

Status of Report: Public

Meeting: Corporate Governance Committee

Date: 20 September 2023

Subject: Performance Monitoring April 2023 to August 2023

Report by: Chief Fire and Rescue Officer

Author: Chris Moir, Planning Manager

For: Information Only

Purpose

1. The purpose of this report (and the accompanying appendices) is to present the Corporate Governance Committee with an update on the performance of the Leicestershire Fire and Rescue Service (LFRS) for the period April 2023 to August 2023.

Recommendation

2. The CFA Corporate Governance Committee is asked to note the performance of the Leicestershire Fire and Rescue Service for the period April 2023 to August 2023.

Executive Summary

3. A comprehensive performance update is attached as Appendix 1. It contains full details of the key performance indicators and provides further analysis and comparison information.
4. Service performance is measured through corporate performance indicators. Where the data is available, each indicator is monitored against an average of the previous three years.
5. Following a relatively quiet April, incident numbers have remained consistent during the summer, with the year to date figures being slightly higher than the 3-year average. Incidents attended increased during August compared to July, but did not reach the highs of last August when there were 1067 incidents due to it being one of the hottest months on record. This is one of the reasons why secondary fires aren't at previous year's levels.
6. The average response times to life-risk incidents is 11 minutes 15 seconds (3-year average 10:01). This is due to a significant amount of life risk incidents occurring outside of the City and being Road Traffic Collisions (RTCs) rather than dwelling fires.
7. The response time to non-life risk incidents between April 2023 and August 2023 was 10 minutes 0 seconds and primary fires 10 minutes 4 seconds.

8. Wholetime appliance availability for April 2023 to August 2023 is not currently available due to difficulties with the mobilising system database which will hopefully be fixed shortly.

Background

9. The detailed Performance Report, attached at Appendix 1, was created following consultation with members of the Corporate Governance Committee at a Performance Reporting Workshop held in November 2019. The agreed changes became effective from April 2020.
10. One performance report is now published for the Committee, the Senior Leadership Team (SLT) and the Tactical Management Team (TMT). The report is more detailed and easier to understand. Targets and the Red, Amber, Green (RAG) status methodology is removed as requested by members, with performance now being compared against the last three-year average.
11. Life risk incident attendance times (KCI 3.2) are measured against a 10-minute average as agreed in the Integrated Risk Management Plan. The proposal within the current Community Risk Management Plan is to increase this figure to 12 minutes for all life risk incidents other than primary domestic dwelling fires, which will remain at 10 minutes. To ensure consistency with the Home Office and the reporting mechanisms of His Majesty's Inspectorate of Constabulary and Fire and Rescue Services (HMICFRS) the average response time to primary fires is also included.
12. There were 3,928 incidents attended between April and August 2023 – 1,082 fire incidents against a three-year average of 1,139, 1,332 fire false alarms (three-year average 1,208) and 1,514 non fire incidents (three-year average 1,310). 8,560 calls were received by Fire Control during this period (three-year average 8,250).
13. The number of special service incidents attended remains high compared to the three-year averages. This is despite the reduction in medical incidents - co-responder /first responder, which continue to be extremely low. RTCs are also at higher levels to previous years and more suicide and suicide attempt incidents are being attended than ever before.
14. Fire prevention work continues, utilising a mix of telephone and in-person visits. The number of home safety checks undertaken between April 2023 and August 2023 was 6,792 which is significantly higher than the three-year average of 4,819.
15. Fire Protection has also increased the number of fire safety audits undertaken between April 2023 and August 2023 to 529, which is considerably higher than the three-year average of 314.
16. Public satisfaction in the service provided last year remains very high; 100% of the 136 people who responded to the After the Incident Survey were satisfied or very satisfied with the overall service they received at the incident. 100% of the 533 people who responded were satisfied with the engagement during a

home safety check visit, and 100% of the 93 people who responded were satisfied with the engagement during a fire protection visit.

Report Implications/Impact

17. Legal (including crime and disorder)

The timely production of relevant performance information and the achievement of continuous improvement is a statutory duty as described in the Local Government Act 1999.

18. Financial (including value for money, benefits and efficiencies)

There are no financial implications arising from this report.

19. Risk (including corporate and operational, health and safety and any impact on the continuity of service delivery)

Effective performance management including the reporting, monitoring and analysis of performance indicators enables proactive control measures to be implemented to reduce risk and demand.

20. Staff, Service Users and Stakeholders (including the Equality Impact Assessment)

Any identified action plans will be developed and delivered by relevant managers and staff.

21. Environmental

There are no environmental implications arising from this report.

22. Impact upon Our Plan Objectives

Active monitoring of performance indicators allows the Service to assess the effectiveness of delivering corporate objectives, influencing changes to strategies and policies where necessary. It also meets the Governance Strategy outcomes of well-informed communities and well-informed staff and the objective of 'monitor and report on our performance so everyone knows how we are doing'.

Background Papers

None.

Appendix

Appendix 1 - Performance Update – April 2023 to August 2023

Officers to Contact

Callum Faint, Chief Fire and Rescue Officer

callum.faint@leics-fire.gov.uk

0116 2105555

Chris Moir, Planning Manager

chris.moir@leics-fire.gov.uk

0116 2105555

Performance Update: April to August 2023

Table 1: Key Performance Indicators

Ref	Key Corporate Indicator	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Actual	3-Year Average	Differ
KCI 1 Incidents Attended																
I.1	Total incidents	660	793	876	774	825								3928	3657	271
I.2	Fire incidents	152	221	272	192	245								1082	1139	-57
a	Primary fire incidents	83	94	106	89	122								494	463	31
b	Secondary fire incidents	65	125	166	103	123								582	664	-82
c	Chimney fire incidents	4	2	0	0	0								6	12	-6
I.3	Fire false alarm incidents	230	260	286	289	267								1332	1208	124
a	Due to apparatus	132	131	129	134	145								671	576	95
b	Good intent	90	121	149	146	115								621	606	15
c	Malicious attended	8	8	8	9	7								40	26	14
I.4	Non-fire incidents	278	312	318	293	313								1514	1310	204
a	Non-fire false alarms	8	6	8	9	14								45	47	-2
b	Special service	270	306	310	284	299								1469	1263	206
-	Road traffic collision (RTC)	73	67	83	60	72								355	257	98
-	Assist other agencies	46	68	49	51	63								277	344	-67
-	Effecting entry / exit	31	32	30	46	47								186	126	60
-	Medical incident - co-responder/first responder	24	27	28	19	15								113	88	25
-	Flooding	19	22	35	13	6								95	57	38
-	Suicide/attempts	11	8	4	6	8								37	34	3
	- suicides	0	1	0	1	1								3	5	-2
KCI 2 Fatalities and casualties																
2.1	Fatalities in fires	0	1	0	0	0								1	1	1
2.2	Non-fatal casualties in fires	10	4	7	4	8								33	23	10
2.3	Fatalities in non-fire incidents	3	3	5	6	6								23	25	-2
2.4	Non-fatal casualties in non-fire incidents	56	68	53	62	42								281	290	-9

Ref	Key Corporate Indicator	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Actual	3-Year Average	Differ
2.5	Number of TRIM (Trauma Risk Management):															
a	Notifications	7	5	5	8	12								37	37	0
2.6	Number of LFRS employees injured whilst attending incidents	2	3	3	2	0								10	5	5
KCI 3	Level of emergency response service provision															
3.1	Number of emergency calls received	1372	1615	2222	1675	1676								8560	8250	310
3.2	The total average response times of life threatening incidents (mins)	11:08	11:17	12:05	10:43	11:08								11:15	10:01	1:14
a	Average call handling time	2:06	2:02	2:46	2:13	2:02								2:14	2:04	0:10
b	Average appliance mobilisation time	1:35	1:28	1:23	1:34	1:26								1:29	1:25	0:04
c	Average time to drive to the incident	7:27	7:47	7:56	6:56	7:40								7:32	6:32	1:00
d	Number of life-threatening incidents attended	78	73	72	78	71								372	330	42
3.3	The total average response times of non-life threatening incidents (mins)	9:40	9:57	10:15	9:53	10:11								10:00	10:03	-0:03
a	Average call handling time	2:16	2:04	2:05	2:13	2:04								2:08	2:06	0:02
b	Average appliance mobilisation time	1:30	1:32	1:38	1:41	1:41								1:37	1:36	0:01
c	Average time to drive to the incident	5:54	6:21	6:32	5:59	6:26								6:15	6:21	-0:06
d	Number of non-life risk incidents attended	570	710	783	677	745								3485	3296	189
3.4	The total average response times to primary fires (as recorded by Home Office)	9:25	10:58	10:00	09:34	10:16								10:04	9:52	0:12
a	Average call handling time	1:47	1:36	1:36	1:40	1:40								1:40	1:37	0:03
b	Average appliance mobilisation time	1:25	1:32	1:45	1:42	1:29								1:34	1:29	0:05
c	Average time to drive to the incident	6:13	7:50	6:39	6:12	7:07								6:50	6:46	0:04
d	Number of primary fire incidents attended	75	78	93	82	115								443	420	23
3.5	The % availability of Wholtime fire appliances	n/a	n/a	n/a	n/a	n/a								n/a	98.50%	-
3.6	The % availability of On-Call fire appliances	n/a	n/a	n/a	n/a	n/a								n/a	68.90%	-
3.7	The % of people satisfied with our overall response	100%	100%	100%	100%	100%								100%	100%	0%
a	The % of people satisfied with their initial contact with the service	100%	100%	94%	100%	100%								98.7%	99%	-0.3%
b	The % of people satisfied with the service they received at the scene	100%	100%	100%	100%	100%								100%	100%	0%

Ref	Key Corporate Indicator	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Actual	3-Year Average	Differ
KCI 4 Home Fire Safety Checks																
4.1	Home safety checks	1317	1490	1322	1404	1259								6792	4819	1973
4.2	Home safety feedback surveys	190	70	55	98	120								533	876	-343
a	Percentage satisfied	100%	100%	100%	100%	100%								100%	99.6%	0.4%
KCI 5 Fire Protection and Enforcement																
5.1	The % of fire safety audits that result in action plans and enforcement notices	15%	15%	16%	16%	22%								16%	14%	2%
a	Fire safety audits	88	123	133	89	96								529	314	215
b	Action plans and enforcement notices	13	18	21	14	21								87	43	44
5.2	Fire protection survey – Overall how satisfied were you with the service received	100%	100%	100%	100%	100%								100%	98%	2%
KCI 6 Capacity, staff and availability																
6.1	Average number of days/shifts lost to sickness by operational staff per person (inc COVID 19)	1.68					-					-		1.68	1.57 (1.86)	0.11 (-0.18)
a	Days/shifts lost to short-term sickness	187.87					-					-		187.87	198.56	-10.69
b	Days/shifts lost to long-term sickness	461.91					-					-		461.91	390.24	71.67
c	Total days/shifts lost to sickness	649.78					-					-		649.78	588.80 (752.62)	60.98 (-102.84)
6.2	Average number of days/shifts lost to sickness by support staff per person (inc COVID 19)	1.45					-					-		1.45	1.47 (1.90)	-0.02 (-0.45)
a	Days/shifts lost to short-term sickness	47.72					-					-		47.72	40.58	7.14
b	Days/shifts lost to long-term sickness	135.45					-					-		135.45	127.75	7.70
c	Total days/shifts lost to sickness	183.17					-					-		183.17	168.33 (239.28)	14.84 (-56.11)
6.3	Average number of staff on modified duties for the entire month	5	6	6	5	3								5.00	6.32	-1.32
a	Wholetime	3	5	4	2	1								3.00	3.66	-0.66
b	On-Call	2	1	2	3	2								2.00	2.33	-0.33
c	Support	0	0	0	0	0								0.00	0.33	-0.33
6.4	Average number of staff on modified duties at some point throughout the month	12	19	20	13	14								15.60	13.06	2.54
a	Wholetime	10	13	15	12	9								11.80	9.00	2.80

Ref	Key Corporate Indicator	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Actual	3-Year Average	Differ
b	On-Call	2	6	4	1	3								3.20	2.93	0.27
c	Support	0	0	1	0	2								0.60	1.13	-0.53

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

1.1 Total incidents – April to August 2023

Of the 3928 incidents April to August 2023, 1514 (39%) were non-fire incidents, 1332 (34%) were fire false alarm incidents and 1082 (27%) were fire incidents. Most incidents occurred in Western, followed by Central and Eastern. The 3-year average is 3657, so in comparison to this, there are 271 more incidents (7%).

Table 2: Total incidents – April to August 2023

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Apr to Aug 2023
1.1	Total incidents	569	530	578	285	181	150	141	305	524	346	319	3928

Looking at the 3 areas:

Fire incidents – decrease of 57 incidents compared to 3-year average.

False alarms – increase of 124 incidents compared to the 3-year average.

Non-fire incidents – increase of 204 incidents compared to 3-year average.

The number of fire related incidents has increased in August and the main reason is the increase in secondary and primary fires. The number of fire false alarm incidents has decreased from July and the number of non-fire incidents attended has increased. Part of the non-fire incidents is the number of special service incidents, which shows greater increases in the number of road traffic collisions, effecting entry/exit entry, medical Incident - co-responder/first responder and flooding incidents. It is important to recognise that the 3-year average will have been affected somewhat by the COVID 19 pandemic.

August 2023

Of the 825 incidents in August, 313 (38%) were non-fire incidents, 267 (32%) were fire false alarm incidents and 245 (30%) were fire incidents. This has increased from July (774) and can be put down largely due to increases in secondary fires, primary fires, road traffic

collisions and assist other agency incidents. There were 245 fire incidents in August, compared to 192 in July. There were also 267 fire false alarm incidents in August, compared to 289 in July and there were 313 non-fire incidents in August, compared to 293 in July. Most incidents occurred in Central, Western and Charnwood. August has been slightly better weatherwise compared to July in that there hasn't been as much rain, although nothing like the hot period of weather during August the previous year.

Table 3: Total incidents – August 2023

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Aug 2023
I.1	Total incidents	120	110	117	62	33	35	27	66	111	75	69	825

Chart 1: The total number of incidents by day in August 2023 shows the number of incidents by day, ranging from 18 at its lowest in a day on 25 August and 27 August, to 43 incidents at its peak on 10 August. The number of incidents has remained consistent as the month has progressed. On average, there were 26.61 incidents attended each day.

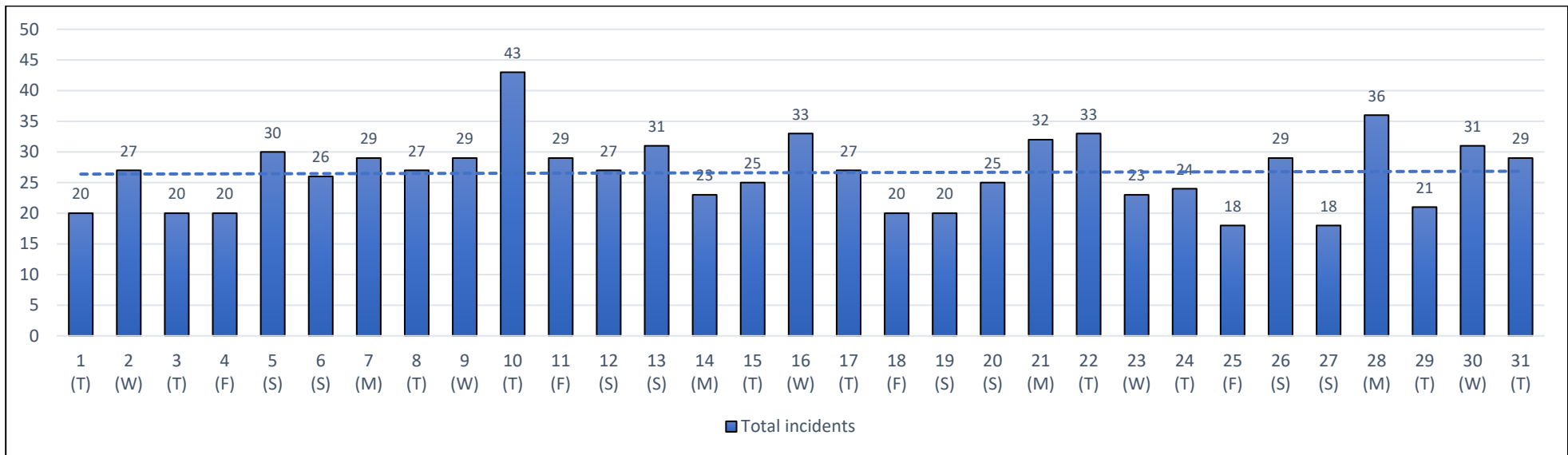
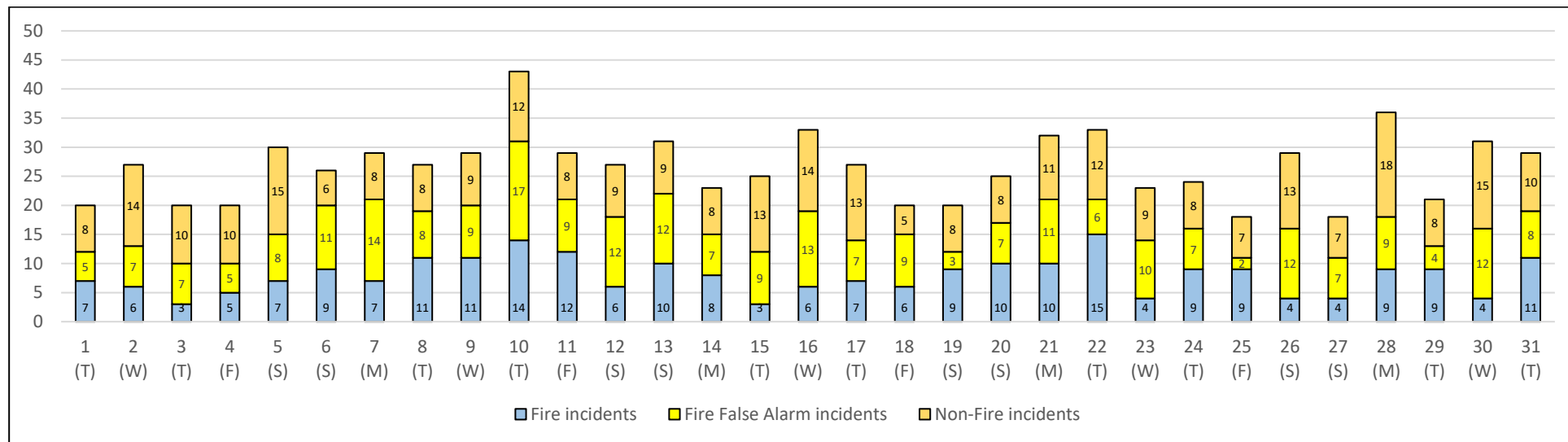


Chart 2: The total number of incidents broken down by type and day in August 2023 show the 43 incidents on 10 August broken down into 17 fire false alarm incidents, 14 fire incidents and 12 non-fire incidents.



1.2 Fire incidents – April to August 2023

Of the 1082 fire incidents April to August 2022, 494 were primary fires, 582 were secondary fires and 6 were chimney fires. Most incidents occurred in Western, Central and Charnwood. The 3-year average is 1139, so in comparison to this, there are 57 fewer incidents. The number of secondary fire incidents increases throughout the summer months because of the warmer weather and lighter nights. June was one of the hottest months on record and secondary fires increased, July was one of the wettest months on records and secondary fires decreased and August was a little better than July and secondary fires increased again.

Table 4: Fire incidents – April to August 2023

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Apr to Aug 2023
1.2	Fire incidents	155	120	208	84	52	22	40	89	138	75	99	1082
a	Primary fire incidents	48	55	65	54	20	14	31	43	69	46	49	494
b	Secondary fire incidents	107	64	143	30	31	8	9	45	69	27	49	582
c	Chimney fire incidents	0	1	0	0	1	0	0	1	0	2	1	6

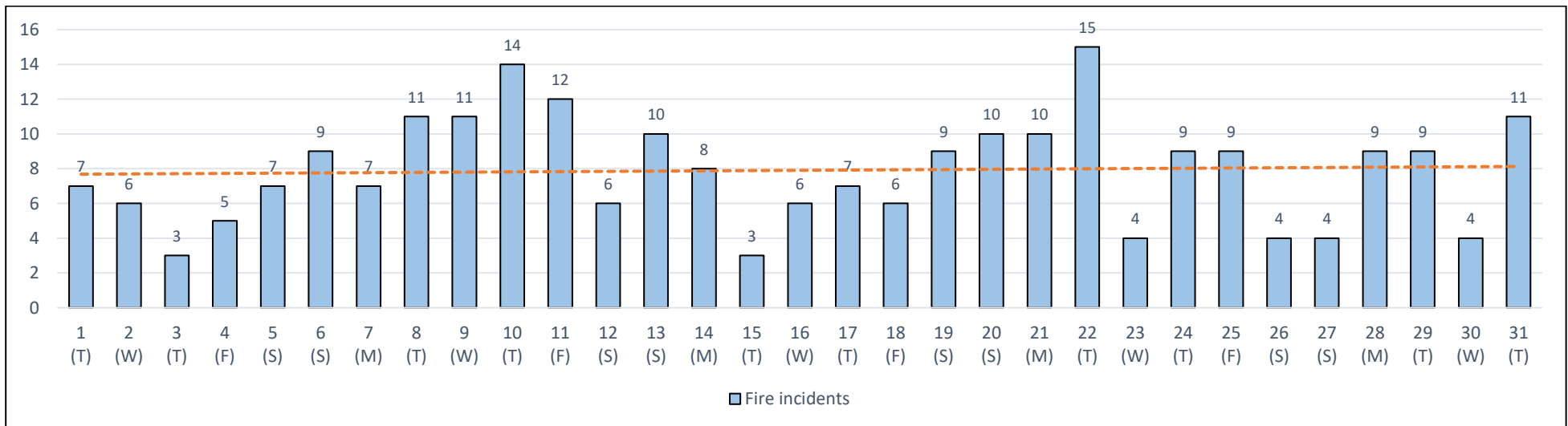
August 2023

Of the 245 incidents in August, 123 (50%) were secondary fires, 122 (50%) were primary fires and there were no chimney fires. Most incidents occurred in Western, Central and Eastern. This is an increase of 53 incidents from July (192).

Table 5: Fire incidents – August 2023

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Aug 2023
I.2	Fire incidents	39	30	41	22	12	5	9	20	24	18	25	245
a	Primary fire incidents	15	17	15	14	2	1	7	10	15	13	13	122
b	Secondary fire incidents	24	13	26	8	10	4	2	10	9	5	12	123
c	Chimney fire incidents	0	0	0	0	0	0	0	0	0	0	0	0

Chart 3: The total number of fire incidents by day in August 2023 show the number of incidents by day, ranging from 3 incidents in a day on 3 August and 15 August, to 15 incidents at its peak on 22 August. The number of incidents has remained consistent as the month has progressed. On average, there were 7.90 fire incidents attended each day.



1.2a Primary fire incidents

There were 122 primary fire incidents in August, which is 33 more than July (89). Of these, 84 were accidental fires, 36 were deliberate fires and 2 were not known. Eastern had the most incidents with 17, followed by Charnwood 16, Central 15 and Western 15.

Of the 84 accidental fires, the main property categories were dwelling 33 and road vehicle 26. The main fire cause show fault in equipment or appliance 22 and overheating, combustible articles too close to heat source (or fire) 13. The main ignition source show electricity supply 18 and vehicles only 16. The main times of the incidents show 11 of the incidents occurring between the hours of 5.00pm – 6.00pm.

Of the 36 deliberate fires, the main property categories were road vehicle 15, public admin security and safety (prison) 7 and grassland woodland and crops 5. There were 5 deliberate fires at H M Prison Stocken Hall Road and 2 deliberate fires at H M Prison Welland Avenue Gartree. Of the 36 deliberate fires the main times of the incidents show 4 of the incidents occurring between the hours of 12.00pm – 1.00pm.

Of the 2 not known fires, the property categories were dwelling 1 and religious 1. The main cause was combustible articles too close to heat source (or fire) 1 and overheating, unknown cause 1. The main times of the incidents show 1 incident occurring between the hours of 1.00pm – 2.00pm and 6.00pm – 7.00pm.

1.2b Secondary fire incidents

There were 123 secondary fire incidents in August, which is 20 more than July (103). Of these, 35 were accidental fires, 86 were deliberate fires and 2 were not known. The number of deliberate secondary fires historically has always increased when there are prolonged periods of warmer weather. August has not been as wet as the previous month and the number of deliberate secondary fires has increased from 67 in July to 86 in August.

Of the 35 accidental fires, the main types of property were grassland woodland and crops 20 and outdoor structure 12. The main times of the incidents show 5 of the incidents occurring between the hours of 3.00pm – 4.00pm.

Of the 86 deliberate fires, the main types of property were other outdoors (inc land) 32 and grassland woodland and crops 26. The main times of the incidents show 26 of the incidents occurring between the hours of 7.00pm – 9.00pm.

Of the 2 not known fires, the property categories were grassland woodland and crops 1 and non-residential 1. The main times of the incidents show 1 incident occurring between the hours of 6.00pm – 7.00pm and 7.00pm – 8.00pm.

1.2c Chimney fire incidents

There were no chimney fire incidents in August, which is the same as July (0).

1.3 Fire false alarms – April to August 2023

Of the 1332 fire false alarm incidents April to August 2023, 671 were due to apparatus, 621 were good intent and 40 were malicious. Most incidents occurred in Central 228, Eastern 207 and Western 189. The 3-year average is 1208, so compared to the average, figures have increased by 124.

Table 6: Fire false alarms – April to August 2023

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Apr to Aug 2023
I.3	Fire false alarms	228	207	189	82	47	58	57	103	178	106	77	1332
A	Due to apparatus	162	114	101	39	22	20	34	40	88	31	20	671
B	Good intent	56	85	78	43	24	37	20	60	88	74	56	621
C	Malicious attended	10	8	10	0	1	1	3	3	2	1	1	40

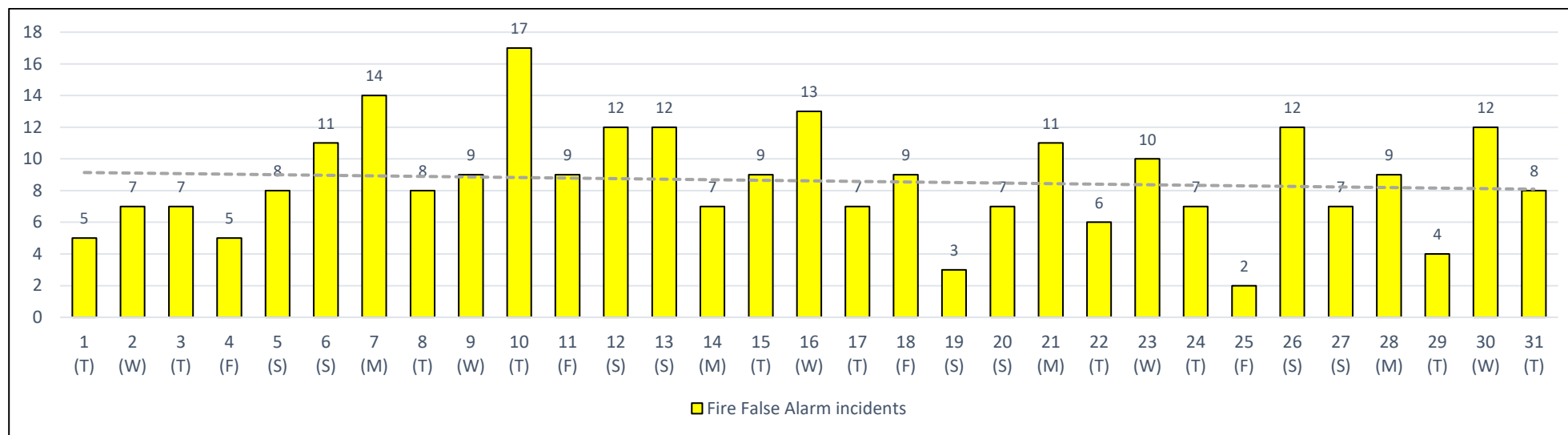
August 2023

Of the 267 fire false alarm incidents in August, 145 were due to apparatus, 115 were good intent and 7 were malicious. Most incidents occurred in Eastern 45, Charnwood 38 and Western 38. There were 289 in July, so August has seen a decrease of 22 incidents.

Table 7: Fire false alarms – August 2023

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Aug 2023
I.3	Fire false alarms	33	45	38	15	10	11	12	24	38	25	16	267
A	Due to apparatus	22	26	24	6	5	6	6	10	21	14	5	145
B	Good intent	10	17	13	9	5	4	5	14	16	11	11	115
C	Malicious attended	1	2	1	0	0	1	1	0	1	0	0	7

Chart 4: The total number of fire false alarm incidents by day in August 2023 show the number of incidents by day, ranging from 2 at its lowest in a day on 25 August, to 17 incidents at its peak on 10 August. The number of incidents has decreased as the month has progressed. On average, there were 8.61 incidents attended each day.



1.3a Due to apparatus

There were 145 false alarms due to apparatus in August, an increase of 11 from July (134). Of these, the main categories were dwelling 96 and non-residential 28.

Of the false alarms due to apparatus, the main causes were cooking/burnt toast 35, faulty 28 and unknown 22. The main times of the incidents show 11 of the incidents occurring between the hours of 9.00am – 10.00am.

1.3b Good intent

There were 115 good intent false alarms in August, a decrease of 31 from July (146). Of these, the main categories were dwelling 45 and grassland, woodland and crops 21.

Of the good intent false alarms, the main causes were bonfire 19, controlled burning and 18 other cooking 18. The main times of the incidents show 9 of the incidents occurring between 5.00pm – 6.00pm.

1.3c Malicious attended

There were 7 malicious false alarms in August, a decrease of 2 from July (9). Of these, 2 were in Eastern, 1 was in Central, 1 was in Charnwood, 1 was in Oadby and Wigston, 1 was in Rutland and 1 was in Western.

1.4 Non-fire incidents – April to August 2023

Of the 1514 non-fire incidents April to August 2023, 45 were non-fire false alarms and 1469 were special service. The table below shows the most incidents occurred in Charnwood 208, Eastern 203 and Central 186. The 3-year average is 1310, so compared to the average, figures have increased by 204. Data is provided for road traffic collision, assist other agencies, effecting entry / exit, medical incident - co-responder/first responder, flooding and suicide / attempts, which are some of the categories in special service. There are however many other categories and analysis will be provided if figures spike in any of those.

Table 8: Non-fire incidents – April to August 2023

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Apr to Aug 2023
1.4	Non-fire incidents	186	203	181	119	82	70	44	113	208	165	143	1514
a	Non-fire false alarms	4	9	2	7	6	1	0	5	6	1	4	45
b	Special service	182	194	179	112	76	69	44	108	202	164	139	1469
-	Road traffic collision (RTC)	27	38	27	42	21	12	9	25	48	54	52	355
-	Assist other agencies	32	40	39	19	22	13	7	21	38	27	19	277
-	Effecting entry / exit	21	35	29	7	3	14	5	14	25	21	12	186
-	Medical incident - co-responder/first responder	16	8	7	17	4	5	10	9	11	14	12	113
-	Flooding	16	26	17	2	1	6	3	4	11	5	4	95
-	Suicide/attempts	5	6	7	0	0	2	1	3	6	6	1	37
	- suicides	1	2	0	0	0	0	0	0	0	0	0	3

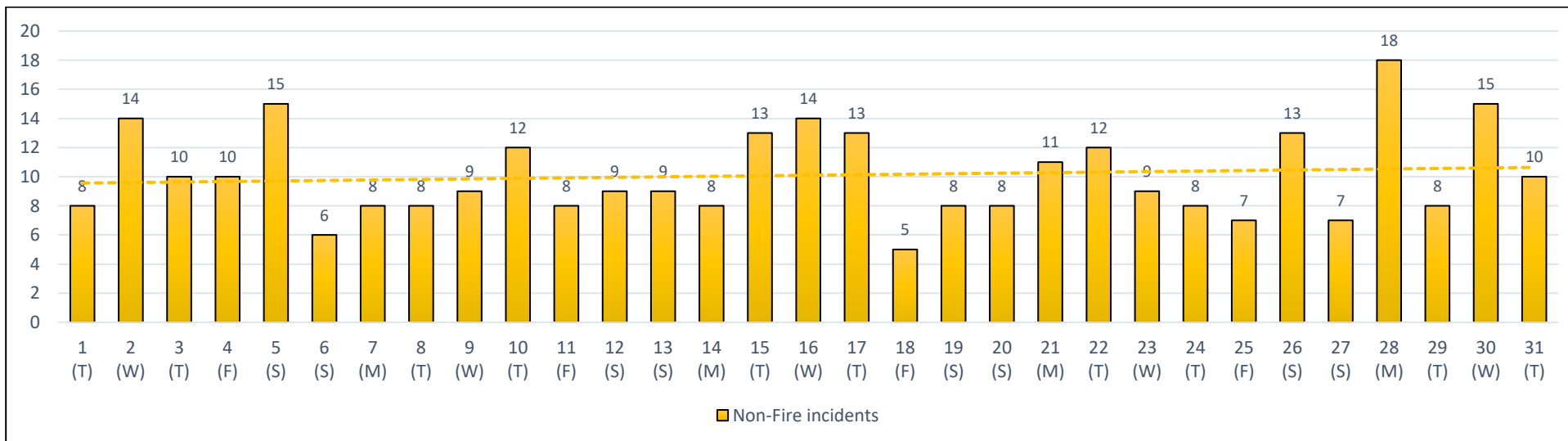
August 2023

Of the 313 incidents in August, 14 were non-fire false alarms and 299 were special service. Looking at the table below, the most incidents occurred in Charnwood 49, Central 48 and Western 38. There were 293 in July, so August has seen an increase of 20.

Table 9: Non-fire incidents – August 2023

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Aug 2023
1.4	Non-fire incidents	48	35	38	25	11	19	6	22	49	32	28	313
a	Non-fire false alarms	1	3	1	4	1	0	0	0	2	0	2	14
b	Special service	47	32	37	21	10	19	6	22	47	32	26	299
-	Road traffic collision (RTC)	9	8	5	11	0	4	1	4	12	12	6	72
-	Assist other agencies	13	6	4	3	4	5	1	3	12	7	5	63
-	Effecting entry / exit	8	6	10	2	0	4	1	5	7	2	2	47
-	Medical incident - co-responder/first responder	3	1	2	1	1	0	0	2	1	2	2	15
-	Flooding	1	1	2	0	0	0	0	0	1	1	0	6
-	Suicide/attempts	2	2	0	0	0	1	0	1	1	1	0	8
	- suicides	0	1	0	0	0	0	0	0	0	0	0	1

Chart 5: The total number of non-fire incidents by day in August 2023 show the number of incidents by day, ranging from 5 at its lowest in a day on 18 August, to 18 incidents at its peak on 28 August. The number of incidents has increased slightly as the month has progressed. On average, there were 10.10 incidents attended each day.



1.4a Non-fire false alarms

Of the 14 non-fire false alarms in August, 4 were in Harborough, 3 were in Eastern, 2 were in Charnwood, 2 were in North West Leicester, 1 was in Central, 1 was in Melton and 1 was in Western. This is an increase of 5 from July (9).

1.4b Special service

There were 299 special service incidents in August, an increase of 15 from July (284). Of these, there were 72 road traffic collisions, 63 assist other agencies and 47 effecting entry/exit. Central and Charnwood had the most incidents with 47 each, followed by Western with 37. The number of road traffic collisions has increased this month and has increased overall this year with 355 April to August 2023, compared to the 3-year average of 257. Assist other agencies has had 63 incidents in August and this type of incident has increased substantially over the past few years, although this year so far there has been a noticeable reduction. There has now been 277 assist other agency incidents April to August 2023, which is 67 lower than the 3-year average of 344. The vast majority of assist other agency incidents are effecting entry/exit incidents on behalf of other agencies and also includes bariatric incidents. Effecting entry/exit where the Service was called by members of the public has had 186 incidents April to August 2023, compared to the 3-year average of 126 and this type of incident has increased substantially. Medical incident - co-responder/first responder has had 113 incidents April to August 2023, compared to the 3-year average of 88. Flooding has had 95 incidents April to August 2023, compared to the 3-year average of 57. There have been 37 suicide / attempts April to August 2023, compared to the 3-year average of 34. Of those, there were 3 actual suicides, compared to the 3-year average of 5.

2.1 Fatalities in fires – April to August 2023

There has been 1 fatality in fires recorded in April to August 2023. This the same as the 3-year average of 1 fatality.

The first fire fatality occurred on the morning of Thursday 4 May in Knighton Ward in the City. An appliance from Eastern station was mobilised to a 'Fire in the open P3'. Two passers-by had reported the incident to fire control as believed drum or container involved in fire. They informed there was a strong smell of petrol. The fire was in a ditch/hedge line within the borders of some allotments. The officer in command instructed personnel to extinguish the fire utilising a hose reel jet through a hedgerow. Further access was gained through the hedgerow where it became apparent at the fire location there was a person in a sitting/reclining position, which had been involved in fire. Near to the casualty there was a can of fuel and a disposable lighter. The officer in command requested the relevant multi agency response with an additional fire appliance. The gentleman had suffered severe burns and was pronounced deceased at the scene. Scene preservation was established with large cordons. Both EMAS and police attended including Fire Investigation.

2.2 Non-fatal casualties in fires – April to August 2023

There have been 33 non-fatal casualties in fires April to August 2023. This is 10 more than the 3-year average of 23. Of the 33 non-fatal casualties, 8 have occurred in fires in Melton (6 in 1 incident), 6 in Central, 5 in Eastern, 4 in Hinckley and Bosworth, 2 in Blaby, 2 in Charnwood, 2 in Harborough, 2 in Rutland, 1 in North West Leicester and 1 in Oadby and Wigston. Out of the 33 non-fatal casualties in fires, 17 casualties occurred in dwellings, 10 in road vehicles and 6 in non-residential. Of the 33 non-fatal casualties, 27 were accidental and 6 were deliberate, with the circumstances leading to the injuries showing the main categories were caused by fighting fire (including attempts) 7 and other 3.

Table 10: Non-fatal casualties in fires – April to August 2023

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Apr to Aug 2023
2.2	Non-fatal casualties in fires	6	5	0	2	8	1	2	2	2	4	1	33

August 2023

There were 8 non-fatal casualties in fires in August, compared to 4 in July, with 3 in Eastern (2 in same incident), 2 in Central, 2 in Hinckley and Bosworth (same incident) and 1 in Blaby.

Of the 8 non-fatal casualties, 6 were accidental and 2 were deliberate. The circumstances leading to the injuries shows they were caused by fighting fire (including attempts) 4, trapped by smoke 2, injured escaping 1 and suspected under the influence of drugs 1.

2.3 Fatalities in non-fire incidents – April to August 2023

There have been 23 fatal casualties in non-fire incidents April to August 2023. This is 2 lower than the 3-year average of 25.

Of the 23 fatalities, 10 were attended to assist other agencies, 4 were effecting entry/exit, 4 were road traffic collisions, 2 were suicide/attempts, 1 was no action (not false alarm), 1 was other transport incident and 1 was rescue or evacuation from water. There were 4 in Eastern, 4 in Melton, 3 in Hinckley and Bosworth, 2 in Blaby, 2 in Charnwood, 2 in North West Leicester, 2 in Rutland, 1 in Harborough, 1 in Oadby and Wigston, 1 in Central and 1 in Western.

Table 11: Fatalities in non-fire incidents – April to August 2023

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Apr to Aug 2023
2.3	Fatalities in non-fire incidents	1	4	1	1	4	1	2	2	2	3	2	23

August 2023

There were 6 fatalities in non-fire incidents in August, compared to 6 in July.

Of the 6 fatalities, 3 were effecting entry/exit, 2 were road traffic collisions and 1 was another transport incident. There were 2 in Hinckley and Bosworth, 1 in Blaby, 1 in Harborough, 1 in Melton and 1 was in North West Leicester.

Table 12: Fatalities in non-fire incidents – August 2023

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Aug 2023
2.3	Fatalities in non-fire incidents	0	0	0	1	1	0	0	1	0	2	1	6

2.4 Non-fatal casualties in non-fire incidents – April to August 2023

There have been 281 non-fatal casualties in non-fire incidents April to August 2023. This is 9 lower than the 3-year average of 290.

Of the main property types of non-fatal casualties, 178 were road vehicle, 71 were dwellings and 18 were outdoor. Charnwood has had most non-fatal casualties with 51. These can be related somewhat to the high number of road traffic collisions.

Table 13: Non-fatal casualties in non-fire incidents – April to August 2023

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Apr to Aug 2023
2.4	Non-fatal casualties in non-fire incidents	15	34	20	23	30	7	11	26	51	32	32	281

August 2023

There were 42 non-fatal casualties in non-fire incidents in August, compared to 62 in July.

Of the 42 non-fatal casualties, the main property types of non-fatal casualties were road vehicle 26 and dwelling 10. The districts with the most non-fatal casualties in non-fire incidents in August was Eastern 8, Hinckley and Bosworth 7 and Charnwood 6.

Table 14: Non-fatal casualties in non-fire incidents – August 2023

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Aug 2023
2.4	Non-fatal casualties in non-fire incidents	2	8	4	3	3	1	0	4	6	7	4	42

2.5 Number of TRiM (Trauma Risk Management) – April to August 2023

The indicator Trauma Risk Management has now been running for just over 3 years and looks at the number of notifications. There have been 37 TRiM notifications April to August 2023. This is the same as the average of the previous 3 years figures of 37 during the same period.

August 2023

There was a total of 12 notifications that came from different sources in August, compared to 8 in July. Of the 12 notifications, 4 were road traffic collisions, 3 were to assist EMAS, 2 were to assist Police, 1 was a fire, 1 was a glider crash and 1 was humanitarian assistance. Of note, there were 2 requests for screening (suicides), 2 rescues at a fire on Evington Drive and a road traffic collision in Cotersbach, resulting in the death of a child.

2.6 Number of LFRS employees injured whilst attending incidents – April to August 2023

There have been 10 personal injuries whilst attending incidents April to August 2023. This is 5 more than the 3-year average of 5. Of the 10 personal injuries, 8 were classed as minor and 2 were classed as moderate, with 2 occurring at Birstall Station, 2 at Lutterworth Station, 2 at Southern Station, 2 at Loughborough Station, 1 at Coalville Station and 1 at Melton Station.

The personal injuries were categorised further as injured from change in floor levels/height 2, suffered a cut/abrasion at a fire incident 2, injured from manual handling at a road traffic collision 2, injured by animal or insect 1, injured by contact with something fixed or stationary 1, other - injured using hand tools 1 and other – injured hand opening seized hydrant cover 1.

Of the 10 personal injuries, 7 injuries occurred whilst at a fire incident and 3 injuries occurred at a special service incident. Based on the RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013) reporting, 5 injuries resulted in no sickness or modified duties, 1 injury resulted in under 3 days sickness, 1 injury resulted in sickness for 7 days, 1 injury resulted in sickness over 7 days, 1 resulted in under 7 days sickness and 1 injury resulted in sickness/modified duties check added to team calendar.

August 2023

There were no personal injuries whilst attending incidents in August, compared to 2 in July.

3.1 Number of emergency calls received – April to August 2023

There have been 8560 emergency calls received April to August 2023. This is 310 more than the 3-year average of 8250.

August 2023

There were 1676 emergency calls received in August, which is 1 more than July (1675). Emergency calls are dealt with by our Control Centre at Southern Fire and Rescue Station. Not all of these calls would have led to mobilisations and there will have been multiple calls for one incident.

3.2 The total average response times of life threatening incidents – April to August 2023

There have been 372 incidents classed as life risk by Control April to August 2023. This is 42 more than the 3-year average of 330. The total average response time for the 372 incidents was 11 minutes 15 seconds, compared to the 3-year average of 10 minutes 1 second.

The 11 minutes 15 seconds can be broken down further:

Average call handling was 2 minutes 14 seconds, an increase of 10 seconds on the 3-year average time (2 minutes 4 seconds).

Average mobilisation time was 1 minute 29 seconds, an increase of 4 seconds on the 3-year average time (1 minute 25 seconds).

Average drive time was 7 minutes 32 seconds, an increase of 1 minute on the 3-year average time (6 minutes 32 seconds).

The 372 life risk incidents average response time of 11 minutes 15 seconds can also be broken down by incident type:

59 Fire incidents attended with an average response time of 11 minutes 5 seconds. This looks high compared to previous years. Of the 59 life risk fire incidents, there were 12 at Stocken Hall Road Prison which on average takes 16 minutes 54 seconds to attend and 7 were at Welland Avenue Gartree Prison which on average takes 9 minutes 32 seconds to attend. The other 40 life risk fire incidents took on average 9 minutes 37 seconds to attend.

25 Fire false alarm incidents attended with an average response time of 10 minutes 13 seconds.

288 Non-fire incidents attended with an average response time of 11 minutes 23 seconds. Of the 288 non-fire incidents, there were 215 RTC incidents attended with an average response time of 11 minutes 42 seconds.

Any incidents that take over 3 minutes in call handling, 3 minutes in mobilisation time for Wholetime, 7 minutes in mobilisation time for On-Call and 10 minutes in drive time, are investigated. During April to August 2023 there have been 54 investigations carried out by Control, 14 mobilisation investigations and 80 drive time investigations. This highlights anomalies with the system and any possible areas of concern.

Table 15: The total average response times of life threatening incidents (mins) – April to August 2023

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Apr to Aug 2023
3.2	The total average response times of life threatening incidents (mins)	8:50	7:31	8:44	14:09	13:08	11:58	15:36	11:39	10:35	10:54	11:51	11:15
a	Average call handling time	1:52	1:58	1:53	2:28	2:44	1:46	1:52	2:29	2:06	2:15	2:35	2:14
b	Average appliance mobilisation time	1:32	0:53	1:15	1:53	1:44	1:16	1:53	1:19	1:14	1:49	1:28	1:29
c	Average time to drive to the incident	5:26	4:40	5:36	9:48	8:40	8:56	11:51	7:51	7:15	6:50	7:48	7:32
d	Number of life threatening incidents attended	25	32	33	50	20	8	21	30	58	48	47	372

August 2023

There have been 71 incidents classed as life risk by Fire Control in August 2023. This is 7 lower than July (78). The total average response time for the 71 incidents was 11 minutes 8 seconds, compared to 10 minutes 43 seconds in July.

The 11 minutes 8 seconds can be broken down further:

Average call handling was 2 minutes 2 seconds, a reduction of 11 seconds on the time in July (2 minutes 13 seconds).

Average mobilisation time was 1 minute 26 seconds, a reduction of 8 seconds on the time in July (1 minute 34 seconds).

Average drive time was 7 minutes 40 seconds, an increase of 44 seconds on the time in July (6 minutes 56 seconds).

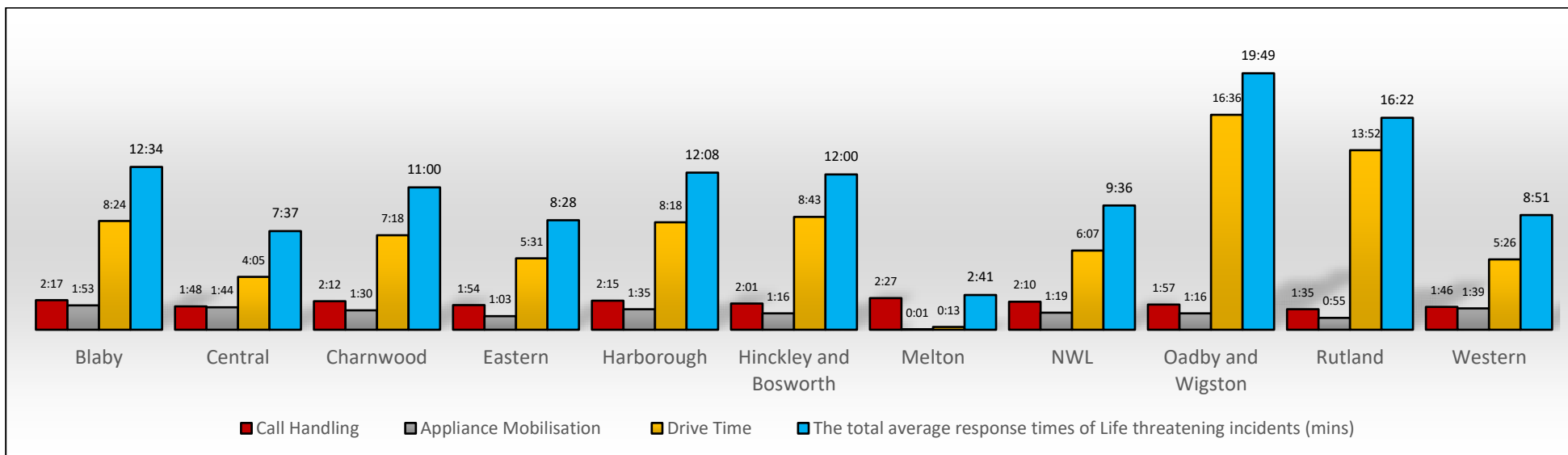
During August there have been 3 investigations carried out by Control, 3 mobilisation investigation and 11 drive time investigations. This picks up any anomalies with the system and highlights any possible areas of concern.

Please note that small numbers are being analysed.

Table 16: The total average response times of life threatening incidents (mins) – August 2023

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Aug 2023
3.2	The total average response times of life threatening incidents (mins)	7:37	8:28	8:51	12:08	2:41	19:49	16:22	12:34	11:00	12:00	9:36	11:08
a	Average call handling time	1:48	1:54	1:46	2:15	2:27	1:57	1:35	2:17	2:12	2:01	2:10	2:02
b	Average appliance mobilisation time	1:44	1:03	1:39	1:35	0:01	1:16	0:55	1:53	1:30	1:16	1:19	1:26
c	Average time to drive to the incident	4:05	5:31	5:26	8:18	0:13	16:36	13:52	8:24	7:18	8:43	6:07	7:40
d	Number of life threatening incidents attended	8	5	6	11	1	3	5	4	13	8	7	71

Chart 6: The total average response times of life threatening incidents in August 2023 shows the average call handling time, average mobilisation time, average time to drive and average total response time broken down by district. Melton shows the quickest average response time and Oadby and Wigston shows the longest average response time to life threatening incidents.



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3.3 The total average response times of non-life threatening incidents – April to August 2023

There have been 3485 incidents classed as non-life risk by Control April to August 2023. This is 189 more than the 3-year average of 3296. The total average response time for the 3485 incidents was 10 minutes 0 seconds, compared to the 3-year average of 10 minutes 3 seconds.

The 10 minutes 0 seconds can be broken down further:

Average call handling was 2 minutes 8 seconds, an increase of 2 seconds on the 3-year average time of 2 minutes 6 seconds.

Average mobilisation time was 1 minute 37 seconds, an increase of 1 second on the 3-year average time of 1 minute 36 seconds.

Average drive time was 6 minutes 15 seconds, a reduction of 6 seconds on the 3-year average time of 6 minutes 21 seconds.

The 3485 non-life risk incidents average response time of 10 minutes 0 seconds can also be broken down by incident type:

1020 Fire incidents attended with an average response time of 10 minutes 5 seconds.

1353 Fire false alarm incidents attended with an average response time of 9 minutes 12 seconds.

1112 Non-fire incidents attended with an average response time of 10 minutes 55 seconds.

Of the 1112 non-fire incidents, there were 259 Assist other agencies incidents with an average response time of 10 minutes 52 seconds.

Please note: There were a total of 3556 non-life risk incidents attended April to August 2023. 71 incidents have been excluded as per Home Office guidelines. Some examples of exclusions are incidents with a total response time of less than a minute, or over an hour and any incident where any call handling, mobilisation time or drive time has a null value.

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Table 17: The total average response times of non-life threatening incidents (mins) – April to August 2023

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Apr to Aug 2023
3.3	The total average response times of non-life threatening incidents (mins)	8:35	8:41	9:09	12:45	11:11	8:53	11:37	11:03	9:34	11:11	12:08	10:00
a	Average call handling time	1:57	1:57	2:04	2:24	2:06	1:53	2:33	2:21	2:07	2:14	2:23	2:08
b	Average appliance mobilisation time	1:24	1:14	1:20	2:05	2:51	1:49	1:39	1:32	1:25	1:54	2:07	1:37
c	Average time to drive to the incident	5:14	5:30	5:45	8:16	6:14	5:11	7:25	7:10	6:02	7:03	7:38	6:15
d	Number of non-life threatening incidents attended	532	486	540	233	156	136	118	273	457	288	266	3485

August 2023

There have been 745 incidents classed as non-life risk by Control in August. This is 68 more than July (677). The total average response time for the 745 incidents was 10 minutes 11 seconds, compared to 9 minutes 53 seconds in July.

The 10 minutes 11 seconds can be broken down further:

Average call handling was 2 minutes 4 seconds, a reduction of 9 seconds on the time in July (2 minutes 13 seconds).

Average mobilisation time was 1 minute 41 seconds, the same as the time in July (1 minute 41 seconds).

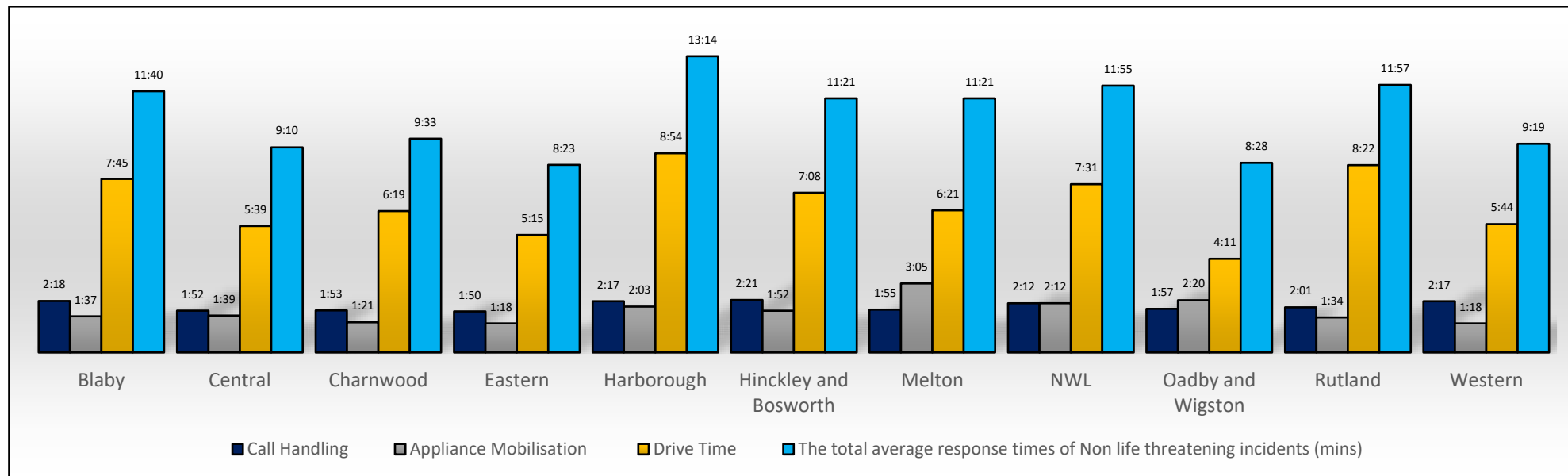
Average drive time was 6 minutes 26 seconds, an increase of 27 seconds on the time in July (5 minutes 59 seconds).

Currently no investigations are required.

Table 18: The total average response times of non-life threatening incidents (mins) – August 2023

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Aug 2023
3.3	The total average response times of non-life threatening incidents (mins)	9:10	8:23	9:19	13:14	11:21	8:28	11:57	11:40	9:33	11:21	11:55	10:11
a	Average call handling time	1:52	1:50	2:17	2:17	1:55	1:57	2:01	2:18	1:53	2:21	2:12	2:04
b	Average appliance mobilisation time	1:39	1:18	1:18	2:03	3:05	2:20	1:34	1:37	1:21	1:52	2:12	1:41
c	Average time to drive to the incident	5:39	5:15	5:44	8:54	6:21	4:11	8:22	7:45	6:19	7:08	7:31	6:26
d	Number of non-life threatening incidents attended	110	102	112	52	31	32	22	62	98	65	59	745

Chart 7: The total average response times of non-life threatening incidents in August 2023 shows the average call handling time, average mobilisation time, average time to drive and average total response time broken down by district. Eastern shows the quickest average response time and Harborough shows the longest average response time to non-life threatening incidents.



3.4 The total average response times to primary fires (as recorded by Home Office) – April to August 2023

There was a total of 494 primary fires attended April to August 2023. 51 incidents have been excluded as per Home Office guidelines. So, the response time calculations for primary fires are based on 443 primary fires April to August 2023. The total average response time for the 443 primary fires is 10 minutes 4 seconds, compared to the 3-year average of 9 minutes 52 seconds.

The 10 minutes 4 seconds can be broken down further:

Average call handling was 1 minute 40 seconds, an increase of 3 seconds on the 3-year average time of 1 minutes 37 seconds.

Average mobilisation time was 1 minute 34 seconds, an increase of 5 seconds on the 3-year average time of 1 minute 29 seconds.

Average drive time was 6 minutes 50 seconds, an increase of 4 seconds on the 3-year average time of 6 minutes 46 seconds.

Table 19: The total average response times of primary fire incidents (mins) – April to August 2023

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Apr to Aug 2023
3.3	The total average response times of primary fire incidents (mins)	7:38	7:50	7:57	12:22	14:22	8:53	13:52	10:40	8:45	10:40	11:29	10:04
a	Average call handling time	1:32	1:28	1:39	1:46	1:38	1:31	1:35	1:37	1:41	1:48	1:55	1:40
B	Average appliance mobilisation time	1:17	1:10	1:04	1:26	3:38	1:28	1:42	1:20	1:27	2:14	1:56	1:34
c	Average time to drive to the incident	4:49	5:12	5:14	9:10	9:06	5:54	10:35	7:43	5:37	6:38	7:38	6:50
D	Number of primary fire incidents attended	43	55	48	51	20	13	28	40	61	40	44	443

August 2023

There have been 115 primary fires in August. This is 33 more than July (82).

The total average response time for the 115 incidents was 10 minutes 16 seconds, compared to 9 minutes 34 seconds in July.

The 10 minutes 16 seconds can be broken down further:

Average call handling was 1 minute 40 seconds, the same as the time in July (1 minute 40 seconds).

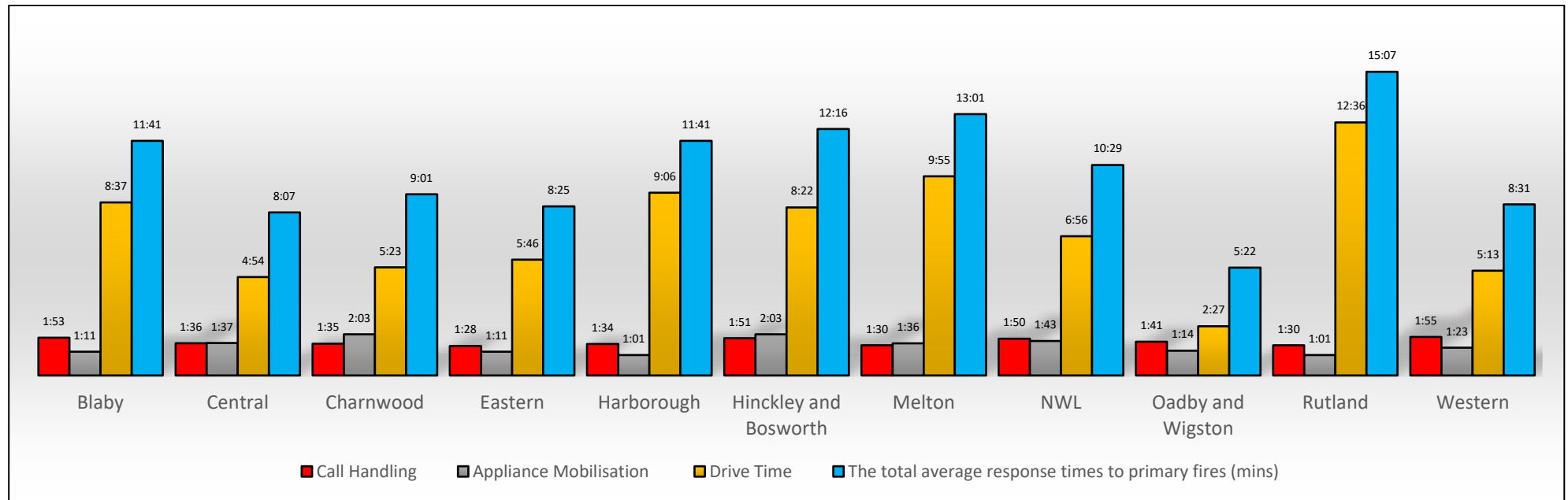
Average mobilisation time was 1 minute 29 seconds, a reduction of 13 seconds on the time in July (1 minute 42 seconds).

Average drive time was 7 minutes 7 seconds, an increase of 55 seconds on the time in July (6 minutes 12 seconds).

Table 20: The total average response times of primary fire incidents (mins) – August 2023

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Aug 2023
3.3	The total average response times of primary fire incidents (mins)	8:07	8:25	8:31	11:41	13:01	5:22	15:07	11:41	9:01	12:16	10:29	10:16
a	Average call handling time	1:36	1:28	1:55	1:34	1:30	1:41	1:30	1:53	1:35	1:51	1:50	1:40
B	Average appliance mobilisation time	1:37	1:11	1:23	1:01	1:36	1:14	1:01	1:11	2:03	2:03	1:43	1:29
c	Average time to drive to the incident	4:54	5:46	5:13	9:06	9:55	2:27	12:36	8:37	5:23	8:22	6:56	7:07
D	Number of primary fire incidents attended	15	17	10	14	2	1	7	11	13	12	13	115

Chart 8: The total average response times of primary fire incidents in August 2023 shows the average call handling time, average mobilisation time, average time to drive and average total response time broken down by district. Oadby and Wigston shows the quickest average response time and Rutland shows the longest average response time to primary fire incidents.



3.5 The % availability of Wholetime fire appliances – April to August 2023

No data is currently available.

3.6 The % availability of On-Call fire appliances – April to August 2023

No data is currently available.

3.7 The % of people overall satisfied with our response – April to August 2023

We have received 136 public responses to our After the Incident Survey April to August 2023. 100% of people responding to the survey stated that they were ‘satisfied or very satisfied’ with the overall service they received from Leicestershire Fire and Rescue Service. This is the same as the 3-year average figure of 100%. Any dissatisfaction taken place is investigated and appropriate action taken place where required.

August 2023

For August, we have received 19 responses to our After the Incident Survey, which is 8 lower than we have received in July (27). Of the 19 responses, all 19 stated that they were 'satisfied or very satisfied' with the overall service.

3.7a The % of people satisfied with their initial contact with the service – April to August 2023

We have received 78 public responses to this question in our After the Incident Survey April to August 2023. 98.7% of people responding to the survey stated that they were 'satisfied or very satisfied' with the initial contact when they called Leicestershire Fire and Rescue Service, with 1.3% of people responding stating they were neither 'satisfied' nor 'dissatisfied' with the initial contact. This is 0.3% less than the 3-year average figure of 99%. Any dissatisfaction taken place is investigated and appropriate action taken place where required.

August 2023

For August, we have received 12 responses to this question in our After the Incident Survey, which is 2 lower than we have received in July (14). Of the 12 responses, all 12 stated that they were 'satisfied or very satisfied' with the initial contact with the service.

3.7b The % of people satisfied with the service they received at the scene – April to August 2023

We have received 127 public responses to this question in our After the Incident Survey for April to August 2023. 100% of people responding to the survey have stated that they are 'satisfied or very satisfied' with the service they received at the scene from Leicestershire Fire and Rescue Service. This is the same as the 3-year average figure of 100%. Any dissatisfaction taken place is investigated and appropriate action taken place where required.

August 2023

For August, we have received 18 responses to our After the Incident Survey, which is 7 lower than we have received in July (25). Of the 18 responses, all 18 stated that they were 'satisfied or very satisfied' with the service they have received at the scene.

4.1 Home safety checks – April to August 2023

The number of home safety checks includes the number of successful initial, successful follow up and successful vulnerable person.

There have been 6792 home safety checks April to August 2023. This is 1973 more than the 3-year average of 4819. The previous year shows there were 5576 home safety checks completed during the same period.

The 6792 home fire safety checks can be broken down further:
 Successful initial 4678, an increase of 434 home safety checks on last year's (4244).
 Successful follow up 2022, an increase of 783 home safety checks on last year's (1239).
 Successful vulnerable person 92, a decrease of 1 home safety check on last year's (93).

Ref	Key Corporate Indicator	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr to Aug 2023
4.1	Home safety checks	1317	1490	1322	1404	1259								6792
a	Successful initial	992	996	879	905	906								4678
b	Successful follow up	304	474	430	486	328								2022
c	Successful vulnerable person	21	20	13	13	25								92

The number of home safety checks are carried out by stations, community safety educators, control, partners, LFRS (website) and unknown.

The 6792 home fire safety checks can be broken down further:
 Stations 4746, an increase of 641 home safety checks on last year's (4105).
 Community safety educators 1795, an increase of 436 home safety checks on last year's (1359).
 Control 0, the same number of home safety checks on last year's (0).
 Partners 241, an increase of 136 home safety checks on last year's (105).
 LFRS (Website) 0, the same number of home safety checks on last year's (0).
 Unknown 10, an increase of 3 home safety checks last year's (7).

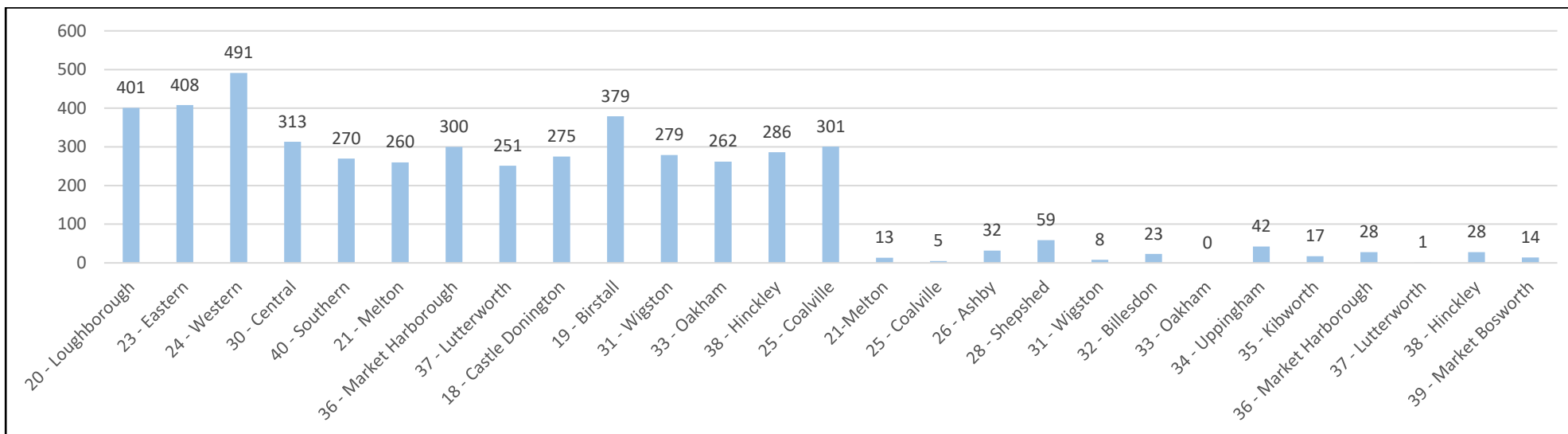
Table 24: Home safety checks carried out by stations, community safety educators, control, partners, LFRS (website) and unknown – April to August 2023

Ref	Key Corporate Indicator	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr to Aug 2023
4.1	Home safety checks	1317	1490	1322	1404	1259								6792
a	Stations	947	1042	949	1042	766								4746
b	CSE	319	385	320	314	457								1795
c	Control	0	0	0	0	0								0
d	Partners data	50	60	52	45	34								241

e	LFRS (Website)	0	0	0	0	0							0
f	Unknown	1	3	1	3	2							10

The 4746 home safety checks carried out April to August 2023 by stations are shown below.

Chart 9: The Total Successful HSCs by Station April to August 2023 shows the number home safety checks completed by stations, ranging from 1 to 491. The stations delivering less than 25 home safety checks were On-Call stations. The stations delivering the most home safety checks were Western 491, Eastern 408 and Loughborough 401.



August 2023

For August, there were 1259 home safety checks, which is 145 lower than July (1404).

Of the 1259, there were 906 successful initial, 328 successful follow up and 25 successful vulnerable person. There were 766 carried out by stations, 457 carried out by community safety educators, 34 were carried out by partners and 2 were unknown.

4.2 Home safety feedback surveys – April to August 2023

There have been 533 home safety feedback surveys April to August 2023. This is 343 lower than the 3-year average figure of 876.

Of the 533 surveys, 480 were first visits and 53 were repeat visits. Of the 480 first visits, 100% were satisfied and of the 53 repeat visits, 100% were satisfied. The previous year shows there were 1276 surveys, with 1075 first visits and 201 repeat visits.

August 2023

For August, we have received 120 home safety feedback surveys, which is 22 more than in July (98). Of this, 116 were first visits in August, which is 28 more than in July (88) and 100% were satisfied. There were 4 repeat visits in August, which is 6 lower than in July (10) and 100% were satisfied.

5.1 The % of fire safety audits that result in action plans and enforcement notices – April to August 2023

There have been 529 fire safety audits carried out April to August 2023 and there have been 87 action plans or enforcement notices. The number of fire safety audits carried out is 215 more than the 3-year average of 314 and the number of action plans or enforcement notices is 44 more than the 3-year average of 43.

The Fire Protection Department continues to benefit from an increase in establishment and therefore an increase in the number of qualified Fire Safety Inspecting Officers. This is reflected in the annual target figure for the Risk Based Inspection Programme (RBIP). Integral to the RBIP is the percentage figure of Fire Safety Audits that result in action plans and enforcement notices as this serves as a barometer as to whether the RBIP is identifying suitable premises to carry out a Fire Safety Audit in order to ensure 'safer people' 'safer places'.

August 2023

For August, there were 96 fire safety audits carried out, which is 7 more than in July (89). There were 21 action plans or enforcement notices issued, which is 7 more than was issued in July (14).

5.2 Fire protection Survey – Overall how satisfied were you with the service received – April to August 2023

There have been 93 completed surveys received April to August 2023 and 93 were satisfied with the service they have received. At present surveys are only sent to people after a fire safety audit has been completed. The number of completed surveys received is 38 more than the 3-year average of 55.

August 2023

For August, there were 13 completed surveys received and all 13 were satisfied with the service they have received. This is 3 lower than there were completed in July (16).

6.1 Average number of days/shifts lost to sickness by operational staff per person – April to June 2023

An average of 1.68 days/shifts per person were lost to sickness of operational staff during April to June 2023, compared to the 3-year average of 1.57 days/shifts lost per person. Covid data is now included in the 1.68 days/shifts lost, so if that was compared to the average when Covid data was reported separately, it would be 0.18 days/shifts lost lower (1.86 days/shifts lost). In total, there have been 649.78 days/shifts lost to sickness, compared to the 3-year average of 588.80 days/shifts lost. With Covid data included on the previous 2-year average, there were 752.62 days/shifts lost. Covid data is averaged on the previous 2 years' data.

The 649.78 days/shifts lost April to June 2023 can be broken down further:

There were 187.87 short term days/shifts lost, a decrease of 10.69 days/shifts lost compared to the 3-year average of 198.56 days/shifts lost.

There were 461.91 long term days/shifts lost, an increase of 71.67 days/shifts lost compared the 3-year average of 390.24 days/shifts lost.

In total, there have been 16.21 days/shifts lost to Covid April to June 2023, compared to the 2-year average of 163.82 days/shifts. The Covid data for comparison is based on the last 2 years from the start of the pandemic.

In respect of the number of times personnel had short term sickness, there were 85 instances, of which 6 instances were Covid related sickness, as well as 25 long term sickness instances, so the impact of Covid has significantly reduced compared to the previous 2 years. There was a total of 104 instances of Covid related sickness in 2022/23 and 432 instances of Covid related sickness in 2021/22, so there has been a significant reduction. A full detailed report on sickness, including reasons for sickness is produced quarterly.

Table 25: The total operational sickness – April to June 2023

Operational Sickness

Wholetime	Short Term Sickness Days/Shifts Lost	Long Term Sickness Days/Shifts Lost	Total Sickness Days/Shifts Lost	Average FTE	Average No of Days/Shifts Lost per person
20 - Loughborough	19.50	41.00	60.50	29.33	2.06
23 – Eastern	20.00	72.00	92.00	35.00	2.63
24 – Western	16.10	122.50	138.60	23.00	6.03
30 – Central	13.00	37.00	50.00	33.67	1.49
40 – Southern	19.00	0.00	19.00	24.00	0.79
Total	87.60	272.50	360.10	145.00	2.48
DC					
21 – Melton	1.27	0.00	1.27	9.00	0.14
36 – Market Harborough	8.21	0.00	8.21	7.33	1.12
37 – Lutterworth	4.48	24.19	28.67	7.33	3.91
Total	13.96	24.19	38.15	23.67	1.61
DCP					

18 – Castle Donington	2.54	0.00	2.54	7.00	0.36
19 – Birstall	6.58	7.27	13.85	10.50	1.32
31 – Wigston	9.84	0.00	9.84	7.00	1.41
33 – Oakham	13.26	0.00	13.26	8.33	1.59
38 – Hinckley	6.99	11.01	18.00	5.00	3.60
Total	39.21	18.28	57.49	37.83	1.52
1212					
25 – Coalville	14.60	9.44	24.04	21.00	1.14
Total	14.60	9.44	24.04	21.00	1.14
Control	9.50	87.00	96.50	27.00	3.57
Non Station	23.00	50.50	73.50	132.50	0.55
Total Operational	187.87	461.91	649.78	387.00	1.68

6.2 Average number of days/shifts lost to sickness by support staff per person – April to June 2023

An average of 1.45 days/shifts per person were lost to sickness by support staff during April to June 2023, compared to the 3-year average of 1.47 days/shifts lost per person. Covid data is now included in the 1.45 days/shifts lost, so if that was compared to the average when Covid data was reported separately, it would be 0.45 days/shifts lost lower (1.90 days/shifts lost). In total, there have been 183.17 days/shifts lost to sickness, compared to the 3-year average of 168.33 days/shifts lost. With Covid data included on the previous 2-year average, there were 239.28 days/shifts lost. Covid data is averaged on the previous 2 years' data.

The 183.17 days/shifts lost April to June 2023 can be broken down further:

There were 47.72 short term days/shifts lost, an increase of 7.14 days/shifts lost compared to the 3-year average of 40.58 days/shifts lost.

There were 135.45 long term days/shifts lost, an increase of 7.70 days/shifts lost compared the 3-year average of 127.75 days/shifts lost.

In total, there have been 8.00 days/shifts lost to Covid April to June 2023, compared to the 2-year average of 70.95 days/shifts lost. The Covid data for comparison is based on the last 2 years data from when the pandemic started. The loss (in productivity) would likely be minimal in comparison to natural 'shifts lost' data. A full detailed report on sickness, and reasons for sickness is produced quarterly.

In respect of the number of times personnel had short term sickness, there were 23 instances, of which 2 instances were Covid related sickness, as well as 6 long term sickness instances. There was a total of 18 instances of Covid related in 2022/23 and 100 instances of Covid related sickness in 2021/22, so there has been a significant reduction.

Table 26: The total support sickness – April to June 2023

Support Sickness

Support	Short Term Sickness Days/Shifts Lost	Long Term Sickness Days/Shifts Lost	Total Sickness Days/Shifts Lost	Average FTE	Average No of Days/Shifts Lost per person
Business Support	10.45	93.00	103.45	37.22	2.78
People and Organisational Development	6.16	0.00	6.16	22.49	0.27
Community Risk	4.00	0.00	4.00	29.98	0.13
Corporate Support	5.00	0.00	5.00	2.00	2.50
Operational Response	8.00	4.00	12.00	13.41	0.89
Service Assurance	14.11	38.45	52.56	21.23	2.48
Total Support	47.72	135.45	183.17	126.34	1.45

6.3 Average number of staff on modified duties for the entire month – April to August 2023

There have been on average 5.00 members of staff that have been on modified duties for the entire month from April to August 2023. This is 1.32 lower than the 3-year average of 6.32.

The breakdown includes 3.00 from Wholetime, 2.00 from On-Call and 0.00 from Support.

August 2023

The breakdown of 3 members of staff on modified duties for the entire month in August:

- Wholetime - 1 – 1 Non-Station.
- On-Call – 2 – 1 Lutterworth and 1 Market Harborough.
- Support - 0.

6.4 Average number of staff on modified duties at some point throughout the month – April to August 2023

There have been on average 15.60 members of staff that have been on modified duties at some point throughout the month from April to August 2023. This is 2.54 more than the 3-year average of 13.06.

The breakdown includes 11.80 from Wholetime, 3.20 from On-Call and 0.60 from Support.

August 2023

The breakdown of 14 members of staff on modified duties at some point throughout the month in August:

- Wholetime – 9 – 3 Central, 1 Control, 1 Eastern, 1 Loughborough, 1 Melton, 1 Southern and 1 Western.
- On-Call – 3 – 2 Coalville and 1 Kibworth.
- Support – 2 – 1 Community Risk and 1 Training School.