

Performance Update: April to September 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	802	747	838	858	842							4819	4660	159
1.2	Fire incidents	159	184	173	232	253	156							1157	1365	-208
a	Primary fire incidents	75	93	81	105	108	89							551	573	-22
b	Secondary fire incidents	73	89	91	126	145	66							590	782	-192
c	Chimney fire incidents	11	2	1	1	0	1							16	10	6
1.3	Fire false alarm incidents	267	308	255	271	318	326							1745	1577	168
a	Due to apparatus	147	160	149	119	149	172							896	785	111
b	Good intent	113	139	96	142	152	143							785	753	32
c	Malicious attended	7	9	10	10	17	11							64	39	25
1.4	Non-fire incidents	306	310	319	335	287	360							1917	1718	199
a	Non-fire false alarms	14	8	13	14	11	13							73	61	12
b	Special service	292	302	306	321	276	347							1844	1657	187
-	Road traffic collision (RTC)	53	64	77	67	59	70							390	359	31
-	Flooding	10	16	8	15	17	27							93	84	9
-	Medical incident - co-responder/first responder	19	19	23	17	5	12							95	132	-37
-	Collaboration incidents	128	118	120	119	95	120							700	612	88
-	Assist other agencies	75	74	70	77	66	71							433	378	55
-	Effecting entry / exit	41	40	37	34	25	44							221	188	33
-	Suicide/attempts	12	4	13	8	4	5							46	46	0
KCI 2	Fatalities and casualties															
2.1	Fatalities in fires	0	0	0	0	0	2							2	2	0
2.2	Non-fatal casualties in fires	2	4	4	9	3	0							22	28	-6
2.3	Fatalities in non-fire incidents	15	7	7	6	4	6							45	31	14
2.4	Non-fatal casualties in non-fire incidents	54	60	57	54	46	43							314	352	-38

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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	2	3	2	1							13	70	-57
2.6	Number of LFRS employees injured whilst attending incidents	1	1	1	3	0	2							8	9	-1
KCI 3	Level of emergency response service provision															
3.1	Number of emergency calls received	1554	1809	1617	1825	1773	1839							10417	10459	-42
3.2*	Total average response times of all Primary Dwelling fire life threatening incidents (mins). (Annual target 10 mins)	7:29	7:45	10:57	7:33	7:45	8:08							8:11	8:26 (10:00)	-0:15 (-1:49)
a	Average call handling time (2mins)	1:26	1:44	1:49	1:28	1:12	1:42							1:36	1:27 (2:00)	0:09 (-0:24)
b	Average appliance mobilisation time (2 mins)	1:06	0:57	0:42	0:46	1:33	1:12							1:02	1:19 (2:00)	-0:17 (-0:58)
c	Average time to drive to the incident (6 mins)	4:57	5:04	8:26	5:19	5:00	5:14							5:33	5:40 (6:00)	-0:07 (-0:27)
d	Number of life-threatening incidents attended	5	9	4	3	4	5							30	30	0
3.3*	Total average response times of all "other types" life threatening incidents (mins). (Annual target 12 mins)	10:26	10:45	10:35	10:46	10:35	11:13							10:44	10:43 (12:00)	0:01 (-1:16)
a	Average call handling time (2 mins)	2:34	2:25	2:38	2:36	2:15	2:29							2:30	2:13 (2:00)	0:17 (0:30)
b	Average appliance mobilisation time (2 mins)	1:21	1:30	1:33	1:27	1:10	1:44							1:27	1:28 (2:00)	-0:01 (-0:33)
c	Average time to drive to the incident (8 mins)	6:31	6:50	6:24	6:43	7:10	7:00							6:47	7:02 (8:00)	-0:15 (-1:13)
d	Number of non-life risk incidents attended	70	55	71	76	70	84							426	381	45
3.5	The % availability of Wholetime fire appliances (Annual target 100%)	98.3%	97.8%	99.0%	96.4%	98.4%	n/a							98.0%	98.5% (100.00%)	-0.5% (-2.0%)
3.6	The % availability of On-Call fire appliances (Annual target 100%)	67.9%	68.8%	62.9%	59.8%	62.9%	n/a							64.5%	65.0% (100.00%)	-0.5% (-35.5%)
3.7	The % of people satisfied with our overall response	100%	100%	100%	100%	100%	100%							100%	100%	0%
a	The % of people satisfied with their initial contact with the service	100%	100%	100%	100%	100%	100%							100%	98%	2%
b	The % of people satisfied with the service they received at the scene	100%	100%	100%	100%	100%	100%							100%	100%	0%
KCI 4	Home Fire Safety Checks															
4.1*	Home safety checks (Annual target for 2024/25 – 13,400)	1299	1265	1253	1244	1303	1254							7618	7241 (6700)	377 (918)

Ref	Key Corporate Indicator	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Actual	3-Year Average	Differ
4.2	Home safety feedback surveys	81	64	59	81	72	40							397	943	-546
a	Percentage satisfied	100%	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	14%	17%	10%	17%	10%	13%							13%	15%	-2%
a*	Fire safety audits Annual target for 2024/25 – 1,040)	147	113	138	90	106	101							695	551 (520)	144 (175)
b	Action plans and enforcement notices	20	19	14	15	11	13							92	82	10
5.2	Fire protection survey – Overall how satisfied were you with the service received	100%	100%	100%	100%	100%	95%							99%	99%	0%
KCI 6	Capacity, staff and availability															
6.1	Average number of days/shifts lost to sickness by operational staff per person (inc COVID 19)		2.07			1.01								3.08	3.93	-0.85
a	Days/shifts lost to short-term sickness		238.00			154.24								392.24	652.08	-259.84
b	Days/shifts lost to long-term sickness		635.50			281.53								917.03	844.13	72.90
c	Total days/shifts lost to sickness		873.50			435.77								1309.27	1496.21	-186.94
6.2	Average number of days/shifts lost to sickness by support staff per person (inc COVID 19)		3.74			2.11								5.85	3.80	2.05
a	Days/shifts lost to short-term sickness		48.05			70.81								118.86	184.83	-65.97
b	Days/shifts lost to long-term sickness		440.81			210.11								650.92	278.42	372.50
c	Total days/shifts lost to sickness		488.86			280.92								769.78	463.25	306.53
6.3	Average number of staff on modified duties for the entire month	5.00	5.00	8.00	9.00	8.00	8.00							7.16	6.17	0.99
a	Wholetime	5.00	5.00	7.00	6.00	6.00	6.00							5.83	3.83	2.00
b	On-Call	0.00	0.00	1.00	1.00	2.00	1.00							0.83	2.17	-1.34
c	Support	0.00	0.00	0.00	2.00	0.00	1.00							0.50	0.17	0.33
6.4	Average number of staff on modified duties at some point throughout the month	13.00	14.00	22.00	20.00	22.00	16.00							17.83	14.75	3.08
a	Wholetime	8.00	10.00	15.00	13.00	14.00	11.00							11.83	10.30	1.53
b	On-Call	3.00	2.00	3.00	5.00	3.00	2.00							3.00	3.17	-0.17
c	Support	2.00	2.00	4.00	2.00	5.00	3.00							3.00	1.28	1.72

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Please note figures are subject to change as outstanding fire reports may be completed after this report has been issued. * Indicates that indicator has a Community Risk Management Plan target.

1.1 Total incidents – April to September 2024

Of the 4819 incidents April to September 2024, 1917 (40%) were non-fire incidents, 1745 (36%) were fire false alarm incidents and 1157 (24%) were fire incidents. Most incidents occurred in Western, followed by Charnwood and Central. The 3-year average is 4660, so in comparison to this, there are 159 more incidents (3%).

Table 2: Total incidents – April to September 2024

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Apr to Sep 2024
1.1	Total incidents	682	667	755	362	197	185	185	373	727	332	354	4819

Looking at the 3 areas:

Fire incidents – reduction of 208 incidents compared to 3-year average.

False alarms – increase of 168 incidents compared to the 3-year average.

Non-fire incidents – increase of 199 incidents compared to 3-year average.

The number of fire related incidents has reduced, and the main reason is the decrease in secondary fire incidents. The number of fire false alarm incidents 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, assist other agencies and effecting entry/exit entry incidents.

September 2024

Of the 842 incidents in September, 360 (43%) were non-fire incidents, 326 (39%) were fire false alarm incidents and 156 (18%) were fire incidents. This has reduced from August (858) and can be put down largely due to reduction in secondary fire incidents and primary fire incidents. There were 156 fire incidents in September, compared to 253 in August. There were also 326 fire false alarm incidents in September, compared to 318 in August and there were 360 non-fire incidents in September, compared to 287 in August. Most incidents occurred in Western, Central and Charnwood.

Table 3: Total incidents – September 2024

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Sep 2024
1.1	Total incidents	123	118	145	61	22	25	37	68	119	48	76	842

Chart 1: The total number of incidents by day in September 2024 shows the number of incidents by day, ranging from 16 at its lowest in a day on 29 September, to 43 incidents at its peak on 21 September. The number of incidents has increased slightly as the month has progressed. On average, there were 28.06 incidents attended each day.

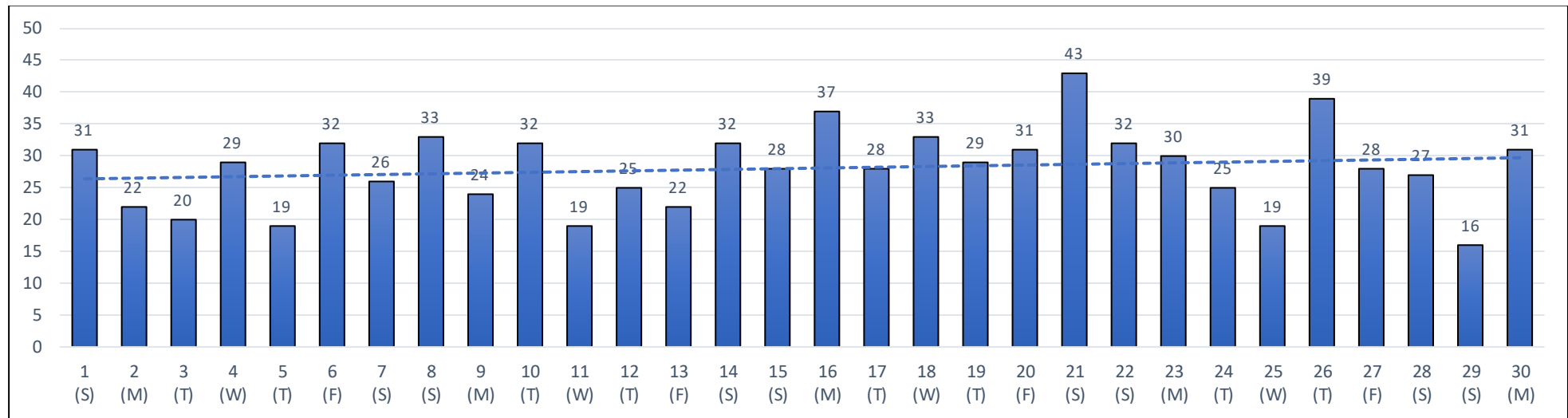
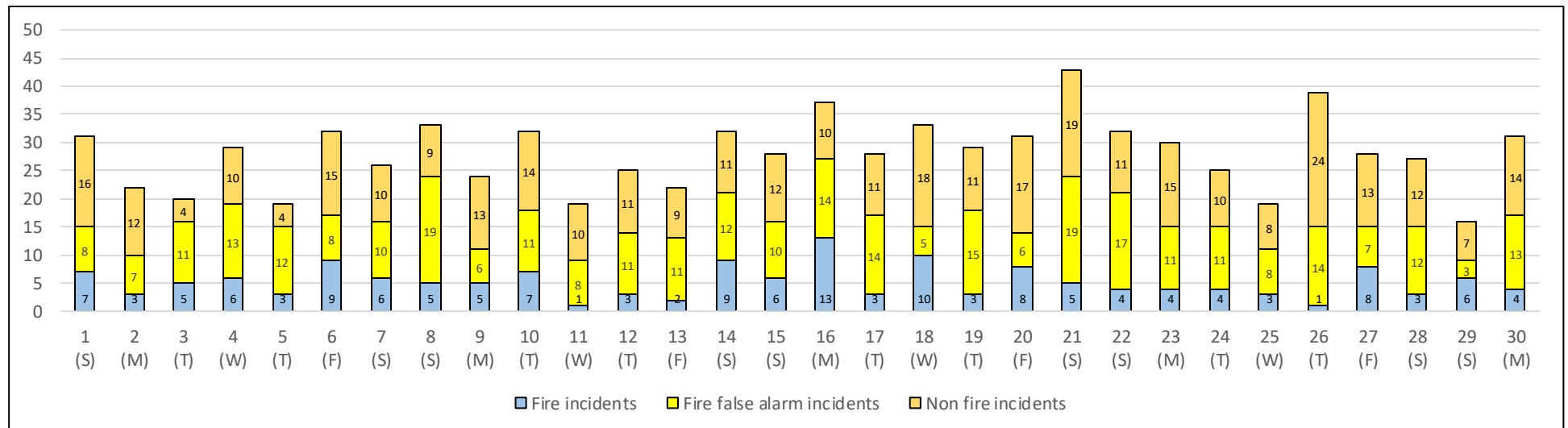


Chart 2: The total number of incidents broken down by type and day in September 2024 show incidents broken down into fire incidents, fire false alarm incidents and non-fire incidents.



1.2 Fire incidents – April to September 2024

Of the 1157 fire incidents April to September 2024, 551 were primary fires, 590 were secondary fires and 16 were chimney fires. Most incidents occurred in Western, Charnwood and Eastern. The 3-year average is 1365, so in comparison to this, there are 208 fewer incidents. Historically, secondary fires increase during the summer months with the increase in warmer weather. However, this year the summer has not really happened with no significant periods of hot prolonged weather, so the number of secondary fires has remained extremely low compared to recent previous summers.

Table 4: Fire incidents – April to September 2024

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Apr to Sep 2024
I.2	Fire incidents	128	131	208	101	45	51	48	81	193	81	90	1157
a	Primary fire incidents	42	56	92	62	16	27	36	44	75	51	50	551
b	Secondary fire incidents	85	75	115	37	28	23	9	36	114	30	38	590
c	Chimney fire incidents	1	0	1	2	1	1	3	1	4	0	2	16

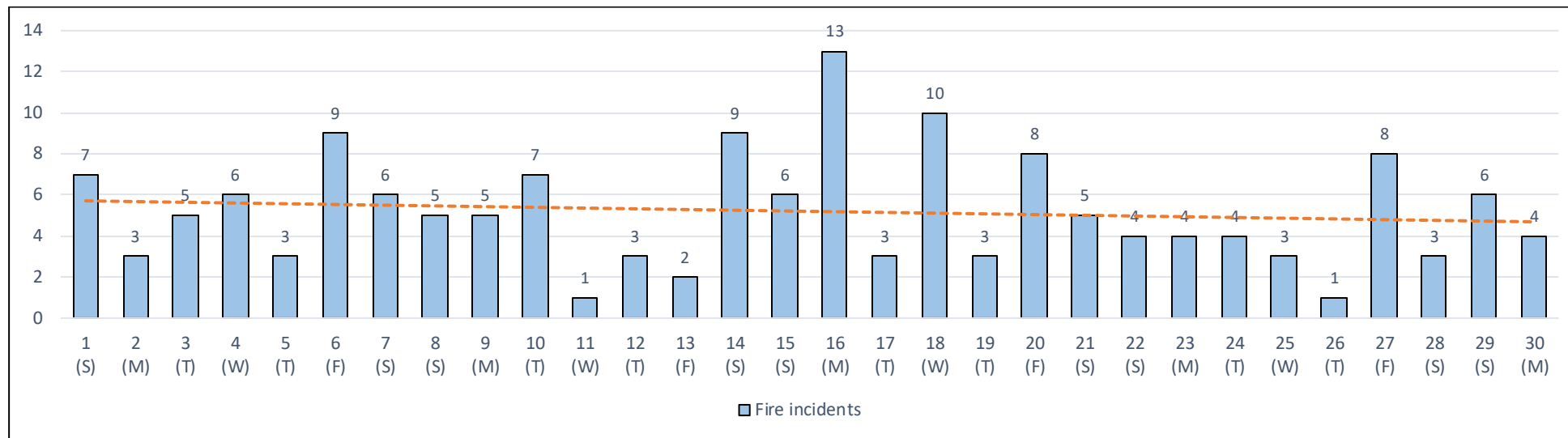
September 2024

Of the 156 incidents in September, 89 (57%) were primary fires, 66 (42%) were secondary fires and 1 (1%) was a chimney fire. Most incidents occurred in Western, Charnwood and Eastern. This is a reduction of 97 incidents from August (253).

Table 5: Fire incidents – September 2024

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Sep 2024
I.2	Fire incidents	18	19	34	16	3	3	4	12	25	10	12	156
a	Primary fire incidents	9	10	17	10	2	3	4	9	8	7	10	89
b	Secondary fire incidents	8	9	17	6	1	0	0	3	17	3	2	66
c	Chimney fire incidents	1	0	0	0	0	0	0	0	0	0	0	1

Chart 3: The total number of fire incidents by day in September 2024 show the number of incidents by day, ranging from 1 incident in a day on 11 September and 26 September, to 13 incidents at its peak on 16 September. The number of incidents has decreased as the month has progressed. On average, there were 5.20 fire incidents attended each day.



1.2a Primary fire incidents

There were 89 primary fire incidents in September, which is 19 lower than August (108). Of these, 66 were accidental fires, 21 were deliberate fires and 2 were not known. Western had the most incidents with 17, followed by Eastern 10, Harborough 10 and North West Leicester 10.

Of the 66 accidental fires, the main property categories were dwelling 31 and road vehicle 18. The main fire cause show cooker incl. oven 9 and electrical fault 9. The main ignition source show vehicles only 17, cooking appliance 15 and electricity supply 9. The main times of the incidents show 9 of the incidents occurring between the hours of 12.00pm – 1.00pm.

Of the 21 deliberate fires, the main property categories were road vehicle 10 and non-residential 5. Of the 5 non-residential fires, all 5 were at prisons. The main times of the incidents show 3 of the incidents occurring between the hours of 5.00pm – 6.00pm and 8.00pm – 9.00pm each.

Of the 2 not known fires, the property categories were car 1 and on-residential 1. The causes were classed as not known and both occurred late at night.

1.2b Secondary fire incidents

There were 66 secondary fire incidents in September, which is 79 lower than August (145). Of these, 28 were accidental fires and 38 were deliberate fires. The number of deliberate secondary fires historically has always increased when there are prolonged periods of warmer

weather. September has seen the odd hot day, but no prolonged periods of warmer weather and temperatures are down on previous years. Western and Charnwood had the most incidents with 17 each, followed by Eastern 9.

Of the 28 accidental fires, the main types of property were grassland woodland and crops 11, outdoor structures 10 and other outdoors (inc land) 6. The main times of the incidents show 4 of the incidents occurring between the hours of 11.00am – 12.00pm and 7.00pm – 8.00pm each.

Of the 38 deliberate fires, the main types of property were other outdoors (inc land) 16, grassland woodland and crops 13 and outdoor structures 7. There were 3 deliberate secondary fires on Glengarry Way in Western Ward. The main times of the 38 incidents show 6 of the incidents occurring between the hours of 6.00pm – 7.00pm.

1.2c Chimney fire incidents

There was 1 chimney fire incident in September, which is 1 more than an August (0). The chimney fire was in Central.

1.3 Fire false alarms – April to September 2024

Of the 1745 fire false alarm incidents April to September 2024, 896 were due to apparatus, 785 were good intent and 64 were malicious. Most incidents occurred in Central. Eastern, Charnwood and Western. The 3-year average is 1577, so compared to the average, figures have increased by 168.

Table 6: Fire false alarms – April to September 2024

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Apr to Sep 2024
I.3	Fire false alarms	314	298	247	126	65	51	69	122	247	110	96	1745
A	Due to apparatus	215	141	125	64	28	28	41	60	116	45	33	896
B	Good intent	82	144	109	57	33	19	26	61	127	64	63	785
C	Malicious attended	17	13	13	5	4	4	2	1	4	1	0	64

September 2024

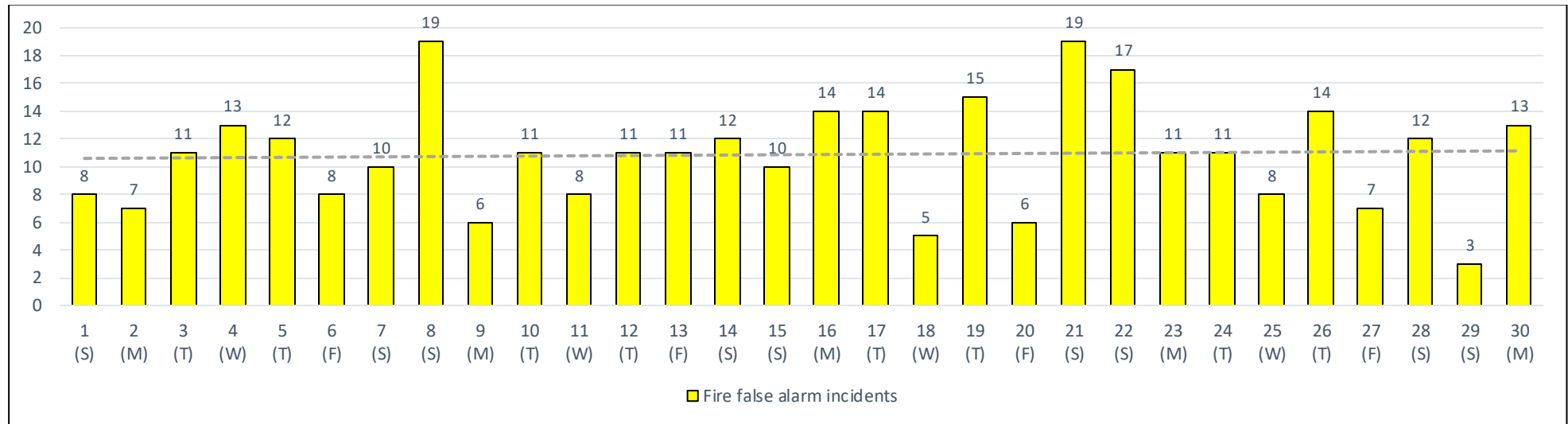
Of the 326 fire false alarm incidents in September, 172 were due to apparatus, 143 were good intent and 11 were malicious. Most incidents occurred in Eastern, Central and Charnwood. There were 318 in August, so September has seen an increase of 8. Fire false alarms to

repeat addresses has been supplied which highlights addresses like Church Court in the City with 8 fire false alarms in September (4 cooking/burnt toast).

Table 7: Fire false alarms – September 2024

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Sep 2024
I.3	Fire false alarms	60	61	44	20	9	7	15	21	54	12	23	326
A	Due to apparatus	47	34	19	6	4	3	8	11	25	7	8	172
B	Good intent	13	23	22	13	4	4	7	10	27	5	15	143
C	Malicious attended	0	4	3	1	1	0	0	0	2	0	0	11

Chart 4: The total number of fire false alarm incidents by day in September 2024 show the number of incidents by day, ranging from 3 at its lowest in a day on 29 September, to 19 incidents at its peak on 8 September and 21 September. The number of incidents has increased as the month has progressed. On average, there were 10.87 incidents attended each day.



1.3a Due to apparatus

There were 172 false alarms due to apparatus in September, an increase of 23 from August (149). Of these, the main categories were dwelling 98, non-residential 41 and other residential 32.

Of the false alarms due to apparatus, the main causes were faulty 41, cooking/burnt toast 26 and unknown 25. The main times of the incidents show 40 of the incidents occurring between the hours of 5.00pm – 8.00pm.

1.3b Good intent

There were 143 good intent false alarms in September, a decrease of 9 from August (152). Of these, the main categories were dwelling 89, grassland, woodland and crops 12 and other outdoors (inc land) 11.

Of the good intent false alarms, the main causes were other 43, controlled burning 19 and other cooking 19. The main times of the incidents show 14 of the incidents occurring between 12.00pm – 1.00pm, 4.00pm – 5.00pm and 7.00pm – 8.00pm each.

1.3c Malicious attended

There were 11 malicious false alarms in September, a decrease of 6 from August (17). Of these, 4 were in Eastern, 3 were in Western, 2 were in Charnwood, 1 was in Harborough and 1 was in Melton.

1.4 Non-fire incidents – April to September 2024

Of the 1917 non-fire incidents April to September 2024, 73 were non-fire false alarms and 1844 were special service. The table below shows the most incidents occurred in Western, Charnwood and Central. The 3-year average is 1718, so compared to the average, figures have increased by 199. Data is provided for road traffic collision incidents, flooding incidents, medical incident - co-responder/first responder incidents and collaboration incidents. Collaboration incidents is further broken down by assist other agency incidents, effecting entry / exit incidents and suicide / attempts incidents. These 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 September 2024

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Apr to Sep 2024
1.4	Non-fire incidents	240	238	300	135	87	83	68	170	287	141	168	1917
a	Non-fire false alarms	10	7	15	4	0	6	3	7	11	4	6	73
b	Special service	230	231	285	131	87	77	65	163	276	137	162	1844
-	Road traffic collision (RTC)	22	35	25	46	20	14	17	53	61	52	45	390
-	Flooding	17	24	22	3	1	6	3	6	7	3	1	93
-	Medical incident - co-responder/first responder	10	5	13	5	5	4	10	7	11	10	15	95

-	Collaboration incidents	87	100	121	34	43	32	21	54	113	40	55	700
-	Assist other agencies	41	54	76	23	32	17	13	35	78	23	41	433
-	Effecting entry / exit	33	44	39	9	4	13	5	13	34	16	11	221
	Suicide/attempts	13	2	6	2	7	2	3	6	1	1	3	46

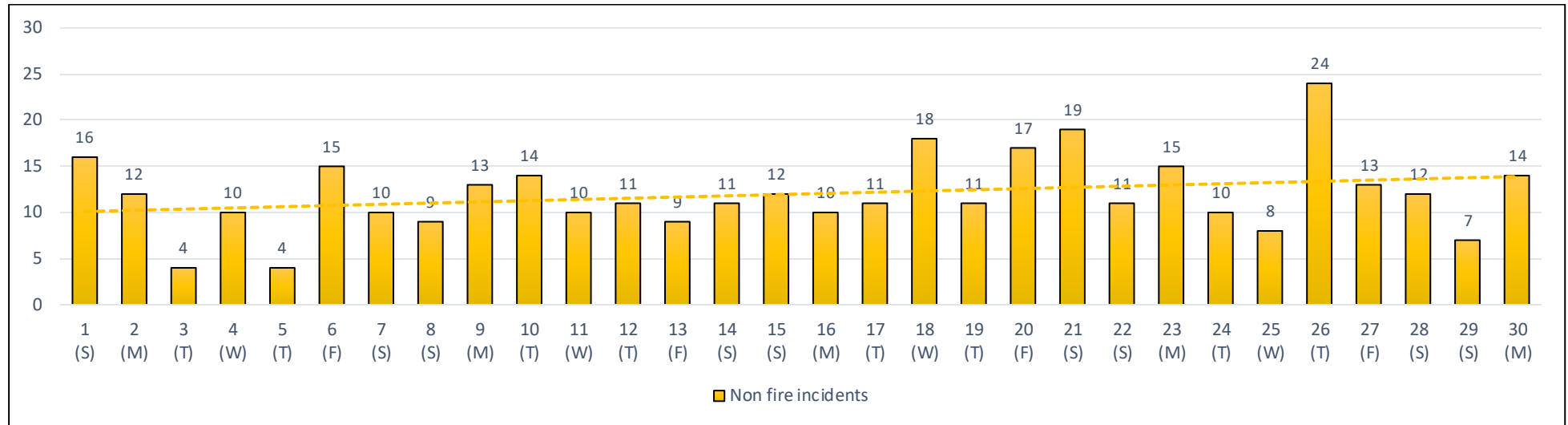
September 2024

Of the 360 incidents in September, 13 were non-fire false alarms and 347 were special service. Looking at the table below, the most incidents occurred in Western, Central and Charnwood. There were 287 in August, so September has seen an increase of 73.

Table 9: Non-fire incidents – September 2024

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Sep 2024
1.4	Non-fire incidents	45	38	67	25	10	15	18	35	40	26	41	360
a	Non-fire false alarms	3	1	3	1	0	0	1	1	1	1	1	13
b	Special service	42	37	64	24	10	15	17	34	39	25	40	347
-	Road traffic collision (RTC)	3	3	3	8	2	4	4	11	9	9	14	70
-	Flooding	4	7	6	2	0	0	1	5	1	1	0	27
-	Medical incident - co-responder/first responder	2	0	1	3	1	1	3	0	0	0	1	12
-	Collaboration incidents	11	18	32	6	4	6	6	8	11	7	11	120
-	Assist other agencies	3	9	18	4	3	5	4	5	7	5	8	71
-	Effecting entry / exit	8	9	13	2	1	0	1	2	4	1	3	44
	Suicide/attempts	0	0	1	0	0	1	1	1	0	1	0	5

Chart 5: The total number of non-fire incidents by day in September 2024 show the number of incidents by day, ranging from 4 at its lowest in a day on 3 September and 5 September, to 24 incidents at its peak on 26 September. Of the 24 incidents on the 26 September 12 were flooding incidents. The number of incidents has increased slightly as the month has progressed. On average, there were 12.00 incidents attended each day.



1.4a Non-fire false alarms

Of the 13 non-fire false alarms in September, 3 were in Central, 3 in Western, 1 in Blaby, 1 in Charnwood, 1 in Eastern, 1 in Harborough, 1 in Hinckley and Bosworth, 1 in North West Leicester and 1 in Rutland. This is an increase of 2 from August (11).

1.4b Special service

There were 347 special service incidents in September, an increase of 71 from August (276). Of these, there were 71 assist other agency incidents, 70 road traffic collision incidents and 44 effecting entry/exit incidents. Western had the most incidents with 64, followed by Central 42 and North West Leicester 40. The number of road traffic collision incidents has increased with 390 April to September 2024, compared to the 3-year average of 359. Flooding incidents has had 93 incidents April to September 2024, compared to the 3-year average of 84. Medical incident - co-responder/first responder has had 95 incidents April to September 2024, compared to the 3-year average of 132. Collaboration incidents has had 700 incidents April to September 2024, compared to the 3-year average of 612. Assist other agency incidents has had 433 incidents April to September, compared to the 3-year average of 378. 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 incidents where the Service was called by members of the public has had 221 incidents April to September 2024, compared to the 3-year average of 188. There have been 46 suicide / attempt incidents April to September 2024, compared to the 3-year average of 46 and of those, there were 9 actual suicides, compared to the 3-year average of 7.

2.1 Fatalities in fires – April to September 2024

There have been 2 fatalities in fires recorded during April to September 2024. This is the same as the 3-year average of 2 fatalities. The first fire fatality occurred on the morning of 10 September 2024 in Abbey Ward Leicester. Several calls were received reporting a fire in a third-floor loft room conversion, with one young child initially unaccounted for. Four breathing apparatus teams were deployed, with two hose reel jets used to extinguish the fire. Additional assistance messages were sent requesting four additional pumps and one high-reach appliance to access the roof of the building affected by the fire. Unfortunately, one fatality was confirmed by a doctor at the scene. Three adults and eight children were transported to LRI by ambulance. Nine dogs were also rescued and handed over to the police. A JESIP meeting, which establishes multi agency working was conducted with Police, Fire, and EMAS.

The second fire fatality occurred on the evening of 14 September 2024 in Twycross and Witherley with Sheepy Ward. Control received a call from Warwickshire Fire and Rescue Service, reporting a car fire at a location and were unsure whether it was in LFRS or Warwickshire’s area. Warwickshire attended with no LFRS appliance attending. Warwickshire confirmed this was an RTC with a person trapped within a vehicle on fire. The incident was confirmed as Kilo 1 and was a private motor vehicle involved in a RTC, off the road and well alight. Incident was confirmed in Leicestershire area and after consultation with Police, the Serious Collision Unit attended to carry out their investigation and a Station Manager from LFRS was mobilised to assist with this.

2.2 Non-fatal casualties in fires – April to September 2024

There have been 22 non-fatal casualties in fires April to September 2024. This is 6 lower than the 3-year average of 28. Of the 22 non-fatal casualties, 6 have occurred in fires in North West Leicester, 4 in Harborough, 3 in Eastern, 3 in Rutland, 2 in Hinckley and Bosworth, 2 in Western, 1 in Central and 1 in Charnwood. Out of the 22 non-fatal casualties in fires, 10 casualties occurred in road vehicles, 7 occurred in dwellings, 4 non-residential (2 HMP Prison Stocken) and 1 other outdoors (including land). Of the 22 non-fatal casualties, 12 were accidental, 8 were deliberate, and 2 were not known, with the circumstances leading to the injuries showing the main categories were caused by vehicle crash or collision 6, heat source and combustibles brought together deliberately 5 and other 5.

Table 10: Non-fatal casualties in fires – April to September 2024

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Apr to Sep 2024
2.2	Non-fatal casualties in fires	1	3	2	4	0	0	3	0	1	2	6	22

September 2024

There were 0 non-fatal casualties in fires in September, compared to 3 in August.

2.3 Fatalities in non-fire incidents – April to September 2024

There have been 45 fatal casualties in non-fire incidents April to September 2024. This is 14 more than the 3-year average of 31. Of the 45 fatalities, the main categories attended were assist other agencies 19, suicide/attempts 9 and effecting entry/exit 7. There were 7 in Western, 6 in Blaby, 6 in North West Leicester, 5 in Harborough, 4 in Central, 4 in Hinckley and Bosworth, 4 in Melton, 3 in Eastern, 2 in Oadby and Wigston, 2 in Charnwood and 2 in Rutland.

Table 11: Fatalities in non-fire incidents – April to September 2024

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Apr to Sep 2024
2.3	Fatalities in non-fire incidents	4	3	7	5	4	2	2	6	2	4	6	45

September 2024

There were 6 fatalities in non-fire incidents in September, compared to 4 in August.

Of the 6 fatalities, 2 were attended to assist other agencies, 1 was suicide/attempts, 1 was effecting entry/exit, 1 was rescue or evacuation from water and 1 was road traffic collision. There were 2 in Rutland, 2 in North West Leicester, 1 in Eastern and 1 in Western.

Table 12: Fatalities in non-fire incidents – September 2024

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Sep 2024
2.3	Fatalities in non-fire incidents	0	1	1	0	0	0	2	0	0	0	2	6

2.4 Non-fatal casualties in non-fire incidents – April to September 2024

There have been 314 non-fatal casualties in non-fire incidents April to September 2024. This is 38 lower than the 3-year average of 352. Of the main property types of non-fatal casualties, 174 were road vehicle, 98 were dwellings and 16 were other outdoors (including land). Charnwood and Hinckley and Bosworth have had most non-fatal casualties with 41 each. These can be related somewhat to the high number of road traffic collisions.

Table 13: Non-fatal casualties in non-fire incidents – April to September 2024

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Apr to Sep 2024
2.4	Non-fatal casualties in non-fire incidents	29	27	23	32	24	6	21	33	41	41	37	314

September 2024

There were 43 non-fatal casualties in non-fire incidents in September, compared to 46 in August.

Of the 43 non-fatal casualties, the main property types of non-fatal casualties were road vehicle 21 and dwelling 17. The districts with the most non-fatal casualties in non-fire incidents in September was Harborough 10, Eastern 5, Hinckley and Bosworth 5, North West Leicester 5 and Western 5.

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

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Sep 2024
2.4	Non-fatal casualties in non-fire incidents	1	5	5	10	0	3	5	2	2	5	5	43

2.5 Number of TRiM (Trauma Risk Management) – April to September 2024

There have been 13 TRiM notifications April to September 2024. This is 57 lower than the average of the previous 3 years figures of 70 during the same period.

September 2024

There was a total of 1 notification that came from different sources in September, compared to 2 in August. The incident was referred following a child fatality. In total 3 stations and control were visited, with no issues identified. A telephone conversation was held with an individual and support offered. No issues were identified.

2.6 Number of LFRS employees injured whilst attending incidents – April to September 2024

There have been 8 personal injuries whilst attending incidents April to September 2024. This is 1 lower than the 3-year average of 9. Of the 8 personal injuries, all 8 were classed as minor.

The personal injuries were categorised further as suffered multiple insect bites whilst attending a water rescue incident 3, injury to ankle whilst attending a special service incident for EMAS 1, injured by foreign object being carried from the smoke plume into left eye 1, injured slipped and twisted ankle on grass verge 1, injured stepping on fork causing handle to flip up and hit head on right hand side above eye 1 and injured whilst attending domestic fire incident with reddened and small blister to right ear.

Based on the RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013) reporting, all 8 injuries resulted in no sickness or modified duties.

September 2024

There were 2 personal injuries whilst attending incidents in September, compared to 0 in August. Both personal injuries were classed as minor. These were categorised further as injured stepping on fork causing handle to flip up and hit head on right hand side above eye 1 and injured whilst attending domestic fire incident with reddened and small blister to right ear. Based on the RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013) reporting, both resulted in no sickness or modified duties.

3.1 Number of emergency calls received – April to September 2024

There have been 10417 emergency calls received April to September 2023. This is 42 lower than the 3-year average of 10459.

September 2024

There were 1839 emergency calls received in September, which is 66 more than August (1773). 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 all Primary Dwelling fire life threatening incidents – April to September 2024

There have been 30 primary dwelling fire life threatening incidents April to September 2024. This is the same as the 3-year average of 30. The total average response time for the 30 incidents was 8 minutes 11 seconds, compared to the 3-year average of 8 minutes 26 seconds.

The average response time to primary dwelling fire life threatening incidents is currently 1 minute 49 seconds under the Annual target of 10 minutes.

The 8 minutes 11 seconds can be broken down further:

Average call handling was 1 minute 36 seconds, an increase of 9 seconds on the 3-year average time (1 minute 27 seconds) and a reduction of 24 seconds on the annual target time (2 minutes 0 seconds).

Average mobilisation time was 1 minute 2 seconds, a reduction of 17 seconds on the 3-year average time (1 minute 19 seconds) and a reduction of 58 seconds on the annual target time (2 minutes 0 seconds).

Average drive time was 5 minutes 33 seconds, a reduction of 7 seconds on the 3-year average time (5 minutes 40 seconds) and a reduction of 27 seconds on the annual target time (6 minutes 0 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 and personnel provide details. This picks up any anomalies with the system and highlights any possible areas of concern.

Table 15: The total average response times of all Primary Dwelling fire life threatening incidents (mins) – April to September 2024

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Apr to Sep 2024
3.2	The total average response times of life threatening incidents (mins)	7:44	6:45	6:30	7:21	6:56	0:00	0:00	8:01	9:27	11:03	12:41	8:11
a	Average call handling time	1:07	2:00	1:34	1:41	1:02	0:00	0:00	1:32	1:12	1:42	1:39	1:36
b	Average appliance mobilisation time	1:07	0:57	0:43	1:00	1:47	0:00	0:00	1:06	1:09	0:52	0:55	1:02
c	Average time to drive to the incident	5:30	3:48	4:13	4:40	4:07	0:00	0:00	5:23	7:06	8:29	10:07	5:33
d	Number of life threatening incidents attended	3	7	6	4	1	0	0	2	3	2	2	30

59

September 2024

There have been 5 primary dwelling fire life threatening incidents in September 2024. This is 1 more than August (4). The total average response time for the 5 incidents was 8 minutes 8 seconds, compared to 7 minutes 45 seconds in August.

The 8 minutes 8 seconds can be broken down further:

Average call handling was 1 minute 42 seconds, an increase of 30 seconds on the time in August (1 minute 12 seconds).

Average mobilisation time was 1 minute 12 seconds, a reduction of 21 seconds on the time in August (1 minute 33 seconds).

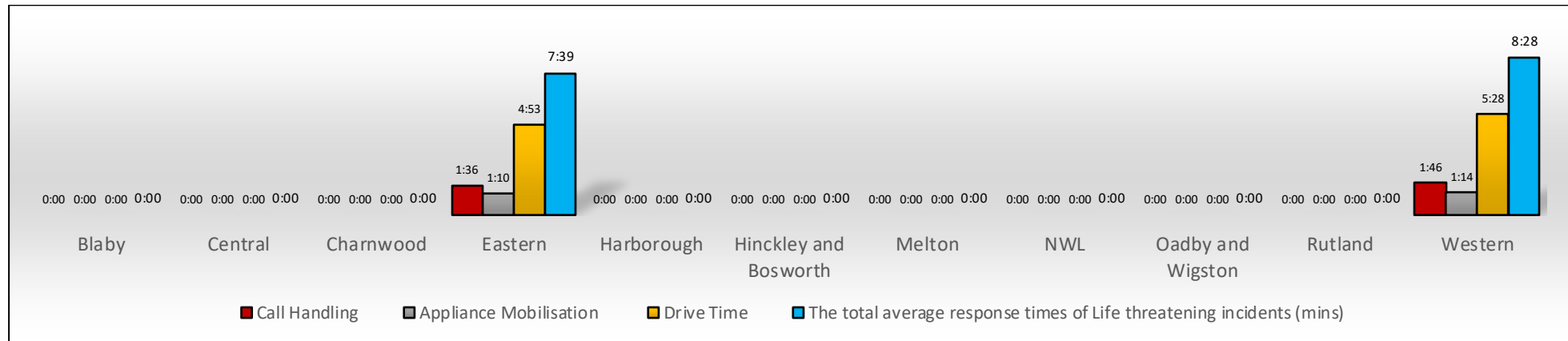
Average drive time was 5 minutes 14 seconds, an increase of 14 seconds on the time in August (5 minutes 0 seconds).

Please note that small numbers are being analysed.

Table 16: The total average response times of all Primary Dwelling fire life threatening incidents (mins) – September 2024

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Apr to Sep 2024
3.2	The total average response times of life threatening incidents (mins)	0:00	7:39	8:28	0:00	0:00	0:00	0:00	0:00	0:00	0:00	0:00	8:08
a	Average call handling time	0:00	1:36	1:46	0:00	0:00	0:00	0:00	0:00	0:00	0:00	0:00	1:42
b	Average appliance mobilisation time	0:00	1:10	1:14	0:00	0:00	0:00	0:00	0:00	0:00	0:00	0:00	1:12
c	Average time to drive to the incident	0:00	4:53	5:28	0:00	0:00	0:00	0:00	0:00	0:00	0:00	0:00	5:14
d	Number of life threatening incidents attended	0	2	3	0	0	0	0	0	0	0	0	5

Chart 7: The total average response times of all Primary Dwelling fire life threatening incidents in September 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 Western shows the longest average response time.



3.3 The total average response times of all “other types” life threatening incidents – April to September 2024

There have been 426 all “other types” life threatening incidents April to September 2024. This is 45 more than the 3-year average of 381. The total average response time for the 426 incidents was 10 minutes 44 seconds, compared to the 3-year average of 10 minutes 43 seconds.

The average response time to all “other types” life threatening incidents is 1 minute 16 seconds under the Annual target of 12 minutes.

The 10 minutes 44 seconds can be broken down further:

Average call handling was 2 minutes 30 seconds, an increase of 17 seconds on the 3-year average time (2 minutes 13 seconds) and an increase of 30 seconds on the annual target time (2 minutes 0 seconds).

Average mobilisation time was 1 minute 27 seconds, a reduction of 1 second on the 3-year average time (1 minute 28 seconds) and a reduction of 33 seconds on the annual target time (2 minutes 0 seconds).

Average drive time was 6 minutes 47 seconds, a reduction of 15 seconds on the 3-year average time (7 minutes 2 seconds) and a reduction of 1 minute 13 seconds on the annual target time (8 minutes 0 seconds).

The 426 all “other types” life threatening incidents average response time of 10 minutes 44 seconds can also be broken down by incident type:

10 Fire incidents attended with an average response time of 10 minutes 15 seconds.

29 Fire false alarm incidents attended with an average response time of 8 minutes 56 seconds.

387 Non-fire incidents attended with an average response time of 10 minutes 54 seconds.

Of the 387 non-fire incidents, there were 275 Road traffic collision incidents with an average response time of 11 minutes 8 seconds.

Table 17: The total average response times of all “other types” life threatening incidents (mins) – April to September 2024

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Apr to Sep 2024
3.3	The total average response times of non-life threatening incidents (mins)	8:38	7:40	9:14	12:37	11:20	9:44	12:24	12:44	11:21	10:58	11:31	10:44
a	Average call handling time	2:36	2:05	2:29	2:43	2:31	2:20	2:23	2:47	2:41	2:23	2:14	2:30
b	Average appliance mobilisation time	1:18	0:56	1:28	1:51	1:53	1:19	1:37	1:20	1:14	1:39	1:47	1:27
c	Average time to drive to the incident	4:44	4:39	5:17	8:03	6:56	6:05	8:24	8:37	7:26	6:56	7:30	6:47
d	Number of non-life threatening incidents attended	44	43	40	38	22	15	15	52	65	44	48	426

September 2024

There have been 84 all “other types” life threatening incidents in September. This is 14 more than August (70).

The total average response time for the 84 incidents was 11 minutes 13 seconds, compared to 10 minutes 35 seconds in August.

The 11 minutes 13 seconds can be broken down further:

Average call handling was 2 minutes 29 seconds, an increase of 14 seconds on the time in August (2 minutes 15 seconds).

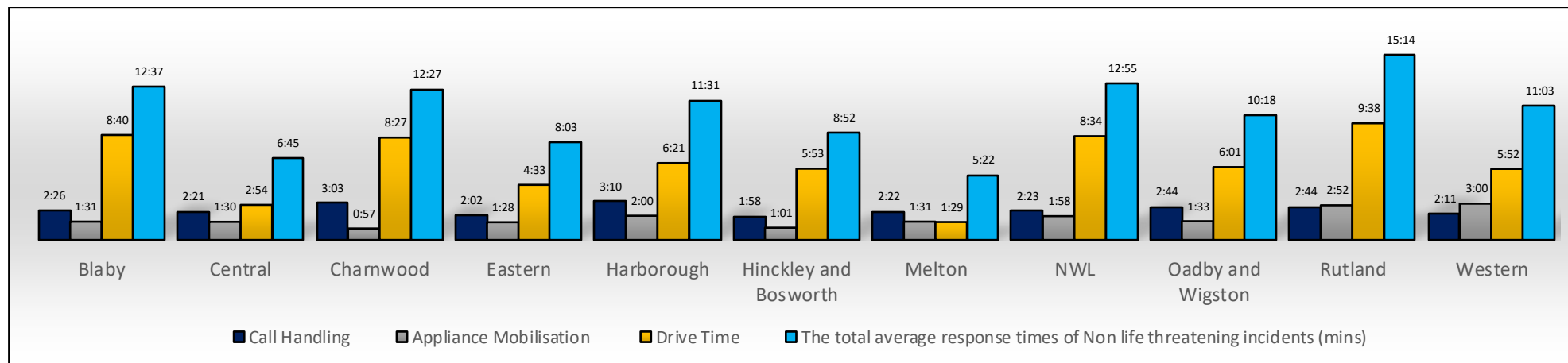
Average mobilisation time was 1 minute 44 seconds, an increase of 34 seconds on the time in August (1 minute 10 seconds).

Average drive time was 7 minutes 00 seconds, a reduction of 10 seconds on the time in August (7 minutes 10 seconds).

Table 18: The total average response times of all “other types” life threatening incidents (mins) – September 2024

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Sep 2024
3.3	The total average response times of non-life threatening incidents (mins)	6:45	8:03	11:03	11:31	5:22	10:18	15:14	12:37	12:27	8:52	12:55	11:13
a	Average call handling time	2:21	2:02	2:11	3:10	2:22	2:44	2:44	2:26	3:03	1:58	2:23	2:29
b	Average appliance mobilisation time	1:30	1:28	3:00	2:00	1:31	1:33	2:52	1:31	0:57	1:01	1:58	1:44
c	Average time to drive to the incident	2:54	4:33	5:52	6:21	1:29	6:01	9:38	8:40	8:27	5:53	8:34	7:00
d	Number of non-life threatening incidents attended	5	4	8	8	1	8	3	15	8	9	15	84

Chart 8: The total average response times of all “other types” life threatening incidents in September 2024 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 Rutland shows the longest average response time.



3.5 The % availability of Wholetime fire appliances – April to August 2024

For April to August 2024, Wholetime fire appliances have been available 97.99% of the time due to crewing, a reduction of 0.51% 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.

The % availability of Wholetime fire appliances is currently 2.01% under the Annual target of 100.00%.

Table 19: The % availability of Wholetime fire appliances – April to August 2024

Station	Appliance	Type	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Total
Castle Donington	18P1	Wholetime	100.00%	100.00%	100.00%	100.00%	100.00%								100.00%
Birstall	19P2	Wholetime	100.00%	100.00%	97.50%	100.00%	100.00%								99.51%
Loughborough	20P1	Wholetime	93.20%	99.20%	100.00%	97.32%	98.79%								97.72%
Loughborough	20P3	Wholetime	83.20%	77.83%	91.95%	64.12%	82.66%								79.85%
Melton	21P1	Wholetime (07.00 – 19.00)	100.00%	100.00%	100.00%	99.73%	100.00%								99.95%
Eastern	23P1	Wholetime	100.00%	99.60%	100.00%	100.00%	100.00%								99.92%
Eastern	23P2	Wholetime	98.75%	96.38%	95.28%	85.89%	98.12%								94.86%
Western	24P1	Wholetime	99.87%	99.20%	100.00%	100.00%	99.20%								99.65%
Coalville	25P1	Wholetime	100.00%	99.74%	99.86%	97.72%	99.87%								99.43%
Central	30P1	Wholetime	100.00%	100.00%	100.00%	100.00%	100.00%								100.00%
Central	30P2	Wholetime	99.03%	95.16%	100.00%	99.74%	98.66%								98.50%
Wigston	31P1	Wholetime	100.00%	100.00%	100.00%	100.00%	99.87%								99.97%
Oakham	33P1	Wholetime	100.00%	100.00%	100.00%	100.00%	98.79%								99.75%
Market Harborough	36P1	Wholetime (07.00 – 19.00)	100.00%	100.00%	100.00%	99.20%	99.74%								99.79%
Lutterworth	37P1	Wholetime (07.00 – 19.00)	100.00%	99.73%	100.00%	100.00%	100.00%								99.95%
Hinckley	38P1	Wholetime	100.00%	99.87%	100.00%	100.00%	99.87%								99.95%
Southern	40P1	Wholetime	100.00%	99.60%	100.00%	100.00%	100.00%								99.92%
Total			98.33%	97.84%	99.01%	96.40%	98.43%								97.99%

August 2024

For August, Wholetime fire appliances have been available 98.43% of the time due to crewing, an increase of 2.03% compared to July (96.40%).

3.6 The % availability of On-Call fire appliances – April to August 2024

For April to August 2024, On-Call fire appliances have been available 64.45% of the time due to crewing, a decrease of 0.55% compared to the 3-year average (65.00%). Please note these figures are calculated based purely on the crew/skill availability. Any unavailability due to mechanical reasons is not included.

The % availability of On-Call fire appliances is currently 35.55% under the Annual target of 100.00%.

Table 20: The % availability of On-Call fire appliances – April to August 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%	100.00%	100.00%	100.00%	100.00%								100.00%
	21P2	On-Call	94.31%	98.06%	95.15%	91.59%	89.66%								93.74%
	Total	On-Call Station	97.09%	98.26%	98.34%	96.56%	96.78%								97.40%
Coalville	25P2	On-Call	78.48%	76.75%	64.72%	66.27%	74.87%								72.23%
Ashby	26P2	On-Call	73.89%	79.17%	48.34%	39.58%	67.88%								61.78%
Shepshed	28P2	On-Call	67.92%	63.58%	65.84%	56.72%	62.50%								63.27%
Wigston	S31P2 as PRL	On-Call	50.14%	50.14%	45.42%	47.58%	48.26%								48.31%
	S31P2 as TRV++	On-Call	23.89%	24.59%	19.31%	20.31%	-								22.27%
	Either	Total	74.03%	74.73%	64.73%	57.25%	48.26%								63.73%
Billesdon	32P3	On-Call	34.87%	36.70%	45.70%	42.97%	49.47%								41.96%
Oakham	33P3	On-Call	74.73%	71.37%	60.98%	57.82%	74.06%								67.79%
Uppingham	34P2	On-Call	58.48%	50.54%	54.17%	47.36%	49.47%								51.95%
	34P3	On-Call	26.94%	34.41%	29.58%	40.42%	32.39%								32.81%
	Either	Total	85.42%	84.95%	83.75%	87.78%	81.86%								84.75%
Kibworth	35P2	On-Call	45.70%	51.35%	40.42%	49.17%	44.63%								46.30%

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Market Harborough	36P1	On-Call (19.00 – 07.00)	86.95%	86.39%	86.12%	52.42%	72.05%											76.66%
	36P3	On-Call	9.45%	8.56%	6.67%	9.28%	7.40%											8.27%
	Total	On-Call Station	52.92%	51.75%	48.34%	34.95%	43.42%											46.22%
Lutterworth	37P1	On-Call (19.00 – 07.00)	99.45%	99.60%	99.31%	99.86%	98.65%											99.37%
	37P3	On-Call	68.34%	67.68%	65.91%	60.02%	54.85%											63.31%
	Total	On-Call Station	72.50%	75.14%	73.34%	69.63%	65.06%											71.11%
Hinckley	38P2	On-Call	45.84%	39.79%	36.25%	26.95%	32.53%											36.21%
	38P3	On-Call	22.64%	23.66%	29.03%	27.64%	30.78%											26.76%
	Either	Total	68.48%	63.45%	65.28%	54.59%	63.31%											62.97%
Market Bosworth	39P2 as PRL	On-Call	52.92%	48.93%	39.17%	39.59%	32.26%											42.53%
	39P2 as TRV	On-Call	35.97%	28.90%	23.33%	28.33%	26.21%											28.53%
	Either	Total	88.89%	77.83%	62.50%	67.92%	58.47%											71.06%
Total			67.85%	68.77%	62.94%	59.80%	62.93%											64.45%

August 2024

For August, On-Call fire appliances have been available 62.93% of the time due to crewing, an increase of 3.13% compared to July (59.80%).

3.7 The % of people overall satisfied with our response – April to September 2024

We have received 96 public responses to our After the Incident Survey April to September 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 the same as 3-year average figure of 100%. Any dissatisfaction taken place is investigated and appropriate action taken place where required.

September 2024

For September, we have received 14 responses to our After the Incident Survey, which is 1 more than we have received in August (13). Of the 14 responses, all 14 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 September 2024

We have received 52 public responses to this question in our After the Incident Survey April to September 2024. 100% 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. This is 2% more than the 3-year average figure of 98%. Any dissatisfaction taken place is investigated and appropriate action taken place where required.

September 2024

For September, we have received 7 responses to this question in our After the Incident Survey, which is the same as we have received in August (7). Of the 7 responses, all 7 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 September 2024

We have received 88 public responses to this question in our After the Incident Survey for April to September 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 the same as the 3-year average figure of 100%. Any dissatisfaction taken place is investigated and appropriate action taken place where required.

September 2024

For September, we have received 12 responses to our After the Incident Survey, which is 1 more than we have received in August (11). Of the 12 responses, all 12 stated that they were 'satisfied or very satisfied' with the service they have received at the scene.

4.1 Home safety checks – April to September 2024

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

There have been 7618 home safety checks April to September 2024. This is 377 more than the 3-year average of 7241. The previous year shows there were 8129 home safety checks completed during the same period.

The annual target for 2024/25 is 13400 home safety checks. There have been 7618 home safety checks April to September 2024. This is 918 more than the target of 6700 home safety checks at this point of the year.

The 7618 home fire safety checks can be broken down further:

Successful initial 5276, a decrease of 291 home safety checks on last year's (5567).

Successful follow up 2197, a decrease of 243 home safety checks on last year's (2440).

Successful vulnerable person 145, an increase of 23 home safety checks on last year's (122).

Table 21: Home safety checks – April to September 2024

Ref	Key Corporate Indicator	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr to Sep 2024
4.1	Home safety checks	1299	1265	1253	1244	1303	1254							7618
a	Successful initial	968	833	883	836	933	823							5276
b	Successful follow up	304	410	339	386	348	410							2197
c	Successful vulnerable person	27	22	31	22	22	21							145

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

The 7618 home fire safety checks can be broken down further:

Stations 5621, a decrease of 48 home safety checks on last year's (5669).

Community safety educators 1901, a decrease of 247 home safety checks on last year's (2148).

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

Partners 83, a decrease of 215 home safety checks on last year's (298).

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

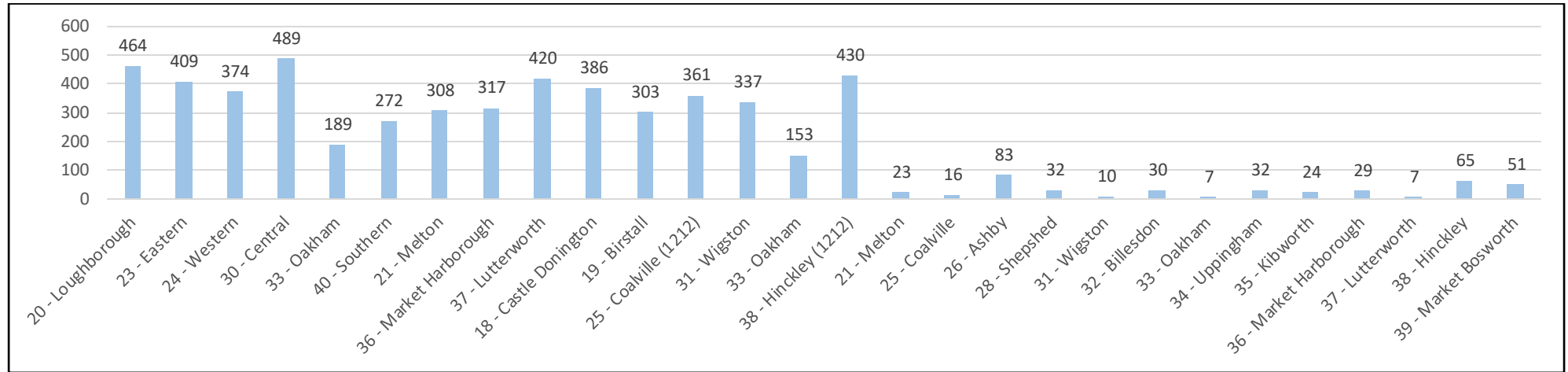
Other 13, a decrease of 1 home safety check on last year's (14).

Table 22: Home safety checks carried out by stations, community safety educators, control, partners, LFRS (website) and unknown – April to September 2024

Ref	Key Corporate Indicator	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr to Sep 2024
4.1	Home safety checks	1299	1265	1253	1244	1303	1254							7618
a	Stations	915	947	949	953	974	883							5621
b	CSE	361	304	292	281	313	350							1901
c	Control	0	0	0	0	0	0							0
d	Partners data	21	12	9	8	14	19							83
e	LFRS (Website)	0	0	0	0	0	0							0
f	Other	2	2	3	2	2	2							13

The 5621 home safety checks carried out April to September 2024 by stations are shown below.

Chart 9: The Total Successful HSCs by Station April to September 2024 shows the number home safety checks completed by stations, ranging from 7 to 489. The stations delivering the most home safety checks were Central 489, Loughborough 464 and Hinckley 430.



September 2024

For September, there were 1254 home safety checks, which is 49 lower than August (1303).

Of the 1254, there were 823 successful initial, 410 successful follow up and 21 successful vulnerable persons. There were 883 carried out by stations, 350 carried out by community safety educators, 19 were carried out by partners and 2 were other.

4.2 Home safety feedback surveys – April to September 2024

There have been 397 home safety feedback surveys April to September 2024. This is 546 lower than the 3-year average figure of 943.

Of the 397 surveys, 373 were first visits and 24 were repeat visits. Of the 373 first visits, 100% were 'satisfied' and of the 24 repeat visits, 100% were 'satisfied'. The previous year shows there were 738 surveys, with 668 first visits and 70 repeat visits.

September 2024

For September, we have received 40 home safety feedback surveys, which is 32 lower than in August (72). Of this, 38 were first visits in September, which is 31 lower than in August (69) and 100% were 'satisfied'. There were 2 repeat visits in September, which is 1 lower than in August (3) and 100% were 'satisfied'.

5.1 The % of fire safety audits that result in action plans and enforcement notices – April to September 2024

There have been 695 fire safety audits carried out April to September 2024 and there have been 92 action plans or enforcement notices. The number of fire safety audits carried out is 144 more than the 3-year average of 551 and the number of action plans or enforcement notices is 10 more than the 3-year average of 82.

The Annual target for 2024/25 is to complete 1040 fire safety audits. There have been 695 fire safety audits April to September 2024. This is 175 more than the annual target at this point of the year.

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'.

September 2024

For September, there were 101 fire safety audits carried out, which is 5 lower than in August (106). There were 13 action plans or enforcement notices issued, which 2 more than was issued in August (11).

5.2 Fire protection Survey – Overall how satisfied were you with the service received – April to September 2024

There have been 145 completed surveys received April to September 2024 and 144 were 'satisfied' with the service they have received and 1 was '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. Any dissatisfaction taken place is investigated and appropriate action taken place where required.

September 2024

For September, there were 20 completed surveys received and 19 were 'satisfied' with the service they have received and 1 was 'neither satisfied nor dissatisfied' with the service they have received. This is 5 more than were completed in August (15).

6.1 Average number of days/shifts lost to sickness by operational staff per person – April to September 2024

An average of 3.08 days/shifts per person were lost to sickness of operational staff during April to September 2024, compared to the 3-year average of 3.93 days/shifts lost per person. In total, there have been 1309.27 days/shifts lost to sickness, compared to the 3-year average of 1496.21 days/shifts lost.

The 1309.27 days/shifts lost April to September 2024 can be broken down further:

There were 392.24 short term days/shifts lost, a decrease of 259.84 days/shifts lost compared to the 3-year average of 652.08 days/shifts lost.

There were 917.03 long term days/shifts lost, an increase of 72.90 days/shifts lost compared the 3-year average of 844.13 days/shifts lost.

There were 873.50 days/shifts lost in the 1st quarter and 435.77 days/shifts lost in the 2nd quarter, so there has been a decrease of 437.73 days/shifts lost in the 2nd quarter. Short term sickness lost 238.00 days/shifts in the 1st quarter, compared to 154.24 days/shits lost in the 2nd quarter. Long term sickness lost 635.50 days/shifts in the 1st quarter, compared to 281.53 days/shifts lost in the 2nd quarter.

In respect of the number of times personnel had short term sickness, there were 174 instances, compared to 183 last year and there were 42 instances of long-term sickness, compared to 46 last year. The impact Covid-19 still has on the service has reduced considerably. Only 33.57 days/shifts were lost for wholetime, compared to 49.13 days/shifts lost last year. A full detailed report on sickness, including reasons for sickness is produced quarterly.

Table 23: The total operational sickness – April to September 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	53.50	119.00	172.50	30.50	5.66
23 – Eastern	14.00	23.50	37.50	35.33	1.06
24 – Western	38.00	68.50	106.50	23.17	4.60
30 – Central	50.50	19.50	70.00	34.75	2.01
33 - Oakham	13.83	22.79	36.62	9.92	3.69
40 – Southern	54.50	30.00	84.50	28.00	3.02
Total	224.33	283.29	507.62	161.67	3.14
DC					
21 – Melton	8.16	25.04	33.20	9.83	3.38
36 – Market Harborough	1.60	0.00	1.60	8.00	0.20
37 – Lutterworth	18.28	14.21	32.49	7.33	4.43
Total	28.05	39.24	67.29	25.17	2.67
DCP and 1212					
18 – Castle Donington	5.54	38.81	44.35	5.00	8.87
19 – Birstall	8.44	17.14	25.58	8.33	3.07
25 – Coalville (1212)	30.84	172.28	203.12	19.67	10.33
31 – Wigston	8.00	25.83	33.83	4.33	7.81
38 – Hinckley (1212)	5.05	52.94	58.00	12.17	4.77
Total	57.86	307.01	364.87	49.50	7.37
Control	44.50	57.00	101.50	27.71	3.66
Non Station	37.50	230.50	268.00	160.64	1.67
Total Operational	392.24	917.03	1309.28	424.69	3.08

6.2 Average number of days/shifts lost to sickness by support staff per person – April to September 2024

An average of 5.85 days/shifts per person were lost to sickness by support staff during April to September 2024, compared to the 3-year average of 3.80 days/shifts lost per person. In total, there have been 769.78 days/shifts lost to sickness, compared to the 3-year average of 463.25 days/shifts lost.

The 769.78 days/shifts lost April to September 2023 can be broken down further:

There were 118.86 short term days/shifts lost, a decrease of 65.97 days/shifts lost compared to the 3-year average of 184.83 days/shifts lost.

There were 650.92 long term days/shifts lost, an increase of 372.50 days/shifts lost compared the 3-year average of 278.42 days/shifts lost.

There were 488.86 days/shifts lost in the 1st quarter and 280.92 days/shifts lost in the 2nd quarter, so there has been a decrease of 207.94 days/shifts in the 2nd quarter. Short term sickness lost 48.05 days/shifts in the 1st quarter, compared to 70.81 days/shits lost in the 2nd quarter. Long term sickness lost 440.81 days/shifts in the 1st quarter, compared to 210.11 days/shifts lost in the 2nd quarter.

In respect of the number of times personnel had short term sickness, there were 55 instances, compared to 46 last year and there were 17 instances of long term sickness, compared to 7 last year. The impact Covid-19 still has on the service has reduced considerably. Only 8.89 days/shifts were lost for support, compared to 12.00 days/shifts lost last year. A full detailed report on sickness, including reasons for sickness is produced quarterly.

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Table 24: The total support sickness – April to September 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	56.63	268.92	325.55	42.62	7.64
People and Organisational Development	24.41	33.00	57.41	28.37	2.02
Community Risk	5.00	139.00	144.00	29.44	4.89
Directors	1.00	0.00	1.00	2.00	0.50
Operational Response	20.55	94.00	114.55	13.84	8.28
Service Assurance	11.27	116.00	127.27	15.38	8.27
Total Support	118.86	650.92	769.78	131.65	5.85

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

There have been on average 7.16 members of staff that have been on modified duties for the entire month from April to September 2024. This is 0.99 higher than the 3-year average of 6.17.

The breakdown includes 5.83 from Wholetime, 0.83 from On-Call and 0.50 from Support.

September 2024

The breakdown of 8 members of staff on modified duties for the entire month in September:

- Wholetime - 6 – 2 Western, 1 Coalville, 1 Loughborough, 1 Lutterworth and 1 Non Station.
- On-Call – 1 - 1 Market Harborough.
- Support – 1 – 1 Business Support.

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

There have been on average 17.83 members of staff that have been on modified duties at some point throughout the month from April to September 2024. This is 3.08 more than the 3-year average of 14.75.

The breakdown includes 11.83 from Wholetime, 3.00 from On-Call and 3.00 from Support.

September 2024

The breakdown of 16 members of staff on modified duties at some point throughout the month in September:

- Wholetime – 11 – 4 Non-Station, 3 Coalville, 1 Eastern, 1 Hinckley, 1 Loughborough and 1 Melton.
- On-Call – 2 – 1 Ashby and 1 Lutterworth.
- Support – 3 – 1 Operational Response, 1 Service Assurance and 1 People and Organisational Development.