

## Performance Update: April to May 2023

**Table 1: Key Performance Indicators**

Ref	Key Corporate Indicator	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Actual	3-Year Average	Differ
<b>KCI 1 Incidents Attended</b>																
<b>1.1</b>	<b>Total incidents</b>	<b>661</b>	<b>790</b>											<b>1451</b>	<b>1391</b>	<b>60</b>
1.2	Fire incidents	152	217											369	424	-55
a	Primary fire incidents	83	90											173	177	-4
b	Secondary fire incidents	65	125											190	238	-48
c	Chimney fire incidents	4	2											6	9	-3
1.3	Fire false alarm incidents	231	261											492	464	28
a	Due to apparatus	132	134											266	214	52
b	Good intent	91	119											210	239	-29
c	Malicious attended	8	8											16	11	5
1.4	Non-fire incidents	278	312											590	503	87
a	Non-fire false alarms	8	7											15	17	-2
b	Special service	270	305											575	486	89
-	Road traffic collision (RTC)	73	67											140	97	43
-	Assist other agencies	46	66											112	139	-27
-	Effecting entry / exit	31	33											64	49	15
-	Medical incident - co-responder/first responder	24	26											50	30	20
-	Flooding	19	22											41	17	24
-	Suicide/attempts	11	8											19	15	4
	- suicides	0	1											1	2	-1
<b>KCI 2 Fatalities and casualties</b>																
2.1	Fatalities in fires	0	1											1	0	1
2.2	Non-fatal casualties in fires	10	4											14	11	3
2.3	Fatalities in non-fire incidents	3	3											6	12	-6
2.4	Non-fatal casualties in non-fire incidents	56	68											124	115	9

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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	7	5											12	19	-7
b	Interventions	0	tbc											0	8	-8
c	I to I's	0	tbc											0	2	-2
2.6	Number of LFRS employees injured whilst attending incidents															
		2	3											5	3	2
<b>KCI 3</b>	<b>Level of emergency response service provision</b>															
3.1	Number of emergency calls received															
		1372	1615											2987	2974	13-
3.2	The total average response times of life threatening incidents (mins)															
		11:08	11:19											11:13	9:55	1:18
a	Average call handling time															
		2:06	2:02											2:04	2:04	0:00
b	Average appliance mobilisation time															
		1:35	1:28											1:32	1:23	0:09
c	Average time to drive to the incident															
		7:27	7:49											7:37	6:28	1:09
d	Number of life-threatening incidents attended															
		78	73											151	123	28
3.3	The total average response times of non-life threatening incidents (mins)															
		9:41	9:56											9:49	9:49	0:00
a	Average call handling time															
		2:15	2:04											2:09	2:04	0:05
b	Average appliance mobilisation time															
		1:30	1:32											1:31	1:37	-0:06
c	Average time to drive to the incident															
		5:56	6:20											6:09	6:08	0:01
d	Number of non-life risk incidents attended															
		571	708											1279	1255	24
3.4	The total average response times to primary fires (as recorded by Home Office)															
		9:25	11:00											10:12	9:18	0:54
a	Average call handling time															
		1:47	1:33											1:40	1:34	0:06
b	Average appliance mobilisation time															
		1:25	1:32											1:28	1:30	-0:02
c	Average time to drive to the incident															
		6:13	7:55											7:04	6:14	0:50
d	Number of primary fire incidents attended															
		75	74											149	160	-11
3.5	The % availability of Wholetime fire appliances															
		n/a	n/a											n/a	98.50%	-
3.6	The % availability of On-Call fire appliances															
		n/a	n/a											n/a	68.90%	-
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%	97.5%	2.5%

Ref	Key Corporate Indicator	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Actual	3-Year Average	Differ
b	The % of people satisfied with the service they received at the scene	100%	100%											100%	100%	0%
<b>KCI 4 Home Fire Safety Checks</b>																
4.1	Home safety checks	1303	1429											2732	1818	914
4.2	Home safety feedback surveys	185	70											255	334	-79
a	Percentage satisfied	100%	100%											100%	100%	0%
<b>KCI 5 Fire Protection and Enforcement</b>																
5.1	The % of fire safety audits that result in action plans and enforcement notices	15%	13%											14%	15%	-1%
a	Fire safety audits	88	120											208	121	87
b	Action plans and enforcement notices	13	16											29	18	11
5.2	Fire protection survey – Overall how satisfied were you with the service received	100%	100%											100%	98%	2%
<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)	-	-											-	-	-
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	6											5.50	5.50	0.00
a	Wholetime	3	5											4.00	3.33	0.67
b	On-Call	2	1											1.50	2.00	-0.50
c	Support	0	0											0.00	0.17	-0.17
6.3	Average number of staff on modified duties at some point throughout the month	12	19											15.50	11.33	4.17
a	Wholetime	10	13											11.50	7.83	3.67

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											4.00	2.33	1.67
c	Support	0	0											0.00	1.17	-1.17

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 to May 2023

Of the 1451 incidents April to May 2023, 590 (37%) were non-fire incidents, 492 (34%) were fire false alarm incidents and 369 (29%) were fire incidents. Most incidents occurred in Central, followed by Western and Charnwood. The 3-year average is 1391, so in comparison to this, there are 60 more incidents (4%).

**Table 2: Total incidents – April to May 2023**

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Apr to May 2023
1.1	<b>Total incidents</b>	219	192	205	125	63	50	59	117	203	112	106	1451

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Looking at the 3 areas:

Fire incidents – reduction of 55 incidents compared to 3-year average.

False alarms – increase of 28 incidents compared to the 3-year average.

Non-fire incidents – increase of 87 incidents compared to 3-year average.

The number of fire related incidents increased significantly in May and the main reason is the rise in secondary fire incidents. The number of fire false alarm incidents has increased and the number of non-fire incidents attended has increased considerably more. Part of the non-fire incidents is the number of special service incidents, which shows greater increases in the number of road traffic collisions, effecting entry/exit entry and flooding incidents. It is important to recognise that the 3-year average will have been affected somewhat by the COVID 19 pandemic.

### May 2023

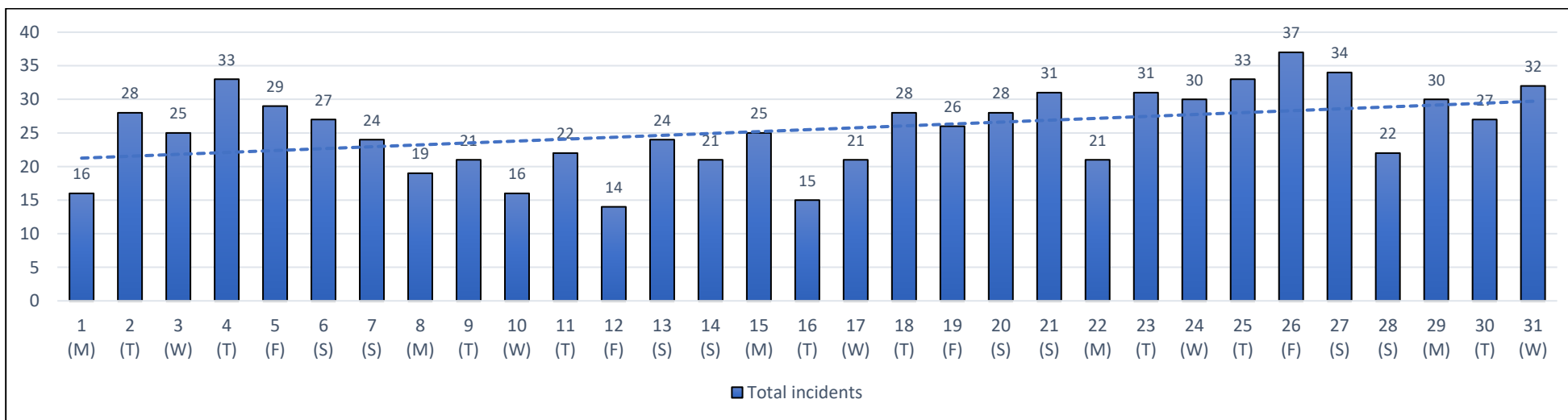
Of the 790 incidents in May, 312 (39%) were non-fire incidents, 261 (33%) were fire false alarm incidents and 217 (28%) were fire incidents. This has increased from April (661) and can be put down largely due to increases in secondary fire incidents. There were 217 fire incidents

in May, compared to 152 in April. There were also 261 fire false alarm incidents in May, compared to 231 in April and there were 312 non-fire incidents in May, compared to 278 in April. Most incidents occurred in Eastern, Central and Charnwood. It is one of the highest number of incidents in May for several years.

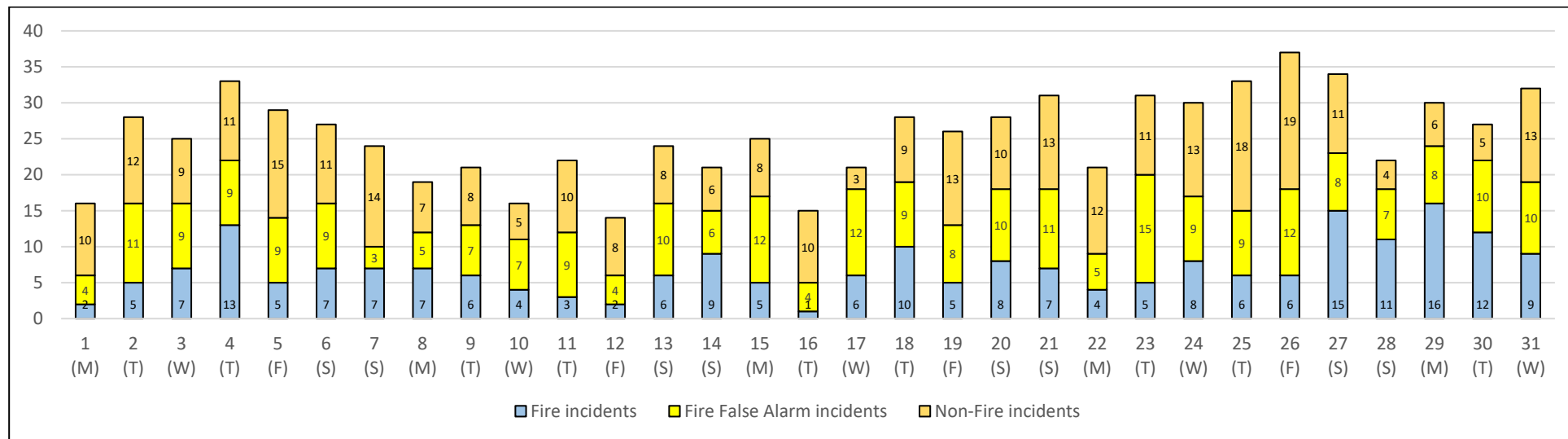
**Table 3: Total incidents – May 2023**

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	May 2023
I.1	Total incidents	115	103	119	72	38	32	25	63	106	58	59	790

**Chart 1: The total number of incidents by day in May 2023** shows the number of incidents by day, ranging from 14 at its lowest in a day on 12 May, to 37 incidents at its peak on 26 May. The number of incidents increased as the month has progressed. On average, there were 25.48 incidents attended each day.



**Chart 2: The total number of incidents broken down by type and day in May 2023** show the 37 incidents on 26 May broken down into 19 non-fire incidents, 12 fire false alarm incidents and 6 fire incidents.



### 1.2 Fire incidents – April to May 2023

Of the 369 fire incidents April to May 2022, 173 were primary fires, 190 were secondary fires and 6 were chimney fires. Most incidents occurred in Western, Central and Charnwood. The 3-year average is 424, so in comparison to this, there are 55 fewer incidents. The number of secondary fire incidents reduced throughout the winter months because of the colder weather and darker nights. April was still relatively cold compared to previous years and now May has seen some warmer drier weather accompanied with the lighter nights, the number of secondary fires has increased.

**Table 4: Fire incidents – April to May 2023**

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Apr to May 2023
1.2	Fire incidents	64	32	69	35	14	5	18	28	48	21	35	369
a	Primary fire incidents	23	14	23	23	5	3	15	16	23	10	18	173
b	Secondary fire incidents	41	17	46	12	8	2	3	11	25	9	16	190
c	Chimney fire incidents	0	1	0	0	1	0	0	1	0	2	1	6

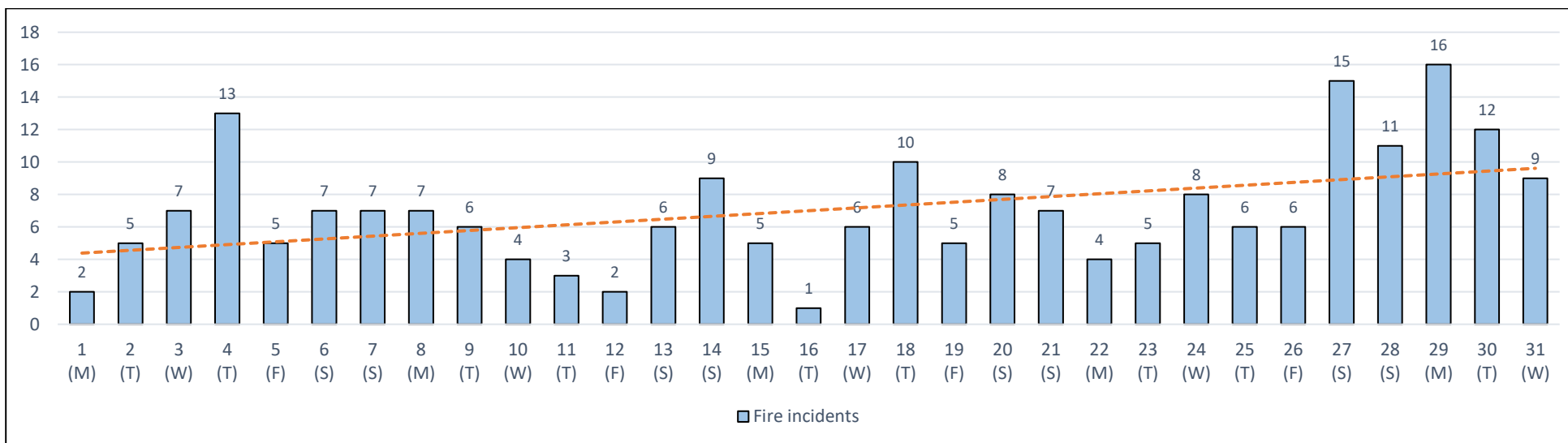
## May 2023

Of the 217 incidents in May, 125 (58%) were secondary fires, 90 (41%) were primary fires and 2 (1%) were chimney fires. This is the highest number of fire incidents in a month since last August. Most incidents occurred in Western, Central and Charnwood. This is an increase of 65 incidents from April (152).

**Table 5: Fire incidents – May 2023**

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	May 2023
I.2	Fire incidents	38	21	40	28	7	4	7	15	24	11	22	217
a	Primary fire incidents	12	7	9	18	2	2	6	6	11	5	12	90
b	Secondary fire incidents	26	13	31	10	5	2	1	8	13	6	10	125
c	Chimney fire incidents	0	1	0	0	0	0	0	1	0	0	0	2

**Chart 3: The total number of fire incidents by day in May 2023** show the number of incidents by day, ranging from 1 incident in a day on 16 May, to 16 incidents at its peak on 29 May. The number of incidents has increased as the month has progressed. On average, there were 7.00 fire incidents attended each day.



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

There were 90 primary fire incidents in May, which is 7 more than April (83). Of these, 59 were accidental fires, 28 were deliberate fires and 3 were not known. Harborough had the most incidents with 18, followed by Central 12 and North West Leicester 12.

Of the 59 accidental fires, the main property categories were dwelling 30 and road vehicle 16. The main fire cause show fault in equipment or appliance 12, combustible articles too close to heat source (or fire) 8, faulty fuel supply – electricity 8 and overheating, unknown cause 8. The main ignition source show cooking appliance 13 and vehicles only 13. The main times of the incidents show 8 of the incidents occurring between the hours of 1.00pm – 2.00pm.

Of the 28 deliberate fires, the main property categories were road vehicle 16, dwelling 4, outdoor structure 3 and public admin security and safety 3 (prison). The main times of the incidents show 10 of the incidents occurring between the hours of 9.00pm – 12.00am.

Of the 3 not known fires, the property categories were non residential 2 and dwelling 1. The causes were careless handling - due to careless disposal 1, other 1 and playing with fire (or heat source) 1. The main times of the incidents occurred during different hours of the day.

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

There were 125 secondary fire incidents in May, which is 60 more than April (65). The number of deliberate secondary fires historically has always increased when there are prolonged periods of warmer weather. May has been dry and it is now much lighter in the evening. Of the incidents in May, 54 were accidental and 71 were deliberate. Western had the most incidents with 31.

Of the 54 accidental fires, the main types of property were other outdoors (inc land) 21 and outdoor structure 17. The main times of the incidents show 7 of the incidents occurring between the hours of 10.00am – 11.00am and 7.00pm – 8.00pm each.

Of the 71 deliberate fires, the main types of property were other outdoors (inc land) 27 and grassland woodland and crops 23. The main times of the incidents show 9 of the incidents occurring between the hours of 9.00pm – 10.00pm.

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

There were 2 chimney fire incidents in May, which is 2 lower than April (4). There was 1 in Blaby and 1 in Eastern.



### 1.3 Fire false alarms – April to May 2023

Of the 492 fire false alarm incidents April to May 2023, 266 were due to apparatus, 210 were good intent and 16 were malicious. Most incidents occurred in Central, Eastern and Western. The 3-year average is 464, so compared to the average, figures have increased by 28.

**Table 6: Fire false alarms – April to May 2023**

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Apr to May 2023
I.3	Fire false alarms	92	74	70	37	14	22	19	35	67	35	27	492
A	Due to apparatus	70	47	42	18	5	11	11	15	31	9	7	266
B	Good intent	17	25	26	19	8	11	6	18	36	25	19	210
C	Malicious attended	5	2	2	0	1	0	2	2	0	1	1	16

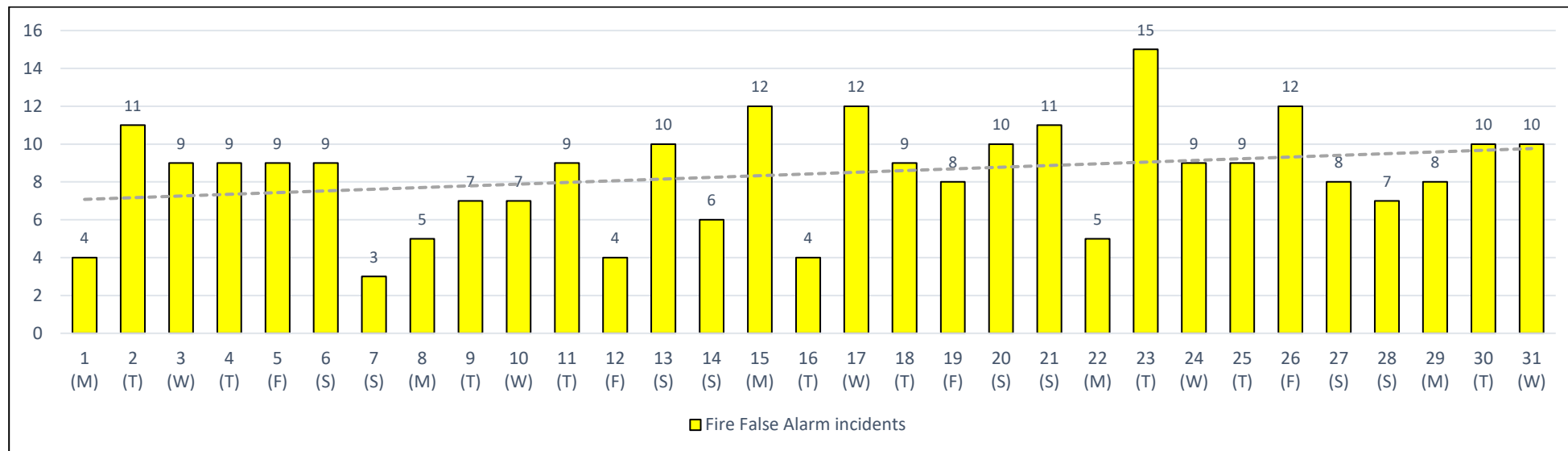
### May 2023

Of the 261 fire false alarm incidents in May, 134 were due to apparatus, 119 were good intent and 8 were malicious. Most incidents occurred in Central, Charnwood and Western. There were 231 in April, so May has seen an increase of 30.

**Table 7: Fire false alarms – May 2023**

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	May 2023
I.3	Fire false alarms	43	37	41	18	8	16	10	18	41	15	14	261
A	Due to apparatus	34	20	22	7	3	8	4	9	19	4	4	134
B	Good intent	7	15	18	11	5	8	4	8	22	11	10	119
C	Malicious attended	2	2	1	0	0	0	2	1	0	0	0	8

**Chart 4: The total number of fire false alarm incidents by day in May 2023** show the number of incidents by day, ranging from 3 at its lowest in a day on 7 May, to 15 incidents at its peak on 23 May. The number of incidents has increased as the month has progressed. On average, there were 8.42 incidents attended each day.



**1.3a Due to apparatus**

There were 134 false alarms due to apparatus in May, an increase of 2 from April (132). Of these, the main categories were dwelling 97 and non-residential 21.

Of the false alarms due to apparatus, the main causes were cooking/burnt toast 47, faulty 17 and accidentally/carelessly set off 16. The main times of the incidents show 11 of the incidents occurring between the hours of 8.00am – 9.00am.

**1.3b Good intent**

There were 119 good intent false alarms in May, an increase of 28 from April (91). Of these, the main categories were dwelling 60, grassland, woodland and crops 16 and road vehicle 14.

Of the good intent false alarms, the main causes were controlled burning 21, reported incident or location not found 20, bonfire 15 and other 15. The main times of the incidents show 14 of the incidents occurring between 10.00pm – 11.00pm.

**1.3c Malicious attended**

There were 8 malicious false alarms in May, which is the same as April (8). Of these, 2 were in Central, 2 were in Eastern, 2 were in Rutland, 1 was in Blaby and 1 was in Western.

### **1.4 Non-fire incidents – April to May 2023**

Of the 590 non-fire incidents April to May 2023, 15 were non-fire false alarms and 575 were special service. The table below shows the most incidents occurred in Charnwood, Eastern and Western. The 3-year average is 503, so compared to the average, figures have increased by 87. Data is provided for road traffic collision, assist other agencies, effecting entry / exit, medical incident - co-responder/first responder, flooding and suicide / attempts, which are some of the categories in special service. There are however many other categories and analysis will be provided if figures spike in any of those.

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

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Apr to May 2023
1.4	Non-fire incidents	63	86	66	53	35	23	22	54	88	56	44	590
a	Non-fire false alarms	1	4	0	0	2	0	0	4	3	1	0	15
b	Special service	62	82	66	53	33	23	22	50	85	55	44	575
-	Road traffic collision (RTC)	12	17	10	17	9	5	2	10	23	14	21	140
-	Assist other agencies	9	15	15	14	10	4	3	13	14	9	6	112
-	Effecting entry / exit	5	16	9	3	0	4	3	4	8	8	4	64
-	Medical incident - co-responder/first responder	4	5	4	7	3	0	9	5	4	6	3	50
-	Flooding	6	10	8	1	0	2	2	3	6	2	1	41
-	Suicide/attempts	1	3	5	0	0	0	1	1	5	3	0	19
	- suicides	1	0	0	0	0	0	0	0	0	0	0	1

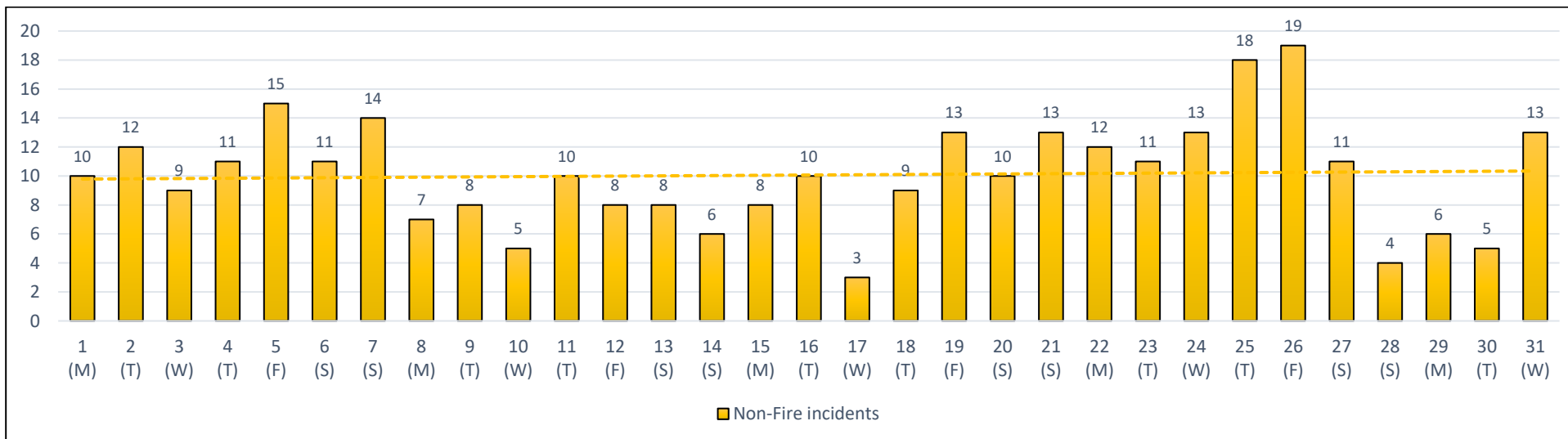
### **May 2023**

Of the 312 incidents in May, 7 were non-fire false alarms and 305 were special service. Looking at the table below, the most incidents occurred in Eastern, Charnwood and Western. There were 278 in April, so May has seen an increase of 34.

**Table 9: Non-fire incidents – May 2023**

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	May 2023
1.4	Non-fire incidents	34	45	38	26	23	12	8	30	41	32	23	312
a	Non-fire false alarms	1	1	0	0	1	0	0	1	2	1	0	7
b	Special service	33	44	38	26	22	12	8	29	39	31	23	305
-	Road traffic collision (RTC)	5	7	7	6	5	3	1	6	9	8	10	67
-	Assist other agencies	5	10	6	9	6	3	2	10	7	6	2	66
-	Effecting entry / exit	4	8	5	2	0	0	0	2	4	5	3	33
-	Medical incident - co-responder/first responder	2	4	2	4	3	0	3	3	1	2	2	26
-	Flooding	4	5	3	0	0	1	1	3	3	1	1	22
-	Suicide/attempts	1	2	4	0	0	0	0	0	1	0	0	8
	- suicides	1	0	0	0	0	0	0	0	0	0	0	1

**Chart 5: The total number of non-fire incidents by day in May 2023** show the number of incidents by day, ranging from 3 at its lowest in a day on 17 May, to 19 incidents at its peak on 26 May. The number of incidents has increased slightly as the month has progressed. On average, there were 10.06 incidents attended each day.



### **1.4a Non-fire false alarms**

Of the 7 non-fire false alarms in May, 2 were in Charnwood, 1 in Blaby, 1 in Central, 1 in Eastern, 1 in Hinckley and Bosworth and 1 in Melton. This is 1 lower than April (8).

### **1.4b Special service**

There were 305 special service incidents in May, an increase of 35 from April (270). Of these, there were 67 road traffic collisions, 66 assist other agencies and 33 effecting entry/exit. Eastern had the most incidents with 44, followed by Charnwood 39 and Western 38. The number of road traffic collisions has increased with 140 April to May 2023, compared to the 3-year average of 97. Assist other agencies has had 66 incidents in May and this type of incident has increased substantially over the past few years. There has now been 112 assist other agency incidents April to May 2023, which is slightly lower than the 3-year average of 139. The vast majority of assist other agency incidents are effecting entry/exit incidents on behalf of other agencies and also includes bariatric incidents. Effecting entry/exit where the Service was called by members of the public has had 64 incidents April to May 2023, compared to the 3-year average of 49 and this type of incident has increased substantially. Medical incident - co-responder/first responder has had 50 incidents April to May 2023, compared to the 3-year average of 30. Flooding has had 41 incidents April to May 2023, compared to the 3-year average of 17. There have been 19 suicide / attempts April to May 2023, compared to the 3-year average of 15 and of those, there was 1 actual suicide, compared to the 3-year average of 2.

### **2.1 Fatalities in fires – April to May 2023**

There has been 1 fatality in fires recorded in April to May 2023. This is 1 more than the 3-year average of 0 fatalities.

The fire fatality occurred on the morning of Thursday 4 May in Knighton Ward in the City. An appliance from Eastern station was mobilised to a 'Fire in the open P3'. Two passers-by had reported the incident to fire control as believed drum or container involved in fire. They informed there was a strong smell of petrol. The fire was in a ditch/hedge line within the borders of some allotments. The officer in command instructed personnel to extinguish the fire utilising a hose reel jet through a hedgerow. Further access was gained through the hedgerow where it became apparent at the fire location there was a person in a sitting/reclining position, unclothed, which had been involved in fire. Near to the casualty there was a green 5 litre can of fuel and a disposable lighter. The officer in command requested the relevant multi agency response with an additional fire appliance. The gentleman had suffered severe burns and was left in situ and pronounced deceased at the scene. Scene preservation was established with large cordons. Both EMAS and police attended including Fire Investigation.

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

There have been 14 non-fatal casualties in fires April to May 2023. This is 3 more than the 3-year average of 11. Of the 14 non-fatal casualties, 6 have occurred in fires in Melton (all in 1 incident), 2 in Central, 1 in Blaby, 1 in Charnwood, 1 in Eastern, 1 in Melton, 1 in North West Leicester and 1 in Rutland. Out of the 14 non-fatal casualties in fires, 7 casualties occurred in road vehicles, 4 in dwellings and 3 in non-residential. Of the 14 non-fatal casualties, 11 were accidental and 3 were deliberate, with the circumstances leading to the injuries showing the main categories were caused by fighting fire (including attempts) 2 and other 2.

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

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Apr to May 2023
2.2	Non-fatal casualties in fires	2	1	0	1	6	0	1	1	1	0	1	14

**May 2023**

There were 4 non-fatal casualties in fires in May, which is 6 lower than April (10), with 1 in Blaby, 1 in Central, 1 in Charnwood and 1 in Harborough.

Of the 4 non-fatal casualties, 3 were accidental and 1 was deliberate. The circumstances leading to the injuries, shows that the injuries were caused by fighting fire (including attempts) 1, injured by blast 1, injured escaping 1 and injury was possibly intentionally sustained at start of fire (e.g., suicides or attempts) 1.

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

There have been 6 fatal casualties in non-fire incidents April to May 2023. This is 6 lower than the 3-year average of 12.

Of the 6 fatalities, 2 were attended to assist other agencies, 2 were road traffic collisions, 1 was rescue or evacuation from water and 1 was suicide/attempts. There were 2 in Melton, 1 in Blaby, 1 in Central, 1 in Charnwood and 1 in Oadby and Wigston.

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

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

## May 2023

There were 3 fatalities in non-fire incidents in May, compared to 3 in April.

Of the 3 fatalities, 1 was attended to assist other agencies, 1 was rescue or evacuation from water and 1 was suicide/attempts. There was 1 in Central, 1 in Charnwood and 1 in Melton.

**Table 12: Fatalities in non-fire incidents – May 2023**

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	May 2023
2.3	Fatalities in non-fire incidents	1	0	0	0	1	0	0	0	1	0	0	3

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

There have been 124 non-fatal casualties in non-fire incidents April to May 2023. This is 9 more than the 3-year average of 115.

Of the main property types of non-fatal casualties, 72 were road vehicle, 38 were dwellings and 7 were outdoor. Charnwood has had most non-fatal casualties with 25. These can be related somewhat to the high number of road traffic collisions.

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

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Apr to May 2023
2.4	Non-fatal casualties in non-fire incidents	9	17	5	7	13	2	9	12	25	12	13	124

## May 2023

There were 68 non-fatal casualties in non-fire incidents in May, compared to 56 in April.

Of the 68 non-fatal casualties, the main property types of non-fatal casualties were road vehicle 36 and dwelling 24. The districts with the most non-fatal casualties in non-fire incidents in May was North West Leicester 11, Blaby 10 and Charnwood 10.

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

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	May 2023
2.4	Non-fatal casualties in non-fire incidents	3	6	4	2	9	1	5	10	10	7	11	68

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

The indicator Trauma Risk Management has now been running for just over 3 years and looks at the number of notifications, interventions and 1 to 1's. There have been 12 TRiM notifications April to May 2023. This is 7 lower than the average of the previous 3 years figures of 19 during the same period.

**May 2023**

There was a total of 5 notifications that came from different sources in May, compared to 7 in April. Of the 5 notifications, there were 4 fatalities, including 1 water rescue of a 12-year-old boy, 1 assist EMAS with a bariatric patient, 1 was a suicide and 1 was a road traffic collision with one extraction. All casualties were taken to hospitals for treatment. It has been identified that some relevant data is not being captured after notification, therefore work is ongoing to rectify this with planned completion by the end of June 2023.

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

There have been 5 personal injuries whilst attending incidents April to May 2023. This is 2 more than the 3-year average of 3. Of the 5 personal injuries, 4 were classed as minor and 1 was classed as moderate, with 1 occurring at Birstall Station, 1 at Coalville Station, 1 at Loughborough Station, 1 at Lutterworth Station and 1 at Melton Station.

The personal injuries were categorised further as injured by animal or insect 1, injured by contact with something fixed or stationary 1, injured from change in floor levels/height 1, other - injured using hand tools 1 and other – injured hand opening seized hydrant cover 1.

Of the 5 personal injuries, 4 injuries occurred whilst at a fire incident and 1 injury occurred at a special service incident. Based on the RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013) reporting, 3 injuries resulted in no sickness or modified duties, 1 injury resulted in sickness over 7 days and 1 injury resulted in sickness/modified duties check added to team calendar.

**May 2023**

There were 3 personal injuries whilst attending incidents in May, compared to 2 in April.



Of the personal injuries, 2 were classed as minor and 1 was classed as moderate, with 1 occurring at Loughborough Station, 1 at Lutterworth Station and 1 at Melton Station. They were categorised further as injured by animal or insect 1, injured by contact with something fixed or stationary 1 and injured from change in floor levels/height 1. Based on the RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013) reporting, 2 injuries resulted in no sickness or modified duties and 1 injury resulted in sickness over 7 days.

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

There have been 2987 emergency calls received April to May 2023. This is 13 more than the 3-year average of 2974.

#### **May 2023**

There were 1615 emergency calls received in May, which is 243 more than April (1372). Emergency calls are dealt with by our Control Centre at Southern Fire and Rescue Station. Not all of these calls would have led to mobilisations and there will have been multiple calls for one incident.

### **3.2 The total average response times of life threatening incidents – April to May 2023**

There have been 151 incidents classed as life risk by Control April to May 2023. This is 28 more than the 3-year average of 123. The total average response time for the 151 incidents was 11 minutes 13 seconds, compared to the 3-year average of 9 minutes 55 seconds.

The 11 minutes 13 seconds can be broken down further:

Average call handling was 2 minutes 4 seconds, which is the same as the 3-year average time (2 minutes 4 seconds).

Average mobilisation time was 1 minute 32 seconds, an increase of 9 seconds on the 3-year average time (1 minute 23 seconds).

Average drive time was 7 minutes 37 seconds, an increase of 1 minute 9 seconds on the 3-year average time (6 minutes 28 seconds).

The 151 life risk incidents average response time of 11 minutes 13 seconds can also be broken down by incident type:

22 Fire incidents attended with an average response time of 12 minutes 28 seconds. This looks high compared to previous years. Of the 22 life risk fire incidents, there were 5 at Stocken Hall Road Prison which on average takes 17 minutes 46 seconds to attend. The other 17 life risk fire incidents took on average 10 minutes 54 seconds to attend.

8 Fire false alarm incidents attended with an average response time of 9 minutes 21 seconds.

121 Non-fire incidents attended with an average response time of 11 minutes 7 seconds.

Of the 121 non-fire incidents, there were 89 RTC incidents attended with an average response time of 11 minutes 22 seconds.

Any incidents that take over 3 minutes in call handling, 3 minutes in mobilisation time for Wholetime, 7 minutes in mobilisation time for On-Call and 10 minutes in drive time, are investigated. During April to May 2023 there have been 20 investigations carried out by Control, 6 mobilisation investigations and 36 drive time investigations. This picks up any anomalies with the system and highlights any possible areas of concern.

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

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Apr to May 2023
3.2	The total average response times of life threatening incidents (mins)	8:56	7:52	8:34	15:29	11:10	7:44	14:47	9:55	10:39	12:11	12:31	11:13
a	Average call handling time	2:04	1:39	1:53	2:01	2:42	1:26	1:39	1:53	2:13	2:16	2:26	2:04
b	Average appliance mobilisation time	1:49	0:53	1:06	2:02	2:13	1:08	2:50	1:03	1:09	1:58	1:31	1:32
c	Average time to drive to the incident	5:03	5:20	5:35	11:26	6:15	5:10	10:18	6:59	7:17	7:57	8:34	7:37
d	Number of life threatening incidents attended	6	16	14	19	8	3	9	14	29	16	17	151

**May 2023**

There have been 73 incidents classed as life risk by Fire Control in May 2023. This is 5 lower than April (78). The total average response time for the 73 incidents was 11 minutes 19 seconds, compared to 11 minutes 8 seconds in April.

The 11 minutes 19 seconds can be broken down further:  
 Average call handling was 2 minutes 2 seconds, a reduction of 4 seconds on the time in April (2 minutes 6 seconds).  
 Average mobilisation time was 1 minute 28 seconds, a reduction of 7 seconds on the time in April (1 minute 35 seconds).  
 Average drive time was 7 minutes 49 seconds, an increase of 22 seconds on the time in April (7 minutes 27 seconds).

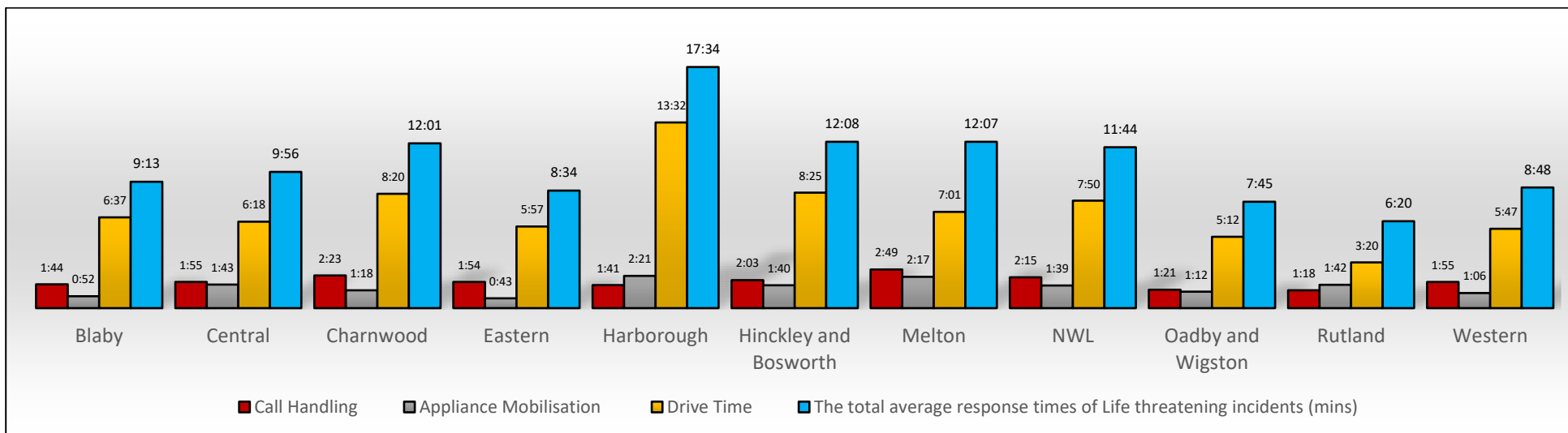
During May there have been 9 investigations carried out by Control, 3 mobilisation investigation and 18 drive time investigations. This picks up any anomalies with the system and highlights any possible areas of concern.

Please note that small numbers are being analysed.

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

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Apr to May 2023
3.2	The total average response times of life threatening incidents (mins)	9:56	8:34	8:48	17:34	12:07	7:45	6:20	9:13	12:01	12:08	11:44	11:19
a	Average call handling time	1:55	1:54	1:55	1:41	2:49	1:21	1:18	1:44	2:23	2:03	2:15	2:02
b	Average appliance mobilisation time	1:43	0:43	1:06	2:21	2:17	1:12	1:42	0:52	1:18	1:40	1:39	1:28
c	Average time to drive to the incident	6:18	5:57	5:47	13:32	7:01	5:12	3:20	6:37	8:20	8:25	7:50	7:49
d	Number of life threatening incidents attended	4	8	11	9	6	1	1	7	11	9	6	73

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



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

There have been 1279 incidents classed as non-life risk by Control April to May 2023. This is 24 more than the 3-year average of 1255. The total average response time for the 1279 incidents was 9 minutes 49 seconds, compared to the 3-year average of 9 minutes 49 seconds.

The 9 minutes 49 seconds can be broken down further:

Average call handling was 2 minutes 9 seconds, an increase of 5 seconds on the 3-year average time of 2 minutes 4 seconds.

Average mobilisation time was 1 minute 31 seconds, a reduction of 6 seconds on the 3-year average time of 1 minute 37 seconds.

Average drive time was 6 minutes 9 seconds, an increase of 1 second on the 3-year average time of 6 minutes 8 seconds.

The 1279 non-life risk incidents average response time of 9 minutes 49 seconds can also be broken down by incident type:

348 Fire incidents attended with an average response time of 10 minutes 0 seconds.

497 Fire false alarm incidents attended with an average response time of 9 minutes 6 seconds.

434 Non-fire incidents attended with an average response time of 10 minutes 30 seconds.

Of the 434 non-fire incidents, there were 107 Assist other agencies incidents with an average response time of 10 minutes 2 seconds.

Please note: There were a total of 1300 non-life risk incidents attended April to May 2023. 21 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 to May 2023**

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Apr to May 2023
3.3	The total average response times of non-life threatening incidents (mins)	7:51	8:02	9:11	13:14	10:44	9:17	11:51	10:23	9:37	11:19	10:45	9:49
a	Average call handling time	1:48	1:51	2:10	2:35	2:07	1:47	2:58	1:56	2:29	2:22	2:17	2:09
b	Average appliance mobilisation time	1:09	1:04	1:14	2:13	2:57	1:22	1:38	1:31	1:24	1:51	1:46	1:31
c	Average time to drive to the incident	4:54	5:07	5:47	8:26	5:40	6:08	7:15	6:56	5:44	7:06	6:42	6:09
d	Number of non-life threatening incidents attended	211	172	188	105	53	45	50	102	171	95	87	1279

## May 2023

There have been 708 incidents classed as non-life risk by Control in May. This is 137 more than April (571). The total average response time for the 708 incidents was 9 minutes 56 seconds, compared to 9 minutes 41 seconds in April.

The 9 minutes 56 seconds can be broken down further:

Average call handling was 2 minutes 4 seconds, a reduction of 11 seconds on the time in April (2 minutes 15 seconds).

Average mobilisation time was 1 minute 32 seconds, an increase of 2 seconds on the time in April (1 minute 30 seconds).

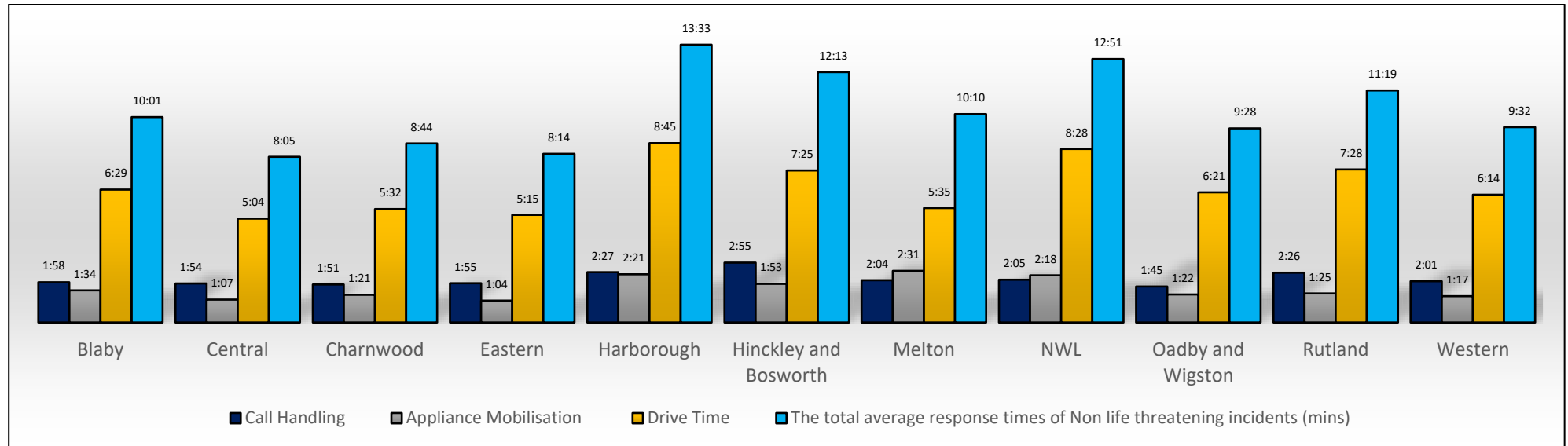
Average drive time was 6 minutes 20 seconds, an increase of 24 seconds on the time in April (5 minutes 56 seconds).

Currently no investigations are required.

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

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	May 2023
3.3	The total average response times of non-life threatening incidents (mins)	8:05	8:14	9:32	13:33	10:10	9:28	11:19	10:01	8:44	12:13	12:51	9:56
a	Average call handling time	1:54	1:55	2:01	2:27	2:04	1:45	2:26	1:58	1:51	2:55	2:05	2:04
b	Average appliance mobilisation time	1:07	1:04	1:17	2:21	2:31	1:22	1:25	1:34	1:21	1:53	2:18	1:32
c	Average time to drive to the incident	5:04	5:15	6:14	8:45	5:35	6:21	7:28	6:29	5:32	7:25	8:28	6:20
d	Number of non-life threatening incidents attended	111	93	107	62	30	31	24	56	93	48	53	708

**Chart 8: The total average response times of non-life threatening incidents in May 2023** 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 Harborough shows the longest average response time to non-life threatening incidents.



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

There was a total of 173 primary fires attended April to May 2023. 24 incidents have been excluded as per Home Office guidelines. So, the response time calculations for primary fires are based on 149 primary fires April to May 2023. The total average response time for the 149 primary fires is 10 minutes 12 seconds, compared to the 3-year average of 9 minutes 18 seconds.

The 10 minutes 12 seconds can be broken down further:

Average call handling was 1 minute 40 seconds, an increase of 6 seconds on the 3-year average time of 1 minutes 34 seconds.

Average mobilisation time was 1 minute 28 seconds, a reduction of 2 seconds on the 3-year average time of 1 minute 30 seconds.

Average drive time was 7 minutes 4 seconds, an increase of 50 seconds on the 3-year average time of 6 minutes 14 seconds.

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

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Apr to May 2023
3.3	The total average response times of primary fire incidents (mins)	7:21	7:54	7:42	13:06	15:36	11:50	13:31	10:41	8:28	10:03	11:58	10:12
a	Average call handling time	1:34	1:23	2:02	1:59	1:20	0:54	1:35	1:31	1:24	1:31	2:13	1:40

B	Average appliance mobilisation time	1:06	1:08	0:50	1:23	5:42	1:40	1:43	1:19	1:18	2:31	1:18	1:28
c	Average time to drive to the incident	4:41	5:23	4:50	9:44	8:34	9:16	10:13	7:51	5:46	6:01	8:27	7:04
D	Number of primary fire incidents attended	21	14	16	20	5	2	15	14	21	7	14	149

### May 2023

There have been 74 primary fires in May. This is 1 lower than April (75).

The total average response time for the 74 incidents was 11 minutes 0 seconds, compared to 9 minutes 25 seconds in April.

The 11 minutes 0 seconds can be broken down further:

Average call handling was 1 minute 33 seconds, a reduction of 14 seconds on the time in April (1 minute 47 seconds).

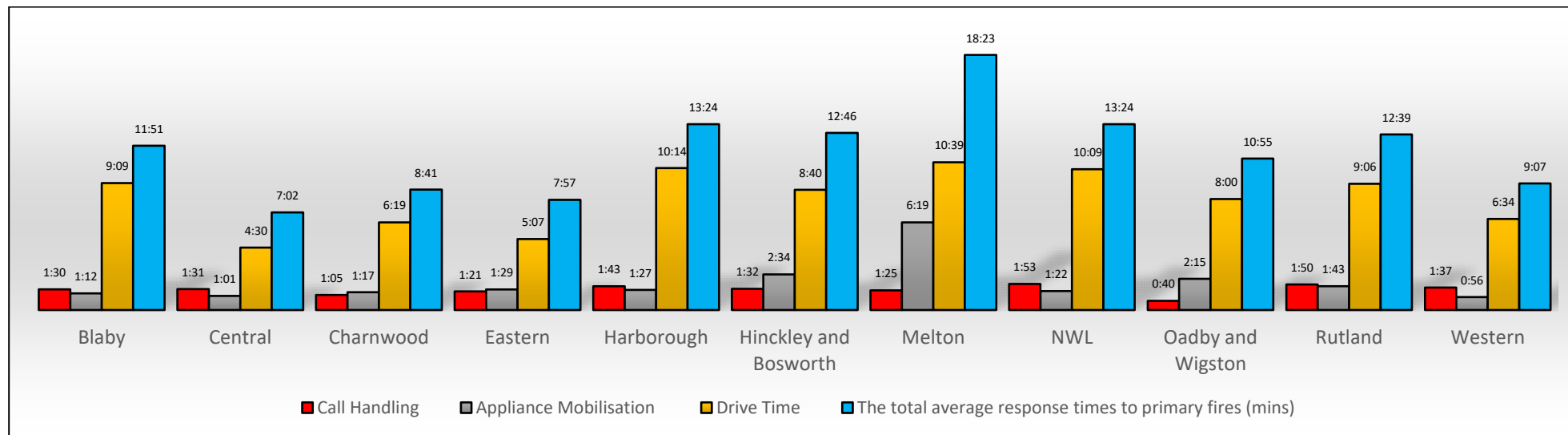
Average mobilisation time was 1 minute 32 seconds, an increase of 7 seconds on the time in April (1 minute 25 seconds).

Average drive time was 7 minutes 55 seconds, an increase of 1 minute 42 seconds on the time in April (6 minutes 13 seconds).

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

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	May 2023
3.3	The total average response times of primary fire incidents (mins)	7:02	7:57	9:07	13:24	18:23	10:55	12:39	11:51	8:41	12:46	13:24	11:00
a	Average call handling time	1:31	1:21	1:37	1:43	1:25	0:40	1:50	1:30	1:05	1:32	1:53	1:33
B	Average appliance mobilisation time	1:01	1:29	0:56	1:27	6:19	2:15	1:43	1:12	1:17	2:34	1:22	1:32
c	Average time to drive to the incident	4:30	5:07	6:34	10:14	10:39	8:00	9:06	9:09	6:19	8:40	10:09	7:55
D	Number of primary fire incidents attended	10	7	6	16	2	1	6	5	9	4	8	74

**Chart 9: The total average response times of primary fire incidents in May 2023** 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 Melton shows the longest average response time to primary fire incidents.



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

No data is currently available.

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

No data is currently available.

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

We have received 59 public responses to our After the Incident Survey April to May 2023. 100% of people responding to the survey stated that they were ‘satisfied or very satisfied’ with the overall service they received from Leicestershire Fire and Rescue Service. This is the same as the 3-year average figure of 100%. Any dissatisfaction taken place is investigated and appropriate action taken place where required.

**May 2023**

For May, we have received 32 responses to our After the Incident Survey, which is 5 more than we have received in April (27). Of the 32 responses, all 32 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 May 2023**

We have received 35 public responses to this question in our After the Incident Survey April to May 2023. 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 2.5% more than the 3-year average figure of 97.5%. Any dissatisfaction taken place is investigated and appropriate action taken place where required.

#### **May 2023**

For May, we have received 17 responses to this question in our After the Incident Survey, which is 1 less than we have received in April (18). Of the 17 responses, all 17 stated that they were 'satisfied or very satisfied' with their initial contact with the service.

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

We have received 55 public responses to this question in our After the Incident Survey for April to March 2023. 100% of people responding to the survey have stated that they are 'satisfied or very satisfied' with the service they received at the scene from Leicestershire Fire and Rescue Service. This is the same as the 3-year average figure of 100%. Any dissatisfaction taken place is investigated and appropriate action taken place where required.

#### **May 2023**

For May, we have received 29 responses to our After the Incident Survey, which is 3 more than we have received in April (26). All 29 responses stated that they were 'satisfied or very satisfied' with the service they have received at the scene.

### **4.1 Home safety checks – April to May 2023**

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

There have been 2732 home safety checks April to May 2023. This is 914 more than the 3-year average of 1818. The previous year shows there were 2282 home safety checks completed during the same period.

The 2732 home fire safety checks can be broken down further:

Successful initial 1917, an increase of 67 home safety checks on last year's (1850).

Successful follow up 778, an increase of 389 home safety checks on last year's (389).

Successful vulnerable person 37, a decrease of 6 home safety checks on last year's (43).

Ref	Key Corporate Indicator	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr to May 2023
4.l	Home safety checks	1303	1429											2732
a	Successful initial	980	937											1917
b	Successful follow up	304	474											778
c	Successful vulnerable person	19	18											37

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

The 2732 home fire safety checks can be broken down further:

Stations 1944, an increase of 226 home safety checks on last year's (1718).

Community safety educators 699, an increase of 181 home safety checks on last year's (518).

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

Partners 85, an increase of 41 home safety checks on last year's (44).

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

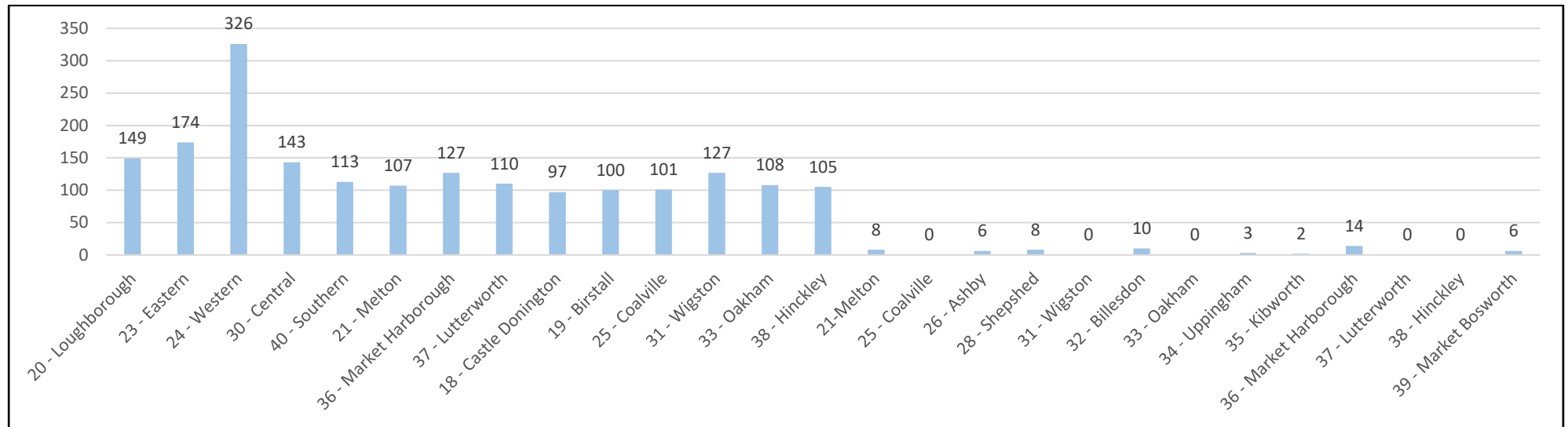
Unknown 4, an increase of 2 home safety checks last year's (2).

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

Ref	Key Corporate Indicator	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr to May 2023
4.l	Home safety checks	1303	1429											2732
a	Stations	943	1001											1944
b	CSE	317	382											699
c	Control	0	0											0
d	Partners data	42	43											85
E	LFRS (Website)	0	0											0
f	Unknown	1	3											4

The 1944 home safety checks carried out April to May 2023 by stations are shown below.

**Chart 10: The Total Successful HSCs by Station April to May 2023** shows the number home safety checks completed by stations, ranging from 2 to 326. The stations delivering less than 25 home safety checks were On-Call stations. The stations delivering the most home safety checks were Western 326, Eastern 174 and Loughborough 149.



**May 2023**

For May, there were 1429 home safety checks, which is 126 more than April (1303).

Of the 1429, there were 937 successful initial, 474 successful follow up and 18 successful vulnerable person. There were 1001 carried out by stations, 382 carried out by community safety educators, 43 were carried out by partners and 3 were unknown.

**4.2 Home safety feedback surveys – April to May 2023**

There have been 255 home safety feedback surveys April to May 2023. This is 79 lower than the 3-year average figure of 334.

Of the 255 surveys, 185 were first visits and 70 were repeat visits. Of the 185 first visits, 100% were satisfied and of the 70 repeat visits, 100% were satisfied. The previous year shows there were 474 surveys, with 400 first visits and 74 repeat visits.

**May 2023**

For May, we have received 70 home safety feedback surveys, which is 115 lower than in April (185). Of this, 68 were first visits in May, which is 92 less than in April (160) and 100% were satisfied. There were 2 repeat visits in May, which is 23 less than in April (25) and 100% were satisfied.

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

There have been 208 fire safety audits carried out April to May 2023 and there have been 29 action plans or enforcement notices. The number of fire safety audits carried out is 87 more than the 3-year average of 121 and the number of action plans or enforcement notices is 11 more than the 3-year average of 18.

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'.

#### **May 2023**

For May, there were 120 fire safety audits carried out, which is 32 more than in April (88). There were 16 action plans or enforcement notices issued, which is 3 more than was issued in April (13).

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

There have been 48 completed surveys received April to May 2023 and 48 were satisfied with the service they have received. At present surveys are only sent to people after a fire safety audit has been completed. The number of completed surveys received is 8 more than the 3-year average of 40.

#### **May 2023**

For May, there were 27 completed surveys received and all 27 were satisfied with the service they have received. This is 6 more than there were completed in April (21).

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

This is a quarterly indicator and will be reported in July 2022.

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

This is a quarterly indicator and will be reported in July 2022.

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

There have been on average 5.50 members of staff that have been on modified duties for the entire month from April to May 2023. This is the same as the 3-year average of 5.50.

The breakdown includes 4.00 from Wholetime, 1.50 from On-Call and 0.00 from Support.

### **May 2023**

The breakdown of 6 members of staff on modified duties for the entire month in May:

- Wholetime - 5 – 1 Coalville, 1 Loughborough, 1 Melton, 1 Non Station and 1 Western.
- On-Call – 1 Coalville.
- Support - 0.

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

There have been on average 15.50 members of staff that have been on modified duties at some point throughout the month from April to May 2023. This is 4.17 more than the 3-year average of 11.33.

The breakdown includes 11.50 from Wholetime, 4.00 from On-Call and 0.00 from Support.

### **May 2023**

The breakdown of 19 members of staff on modified duties at some point throughout the month in May:

- Wholetime – 13 – 4 Loughborough, 4 Non Station, 1 Central, 1 Eastern, 1 Market Harborough, 1 Western and 1 Wigston.
- On-Call – 6 – 2 Market Bosworth, 2 Melton, 1 Hinckley and 1 Market Harborough.
- Support – 0.

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