

Performance Update: April 2022 to January 2023

Table 1: Key Performance Indicators

Ref	Key Corporate Indicator	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Actual	3-Year Average	Differ
KCI 1 Incidents Attended																
I.1	Total incidents	765	770	761	968	1063	699	778	735	837	675			8051	6849	1202
I.2	Fire incidents	248	229	253	388	449	178	162	145	129	122			2303	1702	601
a	Primary fire incidents	90	84	107	122	109	71	82	82	94	72			913	903	10
b	Secondary fire incidents	153	145	146	266	340	106	74	56	25	41			1352	751	601
c	Chimney fire incidents	5	0	0	0	0	1	6	7	10	9			38	48	-10
I.3	Fire false alarm incidents	233	240	235	306	305	270	310	299	326	260			2784	2407	377
a	Due to apparatus	116	123	108	159	133	147	183	171	175	152			1467	1275	192
b	Good intent	113	110	121	143	169	115	119	123	143	100			1256	1055	201
c	Malicious attended	4	7	6	4	3	8	8	5	8	8			61	77	-16
I.4	Non-fire incidents	284	301	273	274	309	251	306	291	382	293			2964	2740	224
a	Non-fire false alarms	11	9	9	12	14	7	14	8	7	18			109	104	5
b	Special service	273	292	264	262	295	244	292	283	375	275			2855	2636	219
-	Road traffic collision (RTC)	41	66	45	48	59	46	76	62	66	72			581	576	5
-	Assist other agencies	75	73	79	50	64	71	69	61	65	58			665	701	-36
-	Effecting entry / exit	36	31	31	33	30	21	34	36	36	34			322	257	65
-	Medical incident - co-responder/first responder	21	17	13	31	30	19	29	27	26	19			232	265	-33
-	Flooding	12	12	8	12	14	13	8	14	72	16			181	114	67
-	Suicide/attempts	14	7	8	8	11	5	2	3	7	7			72	44	28
	- suicides	1	2	1	0	3	0	1	0	1	2			11	6	5
KCI 2 Fatalities and casualties																
2.1	Fatalities in fires	0	1	0	0	0	1	1	1	0	0			4	5	-1
2.2	Non-fatal casualties in fires	4	4	4	3	5	4	10	5	5	5			49	51	-2
2.3	Fatalities in non-fire incidents	4	5	4	4	7	3	9	6	3	9			54	61	-7
2.4	Non-fatal casualties in non-fire incidents	60	78	47	48	44	47	84	64	55	96			623	683	-60

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	13	5	7	7	5	14	7	5	14			84	94	-10
b	Interventions	3	5	0	2	1	2	4	6	6	4			33	83	-50
c	1 to 1's	1	1	0	0	0	1	1	1	1	2			8	13	-5
2.6	Number of LFRS employees injured whilst attending incidents															
		2	1	0	0	6	0	0	0	0	2			11	16	-5
KCI 3	Level of emergency response service provision															
3.1	Number of emergency calls received															
		1552	1573	1627	2738	2693	1546	1660	1579	1715	1431			18114	14636	3478
3.2	The total average response times of life threatening incidents (mins)															
		9:40	10:16	9:54	9:20	10:10	10:40	11:34	11:39	10:39	10:49			10:32	10:30	0:02
a	Average call handling time															
		2:04	2:02	1:59	2:07	1:57	2:19	2:13	2:23	2:11	2:07			2:08	2:11	-0:03
b	Average appliance mobilisation time															
		1:17	1:08	1:18	1:16	1:16	1:33	1:32	1:34	1:12	1:23			1:21	1:43	-0:22
c	Average time to drive to the incident															
		6:19	7:06	6:37	5:57	6:57	6:48	7:49	7:42	7:16	7:19			7:03	6:36	0:27
d	Number of life threatening incidents attended															
		57	77	69	57	66	53	82	73	80	93			707	903	-196
3.3	The total average response times of non-life threatening incidents (mins)															
		9:58	9:14	9:49	10:25	11:06	10:05	9:39	9:47	9:26	9:37			9:58	9:52	0:06
a	Average call handling time															
		1:54	1:51	1:58	2:04	2:03	2:04	2:01	1:50	1:56	1:58			1:58	2:11	-0:13
b	Average appliance mobilisation time															
		1:33	1:26	1:31	1:22	1:35	1:29	1:41	1:34	1:23	1:24			1:30	1:38	-0:08
c	Average time to drive to the incident															
		6:31	5:57	6:20	6:59	7:28	6:32	5:57	6:23	6:07	6:15			6:30	6:03	0:27
d	Number of non-life risk incidents attended															
		699	690	690	906	987	642	693	657	754	578			7296	5882	1414
3.4	The total average response times to primary fires (as recorded by Home Office)															
		9:24	8:04	10:06	11:10	11:44	10:22	9:32	10:00	9:07	9:55			10:03	9:44	0:19
a	Average call handling time															
		1:26	1:24	1:40	1:34	1:49	1:35	1:43	1:34	1:39	1:27			1:36	1:41	-0:05
b	Average appliance mobilisation time															
		1:31	1:02	1:19	1:19	1:36	1:31	1:16	1:25	1:18	1:12			1:21	1:34	-0:13
c	Average time to drive to the incident															
		6:27	5:38	7:07	8:17	8:19	7:16	6:33	7:01	6:10	7:16			7:06	6:29	0:37
d	Number of primary fire incidents attended															
		79	71	98	112	102	64	64	74	89	66			819	801	18
3.5	The % availability of Wholetime fire appliances															
		97.7%	98.5%	97.9%	96.4%	97.3%	98.7%	98.4%	98.7%	97.8%	99.9%			98.1%	98.4%	-0.3%
3.6	The % availability of On-Call fire appliances															
		61.8%	57.6%	59.7%	51.4%	57.1%	64.5%	59.5%	67.1%	62.8%	71.1%			61.2%	70.0%	-8.8%
3.7	The % of people satisfied with our overall response															
		100%	100%	100%	100%	100%	100%	100%	100%	100%	96%			99.7%	99.6%	0.1%
a	The % of people satisfied with their initial contact with the service															
		100%	95%	100%	100%	100%	100%	94%	88%	100%	95%			97.5%	99.7%	-2.2%

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%	100%	100%	100%	100%	100%	100%			100%	98.6%	1.4%
KCI 4 Home Fire Safety Checks																
4.1	Home safety checks	935	1340	1232	979	1078	887	994	1179	1038	1311			10973	7907	3066
4.2	Home safety feedback surveys	199	275	315	277	208	104	196	146	137	190			2047	1542	505
a	Percentage satisfied	100%	100%	99%	100%	100%	100%	100%	100%	100%	99%			99.9%	99.5%	0.4%
KCI 5 Fire Protection and Enforcement																
5.1	The % of fire safety audits that result in action plans and enforcement notices	20%	15%	9%	18%	14%	16%	13%	11%	15%	19%			15%	17%	-2%
a	Fire safety audits	98	115	102	100	92	92	99	113	78	64			953	501	452
b	Action plans and enforcement notices	20	17	9	18	13	15	13	12	12	12			141	86	55
5.2	Fire protection survey – Overall how satisfied were you with the service received	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%			100%	98%	2%
KCI 6 Capacity, staff and availability																
6.1	Average number of days/shifts lost to sickness by operational staff per person (inc COVID 19)	1.86			1.75			2.36						5.97	4.13 (6.63)	1.84 (-0.66)
a	Days/shifts lost to short-term sickness	342.66			356.09			387.90						1086.65	472.38	614.27
b	Days/shifts lost to long-term sickness	364.99			310.48			521.06						1196.54	1069.73	126.81
c	Total days/shifts lost to sickness	707.65			666.58			908.96						2283.19	1542.11 (2421.91)	741.08 (-138.72)
6.2	Average number of days/shifts lost to sickness by support staff per person (inc COVID 19)	1.76			2.02			1.69						5.47	5.03 (6.19)	0.44 (-0.72)
a	Days/shifts lost to short-term sickness	71.91			80.20			87.78						239.89	165.90	73.99
b	Days/shifts lost to long-term sickness	141.30			167.92			123.54						432.76	373.05	59.71
c	Total days/shifts lost to sickness	213.21			248.12			211.32						672.65	538.95 (771.10)	133.70 (-98.45)
6.3	Average number of staff on modified duties for the entire month	5	6	5	5	8	8	7	4	6	5			5.90	6.97	-1.07
a	Wholetime	4	5	3	4	5	4	4	3	5	5			4.20	3.40	0.80
b	On-Call	1	1	2	1	3	4	2	1	1	0			1.60	3.17	-1.57
c	Support	0	0	0	0	0	0	1	0	0	0			0.10	0.40	-0.30
6.3	Average number of staff on modified duties at some point throughout the month	7	12	19	15	13	20	21	20	8	14			14.90	12.31	2.59
a	Wholetime	6	7	14	9	11	15	14	11	5	11			10.30	7.97	2.33

Ref	Key Corporate Indicator	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Actual	3-Year Average	Differ
b	On-Call	1	5	4	5	2	3	4	4	2	3			3.30	2.77	0.53
c	Support	0	0	1	1	0	2	3	5	1	0			1.30	1.57	-0.27

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 2022 to January 2023

Of the 8051 incidents April 2022 to January 2023, 2964 (37%) were non-fire incidents, 2784 (34%) were fire false alarm incidents and 2303 (29%) were fire incidents. Most incidents occurred in Central, followed by Charnwood and Western. The 3-year average is 6849, so in comparison to this, there are 1202 more incidents (18%).

Table 2: Total incidents – April 2022 to January 2023

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Apr 2022 to Jan 2023
1.1	Total incidents	1163	1047	1084	633	380	324	295	627	1157	658	683	8051

Looking at the 3 areas:

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

False alarms – increase of 377 incidents compared to the 3-year average.

Non-fire incidents – increase of 224 incidents compared to 3-year average.

Whilst each of the 3 areas show increases against the 3-year average, it is important to recognise that the 3-year average will have been affected somewhat by the COVID 19 pandemic and the number of incidents attended during the summer months this year has been out of the ordinary. The number of fire related incidents increased significantly during that period, with the main reason being the huge rise in secondary fire incidents. This is a result of what was an extremely dry period with record temperatures and hardly any rain. August (1063) was the busiest month of the year so far and now January (675) has seen the lowest number of incidents. The number of fire false alarm incidents has increased, as has the number of non-fire incidents, although not to the extent the number of fire incidents has. Included in the non-fire incidents is the number of special service incidents, which shows greater increases in the number of effecting entry/exit entry incidents, flooding incidents and suicide/attempts.

January 2023

Of the 675 incidents in January, 293 (43%) were non-fire incidents, 260 (39%) were fire false alarm incidents and 122 (18%) were fire incidents. This has decreased from December (837) and can be put down to decreases in non-fire incidents and fire false alarm incidents. There were 122 fire incidents in January, compared to 129 in December. There were also 260 fire false alarm incidents in January, compared to 326 in December and there were 293 non-fire incidents in January, compared to 382 in December. Most incidents occurred in Central, followed by Charnwood and Western.

Table 3: Total incidents – January 2023

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Jan 2023
I.1	Total incidents	127	75	87	63	28	27	33	42	93	49	51	675

Chart 1: The total number of incidents by day in January 2023 shows the number of incidents by day, ranging from 14 at its lowest in a day on 8 January, to 37 incidents at its peak on 22 January. The number of incidents increased steadily as the month has progressed. On average, there were 21.77 incidents attended each day.

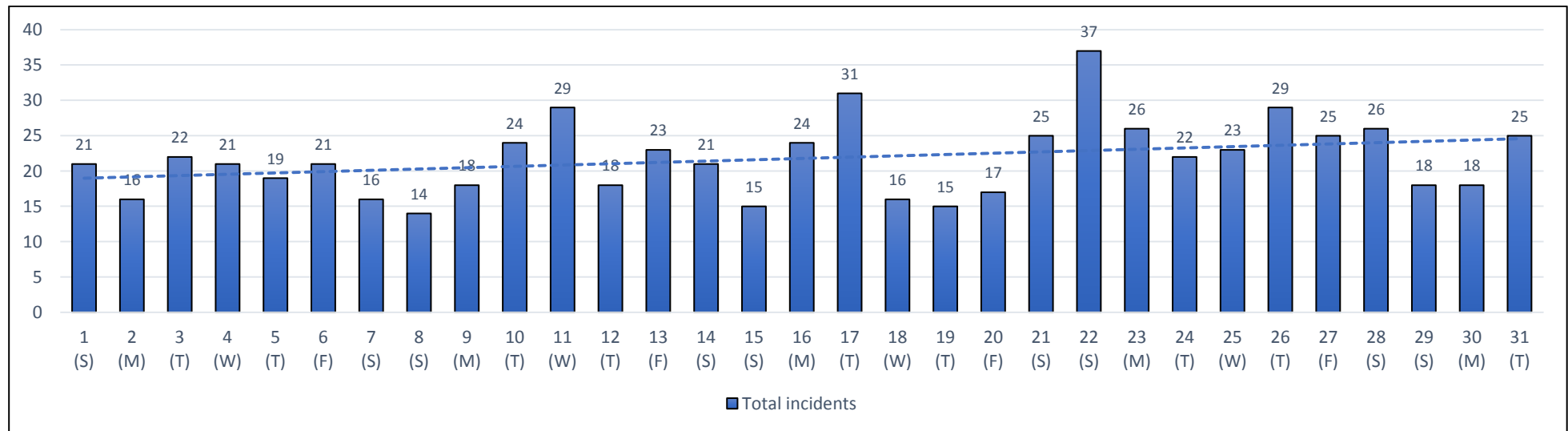
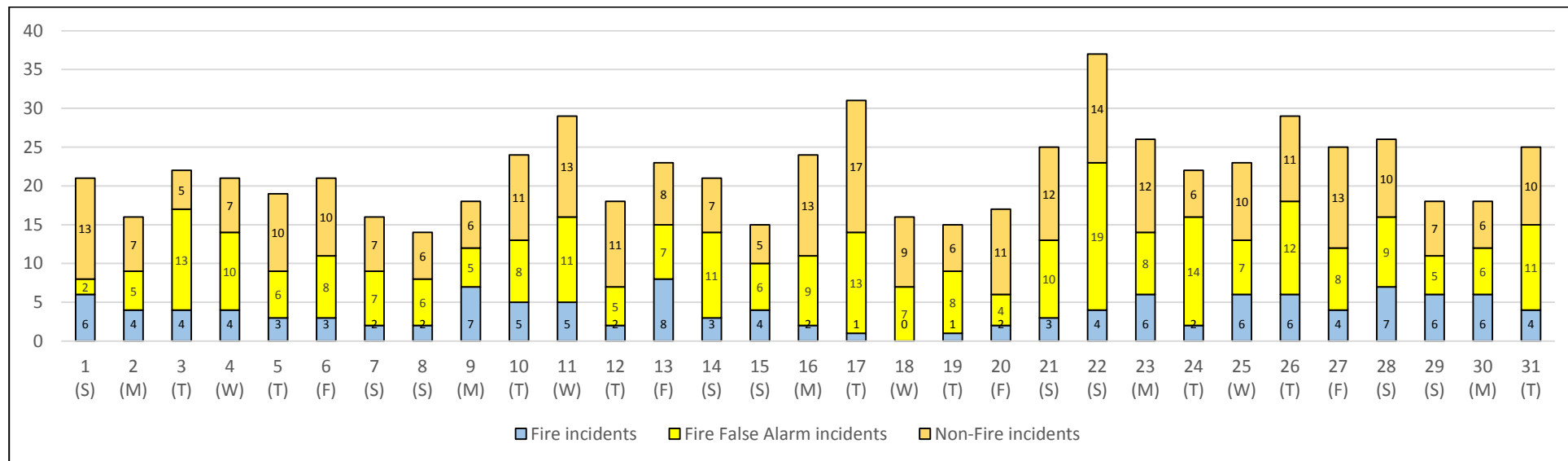


Chart 2: The total number of incidents broken down by type and day in January 2023 show the 37 incidents on 22 January broken down into 19 fire false alarm incidents, 14 non-fire incidents and 4 fire incidents.



1.2 Fire incidents – April 2022 to January 2023

Of the 2303 fire incidents April 2022 to January 2023, 913 were primary fires, 1352 were secondary fires and 38 were chimney fires. Most incidents occurred in Charnwood, Western and Eastern. The 3-year average is 1702, so in comparison to this, there are 601 more incidents. That’s a 35% increase in fires compared against the 3-year average. The number of secondary fires during April to August increased considerably and this can be related to the much warmer drier weather. There were record temperatures with hardly any rainfall during this period, although we are now in a period that traditionally reduces throughout the winter months because of the colder weather and earlier darker nights.

Table 4: Fire incidents – April 2022 to January 2023

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Apr 2022 to Jan 2023
I.2	Fire incidents	265	266	349	165	128	66	62	166	369	223	244	2303
a	Primary fire incidents	86	111	129	72	50	28	36	68	134	100	99	913
b	Secondary fire incidents	179	155	219	83	74	38	22	97	229	117	139	1352
c	Chimney fire incidents	0	0	1	10	4	0	4	1	6	6	6	38

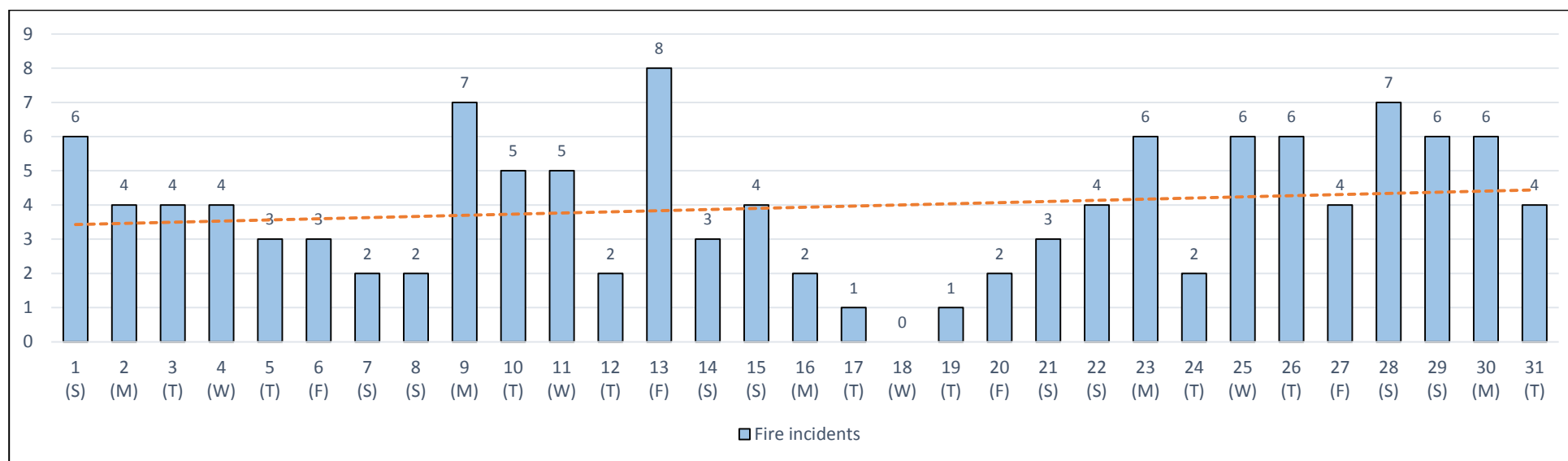
January 2023

Of the 122 incidents in January, 72 (59%) were primary fires, 41 (34%) were secondary fires and 9 (7%) were chimney fires. This is the lowest number of fire incidents in a month so far this year. Most incidents occurred in Charnwood, Western and Central. This is a decrease of 7 incidents from December (129).

Table 5: Fire incidents – January 2023

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Jan 2023
1.2	Fire incidents	16	10	17	13	11	5	4	9	20	11	6	122
a	Primary fire incidents	11	6	9	8	4	3	3	5	12	6	5	72
b	Secondary fire incidents	5	4	8	1	5	2	0	4	7	4	1	41
c	Chimney fire incidents	0	0	0	4	2	0	1	0	1	1	0	9

Chart 3: The total number of fire incidents by day in January 2023 show the number of incidents by day, ranging from 0 incidents in a day on 18 January, to 8 incidents at its peak on 13 January. The number of incidents has increased slightly as the month has progressed. On average, there were 3.94 fire incidents attended each day.



1.2a Primary fire incidents

There were 72 primary fire incidents in January, which is 22 less than December (94). Of these, 55 were accidental fires, 16 were deliberate fires and 1 was not known. Charnwood had the most incidents with 12, followed by Central 11 and Western 9.

Of the 55 accidental fires, the main property categories were dwelling 35 and road vehicle 10. The main fire cause show fault in equipment or appliance 14, faulty fuel supply - electricity 8 and combustible articles too close to heat source (or fire) 7. The main ignition source show cooking appliance 13, electricity supply 9 and vehicles only 8. The main times of the incidents show 6 of the incidents occurring between the hours of 6.00pm – 7.00pm.

Of the 16 deliberate fires, the main property categories were road vehicle 7 and dwelling 4. The main times of the incidents show 3 of the incidents occurring between the hours of 1.00am – 2.00am.

Of the 1 not known fire, the property category was dwelling, was caused by overheating and occurred between the hours of 3.00pm – 4.00pm.

1.2b Secondary fire incidents

There were 41 secondary fire incidents in January, which is 16 more than December (25). The number of deliberate secondary fires historically has always increased when there are prolonged periods of warmer weather. The last time we had such numbers of secondary fires was back in July 2018 when there were 301 secondary fires. That summer there was a prolonged period of hot weather and specifically throughout that month. During July and August this year there was an increase of secondary fires in a very small period of time. It is now a lot colder with more rainfall and its darker in the evening much earlier, so we are in that period of the year when secondary fire incidents reduce significantly.

Of the incidents in January, 15 were accidental fires, 25 were deliberate fires and 1 was not known. Western had the most incidents with 8.

Of the 15 accidental fires, the main types of property were other outdoors (inc land) 7 and outdoor structure 7. The main times of the incidents show 3 of the incidents occurring between the hours of 6.00pm – 7.00pm.

Of the 25 deliberate fires, the main types of property were other outdoors (inc land) 14, outdoor structure 6 and grassland woodland and crops 4. The main times of the incidents show 6 of the incidents occurring between the hours of 6.00pm – 7.00pm.

Of the 1 not known fire, the property category was outdoor structure and occurred between the hours of 10.00pm – 11.00pm.

1.2c Chimney fire incidents

There were 9 chimney fire incidents in January, which is 1 less than December (10). There were 4 in Harborough, 2 in Melton, 1 in Charnwood, 1 in Hinckley and Bosworth and 1 in Rutland.

1.3 Fire false alarms – April 2022 to January 2023

Of the 2784 fire false alarm incidents April 2022 to January 2023, 1467 were due to apparatus, 1256 were good intent and 61 were malicious. Most incidents occurred in Central, Eastern and Western. The 3-year average is 2407, so compared to the average, figures have increased by 377.

Table 6: Fire false alarms – April 2022 to January 2023

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Apr 2022 to Jan 2023
I.3	Fire false alarms	529	389	383	207	116	115	119	196	358	189	183	2784
A	Due to apparatus	396	226	217	85	50	53	68	82	160	70	60	1467
B	Good intent	114	155	155	121	64	59	50	112	190	114	122	1256
C	Malicious attended	19	8	11	1	2	3	1	2	8	5	1	61

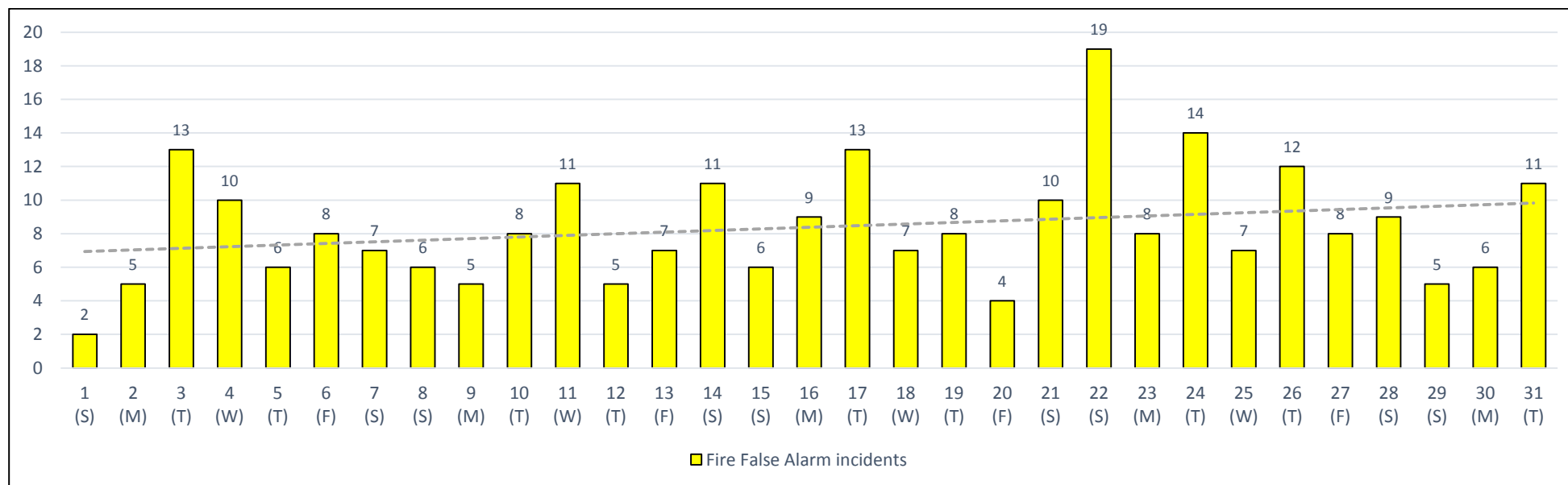
January 2023

Of the 260 fire false alarm incidents in January, 152 were due to apparatus, 100 were good intent and 8 were malicious. Most incidents occurred in Central, Eastern and Western. There were 326 in December, so January has seen a decrease of 66.

Table 7: Fire false alarms – January 2023

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Jan 2023
I.3	Fire false alarms	72	33	33	21	6	10	16	8	32	14	15	260
A	Due to apparatus	58	19	23	6	2	6	8	2	16	7	5	152
B	Good intent	10	14	9	15	4	3	8	6	15	6	10	100
C	Malicious attended	4	0	1	0	0	1	0	0	1	1	0	8

Chart 4: The total number of fire false alarm incidents by day in January 2023 show the number of incidents by day, ranging from 2 at its lowest in a day on 1 January, to 19 incidents at its peak on 22 January. The number of incidents has increased slightly as the month has progressed. On average, there were 8.39 incidents attended each day.



1.3a Due to apparatus

There were 152 false alarms due to apparatus in January, a decrease of 23 from December (175). Of these, the main categories were dwelling 110 and other-residential 27.

Of the false alarms due to apparatus, the main causes were cooking/burnt toast 47, accidentally/carelessly set off 23, faulty 16 and unknown 16. The main times of the incidents show 13 of the incidents occurring between the hours of 10.00pm – 11.00pm.

1.3b Good intent

There were 100 good intent false alarms in January, a decrease of 43 from December (143). Of these, the main categories were dwelling 46, other outdoors (inc land) 13 and road vehicle 13.

Of the good intent false alarms, the main causes were other 19, controlled burning 15, bonfire 13 and other cooking 13. The main times of the incidents show 20 of the incidents occurring between the hours of 4.00pm – 6.00pm.

1.3c Malicious attended

There were 8 malicious false alarms in January, which is the same as December (8). Of these, 4 were in Central, 1 was in Charnwood, 1 was in Hinckley and Bosworth, 1 was in Oadby in Wigston and 1 was in Western.

1.4 Non-fire incidents – April 2022 to January 2023

Of the 2964 non-fire incidents April 2022 to January 2023, 109 were non-fire false alarms and 2855 were special service. The table below shows the most incidents occurred in Charnwood, Eastern and Central. The 3-year average is 2740, so compared to the average, figures have increased by 224. 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 2022 to January 2023

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Apr 2022 to Jan 2023
1.4	Non-fire incidents	369	392	352	261	136	143	114	265	430	246	256	2964
a	Non-fire false alarms	15	18	12	7	5	5	5	9	21	2	10	109
b	Special service	354	374	340	254	131	138	109	256	409	244	246	2855
-	Road traffic collision (RTC)	41	54	53	90	36	19	20	68	68	60	72	581
-	Assist other agencies	70	98	97	39	40	33	18	57	108	49	56	665
-	Effecting entry / exit	53	49	49	20	3	22	7	35	45	23	16	322
-	Medical incident - co-responder/first responder	15	31	15	39	9	19	25	15	18	30	16	232
-	Flooding	26	48	33	13	2	10	4	14	16	11	4	181
-	Suicide/attempts	12	7	12	3	3	3	3	7	14	3	5	72
	- suicides	2	1	0	0	0	1	2	1	3	0	1	11

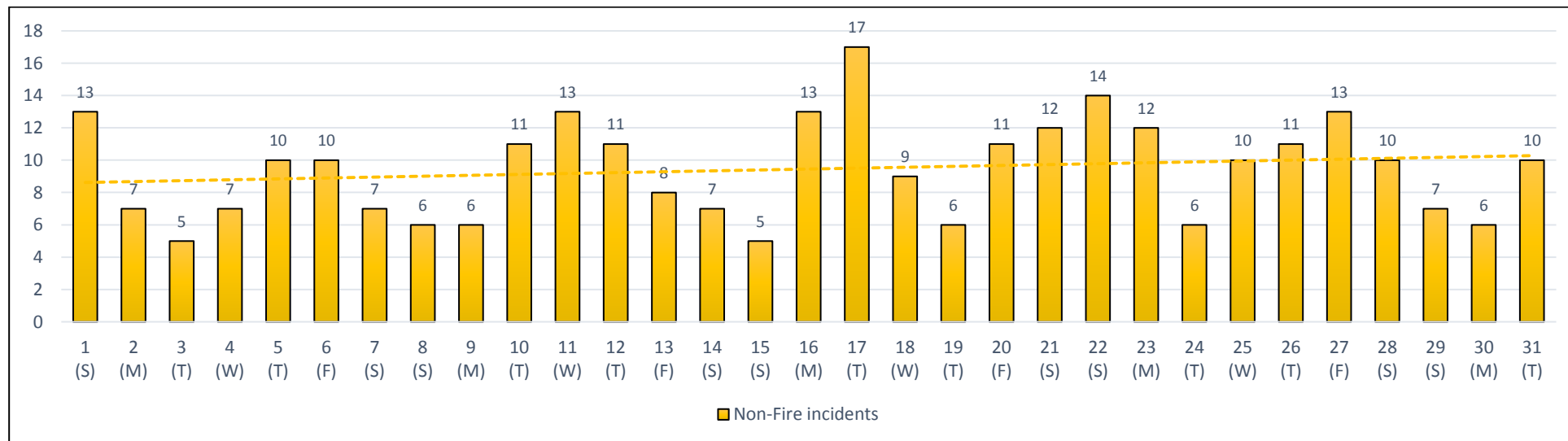
January 2023

Of the 293 incidents in January, 18 were non-fire false alarms and 275 were special service. Looking at the table below, the most incidents occurred in Charnwood, Central and Western. There were 382 in December, so January has seen a decrease of 89.

Table 9: Non-fire incidents – January 2023

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Jan 2022
1.4	Non-fire incidents	39	32	37	29	11	12	13	25	41	24	30	293
a	Non-fire false alarms	3	2	2	1	2	0	1	1	3	1	2	18
b	Special service	36	30	35	28	9	12	12	24	38	23	28	275
-	Road traffic collision (RTC)	4	9	5	13	4	0	3	10	7	6	11	72
-	Assist other agencies	3	8	12	2	1	3	2	4	12	5	6	58
-	Effecting entry / exit	11	1	3	3	0	1	2	4	7	1	1	34
-	Medical incident - co-responder/first responder	2	0	3	5	0	2	2	0	3	2	0	19
-	Flooding	2	3	4	1	0	2	0	2	0	2	0	16
-	Suicide/attempts	1	0	0	0	0	1	0	3	2	0	0	7
-	- suicides	0	0	0	0	0	0	0	1	1	0	0	2

Chart 5: The total number of non-fire incidents by day in January 2023 show the number of incidents by day, ranging from 5 at its lowest in a day on 3 January and 15 January, to 17 incidents at its peak on 17 January. The number of incidents has increased slightly as the month has progressed. On average, there were 9.45 incidents attended each day.



1.4a Non-fire false alarms

Of the 18 non-fire false alarms in January, 3 were in Central, 3 in Charnwood, 2 in Eastern, 2 in Melton, 2 in North West Leicester, 2 in Western, 1 in Blaby, 1 in Harborough, 1 in Hinckley and Bosworth and 1 in Rutland. This is 11 more than December (7).

1.4b Special service

There were 275 special service incidents in January, a decrease of 100 from December (375). Of these, there were 72 road traffic collisions, 58 assist other agencies and 34 effecting entry/exit. Charnwood had the most incidents with 38, followed by Central 36 and Western 35. Assist other agencies has had 58 incidents in January and this type of incident has increased substantially over the past few years. There have now been 665 assist other agency incidents April 2022 to January 2023, which is slightly lower than the 3-year average of 701. The vast majority of assist other agency incidents are effecting entry/exit incidents on behalf of other agencies and also includes bariatric incidents.

The number of road traffic collisions has increased slightly with 581 April 2022 to January 2023, compared to the 3-year average of 576. Effecting entry/exit where the Service was called by members of the public has had 322 incidents April 2022 to January 2023, compared to the 3-year average of 257 and this type of incident has increased substantially. Medical incident - co-responder/first responder has had 232 incidents April 2022 to January 2023, compared to the 3-year average of 265. Flooding has had 181 incidents April 2022 to January 2023, compared to the 3-year average of 114. There have been 72 suicide / attempts April 2022 to January 2023, compared to the 3-year average of 44 and of those this year, there were 11 actual suicides, compared to the 3-year average of 6.

2.1 Fatalities in fires – April 2022 to January 2023

There have been 4 fatalities in fires recorded in April 2022 to January 2023. This is 1 lower than the 3-year average of 5 fatalities.

The first fire fatality occurred on the morning of Sunday 1 May in Coalville East Ward in Coalville. The alarm was raised by passers-by. A 68-year-old female was found on the sofa in the lounge by breathing apparatus wearers and the believed cause was accidental due to smoking materials. A full post incident response was carried out over 2 days, 10 days after the incident. This was well received, over 50 Home Safety Checks were completed with some still being followed up.

The second fire fatality occurred on the afternoon of Friday 16 September in Leicester City. Fire Control received four 999 calls to a flat fire. Three appliances were initially mobilised, which was increased to four following an assistance message from the incident commander. The fire was located on the 1st floor where forced entry was made and four BA wearers committed. A 56-year-old male occupant was rescued by the BA crews. The gentleman had suffered severe burns to his lower body but was conscious and breathing at the time of being rescued. EMAS were in attendance and treated the casualty prior to being conveyed to Birmingham QE Hospital. Unfortunately, due to the severity of his injuries the gentleman passed away on the 18th of September 2022.

The third fire fatality occurred on the evening of Tuesday 18 October in Frisby-on-the-Wreake Ward in Melton. Crews were mobilised by Fire Control to a car fire persons reported. On attendance, crews found the casualty had extricated themselves from the car and also extinguished themselves. Bottled water and burns gels were used by fire crews to provide casualty care at the scene. The casualty was a 69-year-old male and was conscious and breathing at the scene, but later sadly died.

The fourth fire fatality occurred on the evening of Saturday 26 November in Loughborough Shelthorpe Ward in Loughborough. Control received a call from a passer-by who spotted a fire in a bungalow and could see a female occupant stood in the kitchen trying to extinguish the fire. The rear door was open, but the caller could not get to the occupant due to the smoke and heat issuing from the open doorway. As this was a confirmed persons reported, Control mobilised 3 appliances and 1 TRV. On arrival the incident commander confirmed large amount of smoke issuing from within the property and committed a team of two BA wearers. An 83-year-old female was rescued by the BA team and was conscious and breathing at the time of being rescued. Fire Service personnel provided initial trauma care until the arrival of EMAS. Unfortunately, due to the severity of her injuries, the lady passed away on the 30 November 2022

2.2 Non-fatal casualties in fires – April 2022 to January 2023

There have been 49 non-fatal casualties in fires April 2022 to January 2023. This is 2 less than the 3-year average of 51. Of the 49 non-fatal casualties, 20 have occurred in fires in the City, 10 in Charnwood, 6 in Melton, 4 in North West Leicester, 3 in Hinckley and Bosworth, 2 in Oadby and Wigston, 2 in Rutland, 1 in Blaby and 1 in Harborough. Out of the 49 non-fatal casualties in fires, 33 casualties occurred in dwellings, 7 in road vehicles, 4 in the outdoors, 3 in non-residential and 2 in other residential. Of the 49 non-fatal casualties. 39 were accidental and 10 were deliberate, with the circumstances leading to the injuries showing the main categories were caused by fighting fire (including attempts) 10 and discovering fire 5.

20

Table 10: Non-fatal casualties in fires – April 2022 to January 2023

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Apr 2022 to Jan 2023
2.2	Non-fatal casualties in fires	7	8	5	1	6	2	2	1	10	3	4	49

January 2023

There were 5 non-fatal casualties in fires in January, which is the same as in December (5), with 2 in Central, 1 in Charnwood, 1 in Oadby and Wigston and 1 in Western.

Of the 5 non-fatal casualties, 4 were accidental and 1 was deliberate. The circumstances leading to the injuries, shows that the injuries were caused by other 2, chair-ridden, e.g. in a wheel chair 1, injured rescuing person 1 and not known 1.

2.3 Fatalities in non-fire incidents – April 2022 to January 2023

There have been 54 fatal casualties in non-fire incidents April 2022 to January 2023. This is 7 less than the 3-year average of 61.

Of the 54 fatalities, 16 were attended to assist other agencies, 14 were road traffic collisions, 11 were suicide/attempts, 6 were effecting entry/exit, 3 were medical incident - first responder, 2 were rescue or evacuation from water, 1 was no action (not false alarm) and 1 was removal of people from objects. There were 8 in Harborough, 7 in Blaby, 7 in Rutland, 6 in Central, 6 in Charnwood, 5 in North West Leicester, 4 in Hinckley and Bosworth, 4 in Western, 3 in Eastern, 3 in Oadby and Wigston and 1 in Melton.

Table 11: Fatalities in non-fire incidents – April 2022 to January 2023

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Apr 2022 to Jan 2023
2.3	Fatalities in non-fire incidents	6	3	4	8	1	3	7	7	6	4	5	54

January 2023

There were 9 fatalities in non-fire incidents in January, compared to 3 in December.

Of the 9 fatalities, 3 were to assist other agencies, 3 were road traffic collisions, 2 were suicide/attempts and 1 was a medical incident - first responder. There were 3 in Harborough, 2 in Blaby, 2 in Charnwood, 1 in Eastern and 1 in Western.

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

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Jan 2023
2.3	Fatalities in non-fire incidents	0	1	1	3	0	0	0	2	2	0	0	9

2.4 Non-fatal casualties in non-fire incidents – April 2022 to January 2023

There have been 623 non-fatal casualties in non-fire incidents April 2022 to January 2023. This is 60 less than the 3-year average of 683.

Of the main property types of non-fatal casualties, 351 were road vehicle, 209 were dwellings and 34 were outdoor. Harborough has had most non-fatal casualties with 87. These can be related somewhat to the high number of road traffic collisions.

Table 13: Non-fatal casualties in non-fire incidents – April 2022 to January 2023

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Apr 2022 to Jan 2023
2.4	Non-fatal casualties in non-fire incidents	35	65	71	87	53	18	20	62	83	68	61	623

January 2023

There were 96 non-fatal casualties in non-fire incidents in January, compared to 55 in December. This is the highest month of the year so far for non-fatal casualties.

Of the 96 non-fatal casualties, the main property types of non-fatal casualties were road vehicle 64 and dwelling 27. The districts with the most non-fatal casualties in non-fire incidents in January was Eastern 18, Harborough 16 and North West Leicester 12.

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

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Jan 2023
2.4	Non-fatal casualties in non-fire incidents	5	18	9	16	3	1	4	7	11	10	12	96

2.5 Number of TRiM (Trauma Risk Management) – April 2022 to January 2023

The indicator Trauma Risk Management has now been running for just over 2 years and looks at the number of notifications, interventions and 1 to 1's. There have been 84 TRiM notifications April 2022 to January 2023. This is 10 less than the average of the previous 2 years figures of 94 during the same period.

January 2023

There was a total of 14 notifications that came from different sources in January, with 3 being for road traffic collisions where crews had to reattend to extricate casualty's following a police investigation. There was also a diver that suffered a cardiac arrest in the water at Stoney Cove and 5 incidents were supporting other agencies where there was a fatality. The education of TRiM and the process continues across the Service. Crews from Southern were targeted first due to them attending a high volume of traumatic incidents. Practitioner continual professional development date is 16 February and support is ongoing for some individuals.

2.6 Number of LFRS employees injured whilst attending incidents – April 2022 to January 2023

There have been 11 personal injuries whilst attending incidents April 2022 to January 2023. This is 5 less than the 3-year average of 16. Of the 11 personal injuries, 8 were classed as minor and 3 were classed as moderate, with 4 occurring at Eastern Station, 2 at Wigston Station, 1 at Central Station, 1 at Kibworth Station, 1 at Hinckley Station, 1 at Oakham Station and 1 at Shepshed Station.

The personal injuries were categorised further as 3 injuries from lifting or manual handling, 1 injury from other - burn/scald, 1 injury from other - allergy/adverse reaction, 1 injury from slipped, tripped and fell on same level, 1 injury from other – injured using hand tools, 1 injury from being bitten by a cat at an incident, 1 injury from blisters on feet from fire boots, 1 injury from other - dizziness and/or heat stress and 1 injury from stood on a rake on the floor that then hit them on the head.

Of the 11 personal injuries, 9 of the injuries occurred whilst at a fire incident and 2 occurred at a special service incident. Based on the RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013) reporting, 7 injuries resulted in no sickness or modified duties, 2 injuries resulted in sickness/modified duties check added to team calendar, 1 injury resulted in sickness over 3 days and 1 injury resulted in sickness over 7 days.

January 2023

There were 2 personal injuries whilst attending incidents in January, compared to 0 in December.

Both personal injuries were classed as minor, with 1 occurring at Kibworth Station and 1 at Hinckley Station. The personal injuries were both categorised further as injured while lifting or manual handling. Based on the RIDDOR reporting, both injuries resulted in a sickness/modified duties check.

3.1 Number of emergency calls received – April 2022 to January 2023

There have been 18114 emergency calls received April 2022 to January 2023. This is 3478 more than the 3-year average of 14636.

January 2023

There were 1431 emergency calls received in January, which is 284 less than December (1715). 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. On average, emergency calls were answered in 4.16 seconds in January.

July with 2738 calls and August with 2693 calls were the busiest months for emergency calls for many years. Since then, numbers had reduced back to the level of calls we usually receive in a typical month.

3.2 The total average response times of life threatening incidents – April 2022 to January 2023

There have been 707 incidents classed as life risk by Control April 2022 to January 2023. This is 196 less than the 3-year average of 903. The total average response time for the 707 incidents was 10 minutes 32 seconds, compared to the 3-year average of 10 minutes 30 seconds.

The 10 minutes 32 seconds can be broken down further:

Average call handling was 2 minutes 8 seconds, a reduction of 3 seconds on the 3-year average time (2 minutes 11 seconds).

Average mobilisation time was 1 minute 21 seconds, a reduction of 22 seconds on the 3-year average time (1 minute 43 seconds).

Average drive time was 7 minutes 3 seconds, an increase of 27 seconds on the 3-year average time (6 minutes 36 seconds).

The 707 life risk incidents average response time of 10 minutes 32 seconds can also be broken down by incident type:

71 Fire incidents attended with an average response time of 8 minutes 24 seconds.

72 Fire false alarm incidents attended with an average response time of 8 minutes 54 seconds.

564 Non-fire incidents attended with an average response time of 11 minutes 1 second.

Of the 564 Non-fire incidents, there were 397 RTC incidents attended with an average response time of 11 minutes 12 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 2022 to January 2023 there have been 106 investigations carried out by Control, 21 mobilisation investigations and 135 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 2022 to January 2023

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Apr 2022 to Jan 2023
3.2	The total average response times of life threatening incidents (mins)	7:36	7:44	8:11	13:10	13:32	9:02	15:36	10:52	10:24	11:17	11:34	10:32
a	Average call handling time	1:58	2:00	1:54	2:08	2:38	2:00	2:28	2:19	2:14	2:02	2:05	2:08
b	Average appliance mobilisation time	1:11	1:04	1:05	1:25	1:59	1:30	1:53	1:14	1:09	1:29	1:37	1:21
c	Average time to drive to the incident	4:27	4:40	5:12	9:37	8:55	5:32	11:15	7:19	7:01	7:46	7:52	7:03
d	Number of life threatening incidents attended	73	69	89	86	44	23	33	62	95	55	78	707

January 2023

There have been 93 incidents classed as life risk by Fire Control in January 2023. This is 13 more than December (80). The total average response time for the 93 incidents was 10 minutes 49 seconds, compared to 10 minutes 39 seconds in December.

The 10 minutes 49 seconds can be broken down further:

Average call handling was 2 minutes 7 seconds, a reduction of 4 seconds on the time in December (2 minutes 11 seconds).

Average mobilisation time was 1 minute 23 seconds, an increase of 11 seconds on the time in December (1 minute 12 seconds).

Average drive time was 7 minutes 19 seconds, an increase of 3 seconds on the time in December (7 minutes 16 seconds).

During January there have been 15 investigations carried out by Control, 3 mobilisation investigations and 19 drive time investigations. This picks up any anomalies with the system and highlights any possible areas of concern.

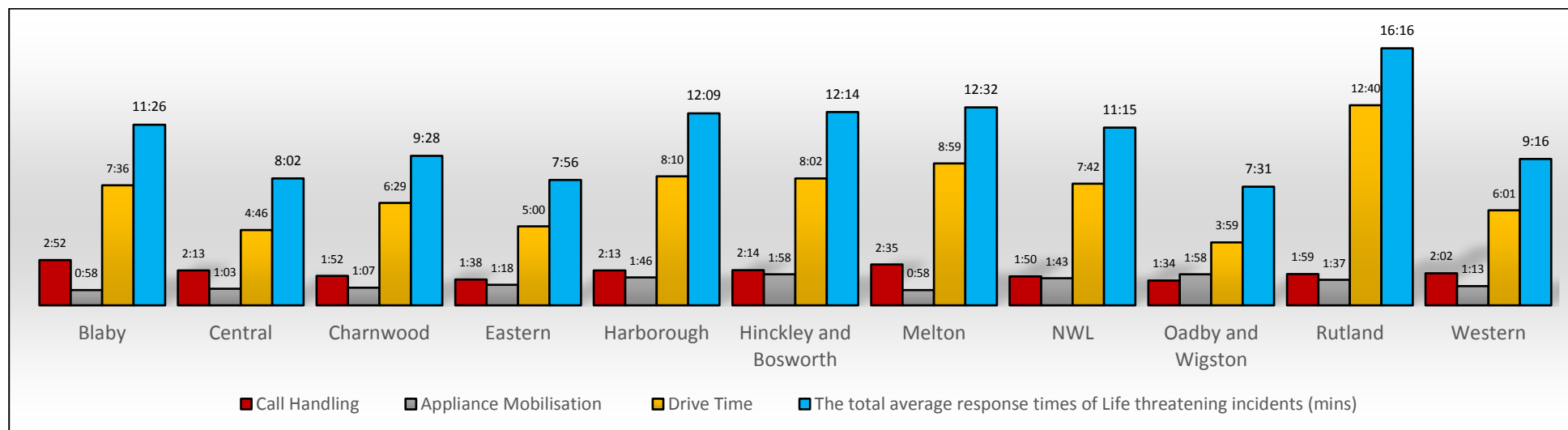
Please note that small numbers are being analysed.

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

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Jan 2023
3.2	The total average response times of life threatening incidents (mins)	8:02	7:56	9:16	12:09	12:32	7:31	16:16	11:26	9:28	12:14	11:15	10:49
a	Average call handling time	2:13	1:38	2:02	2:13	2:35	1:34	1:59	2:52	1:52	2:14	1:50	2:07

b	Average appliance mobilisation time	1:03	1:18	1:13	1:46	0:58	1:58	1:37	0:58	1:07	1:58	1:43	1:23
c	Average time to drive to the incident	4:46	5:00	6:01	8:10	8:59	3:59	12:40	7:36	6:29	8:02	7:42	7:19
d	Number of life threatening incidents attended	11	8	11	12	6	2	8	10	8	5	12	93

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



3.3 The total average response times of non-life threatening incidents – April 2022 to January 2023

There have been 7296 incidents classed as non-life risk by Control April 2022 to January 2023. This is 1414 more than the 3-year average of 5882. The total average response time for the 7296 incidents was 9 minutes 58 seconds, compared to the 3-year average of 9 minutes 52 seconds.

The 9 minutes 58 seconds can be broken down further:

Average call handling was 1 minute 58 seconds, a reduction of 13 seconds on the 3-year average time of 2 minutes 11 seconds.

Average mobilisation time was 1 minute 30 seconds, a reduction of 8 seconds on the 3-year average time of 1 minute 38 seconds.

Average drive time was 6 minutes 30 seconds, an increase of 27 seconds on the 3-year average time of 6 minutes 3 seconds.

The 7296 non-life risk incidents average response time of 9 minutes 58 seconds can also be broken down by incident type:
 2227 Fire incidents attended with an average response time of 10 minutes 36 seconds.
 2821 Fire false alarm incidents attended with an average response time of 9 minutes 9 seconds.
 2248 Non-fire incidents attended with an average response time of 10 minutes 23 seconds.

Of the 2248 non-fire incidents, there were 623 Assist other agencies incidents attended with an average response time of 10 minutes 16 seconds.

Please note: There were a total of 7344 non-life risk incidents attended April 2022 to January 2023. 48 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 2022 to January 2023

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Apr 2022 to Jan 2023
3.3	The total average response times of non-life threatening incidents (mins)	7:53	8:11	8:48	12:42	12:06	9:00	12:19	10:47	10:07	11:16	12:05	9:58
a	Average call handling time	1:47	1:49	1:49	2:09	2:05	2:13	2:18	2:03	1:59	2:01	2:10	1:58
b	Average appliance mobilisation time	1:11	1:06	1:09	2:02	3:01	1:32	1:56	1:20	1:19	1:37	2:05	1:30
c	Average time to drive to the incident	4:55	5:16	5:50	8:31	7:00	5:15	8:05	7:24	6:49	7:38	7:50	6:30
d	Number of non-life threatening incidents attended	1084	971	988	542	338	299	258	560	1056	601	599	7296

January 2023

There have been 578 incidents classed as non-life risk by Control in January. This is 176 less than December (754). The total average response time for the 578 incidents was 9 minutes 37 seconds, compared to 9 minutes 26 seconds in December.

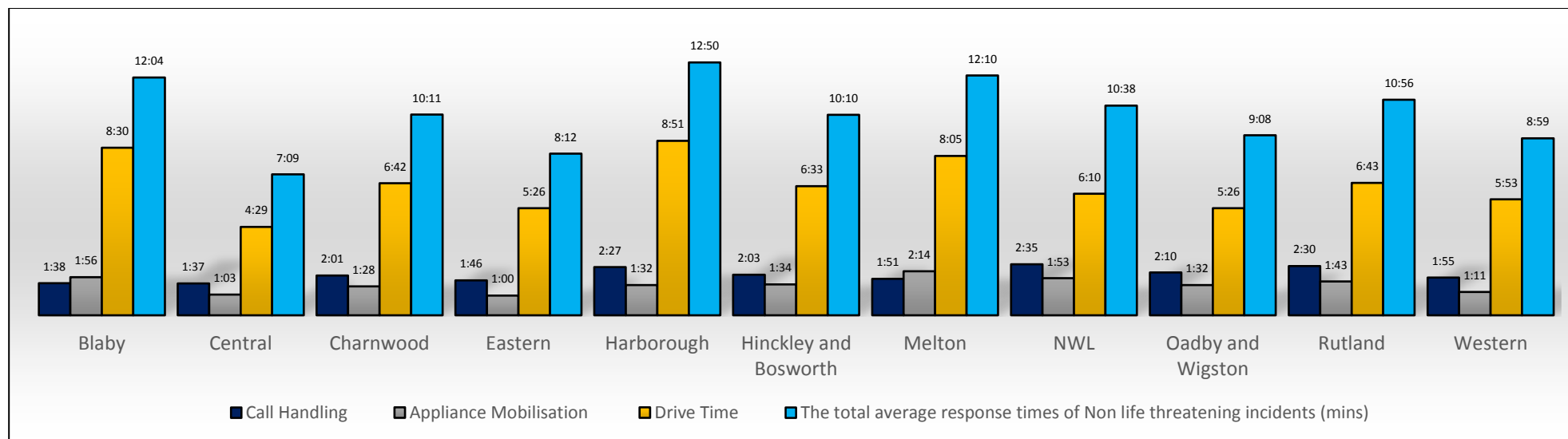
The 9 minutes 37 seconds can be broken down further:
 Average call handling was 1 minute 58 seconds, an increase of 2 seconds on the time in December (1 minute 56 seconds).
 Average mobilisation time was 1 minute 24 seconds, an increase of 1 second on the time in December (1 minute 23 seconds).
 Average drive time was 6 minutes 15 seconds, an increase of 8 seconds on the time in December (6 minutes 7 seconds).

Currently no investigations are required.

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

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Jan 2023
3.3	The total average response times of non-life threatening incidents (mins)	7:09	8:12	8:59	12:50	12:10	9:08	10:56	12:04	10:11	10:10	10:38	9:37
a	Average call handling time	1:37	1:46	1:55	2:27	1:51	2:10	2:30	1:38	2:01	2:03	2:35	1:58
b	Average appliance mobilisation time	1:03	1:00	1:11	1:32	2:14	1:32	1:43	1:56	1:28	1:34	1:53	1:24
c	Average time to drive to the incident	4:29	5:26	5:53	8:51	8:05	5:26	6:43	8:30	6:42	6:33	6:10	6:15
d	Number of non-life threatening incidents attended	115	67	75	52	22	25	25	31	85	45	36	578

Chart 8: The total average response times of non-life threatening incidents in January 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 2022 to January 2023

There was a total of 913 primary fires attended April 2022 to January 2023. 94 incidents have been excluded as per Home Office guidelines. So, the response time calculations for primary fires are based on 819 primary fires April 2022 to January 2023. The total average response time for the 819 primary fires is 10 minutes 3 seconds, compared to the 3-year average of 9 minutes 44 seconds.

The 10 minutes 3 seconds can be broken down further:

Average call handling was 1 minute 36 seconds, a reduction of 5 seconds on the 3-year average time of 1 minutes 41 seconds.

Average mobilisation time was 1 minute 21 seconds, a reduction of 13 seconds on the 3-year average time of 1 minute 34 seconds.

Average drive time was 7 minutes 6 seconds, an increase of 37 seconds on the 3-year average time of 6 minutes 29 seconds.

Table 19: The total average response times of primary fire incidents (mins) – April 2022 to January 2023

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Apr 2022 to Jan 2023
3.3	The total average response times of primary fire incidents (mins)	7:25	7:14	8:10	12:48	12:29	8:02	15:46	10:29	9:12	11:53	11:44	10:03
a	Average call handling time	1:28	1:21	1:23	1:43	1:45	1:14	2:18	1:22	1:41	1:46	1:45	1:36
B	Average appliance mobilisation time	1:14	1:03	1:05	1:25	2:37	1:29	2:01	1:13	1:08	1:25	1:25	1:21
c	Average time to drive to the incident	4:43	4:50	5:42	9:40	8:07	5:19	11:27	7:54	6:23	8:42	8:34	7:06
D	Number of primary fire incidents attended	80	103	99	65	50	26	34	66	117	90	89	819

January 2023

There have been 66 primary fires in January. This is 23 less than December (89).

The total average response time for the 66 incidents was 9 minutes 55 seconds, compared to 9 minutes 7 seconds in December.

The 9 minutes 55 seconds can be broken down further:

Average call handling was 1 minute 27 seconds, a reduction of 12 seconds on the time in December (1 minute 39 seconds).

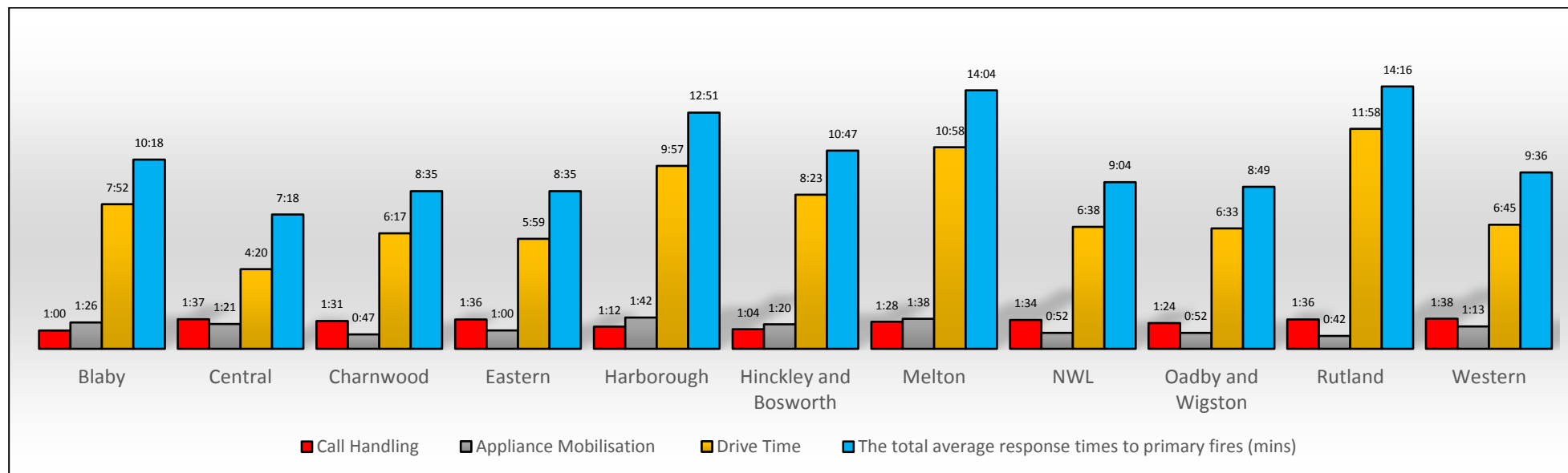
Average mobilisation time was 1 minute 12 seconds, a reduction of 6 seconds on the time in December (1 minute 18 seconds).

Average drive time was 7 minutes 16 seconds, an increase of 1 minute 6 seconds on the time in December (6 minutes 10 seconds).

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

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Jan 2023
3.3	The total average response times of primary fire incidents (mins)	7:18	8:35	9:36	12:51	14:04	8:49	14:16	10:18	8:35	10:47	9:04	9:55
a	Average call handling time	1:37	1:36	1:38	1:12	1:28	1:24	1:36	1:00	1:31	1:04	1:34	1:27
B	Average appliance mobilisation time	1:21	1:00	1:13	1:42	1:38	0:52	0:42	1:26	0:47	1:20	0:52	1:12
c	Average time to drive to the incident	4:20	5:59	6:45	9:57	10:58	6:33	11:58	7:52	6:17	8:23	6:38	7:16
D	Number of primary fire incidents attended	11	6	8	8	4	3	3	4	10	5	4	66

Chart 9: The total average response times of primary fire incidents in January 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 Rutland shows the longest average response time to primary fire incidents.



3.5 The % availability of Wholetime fire appliances – April 2022 to January 2023

For April 2022 to January 2023, Wholetime fire appliances have been available 98.1% of the time due to crewing, a decrease of 0.3% compared to the 3-year average (98.4%). Please note these figures are calculated based purely on the crew/skill availability held on the Systel Data Warehouse. Any unavailability due to mechanical reasons is not included.

Table 21: The % availability of Wholetime fire appliances – April 2022 to January 2023

Station	Appliance	Type	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Total
Castle Donington	18P1	Wholetime	100.00%	100.00%	97.60%	99.80%	97.85%	100.00%	97.72%	100.00%	100.00%	100.00%			99.29%
Birstall	19P2	Wholetime	100.00%	99.84%	100.00%	100.00%	100.00%	100.00%	99.80%	100.00%	100.00%	100.00%			99.96%
Loughborough	20P1	Wholetime	100.00%	100.00%	99.17%	97.04%	98.92%	100.00%	100.00%	100.00%	100.00%	100.00%			99.51%
Loughborough	20P3	Wholetime	79.86%	89.45%	79.03%	62.90%	69.62%	90.42%	84.95%	86.67%	75.13%	98.66%			81.64%
Melton	21P1	Wholetime (07.00 – 19.00)	99.58%	96.37%	99.68%	97.58%	95.47%	99.44%	98.52%	99.49%	99.87%	99.87%			98.57%
Eastern	23P1	Wholetime	99.17%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	99.93%	100.00%			99.91%
Eastern	23P2	Wholetime	94.72%	98.12%	97.01%	95.16%	98.48%	94.30%	100.00%	97.85%	98.23%	100.00%			97.41%
Western	24P1	Wholetime	99.86%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	99.19%	99.87%			99.89%
Coalville	25P1	Wholetime	99.02%	99.80%	99.93%	99.66%	99.93%	99.86%	100.00%	99.86%	99.87%	100.00%			99.79%
Central	30P1	Wholetime	99.17%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%			99.92%
Central	30P2	Wholetime	96.25%	94.94%	97.36%	93.95%	98.90%	99.44%	94.69%	98.68%	94.89%	99.93%			96.89%
Wigston	31P1	Wholetime	99.95%	99.73%	98.89%	99.60%	98.92%	98.45%	100.00%	98.96%	100.00%	100.00%			99.46%
Oakham	33P1	Wholetime	100.00%	100.00%	99.88%	100.00%	100.00%	99.93%	100.00%	100.00%	100.00%	100.00%			99.98%
Market Harborough	36P1	Wholetime (07.00 – 19.00)	100.00%	99.55%	99.72%	99.55%	98.25%	99.86%	100.00%	97.82%	97.85%	99.46%			99.20%
Lutterworth	37P1	Wholetime (07.00 – 19.00)	96.39%	99.33%	99.58%	100.00%	98.38%	96.94%	99.73%	99.86%	98.79%	100.00%			98.91%
Hinckley	38P1	Wholetime	100.00%	96.62%	99.03%	98.19%	99.87%	100.00%	99.87%	99.03%	100.00%	100.00%			99.26%
Southern	40P1	Wholetime	98.33%	100.00%	100.00%	98.92%	100.00%	100.00%	98.72%	100.00%	100.00%	100.00%			99.60%
Total			97.70%	98.46%	97.89%	96.37%	97.33%	98.74%	98.38%	98.69%	97.77%	99.88%			98.12%

January 2023

For January, Wholetime fire appliances have been available 99.9% of the time due to crewing, an increase of 2.1% compared to December (97.8%).

3.6 The % availability of On-Call fire appliances – April 2022 to January 2023

For April 2022 to January 2023, On-Call fire appliances have been available 61.2% of the time due to crewing, a decrease of 8.8% compared to the 3-year average (70.0%). Please note these figures are calculated based purely on the crew/skill availability held on the Systel Data Warehouse. Any unavailability due to mechanical reasons is not included.

Table 22: The % availability of On-Call fire appliances – April 2022 to January 2023

Station	Appliance	Type	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Total
Melton	21P1	On-Call (19.00 – 07.00)	99.81%	100.00%	99.77%	99.51%	99.37%	99.86%	99.69%	100.00%	99.60%	100.00%			99.76%
	21P2	On-Call	87.43%	83.11%	84.52%	81.00%	74.82%	87.20%	85.69%	91.95%	92.03%	93.08%			86.06%
	Total	On-Call Station	92.04%	89.47%	91.86%	90.17%	89.90%	92.94%	92.77%	96.07%	97.11%	96.93%			92.92%
Coalville	25P2	On-Call	69.19%	57.75%	57.20%	55.85%	68.82%	69.24%	68.23%	64.44%	75.60%	82.75%			66.93%
Ashby	26P2	On-Call	64.68%	57.24%	77.06%	55.53%	51.10%	82.71%	77.37%	82.08%	79.64%	91.60%			71.84%
Shepshed	28P2	On-Call	64.14%	62.97%	68.96%	60.22%	71.03%	71.66%	65.01%	67.20%	68.75%	80.58%			68.05%
Wigston	31P2	On-Call	52.57%	35.57%	28.77%	33.49%	34.63%	45.46%	34.66%	44.26%	34.81%	47.83%			39.16%
Billesdon	32P3	On-Call	50.02%	47.49%	47.71%	54.46%	60.71%	49.75%	48.92%	43.73%	49.53%	51.97%			50.46%
Oakham	33P3	On-Call	51.60%	68.82%	77.31%	71.86%	73.48%	77.15%	64.61%	82.73%	63.28%	81.68%			71.24%
Uppingham	34P2	On-Call	51.69%	58.20%	52.04%	57.95%	62.12%	65.67%	60.19%	65.05%	59.43%	61.60%			59.40%
	34P3	On-Call	20.51%	25.78%	24.12%	15.12%	17.58%	17.50%	25.16%	21.48%	21.78%	20.46%			20.95%
	Either	Total	72.20%	83.98%	76.16%	73.07%	79.70%	83.17%	85.35%	86.53%	81.21%	82.06%			80.35%
Kibworth	35P2	On-Call	51.85%	48.43%	45.42%	40.70%	52.26%	59.53%	60.95%	52.43%	50.07%	52.64%			51.42%
Market Harborough	36P1	On-Call (19.00 – 07.00)	65.65%	64.47%	49.17%	46.33%	54.70%	67.22%	44.58%	63.61%	48.07%	85.93%			58.94%
	36P3	On-Call	4.94%	7.04%	3.33%	2.26%	3.37%	17.90%	17.54%	23.13%	14.72%	20.14%			11.42%
	Total	On-Call Station	37.48%	37.12%	26.95%	25.43%	30.72%	49.68%	39.09%	47.04%	37.41%	58.56%			38.93%
Lutterworth	37P1	On-Call (19.00 – 07.00)	96.85%	95.83%	97.31%	90.46%	90.32%	93.70%	89.33%	97.41%	98.25%	97.54%			94.68%

	37P3	On-Call	51.09%	27.99%	30.56%	14.61%	21.24%	25.72%	25.09%	56.16%	59.86%	67.36%			37.93%
	Total	On-Call Station	65.28%	56.79%	57.64%	51.48%	56.05%	56.67%	57.21%	73.33%	78.19%	77.22%			62.98%
Hinckley	38P2	On-Call	46.25%	49.60%	57.48%	41.62%	59.16%	65.49%	64.78%	63.87%	66.29%	76.84%			59.15%
	38P3	On-Call	26.39%	30.96%	16.52%	23.59%	13.89%	16.43%	16.38%	12.80%	11.33%	12.74%			18.10%
	Either	Total	72.64%	80.56%	74.00%	65.21%	73.05%	81.92%	81.16%	76.67%	77.62%	89.58%			77.25%
Market Bosworth	39P2	On-Call	73.17%	71.66%	71.69%	43.41%	68.06%	52.87%	59.39%	70.39%	69.94%	81.50%			66.20%
Total			61.84%	57.63%	59.71%	51.43%	57.08%	64.46%	59.51%	67.05%	62.80%	71.11%			61.23%

January 2023

For January, On-Call fire appliances have been available 71.1% of the time due to crewing, an increase of 8.3% compared to December (62.8%).

3.7 The % of people overall satisfied with our response – April 2022 to January 2023

We have received 319 public responses to our After the Incident Survey April 2022 to January 2023. 99.7% 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, with 0.3% of responding stating they were ‘very dissatisfied’. This is 0.1% more than the 3-year average figure of 99.6%.

January 2023

For January, we have received 24 responses to our After the Incident Survey, which is 1 less than we have received in December (25). Of the 25 responses, 24 stated that they were ‘satisfied or very satisfied’ and 1 stated that they were ‘very dissatisfied’ with the overall service.

3.7a The % of people satisfied with their initial contact with the service – April 2022 to January 2023

We have received 195 public responses to this question in our After the Incident Survey April 2022 to January 2023. 97.5% of people responding to the survey stated that they were ‘satisfied or very satisfied’ with the initial contact when they called Leicestershire Fire and Rescue Service, with 1% of people responding stating they were neither ‘satisfied’ nor ‘dissatisfied’, 1% of people stating they were ‘dissatisfied’ and 0.5% of people stating they were ‘very dissatisfied’ with the initial contact. This is 2.2% less than the 3-year average figure of 99.7%.

January 2023

For January, we have received 19 responses to this question in our After the Incident Survey, which is 1 more than we have received in December (18). Of the 19 responses, 18 stated that they were ‘satisfied or very satisfied’ and 1 stated they were ‘very dissatisfied’ with their initial contact with the service.

3.7b The % of people satisfied with the service they received at the scene – April 2022 to January 2023

We have received 296 public responses to this question in our After the Incident Survey for April 2022 to January 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 1.4% more than the 3-year average figure of 98.6%.

January 2023

For January, we have received 22 responses to our After the Incident Survey, which is 2 less than we have received in December (24). All 24 responses stated that they were ‘satisfied or very satisfied’ with the service they have received at the scene.

4.1 Home safety checks – April 2022 to January 2023

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

There have been 10973 home safety checks April 2022 to January 2023. This is 3066 more than the 3-year average of 7907. The previous year shows there were 11032 home safety checks completed during the same period.

The 10973 home fire safety checks can be broken down further:

Successful initial 8108, a decrease of 104 home safety checks on last year’s (8212).

Successful follow up 2703, an increase of 104 home safety checks on last year’s (2599).

Successful vulnerable person 162, a decrease of 59 home safety checks on last year’s (221).

Ref	Key Corporate Indicator	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr 2022 to Jan 2023
4.1	Home safety checks	935	1340	1232	979	1078	887	994	1179	1038	1311			10973
a	Successful initial	770	1080	910	709	771	655	705	900	708	900			8108
b	Successful follow up	146	236	300	254	295	225	281	256	311	399			2703
c	Successful vulnerable person	19	24	22	16	12	7	8	23	19	12			162

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

The 10973 home fire safety checks can be broken down further:

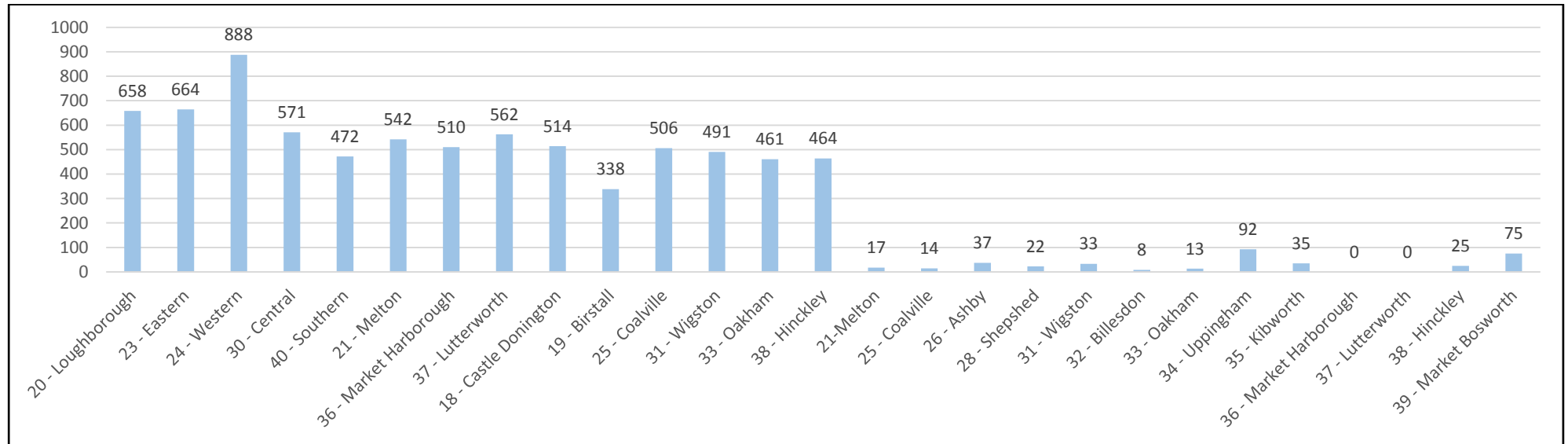
- Stations 8012, a decrease of 172 home safety checks on last year's (8184).
- Community safety educators 2785, an increase of 92 home safety checks on last year's (2693).
- Control 0, a decrease of 9 home safety checks on last year's (9).
- Partners 155, an increase of 23 home safety checks on last year's (132).
- LFRS (Website) 0, a decrease of 1 home safety check on last year's (1).
- Unknown 21, an increase of 8 home safety checks last year's (13).

Table 24: Home safety checks carried out by stations, community safety educators, control, partners, LFRS (website) and unknown – April 2022 to January 2023

Ref	Key Corporate Indicator	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr 2022 to Jan 2023
4.l	Home safety checks	935	1340	1232	979	1078	887	994	1179	1038	1311			10973
a	Stations	677	1034	959	675	748	608	817	820	707	967			8012
b	CSE	230	288	250	281	310	255	167	349	322	333			2785
c	Control	0	0	0	0	0	0	0	0	0	0			0
d	Partners data	26	18	22	22	17	22	9	2	7	10			155
E	LFRS (Website)	0	0	0	0	0	0	0	0	0	0			0
f	Unknown	2	0	1	1	3	2	1	8	2	1			21

The 8012 home safety checks carried out April 2022 to January 2023 by stations are shown below.

Chart 10: The Total Successful HSCs by Station April 2022 to January 2023 shows the number home safety checks completed by stations, ranging from 8 to 888. The stations delivering less than 25 home safety checks were On-Call stations. The stations delivering the most home safety checks were Western 888, Eastern 664 and Loughborough 658.



January 2023

For January, there were 1311 home safety checks, which is 273 more than December (1038).

Of the 1311, there were 900 successful initial, 399 successful follow up and 12 successful vulnerable person. There were 967 carried out by stations, 333 carried out by community safety educators, 10 were carried out by partners and 1 was unknown.

4.2 Home safety feedback surveys – April 2022 to January 2023

There have been 2047 home safety feedback surveys April 2022 to January 2023. This indicator has now been in place since April 2020 and figures this year are compared to the 2-year average. This is 505 more than the 2-year average figure of 1542.

Of the 2047 surveys, 1698 were first visits and 349 were repeat visits. Of the 1698 first visits, 99.9% were satisfied and of the 349 repeat visits, 99.4% were satisfied. The previous year shows there were 1615 surveys, with 1337 first visits and 278 repeat visits.

January 2023

For January, we have received 190 home safety feedback surveys, which is 53 more than in December (137). Of this, 153 were first visits in January, which is 60 more than in December (93) and 99.3% were satisfied. There were 37 repeat visits in January, which is 7 less than in December (44) and 100% were satisfied.

5.1 The % of fire safety audits that result in action plans and enforcement notices – April 2022 to January 2023

There have been 953 fire safety audits carried out April 2022 to January 2023 and there have been 141 action plans or enforcement notices. The number of fire safety audits carried out is 452 more than the 3-year average of 501 and the number of action plans or enforcement notices is 55 more than the 3-year average of 86.

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'.

January 2023

For January, there were 64 fire safety audits carried out, which is 14 less than in December (78). There were 12 action plans or enforcement notices issued, which is exactly the same as was issued in December (12).

5.2 Fire protection Survey – Overall how satisfied were you with the service received – April 2022 to January 2023

There have been 153 completed surveys received April 2022 to January 2023 and 153 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 65 more than the 3-year average of 88.

January 2023

For January, there were 11 completed surveys received and all 11 were satisfied with the service they have received. This is the same completed as there were in December (11).

6.1 Average number of days/shifts lost to sickness by operational staff per person – April to December 2022

An average of 5.97 days/shifts per person were lost to sickness by operational staff during April to December 2022, compared to the 3-year average of 4.13 days/shifts lost per person. Covid data is now included in the 5.97 days/shifts lost, so if that was compared to the average when Covid data was reported separately, it would be 0.66 days/shifts lost less (6.63 days/shifts lost). In total, there have been 2283.19 days/shifts lost to sickness, compared to the 3-year average of 1542.11 days/shifts lost. With Covid data included on the previous 2-year average, there were 2421.91 days/shifts lost. Covid data is averaged on the previous 2 years' data.

The 2283.19 days/shifts lost April to December 2022 can be broken down further:

There were 1086.65 short term days/shifts lost, an increase of 614.27 days/shifts lost compared to the 3-year average of 472.38 days/shifts lost. The reason for this is Covid data is now being included.

There were 1196.54 long term days/shifts lost, an increase of 126.81 days/shifts lost compared the 3-year average of 1069.73 days/shifts lost.

There were 707.65 days/shifts lost in the 1st quarter, 666.58 days/shifts lost in the 2nd quarter and 908.96 days/shifts lost in the 3rd quarter, so there has been an increase of 242.38 days/shifts lost in the 3rd quarter. Short term sickness lost 342.66 days/shifts in the 1st quarter, compared to 356.09 days/shits lost in the 2nd quarter and 387.90 days/shifts lost in the 3rd quarter. Long term sickness lost 364.99 days/shifts in the 1st quarter, compared to 310.48 days/shifts lost in the 2nd quarter and 521.06 days/shifts lost in the 3rd quarter.

In respect of the number of times personnel had short term sickness, there were 416 instances, of which 95 instances were Covid related sickness, as well as 53 long term sickness instances, so the scale of the impact of Covid can still be seen. There was a total of 307 instances of Covid related sickness April to December the previous year, so there has been a reduction. A full detailed report on sickness, including reasons for sickness is produced quarterly.

Table 25: The total operational sickness – April to December 2022

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	170.50	152.00	322.50	31.89	10.11
23 – Eastern	73.50	68.00	141.50	38.11	3.71
24 – Western	76.00	26.00	102.00	23.78	4.29
30 – Central	149.50	16.00	165.50	37.67	4.39
40 – Southern	77.50	53.50	131.00	26.22	5.00
Total	547.00	315.50	862.50	157.67	5.47
DC					
21 – Melton	45.89	16.30	62.19	10.67	5.83
36 – Market Harborough	19.29	81.03	100.32	9.50	10.56
37 – Lutterworth	57.28	82.48	139.76	10.22	13.67
Total	122.46	179.81	302.27	30.39	9.95
DCP					
18 – Castle Donington	15.22	77.58	92.80	8.67	10.71
19 – Birstall	14.16	16.74	30.90	11.00	2.81
25 – Coalville	38.36	61.67	100.03	7.11	14.07
31 – Wigston	38.01	115.93	153.94	8.00	19.24
33 – Oakham	42.17	48.85	91.02	10.00	9.10
38 – Hinckley	27.54	30.96	58.50	5.78	10.13
Total	175.46	351.73	527.19	50.56	10.43

Control	80.00	30.00	110.00	25.00	4.40
Non Station	161.73	319.50	481.23	118.78	4.05
Total Operational	1086.65	1196.54	2283.19	382.39	5.97

6.2 Average number of days/shifts lost to sickness by support staff per person – April to December 2022

An average of 5.47 days/shifts per person were lost to sickness by support staff during April to December 2022, compared to the 3-year average of 5.03 days/shifts lost per person. Covid data is now included in the 5.47 days/shifts lost, so if that was compared to the average when Covid data was reported separately, it would be 0.72 days/shifts lost less (6.19 days/shifts lost). In total, there have been 672.65 days/shifts lost to sickness, compared to the 3-year average of 538.95 days/shifts lost. With Covid data included on the previous 2-year average, there were 771.10 days/shifts lost. Covid data is averaged on the previous 2 years’ data.

The 672.65 days/shifts lost April to December 2022 can be broken down further:

There were 239.89 short term days/shifts lost, an increase of 73.99 days/shifts lost compared to the 3-year average of 165.90 days/shifts lost. The reason for this is Covid data is now being included.

There were 432.76 long term days/shifts lost, an increase of 59.71 days/shifts lost compared the 3-year average of 373.05 days/shifts lost.

There were 213.21 days/shifts lost in the 1st quarter, 248.12 days/shifts lost in the 2nd quarter and 211.32 days/shifts lost in the 3rd quarter, so there has been a decrease of 36.80 days/shifts lost in the 3rd quarter. Short term sickness lost 71.91 days/shifts in the 1st quarter, compared to 80.20 days/shifts lost in the 2nd quarter and 87.78 days/shifts lost in the 3rd quarter. Long term sickness lost 141.30 days/shifts in the 1st quarter, compared to 167.92 days/shifts lost in the 2nd quarter and 123.54 days/shifts lost in the 3rd quarter.

In respect of the number of times support staff had short term sickness, there were 93 instances, of which 15 instances were Covid related sickness, as well as 16 long term sickness instances. There was a total of 74 instances of Covid related sickness April to December the previous year, so there has been a reduction. A full detailed report on sickness, including reasons for sickness is produced quarterly.

Table 26: The total support sickness – April to December 2022

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	52.66	87.50	140.16	37.71	3.72
People and Organisational Development	63.56	102.13	165.69	28.52	5.81

Community Risk	70.50	200.50	271.00	29.96	9.05
Corporate Support	0.00	0.00	0.00	2.00	0.00
Operational Response	9.75	14.25	24.00	7.25	3.31
Service Assurance	43.42	28.38	71.80	17.18	4.18
Service Delivery	0.00	0.00	0.00	0.33	0.00
Total Support	239.89	432.76	672.65	122.95	5.47

6.3 Average number of staff on modified duties for the entire month – April 2022 to January 2023

There have been on average 5.90 members of staff that have been on modified duties for the entire month from April 2022 to January 2023. This is 1.07 less than the 3-year average of 6.97.

The breakdown includes 4.20 from Wholetime, 1.60 from On-Call and 0.10 from Support.

January 2023

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

- Wholetime - 5 – 2 Melton, 1 Loughborough, 1 Oakham and 1 Wigston.
- On-Call – 0.
- Support - 0.

6.4 Average number of staff on modified duties at some point throughout the month – April 2022 to January 2023

There have been on average 14.90 members of staff that have been on modified duties at some point throughout the month from April 2022 to January 2023. This is 2.59 more than the 3-year average of 12.31.

The breakdown includes 10.30 from Wholetime, 3.30 from On-Call and 1.30 from Support.

January 2023

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

- Wholetime – 11 – 2 Loughborough, 2 Southern, 2 Wigston, 1 Castle Donington, 1 Central. 1 Eastern, 1 Lutterworth and 1 Non Station.
- On-Call – 3 – 1 Lutterworth, 1 Market Bosworth and 1 Melton.
- Support – 0.