

## Performance Update: April 2023 to March 2024

**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
<b>KCI 1</b>	<b>Incidents Attended</b>															
<b>1.1</b>	<b>Total incidents</b>	<b>663</b>	<b>794</b>	<b>880</b>	<b>782</b>	<b>840</b>	<b>832</b>	<b>790</b>	<b>730</b>	<b>724</b>	<b>836</b>	<b>709</b>	<b>765</b>	<b>9345</b>	<b>8444</b>	<b>901</b>
1.2	Fire incidents	152	223	272	192	250	187	143	142	114	141	131	140	2087	2192	-105
a	Primary fire incidents	83	95	105	88	124	107	81	90	75	91	86	84	1109	1043	66
b	Secondary fire incidents	65	126	167	104	126	80	53	43	35	42	44	55	940	1094	-154
c	Chimney fire incidents	4	2	0	0	0	0	9	9	4	8	1	1	38	55	-17
1.3	Fire false alarm incidents	232	259	289	294	274	353	316	299	263	246	265	299	3389	2984	405
a	Due to apparatus	132	130	131	134	144	187	166	153	142	124	150	161	1754	1517	237
b	Good intent	92	121	150	151	123	161	142	133	110	117	111	127	1538	1383	155
c	Malicious attended	8	8	8	9	7	5	8	13	11	5	4	11	97	84	13
1.4	Non-fire incidents	279	312	319	296	316	292	331	289	347	449	313	326	3869	3268	601
a	Non-fire false alarms	8	6	8	10	13	9	12	9	11	18	16	14	134	122	12
b	Special service	271	306	311	286	303	283	319	280	336	431	297	312	3735	3146	589
-	Road traffic collision (RTC)	74	66	84	63	74	64	62	68	63	55	53	61	787	662	125
-	Assist other agencies	47	69	51	56	65	54	77	75	93	67	75	93	822	841	-19
-	Effecting entry / exit	31	32	28	39	43	33	33	40	40	48	31	40	438	329	109
-	Medical incident - co-responder/first responder	24	27	28	19	15	20	15	19	29	40	16	23	275	241	34
-	Flooding	18	22	35	13	6	15	20	8	20	88	35	13	293	166	127
-	Suicide/attempts	11	9	4	6	12	6	11	4	3	5	10	6	87	67	20
-	- suicides	0	1	0	1	2	3	1	0	0	0	1	1	10	9	1
<b>KCI 2</b>	<b>Fatalities and casualties</b>															
2.1	Fatalities in fires	0	1	0	0	1	1	0	1	0	1	0	0	5	5	0
2.2	Non-fatal casualties in fires	10	4	7	4	8	8	3	3	5	6	6	6	70	54	16
2.3	Fatalities in non-fire incidents	3	3	5	6	5	14	12	8	10	5	7	10	88	74	14
2.4	Non-fatal casualties in non-fire incidents	58	68	53	63	43	61	71	53	60	52	45	60	687	709	-22

111

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	13	12	9	13	10	10	10	114	111	3
2.6	Number of LFRS employees injured whilst attending incidents	2	3	3	2	0	2	1	0	2	0	0	0	15	17	-2
<b>KCI 3</b>	<b>Level of emergency response service provision</b>															
3.1	Number of emergency calls received	1391	1633	2269	1683	1680	1887	2219	1651	1556	2099	1637	1591	21296	18559	2737
3.2	The total average response times of life threatening incidents (mins)	11:08	11:17	12:05	10:49	11:15	11:13	12:45	11:43	11:32	13:45	11:28	10:46	11:43	10:26	1:17
a	Average call handling time	2:06	2:02	2:46	2:12	2:02	2:19	2:44	2:12	2:35	3:03	2:29	2:23	2:26	2:09	0:17
b	Average appliance mobilisation time	1:35	1:28	1:23	1:37	1:28	1:44	1:52	1:53	1:41	1:56	1:23	1:29	1:38	1:28	0:10
c	Average time to drive to the incident	7:27	7:47	7:56	7:00	7:45	7:10	8:09	7:38	7:16	8:46	7:36	6:54	7:39	6:49	0:50
d	Number of life-threatening incidents attended	78	73	72	80	72	72	86	70	77	100	87	58	925	843	82
3.3	The total average response times of non-life threatening incidents (mins)	9:40	9:52	10:15	9:57	10:14	10:02	10:23	10:44	10:10	10:21	9:36	9:40	10:05	9:53	0:12
a	Average call handling time	2:15	2:04	2:07	2:14	2:06	2:03	2:09	2:02	2:06	2:23	2:03	2:06	2:08	2:05	0:03
b	Average appliance mobilisation time	1:31	1:32	1:39	1:42	1:44	1:50	1:54	1:47	1:42	1:42	1:38	1:31	1:41	1:35	0:06
c	Average time to drive to the incident	5:54	6:16	6:29	6:01	6:24	6:09	6:20	6:55	6:22	6:16	5:55	6:03	6:16	6:13	0:03
d	Number of non-life risk incidents attended	571	708	786	682	752	747	693	642	626	715	610	689	8221	7523	698
3.4	The total average response times to primary fires (as recorded by Home Office)	9:25	10:58	10:02	09:33	10:09	9:36	10:25	11:38	10:28	9:31	9:43	10:21	10:08	9:51	0:17
a	Average call handling time	1:47	1:36	1:36	1:40	1:42	1:34	1:40	1:38	1:44	1:40	1:42	1:39	1:40	1:38	0:02
b	Average appliance mobilisation time	1:25	1:32	1:45	1:41	1:28	1:49	2:05	1:48	1:36	1:32	1:17	1:27	1:37	1:28	0:09
c	Average time to drive to the incident	6:13	7:50	6:41	6:12	6:59	6:13	6:40	8:12	7:08	6:19	6:44	7:15	6:51	6:45	0:06
d	Number of primary fire incidents attended	75	78	92	81	115	99	71	76	67	80	80	76	990	926	64
3.5	The % availability of Wholetime fire appliances	98.20%	98.20%	97.47%	97.88%	97.86%	97.50%	98.13%	97.66%	98.28%	99.08%	98.68%	98.69%	98.14%	98.50%	-0.36%
3.6	The % availability of On-Call fire appliances	67.03%	66.74%	67.94%	60.39%	62.05%	63.03%	61.89%	65.51%	63.46%	70.18%	69.25%	64.99%	65.17%	68.90%	-3.73%
3.7	The % of people satisfied with our overall response	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.9%	0.1%
a	The % of people satisfied with their initial contact with the service	100%	100%	94%	100%	100%	100%	100%	100%	100%	95%	100%	100%	98.7%	98.3%	0.4%
b	The % of people satisfied with the service they received at the scene	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.8%	0.2%

Ref	Key Corporate Indicator	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Actual	3-Year Average	Differ
<b>KCI 4 Home Fire Safety Checks</b>																
4.1	Home safety checks	1322	1496	1328	1411	1392	1180	1310	1082	792	1370	1259	881	14823	11871	2952
4.2	Home safety feedback surveys	190	70	55	101	170	98	109	84	99	108	92	48	1224	2073	-849
a	Percentage satisfied	100%	100%	100%	100%	100%	100%	100%	99%	100%	100%	100%	100%	99.9%	99.6%	0.3%
<b>KCI 5 Fire Protection and Enforcement</b>																
5.1	The % of fire safety audits that result in action plans and enforcement notices	15%	15%	16%	16%	21%	16%	26%	16%	18%	16%	17%	20%	17%	15%	2%
a	Fire safety audits	88	123	133	89	101	113	72	121	76	109	132	111	1268	928	340
b	Action plans and enforcement notices	13	19	21	14	21	18	19	19	14	17	22	22	219	139	80
5.2	Fire protection survey – Overall how satisfied were you with the service received	100%	100%	100%	100%	100%	100%	100%	97%	100%	100%	100%	96%	99%	98%	1%
<b>KCI 6 Capacity, staff and availability</b>																
6.1	Average number of days/shifts lost to sickness by operational staff per person (inc COVID 19)	1.68			1.79			2.04			1.96			7.47	6.17 (8.53)	1.30 (-1.06)
a	Days/shifts lost to short-term sickness	187.87			261.82			272.77			378.75			1101.21	831.12	270.09
b	Days/shifts lost to long-term sickness	461.91			451.58			543.05			406.54			1863.08	1489.09	373.99
c	Total days/shifts lost to sickness	649.78			713.40			815.82			785.29			2964.29	2320.21 (3197.34)	644.08 (-233.05)
6.2	Average number of days/shifts lost to sickness by support staff per person (inc COVID 19)	1.45			2.04			2.46			4.31			10.26	6.23 (8.14)	4.03 (2.12)
a	Days/shifts lost to short-term sickness	47.72			103.12			95.29			152.36			398.49	209.37	189.12
b	Days/shifts lost to long-term sickness	135.45			163.43			229.93			416.23			945.04	527.83	417.21
c	Total days/shifts lost to sickness	183.17			266.55			325.22			568.59			1343.53	737.20 (955.46)	606.33 (-388.07)
6.3	Average number of staff on modified duties for the entire month	5	6	6	5	3	8	8	5	5	6	6	5	5.67	7.39	-1.72
a	Wholetime	3	5	4	2	1	5	5	3	4	5	3	4	3.67	4.28	-0.61
b	On-Call	2	1	2	3	2	2	1	0	1	1	2	1	1.50	2.78	-1.28
c	Support	0	0	0	0	0	1	2	2	0	0	1	0	0.50	0.33	0.17
6.4	Average number of staff on modified duties at some point throughout the month	12	19	20	13	14	13	11	15	14	19	16	11	14.75	13.61	1.14
a	Wholetime	10	13	15	12	9	8	9	10	10	15	11	6	10.67	9.06	1.61

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	2	1	4	2	3	4	3	2.92	3.22	-0.30
c	Support	0	0	1	0	2	3	1	1	2	1	1	2	1.16	1.33	-0.17

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 2023 to March 2024

Of the 9345 incidents April 2023 to March 2024, 3869 (42%) were non-fire incidents, 3389 (36%) were fire false alarm incidents and 2087 (22%) were fire incidents. Most incidents occurred in Charnwood, followed by Central and Western. The 3-year average is 8444, so in comparison to this, there are 901 more incidents (10%).

**Table 2: Total incidents – April 2023 to March 2024**

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Apr 2023 to Mar 2024
<b>1.1</b>	<b>Total incidents</b>	1335	1310	1326	640	434	370	338	704	1346	791	751	9345

Looking at the 3 areas:

Fire incidents – decrease of 105 incidents compared to 3-year average.

Fire false alarm incidents – increase of 405 incidents compared to the 3-year average.

Non-fire incidents – increase of 601 incidents compared to 3-year average.

The number of fire incidents has decreased compared to the 3-year average, with significant increases in fire false alarm incidents and non-fire incidents. 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 and flooding incidents. It is important to recognise that the 3-year average will have been affected somewhat by the COVID 19 pandemic.

### March 2024

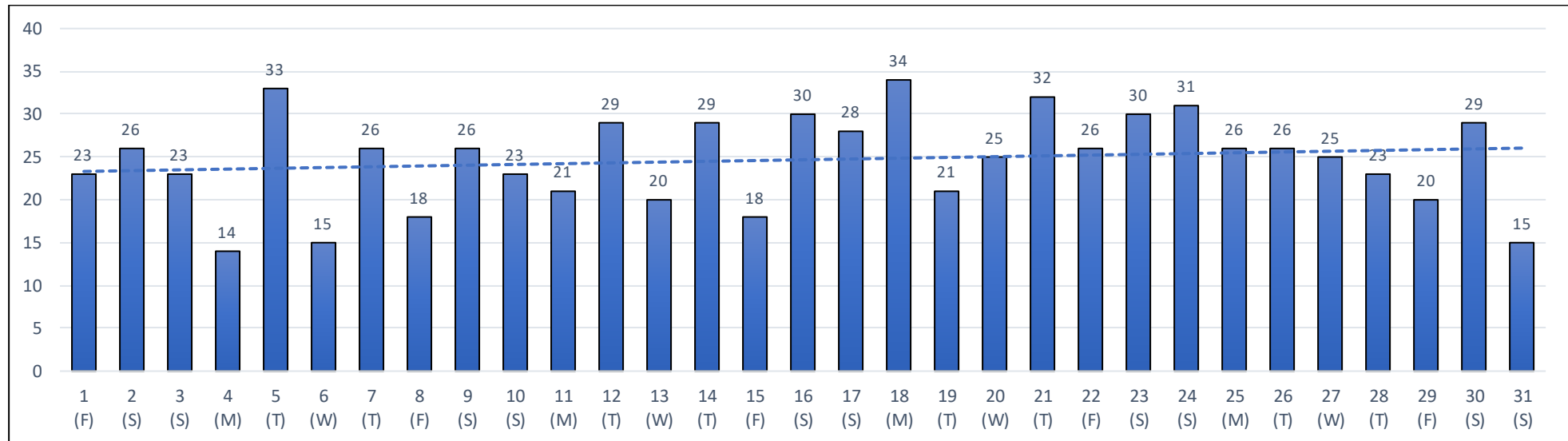
Of the 765 incidents in March, 326 (43%) were non-fire incidents, 299 (39%) were fire false alarm incidents and 140 (18%) were fire incidents. This has increased from February (709) and can be put down largely due to increases in fire false alarm incidents, although both fire incidents and non-fire incidents have seen minor increases.

There were 140 fire incidents in March, compared to 131 in February. There were also 299 fire false alarm incidents in March, compared to 265 in February and there were 326 non-fire incidents in March, compared to 313 in February. Most incidents occurred in Charnwood, Eastern and Central.

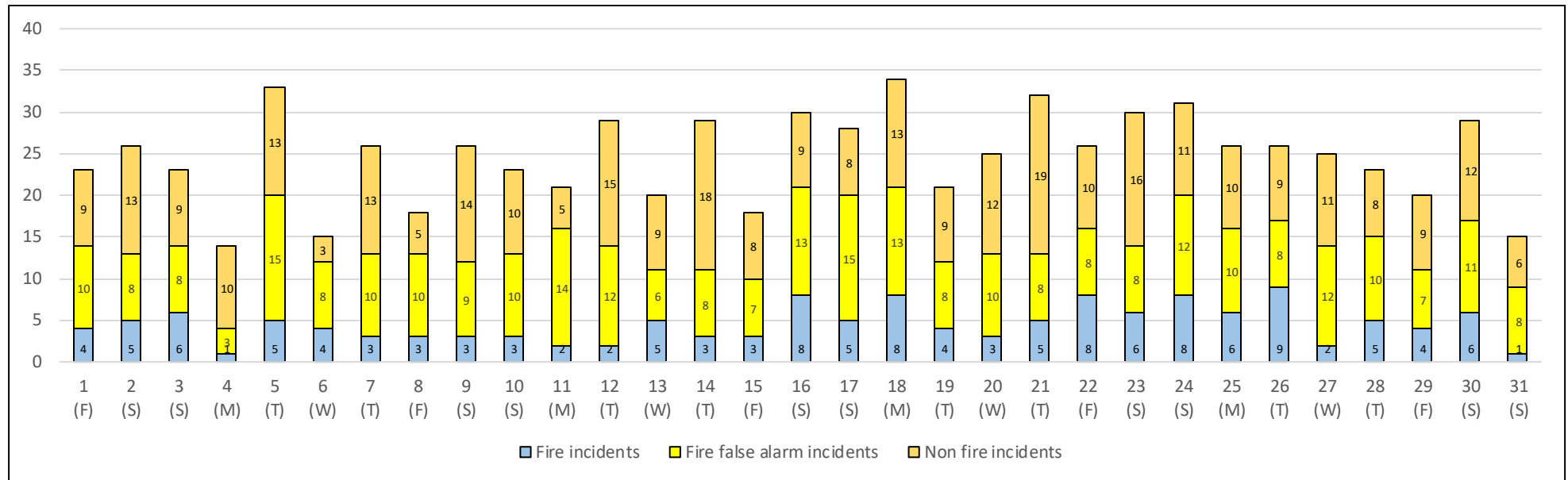
**Table 3: Total incidents – March 2024**

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Mar 2024
I.1	Total incidents	117	121	105	48	33	32	20	49	121	56	63	765

**Chart 1: The total number of incidents by day in March 2024** shows the number of incidents by day, ranging from 14 at its lowest in a day on 4 March, to 34 incidents at its peak on 18 March. The number of incidents has increased as the month has progressed. On average, there were 24.68 incidents attended each day.



**Chart 2: The total number of incidents broken down by type and day in March 2024** show the number of incidents broken down by fire incidents, fire false alarm incidents and non-fire incidents.



**1.2 Fire incidents – April 2023 to March 2024**

Of the 2087 fire incidents April 2023 to March 2024, 1109 were primary fires, 940 were secondary fires and 38 were chimney fires. Most incidents occurred in Western, Central and Charnwood. The 3-year average is 2192, so in comparison to this, there are 105 fewer incidents.

**Table 4: Fire incidents – April 2023 to March 2024**

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Apr 2023 to Mar 2024
1.2	Fire incidents	273	237	365	176	123	54	93	168	266	152	180	2087
a	Primary fire incidents	105	126	140	115	72	40	71	98	143	98	101	1109
b	Secondary fire incidents	167	108	225	54	48	13	17	67	121	48	72	940
c	Chimney fire incidents	1	3	0	7	3	1	5	3	2	6	7	38

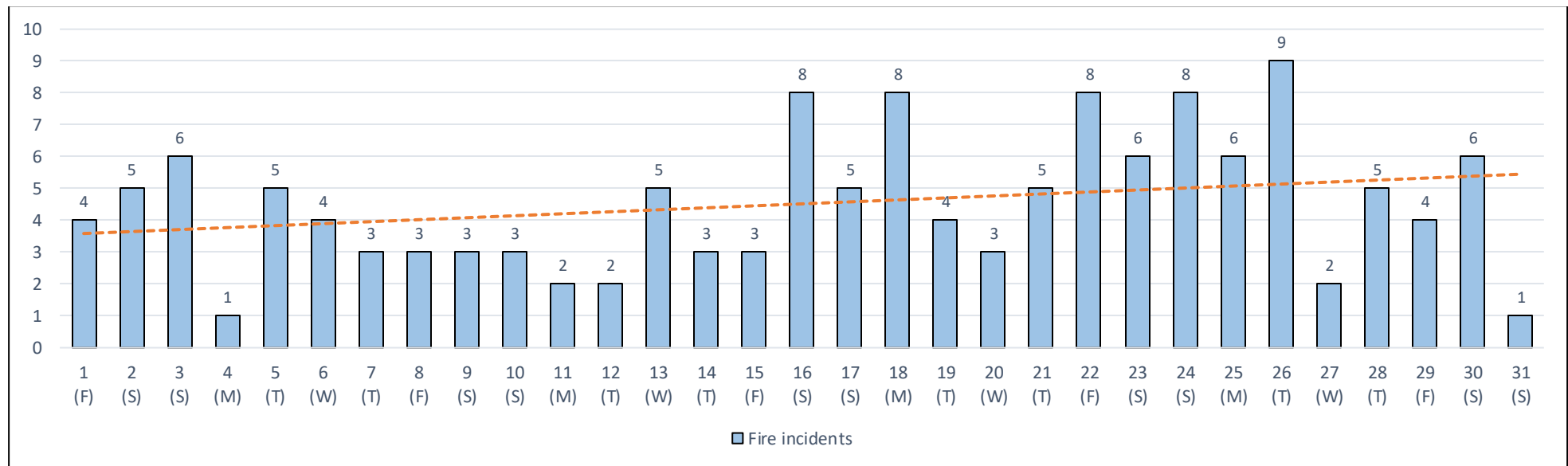
### March 2024

Of the 140 incidents in March, 84 (60%) were primary fires, 55 (39%) were secondary fires and 1 (1%) was a chimney fire. Most incidents occurred in Western, Charnwood and Eastern. This is an increase of 9 incidents from February (131).

**Table 5: Fire incidents – March 2024**

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Mar 2024
I.2	Fire incidents	16	18	21	10	10	3	8	12	20	8	14	140
a	Primary fire incidents	8	11	7	7	7	3	8	8	12	6	7	84
b	Secondary fire incidents	8	7	14	3	3	0	0	3	8	2	7	55
c	Chimney fire incidents	0	0	0	0	0	0	0	1	0	0	0	1

**Chart 3: The total number of fire incidents by day in March 2024** show the number of incidents by day, ranging from 1 incident on 4 and 31 March, to 9 incidents at its peak on 26 March. The number of incidents has increased as the month has progressed. On average, there were 4.52 fire incidents attended each day.



### **1.2a Primary fire incidents**

There were 84 primary fire incidents in March, which is 2 lower than February (86). Of these, 54 were accidental fires, 29 were deliberate fires and 1 was not known. Most incidents occurred in Charnwood 12, Eastern 11, Blaby 8, Central 8 and Rutland 8.

Of the 54 accidental fires, the main property categories were dwelling 24, car 11 and non-residential 7. The main fire cause show engine, fuel line or pump 7 and electrical fault 6. The main ignition source show vehicles only 15 and cooking appliance 12. The main times of the incidents show 10 of the incidents occurring between the hours of 6.00pm – 8.00pm.

Of the 29 deliberate fires, the main property categories were 12 road vehicle and 11 non-residential (prison 6). There were 4 deliberate fires at H M Prison Stocken Hall Road and 2 deliberate fires at H M Prison Welford Road in March. Of the 29 deliberate fires, the main times of the incidents show 4 incidents occurring between the hours of 12.00pm – 1.00pm.

Of the 1 not known fire, the property category was dwelling and the time of the incident occurred between the hours of 12.00pm – 1.00pm.

### **1.2b Secondary fire incidents**

There were 55 secondary fire incidents in March, which is 11 more than February (44). Of these, 26 were accidental fires and 29 were deliberate fires. Most incidents occurred in Western 14, Central 8 and Charnwood 8. The number of deliberate secondary fires will always reduce when there are prolonged periods of cold wet weather and we are in the last month when secondary fires remains relatively low regarding activity. The lighter nights and warmer weather historically see the number of secondary fires increase.

Of the 26 accidental fires, the main types of property were other outdoors (including land) 10 and outdoor structures 10. The main times of the incidents show 5 of the incidents occurring between the hours of 6.00pm - 7.00pm.

Of the 29 deliberate fires, the main types of property were other outdoors (inc land) 14 and grassland, woodland and crops 8. The main times of the incidents show 5 of the incidents occurring between the hours of 6.00pm – 7.00pm.

### **1.2c Chimney fire incidents**

There was 1 chimney fire incident in March, which is the same as February (1). The incident occurred in Blaby.



### **1.3 Fire false alarms – April 2023 to March 2024**

Of the 3389 fire false alarm incidents April 2023 to March 2024, 1754 were due to apparatus, 1538 were good intent and 97 were malicious. Most incidents occurred in Central 594, Eastern 547 and Western 495. The 3-year average is 2984, so compared to the average, figures have increased by 405. This is the highest number of fire false alarm incidents since 2014/15.

**Table 6: Fire false alarms – April 2023 to March 2024**

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Apr 2023 to Mar 2024
I.3	Fire false alarms	594	547	495	188	125	145	121	223	487	268	196	3389
a	Due to apparatus	420	315	263	92	56	60	68	89	240	100	51	1754
b	Good intent	151	217	212	95	63	82	49	129	234	165	141	1538
c	Malicious attended	23	15	20	1	6	3	4	5	13	3	4	97

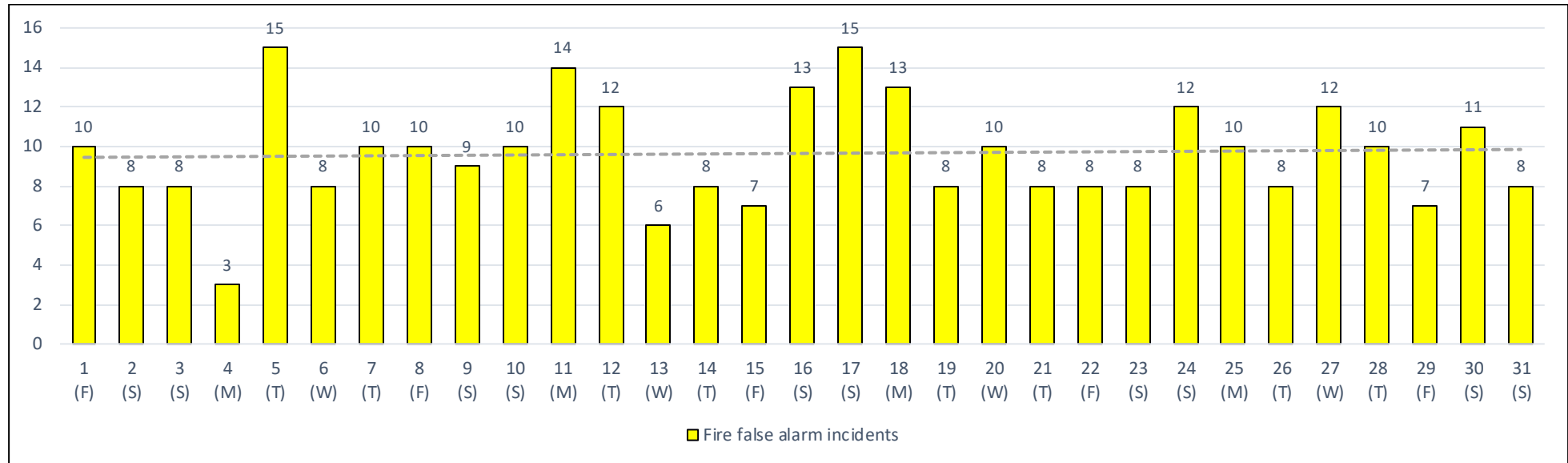
#### **March 2024**

Of the 299 fire false alarm incidents in March, 161 were due to apparatus, 127 were good intent and 11 were malicious. Most incidents occurred in Eastern 59, Central 58, Charnwood 48 and Western 48. There were 265 in February, so March has seen an increase of 34 incidents.

**Table 7: Fire false alarms – March 2024**

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Mar 2024
I.3	Fire false alarms	58	59	48	17	9	12	5	11	48	12	20	299
a	Due to apparatus	38	41	25	6	4	9	3	3	22	5	5	161
b	Good intent	18	17	19	11	5	3	2	8	24	6	14	127
c	Malicious attended	2	1	4	0	0	0	0	0	2	1	1	11

**Chart 4: The total number of fire false alarm incidents by day in March 2024** show the number of incidents by day, ranging from 3 at its lowest in a day on 4 March, to 15 incidents at its peak on 5 and 17 March. The number of incidents has remained consistent as the month has progressed. On average, there were 9.65 incidents attended each day.



**1.3a Due to apparatus**

There were 161 false alarms due to apparatus in March, an increase of 11 from February (150). Of these, the main categories were dwelling 115 and non-residential 26.

Of the false alarms due to apparatus, the main causes were cooking/burnt toast 39, faulty 22 and accidentally/carelessly set off 21. The main times of the incidents show 12 of the incidents occurring between the hours of 5.00pm – 6.00pm.

**1.3b Good intent**

There were 127 good intent false alarms in March, an increase of 16 from February (111). Of these, the main categories were dwelling 74 and other outdoors (including land) 18.

Of the good intent false alarms, the main causes were other 35, other cooking 22 and controlled burning 14. The main times of the incidents show 17 of the incidents occurring between 7.00pm – 8.00pm.

**1.3c Malicious attended**

There were 11 malicious false alarms in March, an increase of 7 from February (4). Most incidents occurred in Western 4, Central 2 and Charnwood 2.

**1.4 Non-fire incidents – April 2023 to March 2024**

Of the 3869 non-fire incidents April 2023 to March 2024, 134 were non-fire false alarms and 3735 were special service. The table below shows the most incidents occurred in Charnwood 594, Eastern 526, Central 468 and Western 466. The 3-year average is 3268, so compared to the average, figures have increased by 601. 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.

This is the highest number of non-fire incidents we have ever attended in a year. The special service category we attend the most is assist other agency with 822 incidents. However, this is 19 lower than the 3-year average of 841. The main reasons for the increase in non-fire incidents this year is that there were 787 road traffic collision incidents compared to the 3 year average figure of 662. Effecting entry/exit incidents has increased with 438 incidents, compared to the 3-year average figure of 329 (highest number recorded in a year) and there were 293 flooding incidents compared to the 3-year average figure of 166. These were some of the main reasons why non-fire incidents has increased this year.

**Table 8: Non-fire incidents – April 2023 to March 2024**

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Apr 2023 to Mar 2024
1.4	Non-fire incidents	468	526	466	277	186	171	123	313	594	371	374	3869
a	Non-fire false alarms	10	22	6	13	9	6	4	8	30	13	13	134
b	Special service	458	504	460	264	177	165	119	305	564	358	361	3735
-	Road traffic collision (RTC)	48	79	61	81	52	22	29	76	120	109	110	787
-	Assist other agencies	106	121	114	45	40	42	21	69	125	77	62	822
-	Effecting entry / exit	56	90	75	16	9	22	10	31	65	38	26	438
-	Medical incident - co-responder/first responder	25	26	25	40	9	15	20	25	31	27	32	275
-	Flooding	41	64	44	11	2	16	11	21	41	17	25	293
-	Suicide/attempts	12	13	13	1	1	5	1	8	18	9	6	87
	- suicides	2	3	1	1	0	1	0	1	0	0	1	10

121

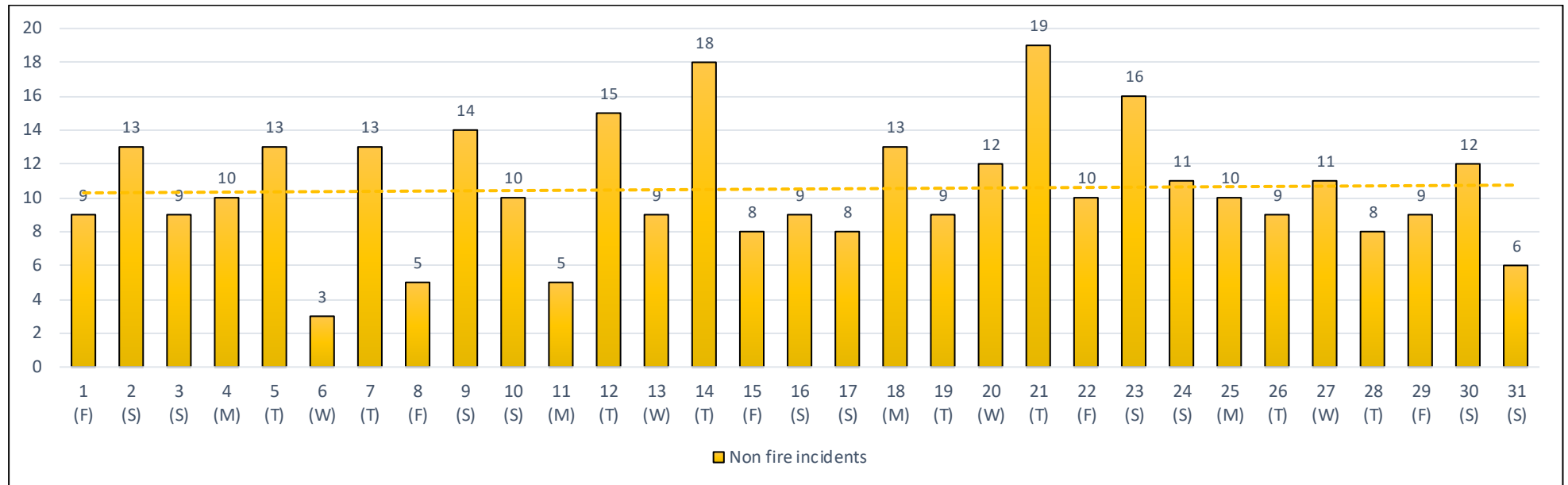
**March 2024**

Of the 326 incidents in March, 14 were non-fire false alarms and 312 were special service. Looking at the table below, the most incidents occurred in Charnwood 53, Eastern 44 and Central 43. There were 313 in February, so March has seen an increase of 13.

**Table 9: Non-fire incidents – March 2024**

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Mar 2024
1.4	Non-fire incidents	43	44	36	21	14	17	7	26	53	36	29	326
a	Non-fire false alarms	1	3	2	0	0	1	0	0	4	2	1	14
b	Special service	42	41	34	21	14	16	7	26	49	34	28	312
-	Road traffic collision (RTC)	3	5	5	7	9	1	1	5	9	11	5	61
-	Assist other agencies	13	17	13	2	1	7	4	8	15	7	6	93
-	Effecting entry / exit	9	6	7	1	0	1	0	2	8	2	4	40
-	Medical incident - co-responder/first responder	0	1	2	4	0	2	1	2	5	3	3	23
-	Flooding	3	0	0	1	0	1	0	1	2	2	3	13
-	Suicide/attempts	1	3	1	0	0	1	0	0	0	0	0	6
	- suicides	0	0	0	0	0	1	0	0	0	0	0	1

**Chart 5: The total number of non-fire incidents by day in March 2024** show the number of incidents by day, ranging from 3 at its lowest in a day on 6 March, to 19 incidents at its peak on 21 March. The number of incidents has increased as the month has progressed. On average, there were 10.52 incidents attended each day.



**1.4a Non-fire false alarms**

There were 14 non-fire false alarms in March, a decrease of 2 from February (16). Most incidents occurred in Charnwood 4, Eastern 3, Hinckley and Bosworth 2 and Western 2.

**1.4b Special service**

There were 312 special service incidents in March, an increase of 15 from February (297). Of these, there were 93 assist other agencies incidents, 61 road traffic collision incidents and 40 effecting entry/exit incidents. Charnwood had the most incidents with 49, followed by Central 42 and Eastern 41. The number of road traffic collision incidents has increased this month and increased overall this year with 787 April 2023 to March 2024, compared to the 3-year average of 662. Assist other agencies incidents has had 93 incidents in March and this type of incident has increased substantially over the past few years, although this year has been a reduction. There has been 822 assist other agency incidents April 2023 to March 2024, which is 19 lower than the 3-year average of 841. The vast majority of assist other agency incidents are effecting entry/exit incidents on behalf of other agencies and includes bariatric incidents. Effecting entry/exit where the Service was called by members of the public has had 438 incidents April 2023 to March 2024, compared to the 3-year average of 329 and this type of incident has increased substantially. Medical incident - co-responder/first responder has had 275 incidents April 2023 to March 2024, compared to the 3-year average of 241. Flooding incidents has had 293 incidents April 2023 to March 2024, compared to the 3-year average of 166. There have been 87 suicide / attempts April 2023 to March 2024, compared to the 3-year average of 67. Of those, there were 10 actual suicides, compared to the 3-year average of 9.

## **2.1 Fatalities in fires – April 2023 to March 2024**

There have been 5 fatalities in fires recorded in April 2023 to March 2024, of which 3 were caused deliberately. This is the same as the 3-year average of 5 fatalities. Below details the last two fatalities that occurred in November 2023 and January 2024.

The fourth fire fatality occurred on the morning of the 13th November 2023 in Belgrave Ward. Three appliances were mobilised along with a Station Manager due to the incident being categorised as a 'Fire Domestic P1'. Fire control stayed on the phone with the caller until the emergency services were in attendance. Reports were that the individual was not conscious and not breathing. The individual had exited the property to the rear garden and poured a flammable liquid on their person and then set themselves alight which caused a rapid-fire growth. No firefighting took place by the attending fire crews due to a neighbour extinguishing the individual with a fire extinguisher prior to fire service attendance. The person suffered severe burns (approx. 90% burns) and confirmed deceased at the scene by East Midlands Ambulance. The incident commander limited attending crew's exposure to this scene, with crime scene and scene preservation established. Fire investigation attended. This was a multi-agency attendance of Ambulance, Fire and Police.

The fifth fire fatality occurred on the morning of 14th January 2024 in Castle Ward. Several calls were received to a car fire, to which an appliance from Central Station was mobilised. The fire was tackled using two Breathing Apparatus and one Hose reel Jet supplied. During firefighter operations it was noted what appeared to be a body in the car. An officer was requested initially for welfare and further officers were mobilised for tier 2 fire investigation. EMAS were requested and confirmed the casualty was deceased on scene. The fire was extinguished and periodic damping down continued and scene preservation put in place. The Police crime scene investigation team were also in attendance. The vehicle was moved to Police Headquarters at Enderby, where further Police investigations were carried out. This incident triggered a crisis response and both Central and Southern Stations were visited.

## **2.2 Non-fatal casualties in fires – April 2023 to March 2024**

There have been 70 non-fatal casualties in fires April 2023 to March 2024. This is 16 more than the 3-year average of 54. Of the 70 non-fatal casualties, 12 have occurred in fires in Eastern, 12 in Western, 10 in Melton (6 in 1 incident), 7 in Central, 7 in Hinckley and Bosworth, 6 in Rutland, 5 in Charnwood, 4 in North West Leicester, 3 in Harborough, 2 in Blaby and 2 in Oadby and Wigston. Out of the 70 non-fatal casualties in fires, 37 casualties occurred in dwellings, 14 in road vehicles, 11 in non-residential, 3 in other residential, 2 in other outdoors (including land), 1 in agricultural, 1 in grassland/woodland and crops and 1 in outdoor structure. Of the 70 non-fatal casualties, 54 were accidental and 16 were deliberate, with the circumstances leading to the injuries showing the main categories were caused by fighting fire (including attempts) 11 and injured escaping 8.

**Table 10: Non-fatal casualties in fires – April 2023 to March 2024**

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Apr 2023 to Mar 2024
2.2	Non-fatal casualties in fires	7	12	12	3	10	2	6	2	5	7	4	70

**March 2024**

There were 6 non-fatal casualties in fires in March, compared to 6 in February, with 4 in Western (4 in 1 incident), 1 in Eastern and 1 in Rutland.

Of the 6 non-fatal casualties, 5 were accidental and 1 was deliberate. The circumstances leading to the injuries shows they were caused injured escaping 4 (4 in 1 incident), injured discovering fire 1 and other 1.

**2.3 Fatalities in non-fire incidents – April 2023 to March 2024**

There have been 88 fatal casualties in non-fire incidents April 2023 to March 2024. This is 14 more than the 3-year average of 74. Of the 88 fatalities, 34 were attended to assist other agencies, 21 were road traffic collisions, 17 were effecting entry/exit, 9 were suicide/attempts, 3 were medical Incident - first responder, 1 was no action (not false alarm), 1 was other rescue/release of persons, 1 was other transport incident and 1 was rescue or evacuation from water. There were 11 in Blaby, 10 in Charnwood, 10 in Hinckley and Bosworth, 10 in North West Leicester, 9 in Eastern, 9 in Harborough, 8 in Melton, 8 in Western, 7 in Central, 3 in Oadby and Wigston and 3 in Rutland.

**Table 11: Fatalities in non-fire incidents – April 2023 to March 2024**

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Apr 2023 to Mar 2024
2.3	Fatalities in non-fire incidents	7	9	8	9	8	3	3	11	10	10	10	88

**March 2024**

There were 10 fatalities in non-fire incidents in March, compared to 7 in February.

Of the 10 fatalities, 3 were assist other agencies, 3 were effecting entry/exit, 3 were road traffic collisions and 1 was suicide/attempts. There were 4 in Blaby, 2 in Hinckley and Bosworth, 1 in Harborough, 1 in Melton, 1 in Oadby and Wigston and 1 in North west Leicester.

**Table 12: Fatalities in non-fire incidents – March 2024**

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Mar 2024
2.3	Fatalities in non-fire incidents	0	0	0	1	1	1	0	4	0	2	1	10

**2.4 Non-fatal casualties in non-fire incidents – April 2023 to March 2024**

There have been 687 non-fatal casualties in non-fire incidents April 2023 to March 2024. This is 22 lower than the 3-year average of 709.

Of the main property types of non-fatal casualties, 400 were road vehicle, 207 were dwellings and 25 were other outdoors (including land). Charnwood has had most non-fatal casualties with 108. These can be related somewhat to the high number of road traffic collisions.

**Table 13: Non-fatal casualties in non-fire incidents – April 2023 to March 2024**

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Apr 2023 to Mar 2024
2.4	Non-fatal casualties in non-fire incidents	34	72	56	77	74	18	39	63	108	73	73	687

**March 2024**

There were 60 non-fatal casualties in non-fire incidents in March, compared to 45 in February.

Of the 60 non-fatal casualties, the main property types of non-fatal casualties were road vehicle 33 and dwelling 25. The districts with the most non-fatal casualties in non-fire incidents in March was Hinckley and Bosworth 11, Harborough 9, Charnwood 7, Eastern 7 and Melton 7.

**Table 14: Non-fatal casualties in non-fire incidents – March 2024**

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Mar 2024
2.4	Non-fatal casualties in non-fire incidents	2	7	4	9	7	2	1	4	7	11	6	60



## **2.5 Number of TRiM (Trauma Risk Management) – April 2023 to March 2024**

The indicator Trauma Risk Management has now been running for just over 3 years and looks at the number of notifications. There have been 114 TRiM notifications April 2023 to March 2024. This is 3 more than the previous 3 years figures of 111 during the same period.

### **March 2024**

There was a total of 10 notifications that came from different sources in March, compared to 10 in February. Of the 10 notifications, 3 were to road traffic collisions, 3 were to assist EMAS, 1 was concern for a family member, 1 was to assist the police, 1 was a suicide and 1 was a major release. Further work is being carried out by the team, with 2 staff completing the practitioners course and resilience being added to the co-ordination of activities and preparation for the next Continuous Professional Development event. The incident of the 2 year old entering the water in February has still not been concluded and the team are monitoring the situation.

## **2.6 Number of LFRS employees injured whilst attending incidents – April 2023 to March 2024**

There have been 15 personal injuries whilst attending incidents April 2023 to March 2024. This is 2 lower than the 3-year average of 17. Of the 15 personal injuries, 13 were classed as minor and 2 were classed as moderate, with 4 occurring at Southern Station, 3 at Birstall Station, 2 at Lutterworth Station, 2 at Loughborough Station, 1 at Coalville Station, 1 at Eastern Station, 1 at Melton Station and 1 at Western Station.

The personal injuries were categorised further as injured while manual handling at a special service incident 3, 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, suffered graze/cut on their hand 1, injured by animal or insect 1, injured by contact with something fixed or stationary 1, other - injured using hand tools 1, other – injured hand opening seized hydrant cover 1 and suffered an injury while walking related to previous injury at fire 1.

Of the 15 personal injuries, 9 injuries occurred whilst at a fire incident and 6 injuries occurred at a special service incident. Based on the RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013) reporting, 8 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 injury resulted in under 7 days sickness, 1 injury resulted in 7 days modified duties, 1 injury resulted in sickness/modified duties check added to team calendar and 1 injury sickness is still ongoing.

### **March 2024**

There were 0 personal injuries whilst attending incidents in March, compared to 0 in February.

### **3.1 Number of emergency calls received – April 2023 to March 2024**

There have been 21296 emergency calls received April 2023 to March 2024. This is 2737 more than the 3-year average of 18559.

#### **March 2024**

There were 1591 emergency calls received in March, which is 46 lower than February (1637). 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 2023 to March 2024**

There have been 925 incidents classed as life risk by Control April 2023 to March 2024. This is 82 more than the 3-year average of 843. The total average response time for the 925 incidents was 11 minutes 43 seconds, compared to the 3-year average of 10 minutes 26 seconds.

The 11 minutes 43 seconds can be broken down further:

Average call handling was 2 minutes 26 seconds, an increase of 17 seconds on the 3-year average time (2 minutes 9 seconds).

Average mobilisation time was 1 minute 38 seconds, an increase of 10 seconds on the 3-year average time (1 minute 28 seconds).

Average drive time was 7 minutes 39 seconds, an increase of 50 seconds on the 3-year average time (6 minutes 49 seconds).

The 925 life risk incidents average response time of 11 minutes 43 seconds can also be broken down by incident type:

110 Fire incidents attended with an average response time of 10 minutes 2 seconds. This looks high compared to previous years. Of the 110 life risk fire incidents, there were 13 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. If these 20 incidents at Prisons were excluded, the average response time to the 90 life risk fire incidents is 9 minutes 5 seconds.

83 Fire false alarm incidents attended with an average response time of 10 minutes 33 seconds.

732 Special service incidents attended with an average response time of 12 minutes 7 seconds. Of the 732 Special service incidents, there were 491 RTC incidents attended with an average response time of 11 minutes 55 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 2023 to March 2024 there have been 196 investigations carried out by Control, 51 mobilisation investigations and 214 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 2023 to March 2024**

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Apr 2023 to Mar 2024
3.2	The total average response times of life threatening incidents (mins)	9:00	8:22	8:39	13:47	15:08	11:07	16:11	11:45	8:22	12:55	12:35	11:43
a	Average call handling time	2:32	2:10	1:59	2:27	2:49	1:44	2:31	2:29	2:10	2:30	2:34	2:26
b	Average appliance mobilisation time	1:30	1:07	1:14	2:05	2:23	1:42	2:17	1:20	1:07	1:53	1:56	1:38
c	Average time to drive to the incident	4:58	5:05	5:26	9:15	9:56	7:41	11:23	7:56	5:05	8:32	8:05	7:39
d	Number of life threatening incidents attended	65	100	88	87	64	24	51	76	159	93	118	925

**March 2024**

There have been 58 incidents classed as life risk by Fire Control in March 2024. This is 29 lower than February (87). The total average response time for the 58 incidents was 10 minutes 46 seconds, compared to 11 minutes 28 seconds in February.

The 10 minutes 46 seconds can be broken down further:

Average call handling was 2 minutes 23 seconds, a reduction of 6 seconds on the time in February (2 minutes 29 seconds).

Average mobilisation time was 1 minute 29 seconds, an increase of 6 seconds on the time in February (1 minute 23 seconds).

Average drive time was 6 minutes 54 seconds, a reduction of 42 seconds on the time in February (7 minutes 36 seconds).

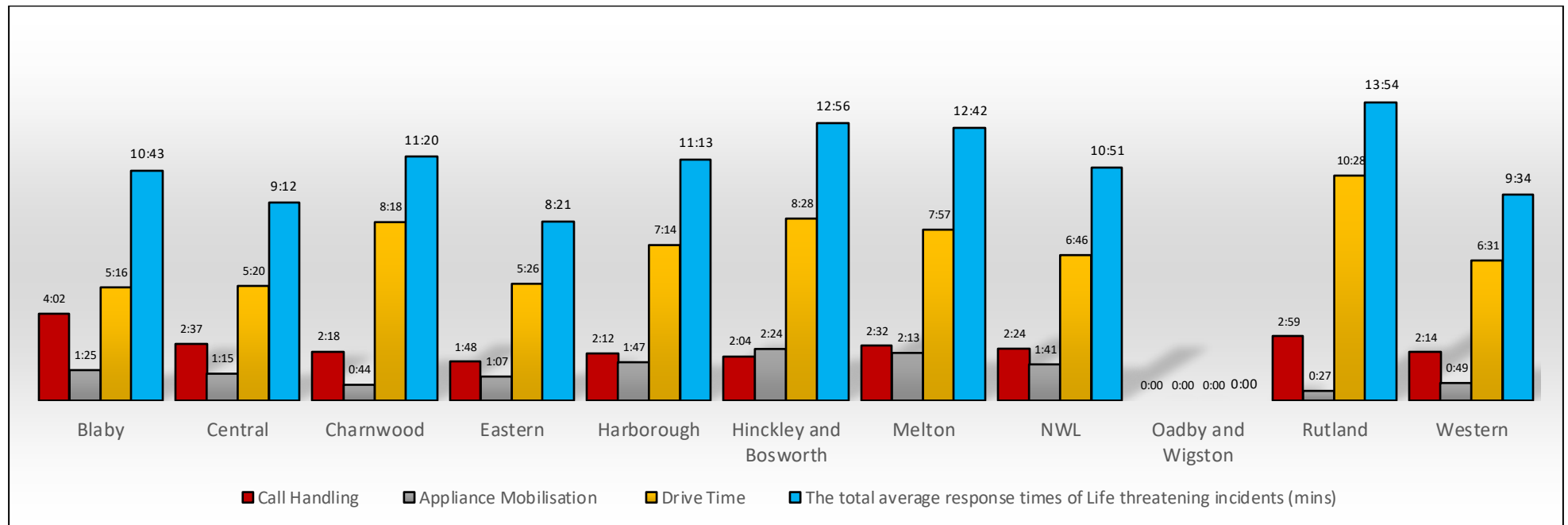
During March there have been 14 investigations carried out by Control, 3 mobilisation investigations and 10 drive time investigations. This picks up any anomalies with the system and highlights any possible areas of concern.

Please note that small numbers are being analysed.

**Table 16: The total average response times of life-threatening incidents (mins) – March 2024**

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Mar 2024
3.2	The total average response times of life threatening incidents (mins)	9:12	8:21	9:34	11:13	12:42	0:00	13:54	10:43	11:20	12:56	10:51	10:46
a	Average call handling time	2:37	1:48	2:14	2:12	2:32	0:00	2:59	4:02	2:18	2:04	2:24	2:23
b	Average appliance mobilisation time	1:15	1:07	0:49	1:47	2:13	0:00	0:27	1:25	0:44	2:24	1:41	1:29
c	Average time to drive to the incident	5:20	5:26	6:31	7:14	7:57	0:00	10:28	5:16	8:18	8:28	6:46	6:54
d	Number of life threatening incidents attended	6	8	8	7	7	0	1	4	5	7	5	58

**Chart 6: The total average response times of life threatening incidents in March 2024** 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 Rutland shows the longest average response time to life threatening incidents.



### **3.3 The total average response times of non-life threatening incidents – April 2023 to March 2024**

There have been 8221 incidents classed as non-life risk by Control April 2023 to March 2024. This is 698 more than the 3-year average of 7523. The total average response time for 8221 incidents was 10 minutes 5 seconds, compared to the 3-year average of 9 minutes 53 seconds.

The 10 minutes 5 seconds can be broken down further:

Average call handling was 2 minutes 8 seconds, an increase of 3 seconds on the 3-year average time of 2 minutes 5 seconds.

Average mobilisation time was 1 minute 41 seconds, an increase of 6 seconds on the 3-year average time of 1 minute 35 seconds.

Average drive time was 6 minutes 16 seconds, an increase of 3 seconds on the 3-year average time of 6 minutes 13 seconds.

The 8221 non-life risk incidents average response time of 10 minutes 5 seconds can also be broken down by incident type:

1964 Fire incidents attended with an average response time of 10 minutes 19 seconds.

3318 Fire false alarm incidents attended with an average response time of 9 minutes 7 seconds.

2939 Special service incidents attended with an average response time of 11 minutes 3 seconds.

Of the 2939 Special service incidents, there were 774 Assist other agencies incidents with an average response time of 10 minutes 48 seconds.

Please note: There was a total of 8420 non-life risk incidents attended April 2023 to March 2024. 199 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.

**Table 17: The total average response times of non-life threatening incidents (mins) – April 2023 to March 2024**

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Apr 2023 to Mar 2024
3.3	The total average response times of non-life threatening incidents (mins)	8:20	8:43	9:07	12:35	11:33	9:26	12:11	11:00	10:10	11:06	12:30	10:05
a	Average call handling time	1:58	1:59	2:02	2:20	2:07	1:58	2:18	2:18	2:12	2:15	2:29	2:08
b	Average appliance mobilisation time	1:25	1:19	1:20	2:15	3:03	1:42	1:50	1:34	1:34	1:54	2:25	1:41
c	Average time to drive to the incident	4:57	5:25	5:45	8:00	6:23	5:46	8:03	7:08	6:24	6:57	7:36	6:16
d	Number of non-life threatening incidents attended	1240	1179	1226	537	362	337	277	615	1156	678	614	8221

### March 2024

There have been 689 incidents classed as non-life risk by Control in March. This is 79 more than February (610). The total average response time for the 689 incidents was 9 minutes 40 seconds, compared to 9 minutes 36 seconds in February.

The 9 minutes 40 seconds can be broken down further:

Average call handling was 2 minutes 6 seconds, an increase of 3 seconds on the time in February (2 minutes 3 seconds).

Average mobilisation time was 1 minute 31 seconds, a reduction of 7 seconds on the time in February (1 minute 38 seconds).

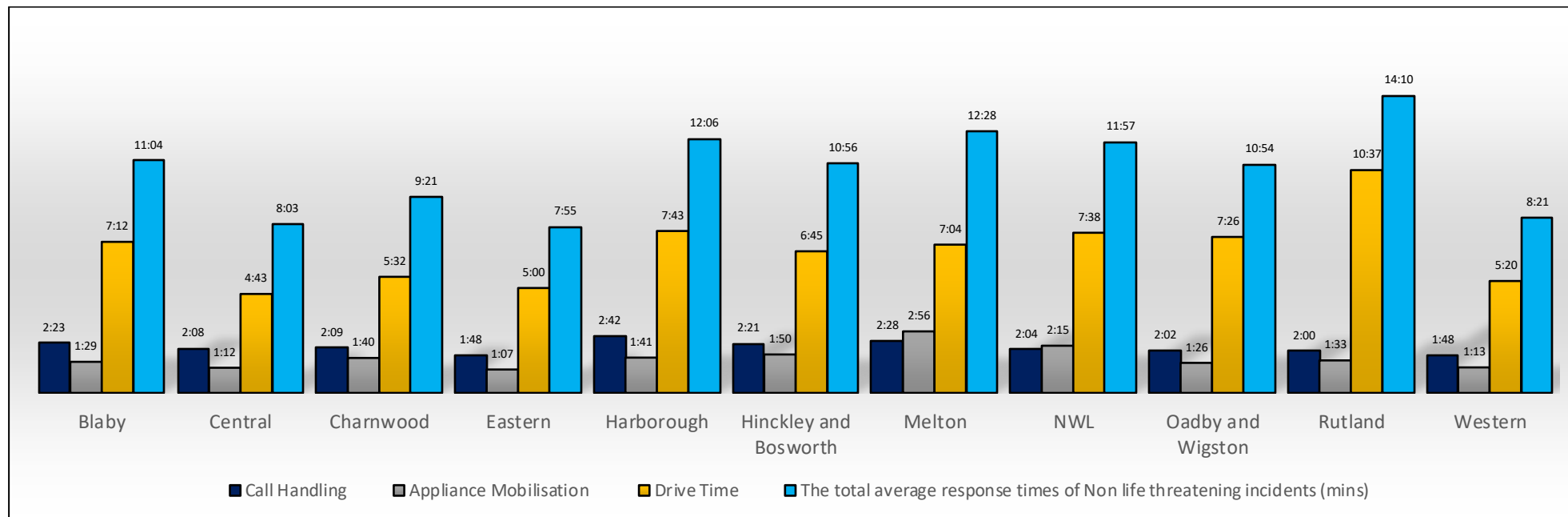
Average drive time was 6 minutes 3 seconds, an increase of 8 seconds on the time in February (5 minutes 55 seconds).

Currently no investigations are carried out.

**Table 18: The total average response times of non-life threatening incidents (mins) – March 2024**

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Mar 2024
3.3	The total average response times of non-life threatening incidents (mins)	8:03	7:55	8:21	12:06	12:28	10:54	14:10	11:04	9:21	10:56	11:57	9:40
a	Average call handling time	2:08	1:48	1:48	2:42	2:28	2:02	2:00	2:23	2:09	2:21	2:04	2:06
b	Average appliance mobilisation time	1:12	1:07	1:13	1:41	2:56	1:26	1:33	1:29	1:40	1:50	2:15	1:31
c	Average time to drive to the incident	4:43	5:00	5:20	7:43	7:04	7:26	10:37	7:12	5:32	6:45	7:38	6:03
d	Number of non-life threatening incidents attended	109	111	96	41	25	31	18	43	112	48	55	689

**Chart 7: The total average response times of non-life threatening incidents in March 2024** 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 Rutland 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 2023 to March 2024**

There was a total of 1109 primary fires attended April 2023 to March 2024. 119 incidents have been excluded as per Home Office guidelines. So, the response time calculations for primary fires are based on 990 primary fires April 2023 to March 2024. The total average response time for the 990 primary fires is 10 minutes 8 seconds, compared to the 3-year average of 9 minutes 51 seconds.

The 10 minutes 8 seconds can be broken down further:

Average call handling was 1 minute 40 seconds, an increase of 2 seconds on the 3-year average time of 1 minutes 38 seconds.

Average mobilisation time was 1 minute 37 seconds, an increase of 9 seconds on the 3-year average time of 1 minute 28 seconds.

Average drive time was 6 minutes 51 seconds, an increase of 6 seconds on the 3-year average time of 6 minutes 45 seconds.

**Table 19: The total average response times of primary fire incidents (mins) – April 2023 to March 2024**

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Apr 2023 to Mar 2024
3.3	The total average response times of primary fire incidents (mins)	7:25	7:37	8:04	12:39	12:34	8:49	14:35	9:53	9:22	10:47	12:04	10:08
a	Average call handling time	1:42	1:31	1:32	1:44	1:40	1:29	1:30	1:39	1:46	1:49	1:52	1:40
b	Average appliance mobilisation time	1:16	1:09	1:11	1:52	2:53	1:18	1:39	1:23	1:22	1:49	2:20	1:37
c	Average time to drive to the incident	4:27	4:57	5:21	9:03	8:01	6:02	11:26	6:51	6:14	7:09	7:52	6:51
d	Number of primary fire incidents attended	99	115	113	104	65	38	69	86	124	87	90	990

**March 2024**

There have been 76 primary fires in March. This is 4 lower than February (80).

The total average response time for the 76 incidents was 10 minutes 21 seconds, compared to 9 minutes 43 seconds in February.

The 10 minutes 21 seconds can be broken down further:

Average call handling was 1 minute 39 seconds, a reduction of 3 seconds on the time in February (1 minute 42 seconds).

Average mobilisation time was 1 minute 27 seconds, an increase of 10 seconds on the time in February (1 minute 17 seconds).

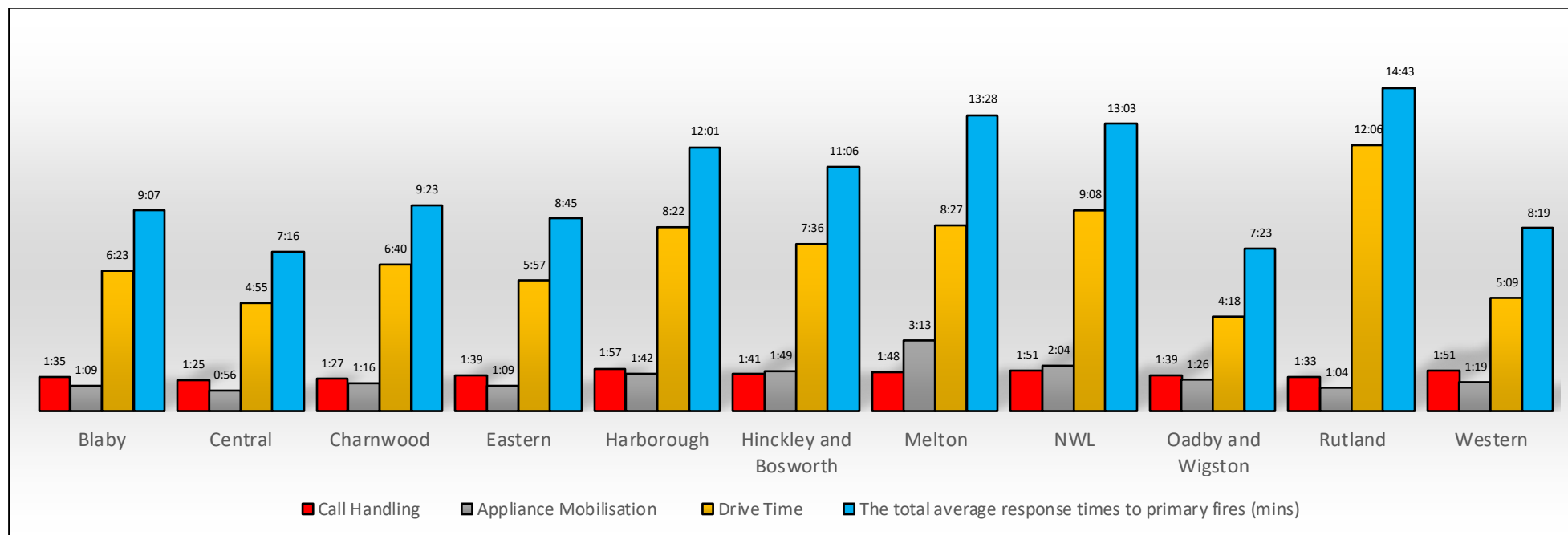
Average drive time was 7 minutes 15 seconds, an increase of 31 seconds on the time in February (6 minutes 44 seconds).

**Table 20: The total average response times of primary fire incidents (mins) – March 2024**

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Mar 2024
3.3	The total average response times of primary fire incidents (mins)	7:16	8:45	8:19	12:01	13:28	7:23	14:43	9:07	9:23	11:06	13:03	10:21
a	Average call handling time	1:25	1:39	1:51	1:57	1:48	1:39	1:33	1:35	1:27	1:41	1:51	1:39
b	Average appliance mobilisation time	0:56	1:09	1:19	1:42	3:13	1:26	1:04	1:09	1:16	1:49	2:04	1:27
c	Average time to drive to the incident	4:55	5:57	5:09	8:22	8:27	4:18	12:06	6:23	6:40	7:36	9:08	7:15
d	Number of primary fire incidents attended	8	10	6	6	5	3	8	7	11	6	6	76



**Chart 8: The total average response times of primary fire incidents in March 2024** shows the average call handling time, average mobilisation time, average time to drive and average total response time broken down by district. Central shows the quickest average response time and Rutland shows the longest average response time to primary fire incidents.



135

**3.5 The % availability of Wholetime fire appliances – April 2023 to March 2024**

For April 2023 to March 2024, Wholetime fire appliances have been available 98.14% of the time due to crewing, a reduction of 0.36% compared to the 3-year average (98.50%). Please note these figures are calculated based purely on the crew/skill availability. Any unavailability due to mechanical reasons is not included.

**Table 21: The % availability of Wholetime fire appliances – April 2023 to March 2024**

Station	Appliance	Type	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Total
Castle Donington	I8P1	Wholetime	100.00%	100.00%	100.00%	100.00%	95.84%	100.00%	100.00%	100.00%	99.33%	100.00%	100.00%	100.00%	99.59%
Birstall	I9P2	Wholetime	100.00%	99.60%	100.00%	100.00%	100.00%	100.00%	96.30%	100.00%	99.87%	100.00%	98.71%	99.33%	99.48%

Loughborough	20PI	Wholetime	97.50%	100.00%	97.92%	100.00%	100.00%	100.00%	100.00%	99.58%	100.00%	100.00%	100.00%	99.47%	99.55%
Loughborough	20P3	Wholetime	83.20%	76.35%	70.56%	77.02%	73.53%	68.06%	83.20%	78.33%	78.10%	89.25%	82.76%	85.49%	78.84%
Melton	21PI	Wholetime (07.00 – 19.00)	97.78%	98.39%	100.00%	100.00%	100.00%	99.74%	100.00%	99.72%	99.47%	99.47%	100.00%	100.00%	99.55%
Eastern	23PI	Wholetime	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Eastern	23P2	Wholetime	95.00%	98.39%	98.34%	95.03%	99.06%	96.12%	97.18%	95.70%	96.78%	99.73%	100.00%	100.00%	97.61%
Western	24PI	Wholetime	99.31%	100.00%	99.17%	100.00%	100.00%	100.00%	100.00%	98.75%	99.87%	99.60%	100.00%	100.00%	99.73%
Coalville	25PI	Wholetime	100.00%	99.74%	100.00%	100.00%	100.00%	99.87%	100.00%	98.47%	100.00%	99.47%	99.72%	98.93%	99.68%
Central	30PI	Wholetime	100.00%	100.00%	99.73%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	99.98%
Central	30P2	Wholetime	98.62%	98.93%	96.67%	98.12%	98.80%	98.62%	94.90%	96.67%	100.00%	98.66%	98.71%	96.51%	97.93%
Wigston	31PI	Wholetime	100.00%	100.00%	98.75%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	99.71%	100.00%	99.87%
Oakham	33PI	Wholetime	100.00%	100.00%	100.00%	100.00%	100.00%	99.87%	100.00%	99.31%	100.00%	100.00%	100.00%	100.00%	99.93%
Market Harborough	36PI	Wholetime (07.00 – 19.00)	99.72%	100.00%	99.72%	95.70%	100.00%	99.17%	100.00%	98.62%	100.00%	100.00%	100.00%	100.00%	99.41%
Lutterworth	37PI	Wholetime (07.00 – 19.00)	99.73%	99.74%	100.00%	99.47%	99.33%	100.00%	99.73%	100.00%	100.00%	100.00%	100.00%	100.00%	99.83%
Hinckley	38PI	Wholetime	99.87%	100.00%	100.00%	99.74%	100.00%	100.00%	99.60%	98.20%	100.00%	99.33%	100.00%	100.00%	99.73%
Southern	40PI	Wholetime	100.00%	100.00%	99.73%	99.60%	100.00%	99.31%	100.00%	99.58%	99.60%	100.00%	100.00%	100.00%	99.82%
Total			98.20%	98.20%	97.47%	97.88%	97.86%	97.50%	98.13%	97.66%	98.28%	99.08%	98.68%	98.69%	98.14%

### March 2024

For March, Wholetime fire appliances have been available 98.69% of the time due to crewing, an increase of 0.01% compared to February (98.68%).

### 3.6 The % availability of On-Call fire appliances – April 2023 to March 2024

For April 2023 to March 2024, On-Call fire appliances have been available 65.17% of the time due to crewing, a reduction of 3.73% compared to the 3-year average (68.90%). Please note these figures are calculated based purely on the crew/skill availability. Any unavailability due to mechanical reasons is not included.

**Table 22: The % availability of On-Call fire appliances – April 2023 to March 2024**

Station	Appliance	Type	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Total
Melton	21P1	On-Call (19.00 – 07.00)	100.00%	99.74%	100.00%	99.74%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	99.96%
	21P2	On-Call	91.40%	94.36%	83.62%	70.97%	87.91%	97.37%	93.55%	97.23%	94.50%	93.02%	97.64%	94.36%	91.28%
	Total	On-Call Station	96.12%	97.46%	91.67%	87.37%	94.76%	98.34%	96.64%	97.50%	99.20%	95.97%	97.99%	96.38%	95.77%
Coalville	25P2	On-Call	70.70%	77.29%	83.62%	69.36%	75.00%	67.64%	75.81%	73.61%	71.64%	81.32%	74.86%	79.30%	75.03%
Ashby	26P2	On-Call	68.20%	74.20%	77.64%	80.92%	72.72%	72.64%	80.24%	93.20%	83.60%	85.22%	81.18%	81.46%	79.27%
Shepshed	28P2	On-Call	63.33%	60.22%	66.39%	58.74%	68.69%	61.12%	68.69%	55.28%	64.52%	68.28%	60.92%	59.68%	63.02%
Wigston	S31P2 as PRL	On-Call	35.98%	36.70%	49.03%	29.44%	40.33%	43.89%	37.23%	46.25%	37.10%	45.43%	48.56%	57.26%	42.22%
	S31P2 as TRV++	On-Call	-	-	-	-	-	-	-	-	-	22.45%	21.27%	18.95%	20.88%
	Either	Total	35.98%	36.70%	49.03%	29.44%	40.33%	43.89%	37.23%	46.25%	44.43%	67.88%	69.83%	76.21%	48.03%
Billesdon	32P3	On-Call	55.70%	61.43%	57.50%	55.38%	37.77%	38.34%	32.93%	33.33%	37.03%	45.43%	45.98%	46.64%	45.61%
Oakham	33P3	On-Call	83.06%	78.50%	84.31%	71.24%	71.51%	72.37%	69.22%	70.14%	71.70%	77.16%	72.27%	71.64%	74.41%
Uppingham	34P2	On-Call	54.03%	49.87%	66.39%	48.93%	59.55%	61.12%	45.03%	37.36%	35.35%	45.84%	49.57%	51.35%	50.32%
	34P3	On-Call	27.09%	17.61%	14.31%	27.42%	12.31%	21.66%	31.86%	31.12%	27.02%	17.74%	32.47%	20.56%	23.38%
	Either	Total	81.12%	67.48%	80.70%	76.35%	71.86%	82.78%	76.89%	68.48%	62.37%	63.58%	82.04%	71.91%	73.70%
Kibworth	35P2	On-Call	45.00%	36.29%	47.78%	35.62%	43.28%	41.53%	45.84%	39.03%	33.20%	49.06%	41.38%	41.17%	41.58%
Market Harborough	36P1	On-Call (19.00 – 07.00)	87.78%	78.23%	71.39%	43.82%	66.67%	59.45%	61.29%	63.89%	56.45%	82.26%	75.29%	49.74%	66.26%
	36P3	On-Call	29.04%	27.56%	18.48%	22.72%	14.93%	12.23%	15.21%	21.95%	13.99%	9.01%	8.20%	18.42%	17.66%
	Total	On-Call Station	62.23%	56.86%	50.28%	38.99%	43.42%	39.87%	41.69%	45.84%	41.00%	47.72%	45.84%	43.29%	46.39%
Lutterworth	37P1	On-Call (19.00 – 07.00)	99.45%	95.43%	98.06%	95.97%	95.43%	97.50%	97.85%	99.72%	94.36%	99.20%	99.72%	98.93%	97.61%
	37P3	On-Call	67.78%	69.09%	64.03%	54.04%	53.50%	61.40%	58.87%	61.95%	71.38%	72.58%	80.47%	69.63%	65.33%
	Total	On-Call Station	78.34%	76.35%	76.25%	74.33%	70.17%	71.40%	71.51%	70.14%	80.38%	78.23%	81.62%	75.95%	75.37%
Hinckley	38P2	On-Call	62.09%	58.88%	42.50%	45.70%	45.70%	49.73%	31.32%	40.14%	32.67%	42.61%	35.92%	24.60%	42.63%
	38P3	On-Call	12.64%	18.28%	23.48%	24.33%	21.51%	17.64%	16.94%	26.25%	24.32%	29.98%	30.32%	25.27%	22.57%
	Either	Total	74.73%	77.16%	65.98%	70.03%	67.21%	67.37%	48.26%	66.39%	56.99%	72.59%	66.24%	49.87%	65.19%
Market Bosworth	39P2 as PRL	On-Call	62.23%	70.70%	71.39%	61.03%	63.98%	66.81%	65.06%	61.95%	61.83%	60.49%	49.29%	61.03%	63.03%

	39P2 as TRV	On-Call	-	-	-	-	-	-	-	29.30%	27.56%	31.31%	36.35%	27.15%	30.26%
	Either	Total	62.23%	70.70%	71.39%	61.03%	63.98%	66.81%	65.06%	91.25%	89.39%	91.80%	85.64%	88.18%	75.60%
Total			67.03%	66.74%	67.94%	60.39%	62.05%	63.03%	61.89%	65.51%	63.46%	70.18%	69.25%	64.99%	65.17%

**March 2024**

For March, On-Call fire appliances have been available 64.99% of the time due to crewing, a decrease of 4.26% compared to February (69.25%).

**3.7 The % of people overall satisfied with our response – April 2023 to March 2024**

We have received 285 public responses to our After the Incident Survey April 2023 to March 2024. 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 0.1% more than 3-year average figure of 99.9%. Any dissatisfaction taken place is investigated and appropriate action taken place where required.

**March 2024**

For March, we have received 11 responses to our After the Incident Survey, which is 7 lower than we have received in February (18). Of the 11 responses, all 11 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 2023 to March 2024**

We have received 157 public responses to this question in our After the Incident Survey April 2023 to March 2024. 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 0.4% more than the 3-year average figure of 98.3%. Any dissatisfaction taken place is investigated and appropriate action taken place where required.

**March 2024**

For March, we have received 3 responses to this question in our After the Incident Survey, which is 3 lower than we have received in February (6). Of the 3 responses, all 3 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 2023 to March 2024**

We have received 267 public responses to this question in our After the Incident Survey for April 2023 to March 2024. 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 0.2% more than the 3-year average figure of 99.8%. Any dissatisfaction taken place is investigated and appropriate action taken place where required.

**March 2024**

For March, we have received 10 responses to our After the Incident Survey, which is 7 lower than we have received in February (17). Of the 10 responses, all 10 stated that they were ‘satisfied or very satisfied’ with the service they have received at the scene.

**4.1 Home safety checks – April 2023 to March 2024**

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

There have been 14823 home safety checks April 2023 to March 2024. This is 2952 more than the 3-year average of 11871. The previous year shows there were 13674 home safety checks completed during the same period.

The 14823 home fire safety checks can be broken down further:

Successful initial 10025, a reduction of 81 home safety checks on last year’s (10106).

Successful follow up 4554, an increase of 1201 home safety checks on last year’s (3353).

Successful vulnerable person 244, an increase of 29 home safety checks on last year’s (215).

**Table 23: Home safety checks – April 2023 to March 2024**

Ref	Key Corporate Indicator	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr 2023 to Mar 2024
4.1	Home safety checks	1322	1496	1328	1411	1392	1180	1310	1082	792	1370	1259	881	14823
a	Successful initial	996	1000	885	911	1021	754	775	757	518	966	823	619	10025
b	Successful follow up	304	474	430	486	344	402	524	308	256	390	394	242	4554
c	Successful vulnerable person	22	22	13	14	27	24	11	17	18	14	42	20	244

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

The 14823 home fire safety checks can be broken down further:

Stations 10174, an increase of 322 home safety checks on last year's (9852).

Community safety educators 4121, an increase of 575 home safety checks on last year's (3546).

Control 0, the same number of home safety checks on last year's (0).

Partners 502, an increase of 242 home safety checks on last year's (260).

LFRS (Website) 0, the same number of home safety checks on last year's (0).

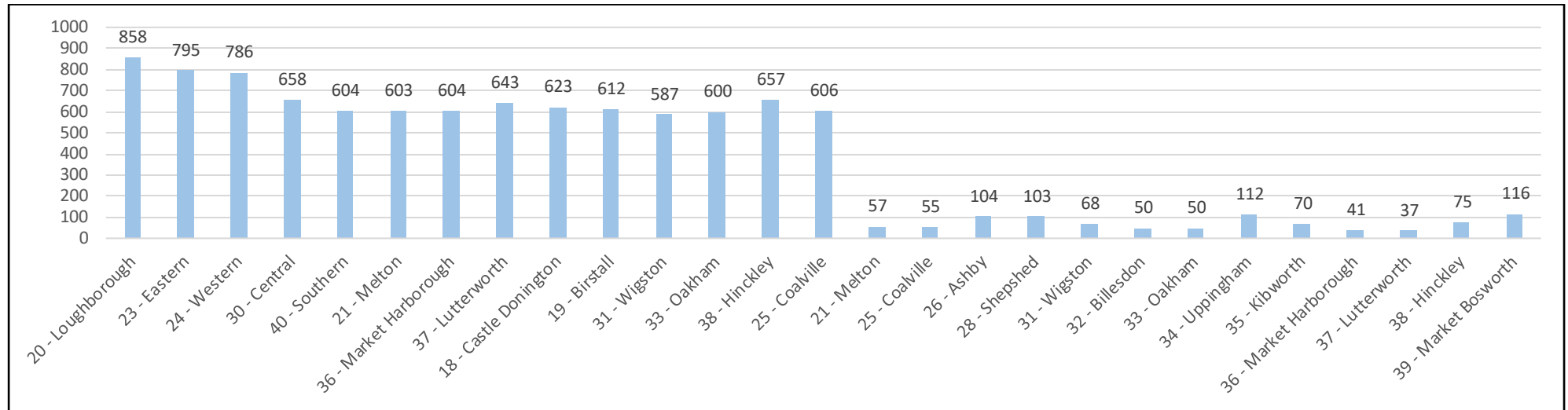
Unknown 26, an increase of 10 home safety checks last year's (16).

**Table 24: Home safety checks carried out by stations, community safety educators, control, partners, LFRS (website) and unknown – April 2023 to March 2024**

Ref	Key Corporate Indicator	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr 2023 to Mar 2024
4.1	Home safety checks	1322	1496	1328	1411	1392	1180	1310	1082	792	1370	1259	881	14823
a	Stations	950	1044	955	1046	870	804	871	700	547	987	836	564	10174
b	CSE	321	385	320	315	464	343	378	338	224	355	389	289	4121
c	Control	0	0	0	0	0	0	0	0	0	0	0	0	0
d	Partners data	50	62	52	47	56	31	61	43	20	26	30	24	502
e	LFRS (Website)	0	0	0	0	0	0	0	0	0	0	0	0	0
f	Unknown	1	5	1	3	2	2	0	1	1	2	4	4	26

The 10174 home safety checks carried out April 2023 to March 2024 by stations are shown below.

**Chart 9: The Total Successful HSCs by Station April 2023 to March 2024** shows the number home safety checks completed by stations, ranging from 37 to 858. The stations delivering the most home safety checks were Loughborough 858, Eastern 795 and Western 786.



### March 2024

For March, there were 881 home safety checks, which is 378 lower than February (1259).

Of the 881, there were 619 successful initial, 242 successful follow up and 20 successful vulnerable person. There were 564 carried out by stations, 289 carried out by community safety educators, 24 were carried out by partners and 4 were unknown.

### 4.2 Home safety feedback surveys – April 2023 to March 2024

There have been 1224 home safety feedback surveys April 2023 to March 2024. This is 849 lower than the 3-year average figure of 2073.

Of the 1224 surveys, 1079 were first visits and 145 were repeat visits. Of the 1079 first visits, 99.9% were 'satisfied' and of the 145 repeat visits, 100% were 'satisfied'. The previous year shows there were 2407 surveys, with 2022 first visits and 385 repeat visits.

### March 2024

For March, we have received 48 home safety feedback surveys, which is 44 lower than in February (92). Of this, 44 were first visits in March, which is 42 lower than in February (86) and 100% were 'satisfied'. There were 4 repeat visits in March, which is 2 lower than in February (6) and 100% were 'satisfied'.

## **5.1 The % of fire safety audits that result in action plans and enforcement notices – April 2023 to March 2024**

There have been 1268 fire safety audits carried out April 2023 to March 2024 and there have been 219 action plans or enforcement notices. The number of fire safety audits carried out is 340 more than the 3-year average of 928 and the number of action plans or enforcement notices is 80 more than the 3-year average of 139.

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'.

### **March 2024**

For March, there were 111 fire safety audits carried out, which is 21 lower than in February (132). There were 22 action plans or enforcement notices issued, which is the same as was issued in February (22).

## **5.2 Fire protection Survey – Overall how satisfied were you with the service received – April 2023 to March 2024**

There have been 253 completed surveys received April 2023 to March 2024 and 251 were 'satisfied' with the service they have received, with 2 being 'neither 'satisfied' nor 'dissatisfied' 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 94 more than the 3-year average of 159.

### **March 2024**

For March, there were 26 completed surveys received and 25 were 'satisfied' with the service they have received, with 1 being 'neither 'satisfied' nor 'dissatisfied' with the service they have received. This is 4 more than were completed in February (22).

## **6.1 Average number of days/shifts lost to sickness by operational staff per person – April 2023 to March 2024**

An average of 7.47 days/shifts per person were lost to sickness of operational staff during April 2023 to March 2024, compared to the 3-year average of 6.17 days/shifts lost per person. Covid data is now included in the 7.47 days/shifts lost, so if that was compared to the average when Covid data was reported separately, it would be 1.06 days/shifts lost lower (8.53 days/shifts lost). In total, there have been 2964.29 days/shifts lost to sickness, compared to the 3-year average of 2320.21 days/shifts lost. With Covid data included, there were 3197.34 days/shifts lost. Covid data is averaged over a 2 year period from April 2020.



The 2964.29 days/shifts lost April 2023 to March 2024 can be broken down further:

There were 1101.21 short term days/shifts lost, an increase of 270.09 days/shifts lost compared to the 3-year average of 831.12 days/shifts lost and there were 1863.08 long term days/shifts lost, an increase of 373.99 days/shifts lost compared the 3-year average of 1489.09 days/shifts lost.

There were 649.78 days/shifts lost in the 1st quarter, 713.40 days/shifts lost in the 2nd quarter, 815.82 days/shifts lost in the 3rd quarter and 785.29 days/shifts lost in the 4th quarter, so there has been a decrease of 30.53 days/shifts lost in the 4th quarter. Short term sickness lost 187.87 days/shifts in the 1st quarter, 261.82 days/shifts lost in the 2nd quarter, 272.77 days/shifts lost in the 3rd quarter and 378.75 days/shifts lost in the 4th quarter. Long term sickness lost 461.91 days/shifts in the 1st quarter, 451.58 days/shifts lost in the 2nd quarter, 543.05 days/shifts lost in the 3rd quarter and 406.54 days/shifts lost in the 4th quarter.

In total, there have been 81.13 days/shifts lost to Covid April 2023 to March 2024, compared to the 2-year average of 1315.70 days/shifts. The Covid data for comparison is based on the average of 2 years from the start of the pandemic in April 2020.

In respect of the number of times personnel had short term sickness, there were 432 instances, of which 30 instances were Covid related sickness and there were 87 long term sickness instances with no Covid related sickness, so the impact of Covid has significantly reduced. 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 2023 to March 2024**

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	154.00	220.00	374.00	30.17	12.40
23 – Eastern	81.50	282.50	364.00	35.50	10.25
24 – Western	74.60	248.50	323.10	23.00	14.05
30 – Central	134.50	113.50	248.00	33.08	7.50
40 – Southern	93.00	128.00	221.00	26.00	8.50
<b>Total</b>	<b>537.60</b>	<b>992.50</b>	<b>1530.10</b>	<b>147.75</b>	<b>10.36</b>
<b>DC</b>					
21 – Melton	24.50	65.00	89.50	9.75	9.18
36 – Market Harborough	14.64	6.60	21.24	8.00	2.66
37 – Lutterworth	44.10	32.14	76.24	8.00	9.53
<b>Total</b>	<b>83.24</b>	<b>103.74</b>	<b>186.98</b>	<b>25.75</b>	<b>7.26</b>
<b>DCP and 1212</b>					
18 – Castle Donington	29.40	0.00	29.40	6.42	4.58
19 – Birstall	38.68	41.91	80.59	10.25	7.86

25 – Coalville (1212)	104.22	54.61	158.83	20.58	7.72
31 – Wigston	16.34	90.81	107.15	6.75	15.87
33 – Oakham	64.80	0.00	64.80	8.08	8.02
38 – Hinckley	29.93	17.51	47.44	3.75	12.65
Total	283.37	204.84	488.21	55.83	8.74

Control	101.00	252.00	353.00	27.75	12.72
---------	--------	--------	--------	-------	-------

Non Station	96.00	310.00	406.00	139.67	2.91
-------------	-------	--------	--------	--------	------

Total Operational	1101.21	1863.08	2964.29	396.75	7.47
-------------------	---------	---------	---------	--------	------

## **6.2 Average number of days/shifts lost to sickness by support staff per person – April 2023 to March 2024**

An average of 10.26 days/shifts per person were lost to sickness by support staff during April 2023 to March 2024, compared to the 3-year average of 6.23 days/shifts lost per person. Covid data is now included in the 10.26 days/shifts lost, so if that was compared to the average when Covid data was reported separately, it would be 2.12 days/shifts lost higher (8.14 days/shifts lost). In total, there have been 1343.53 days/shifts lost to sickness, compared to the 3-year average of 737.20 days/shifts lost. With Covid data included, there were 955.46 days/shifts lost. Covid data is averaged over a 2 year period from April 2020.

The 1343.53 days/shifts lost April 2023 to March 2024 can be broken down further:

There were 398.49 short term days/shifts lost, an increase of 189.12 days/shifts lost compared to the 3-year average of 209.37 days/shifts lost and there were 945.04 long term days/shifts lost, an increase of 417.21 days/shifts lost compared the 3-year average of 527.83 days/shifts lost.

There were 183.17 days/shifts lost in the 1st quarter, 266.55 days/shifts lost in the 2nd quarter, 325.22 days/shifts lost in the 3rd quarter and 568.59 days/shifts lost in the 4th quarter, so there has been an increase of 243.37 days/shifts in the 4th quarter. Short term sickness lost 47.72 days/shifts in the 1st quarter, 103.12 days/shifts lost in the 2nd quarter, 95.29 days/shifts in the 3rd quarter and 152.36 days/shifts in the 4th quarter. Long term sickness lost 135.45 days/shifts in the 1st quarter, 163.43 days/shifts lost in the 2nd quarter, 229.93 days/shifts in the 3rd quarter and 416.23 days/shifts in the 4th quarter. The 4th quarter has seen a significant increase in both short term sickness and long term sickness. The total number of days/shifts lost on average per person is at its highest since 2017/18. Of the 1345.53 days/shifts lost in total, 751.76 (56%) days/shifts lost were related to mental health/stress.

In total, there have been 16.00 days/shifts lost to Covid April 2023 to March 2024, compared to the 2-year average of 327.40 days/shifts lost. The Covid data for comparison is based on the average of 2 years from the start of the pandemic in April 2020. In respect of the number of times personnel had short term sickness, there were 139 instances, of which 3 instances were Covid related sickness and there were 24 long-term sickness instances with no Covid related sickness. 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. A full detailed report on sickness, including reasons for sickness is produced quarterly.

**Table 26: The total support sickness – April 2023 to March 2024**

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	84.34	504.35	588.69	39.07	15.07
People and Organisational Development	91.00	15.00	106.00	22.69	4.67
Community Risk	97.75	60.00	157.75	30.77	5.13
Corporate Support	0.00	0.00	0.00	0.33	0.00
Directors	14.00	0.00	14.00	1.75	8.00
Operational Response	57.02	107.70	164.72	14.37	11.46
Service Assurance	54.38	257.99	312.37	21.98	14.21
<b>Total Support</b>	<b>398.49</b>	<b>945.04</b>	<b>1343.53</b>	<b>130.97</b>	<b>10.26</b>

**6.3 Average number of staff on modified duties for the entire month – April 2023 to March 2024**

There have been on average 5.67 members of staff that have been on modified duties for the entire month from April 2023 to March 2024. This is 1.72 lower than the 3-year average of 7.39.

The breakdown includes 3.67 from Wholetime, 1.50 from On-Call and 0.50 from Support.

**March 2024**

The breakdown of 5 members of staff on modified duties for the entire month in March:

- Wholetime - 4 – 3 Non-Station and 1 Eastern.
- On-Call – 1 - 1 Kibworth.
- Support – 0.

**6.4 Average number of staff on modified duties at some point throughout the month – April 2023 to March 2024**

There have been on average 14.75 members of staff that have been on modified duties at some point throughout the month from April 2023 to March 2024. This is 1.14 more than the 3-year average of 13.61.

The breakdown includes 10.67 from Wholetime, 2.92 from On-Call and 1.16 from Support.

### **March 2024**

The breakdown of 11 members of staff on modified duties at some point throughout the month in March:

- Wholetime – 6 – 2 Eastern, 1 Birstall, 1 Central, 1 Non-Station and 1 Southern.
- On-Call – 3 – 1 Lutterworth, 1 Market Bosworth and 1 Oakham.
- Support – 2 – 1 People and Organisational Development and 1 Service Assurance.