below:

FIRE PROTECTION ENFORCEMENT DATA FOR 1 APRIL 2016 – 31 MARCH 2017	
Enforcement Type	Total Number
No of Programmed Fire Safety Inspections	362
Deficiency Notice	80
Action Plan	66
Enforcement Notices	21
Prohibition Notice	7

This year we completed a total of 362 programmed Fire Safety Audits. We sent out equality monitoring questionnaires after each programmed fire safety audit and this year 81 equality monitoring questionnaires were completed and returned. This represents a 22.4% return which indicates a slight drop in returns when compared to last year, when it was 28.4%. The tables below provide the statistical data and any analysis done.

### AGE

AGE PROFILE OF FIRE PROTECTION INSPECTIONS								
	Under 15	15-24	25-34	35-44	45-54	55-64	65+	Not Stated
<b>Total</b>	<b>0</b>	<b>4</b>	<b>7</b>	<b>25</b>	<b>32</b>	<b>10</b>	<b>3</b>	<b>0</b>

The majority of fire safety inspections affected the 35-44 and the 45-54 age categories. We do not have the demographic breakdown of local business ownership in order to inform any analysis.

## ETHNICITY

ETHNICITY PROFILE OF FIRE PROTECTION INSPECTIONS								
	White British	Any Other White Background	Mixed	Asian or Asian British	Black or Black British	Chinese	Any other Minority Ethnic Background	Not Stated
<b>Total</b>	<b>58</b>	<b>4</b>	<b>0</b>	<b>17</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>

The analysis undertaken on the returned equality monitoring information indicates that the majority of inspection activities affected people from a White British (71.6%) background, followed by those of Asian (including Asian British) background who accounted for 21%. This is consistent with the analysis from the previous year. We do not have the demographic breakdown of local business ownership in order to inform any analysis.

## GENDER

GENDER PROFILE OF FIRE PROTECTION INSPECTIONS			
	Men	Women	Not Stated
<b>Total</b>	<b>49</b>	<b>31</b>	<b>1</b>

The majority of fire safety inspections affected more men (60.5%) than women. We do not have the demographic breakdown of local business ownership in order to inform any analysis.

## RELIGION OR BELIEF

RELIGION OR BELIEF PROFILE OF FIRE PROTECTION INSPECTIONS									
	Christian	Buddhist	Hindu	Jewish	Muslim	Sikh	Other	None	Not Stated
<b>Total</b>	<b>31</b>	<b>0</b>	<b>7</b>	<b>0</b>	<b>8</b>	<b>1</b>	<b>0</b>	<b>23</b>	<b>11</b>

The majority of enforcement action affected more Christians (40.5%) followed by those with no religion or belief who account for 14.1%. We do not have the demographic breakdown of local business ownership in order to inform any analysis.



## If you ask, we can provide the information in this document in another format such as large print, Braille, an alternative language or audio version.

If you or anyone you know would like help in reading or understanding this document please contact us, providing your name, address and explaining the type of help that you need.

આ દસ્તાવેજની કોઈપણ બાબત સમજવામાં જો આપ કોઈ મદદ ઇચ્છતાં હોય તો મહેરબાની કરી લેસ્ટરશાયર ફાયર એન્ડ રેસ્ક્યૂ સર્વિસ (Leicestershire Fire and Rescue Service) Headquarters, 12 Geoff Monk Way, Birstall, Leicester, LE4 3BU પર સંપર્ક કરવો. મહેરબાની કરી આપનું નામ અને સરનામું પૂરું પાડવું અને કયા પ્રકારની મદદ કે જે આપને જોઈએ છે, તે વિગતવાર જણાવવું.

এই ডকুমেন্ট এর যে কোনটি বুঝতে যদি আপনার সহায়তা দরকার হয় তবে অনুগ্রহ করে যোগাযোগ করুন: লেস্টারশায়ার ফায়ার ও রেসকিউ সার্ভিস (Leicestershire Fire and Rescue Service) Headquarters, 12 Geoff Monk Way, Birstall, Leicester LE4 3BU দয়া করে আপনার নাম ও ঠিকানা এবং আপনার কি ধরনের সহায়তা দরকার তা উল্লেখ করবেন।

ਜੇਕਰ ਇਸ ਦਸਤਾਵੇਜ਼ ਦੇ ਕਿਸੇ ਵਿਸ਼ੇ ਨੂੰ ਸਮਝਣ ਲਈ ਤੁਸੀਂ ਕੋਈ ਮਦਦ ਲੈਣੀ ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਲੈਸਟਰਸ਼ਾਇਰ ਫ਼ਾਇਰ ਐਂਡ ਰੈਸਕਿਊ ਸਰਵਿਸ (Leicestershire Fire and Rescue Service) Headquarters, 12 Geoff Monk Way, Birstall, Leicester, LE4 3BU ਨਾਲ ਸੰਪਰਕ ਕਰੋ। ਮਿਹਰਬਾਨੀ ਕਰਕੇ ਆਪਣਾ ਨਾਂ ਅਤੇ ਸਿਰਨਾਵਾਂ ਨਾਲ ਦਿਉ ਅਤੇ ਦੱਸੋ ਕਿ ਤੁਹਾਨੂੰ ਕਿਸ ਤਰਾਂ ਦੀ ਮਦਦ ਦੀ ਲੋੜ ਹੈ।

如需要協助理解本文件內任何資料請聯絡：里斯特郡消防及救援服務 (Leicestershire Fire and Rescue Service) Headquarters, 12 Geoff Monk Way, Birstall, Leicester LE4 3BU 請提供閣下姓名和地址以及說明哪條文需要幫助。

Jelzeli potrzebujesz pomocy w zrozumieniu treści tego dokumentu, skontaktuj się z (Leicestershire Fire and Rescue Service) Headquarters, 12 Geoff Monk Way, Birstall, Leicester LE4 3BU, podając swoje imię, nazwisko i adres i wyjaśniając, jakiej pomocy potrzebujesz.

यदि इस दस्तावेज़ के किसी विषय को समझने के लिए आप कोई मदद लेना चाहते हैं तो कृपया लैस्टरशायर फ़ायर एंड रैस्क्यू सर्विस (Leicestershire Fire and Rescue Service) Headquarters, 12 Geoff Monk Way, Birstall, Leicester, LE4 3BU से संपर्क कीजिए। कृपया अपना नाम तथा पता साथ भेजें और बताएं कि आपको किस प्रकार की सहायता की जरूरत है।

اگر آپ کو اس دستاویز کے کسی بھی حصے کو سمجھنے کیلئے کسی قسم کی مدد درکار ہے تو براہ کرم لیسٹرشائر فائر اینڈ ریسکیو سروس (Leicestershire Fire and Rescue Service) Headquarters (Service Rescue), 12 Geoff Monk Way, Birstall, Leicester, LE4 3BU سے رابطہ کریں۔ براہ کرم اپنا نام اور پتہ فراہم کریں اور آپ کو جس قسم کی مدد درکار ہے اس کی وضاحت کریں۔

**LEICESTERSHIRE**  
**FIRE and RESCUE SERVICE**



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