

Performance Update: April to May 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
KCI 1	Incidents Attended															
1.1	Total incidents	732	796											1528	1437	91
1.2	Fire incidents	159	180											339	409	-70
a	Primary fire incidents	75	89											164	177	-13
b	Secondary fire incidents	73	89											162	224	-62
c	Chimney fire incidents	11	2											13	8	5
1.3	Fire false alarm incidents	267	309											576	468	108
a	Due to apparatus	147	161											308	238	70
b	Good intent	113	139											252	218	34
c	Malicious attended	7	9											16	12	4
1.4	Non-fire incidents	306	307											613	560	53
a	Non-fire false alarms	14	8											22	17	5
b	Special service	292	299											591	543	48
-	Road traffic collision (RTC)	53	63											116	120	-4
-	Assist other agencies	75	74											149	128	21
-	Effecting entry / exit	41	39											80	59	21
-	Medical incident - co-responder/first responder	19	16											38	39	-1
-	Flooding	10	16											26	26	0
-	Suicide/attempts	12	4											16	18	-2
	- suicides	3	1											4	2	2
KCI 2	Fatalities and casualties															
2.1	Fatalities in fires	0	0											0	1	-1
2.2	Non-fatal casualties in fires	3	2											5	11	-6
2.3	Fatalities in non-fire incidents	15	7											22	10	12
2.4	Non-fatal casualties in non-fire incidents	54	59											113	127	-14

147

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	5	0											5	18	-13
2.6	Number of LFRS employees injured whilst attending incidents	1	2											3	3	0
KCI 3	Level of emergency response service provision															
3.1	Number of emergency calls received	1554	1809											3363	3017	346
3.2	Total average response times of all Primary Dwelling fire life threatening incidents (mins).	7:29	7:05											7:15	7:34	-0:19
a	Average call handling time	1:26	1:45											1:38	1:18	0:20
b	Average appliance mobilisation time	1:06	0:54											0:58	0:53	0:05
c	Average time to drive to the incident	4:57	4:26											4:39	5:23	-0:44
d	Number of life-threatening incidents attended	5	8											13	10	3
3.3	Total average response times of all "other types" life threatening incidents (mins).	10:26	10:55											10:39	10:47	-0:08
a	Average call handling time	2:34	2:25											2:30	2:10	0:20
b	Average appliance mobilisation time	1:21	1:30											1:25	1:27	-0:02
c	Average time to drive to the incident	6:31	7:00											6:44	7:10	-0:26
d	Number of non-life risk incidents attended	70	54											124	128	-4
3.5	The % availability of Wholetime fire appliances	98.3%	97.8%											98.1%	98.5%	-0.4%
3.6	The % availability of On-Call fire appliances	67.9%	68.8%											68.3%	65.0%	3.3%
3.7	The % of people satisfied with our overall response	100%	100%											100%	100%	0%
a	The % of people satisfied with their initial contact with the service	100%	100%											100%	99%	1%
b	The % of people satisfied with the service they received at the scene	100%	100%											100%	100%	0%
KCI 4	Home Fire Safety Checks															
4.1	Home safety checks	1274	1183											2457	2515	-58
4.2	Home safety feedback surveys	79	39											118	302	-184
a	Percentage satisfied	100%	100%											100%	100.0%	0.0%

Ref	Key Corporate Indicator	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Actual	3-Year Average	Differ
KCI 5	Fire Protection and Enforcement															
5.1	The % of fire safety audits that result in action plans and enforcement notices	15%	16%											15%	15%	0%
a	Fire safety audits	138	111											249	189	60
b	Action plans and enforcement notices	20	18											38	23	15
5.2	Fire protection survey – Overall how satisfied were you with the service received	100%	100%											100%	97%	3%
KCI 6	Capacity, staff and availability															
6.1	Average number of days/shifts lost to sickness by operational staff per person (inc COVID 19)		-											-	-	-
a	Days/shifts lost to short-term sickness		-											-	-	-
b	Days/shifts lost to long-term sickness		-											-	-	-
c	Total days/shifts lost to sickness		-											-	-	-
6.2	Average number of days/shifts lost to sickness by support staff per person (inc COVID 19)		-											-	-	-
a	Days/shifts lost to short-term sickness		-											-	-	-
b	Days/shifts lost to long-term sickness		-											-	-	-
c	Total days/shifts lost to sickness		-											-	-	-
6.3	Average number of staff on modified duties for the entire month	5.00	5.00											5.00	5.83	-0.83
a	Wholetime	5.00	5.00											5.00	4.17	0.83
b	On-Call	0.00	0.00											0.00	1.66	-1.66
c	Support	0.00	0.00											0.00	0.00	0.00
6.4	Average number of staff on modified duties at some point throughout the month	13.00	14.00											13.50	12.00	1.50
a	Wholetime	8.00	10.00											9.00	8.33	0.67
b	On-Call	3.00	2.00											2.50	2.83	-0.33
c	Support	2.00	2.00											2.00	0.84	1.16

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

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