

**LEICESTER, LEICESTERSHIRE AND RUTLAND COMBINED FIRE  
AUTHORITY  
CORPORATE GOVERNANCE COMMITTEE**

**To: Members of the Corporate Governance Committee**

Cllr. K. Bool  
Mr. N. Bannister CC  
Cllr. S. Barton  
Cllr. A. Byrne  
Mr. K. Ghattoraya CC

Mr. D. Gamble CC  
Mr. R. Hills CC  
Mrs. M. E. Newton CC  
Mr. J. T. Orson CC

Copies by email to:

Other Members of the Combined Fire Authority for information only  
Chief Fire Officer and Assistant Chief Fire Officers, Leicestershire Fire and  
Rescue Service.

Dear Sir/Madam,

You are invited to attend a meeting of the **Leicester, Leicestershire and  
Rutland Combined Fire Authority's Corporate Governance Committee**  
which will be held at **Leicestershire Fire and Rescue Service, 12 Geoff  
Monk Way, Birstall, Leicester** on **Wednesday 13 July 2022** at **2.00pm** for  
the transaction of business set out on the attached Agenda.

Yours Faithfully



Lauren Haslam  
Monitoring Officer



**Leicestershire Fire and Rescue Service**

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**LEICESTER, LEICESTERSHIRE AND RUTLAND COMBINED FIRE  
AUTHORITY  
CORPORATE GOVERNANCE COMMITTEE  
WEDNESDAY 13 JULY 2022 AT 2.00PM**

*Location*                    **Leicestershire Fire and Rescue Service, 12 Geoff Monk Way,  
Birstall, Leicester, LE4 3BU**

*Officer to contact*   **Gemma Duckworth (Tel. 0116 305 2583)**

*E-Mail*                    **gemma.duckworth@leics.gov.uk**

**AGENDA**

<u>Item</u>	<u>Report by</u>	
1. Appointment of Chairman.		
2. Election of Vice Chairman.		
3. Apologies for absence.		
4. To receive declarations by members of interests in respect of items on this agenda.		
5. To advise of any other items which the Chair has decided to take as urgent.		
6. Chairman's Announcements.		
7. Minutes of the meeting held on 9 March 2022.		(Pages 5 - 12)
8. After the Incident Survey Annual Report 2021-22.	The Chief Fire and Rescue Officer	(Pages 13 - 40)
9. Performance Monitoring April 2021 to March 2022 and April to May 2022.	The Chief Fire and Rescue Officer	(Pages 41 - 140)
10. External Audit Strategy Memorandum.	The Treasurer	(Pages 141 - 172)
11. Service Development Programme and 'Our Plan 2020-24' Appendix A Tasks.	The Chief Fire and Rescue Officer	(Pages 173 - 186)
12. Head of Internal Audit Services Annual Report 2021/22.	The Treasurer	(Pages 187 - 216)
13. Sickness Analysis - April 2021 to March 2022.	The Chief Fire and Rescue Officer	(Pages 217 - 282)
14. Procurement and Waivers Annual Report.	The Chief Fire and Rescue Officer	(Pages 283 - 286)

15. Governance Update.

The Monitoring  
Officer

(Pages 287 -  
298)

16. Urgent Items.

17. Date of Next Meeting.

The next meeting of the Corporate Governance Committee will be held on Wednesday 14 September 2022 at 2.00pm at Leicestershire Fire and Rescue Service, 12 Geoff Monk Way, Birstall, Leicester.



Minutes of a meeting of the Leicester, Leicestershire and Rutland CFA - Corporate Governance Committee held at County Hall, Glenfield on Wednesday, 9 March 2022.

PRESENT

Cllr. K. Bool (in the Chair)

Mr. N. D. Bannister CC  
 Mr. G. A. Boulter CC  
 Cllr. L. Fonseca  
 Mr. K. Ghattoraya CC

Mr. R. Hills CC  
 Ms. Betty Newton CC  
 Cllr. M. Valand

In attendance

Callum Faint, Chief Fire and Rescue Officer  
 Lauren Haslam, Monitoring Officer  
 Colin Sharpe, Deputy Director of Finance, Leicester City Council  
 Paul Weston, Assistant Chief Fire and Rescue Officer  
 Karl Bowden, Interim Assistant Chief Fire and Rescue Officer  
 Neil Jones, Head of Internal Audit and Assurance Service, Leicestershire County Council  
 Matt Davis, Audit Manager, Leicestershire County Council  
 Gemma Duckworth, Democratic Services Officer

44. Apologies for absence.

Apologies were received from Mr. S. Bray CC and Mr. J. T. Orson JP CC.

45. Declarations of Interest.

The Chairman invited members who wished to do so to declare an interest in respect of items on the agenda.

No declarations were made.

46. Urgent Items.

There were no urgent items.

47. Chairman's Announcements.

The Chairman's Announcements were tabled at the meeting, a copy of which is filed with these minutes. The announcements covered the following matters:

- Excellence Awards Event
- Covid-19 Vaccination Programme
- Business Engagement Events

48. Minutes.

The minutes of the meeting held on 24 November 2021 were taken as read, confirmed and signed.

49. External Auditor's Annual Report 2020/21.

The Committee considered a report of the Treasurer which presented the External Auditor's Annual Report for 2020/21. A copy of the report marked 'Agenda Item 6' is filed with these minutes.

It was worth noting that the Value for Money assessment had now been completed. However, the audit could not be finally signed off until the Whole of Government Accounts work was completed. This was still unable to proceed as the Government had not yet issued the necessary instructions. The Annual Report was due to be presented to the next meeting of the Combined Fire Authority on 15 June 2022.

In response to a query, it was anticipated that the certificate would be received in July/August once the Whole of Government Accounts work had been completed. There was a slight concern that, until the accounts had been finally signed off, there was the possibility that an element would need to be revisited or amended. However, this was felt to be unlikely.

The recommendations contained within the report were moved by Councillor K Bool and seconded by Mr N Bannister CC. The Motion was put and carried unanimously.

**RESOLVED:**

That:

- a) The External Auditor's Annual Report for 2020/21 be noted; and
- b) Any observations be made to the Treasurer and/or the CFA.

50. Progress Against the Internal Audit Plan 2021/22.

The Committee considered a report of the Treasurer which provided an update of progress against the Internal Audit Plan for 2021/22. A copy of the report marked 'Agenda Item 7' is filed with these minutes.

In presenting the report, the Internal Auditor informed the Committee that he was happy with progress made against the Internal Audit Plan, although work was still required in relation to the High Importance Recommendations, in particular the Contract Procedure Rules and the fact that all contract documentation was held on the Blue Light Database. Whilst progress had been made, there were still areas to complete in order to lift the partial assurance rating and this would therefore form part of the 2022/23 Internal Audit coverage. It was anticipated that a further update would be presented to the next meeting of the Committee.

A query was raised around how the virement position was decided. In response, it was stated that the approved Internal Audit plan was a statement of intent and whilst every effort would be made to deliver it, it was recognised that it could be necessary to revise activities in response to changing circumstances or emerging risks. The Committee would be informed of any audits that would not be undertaken as part of the 85 day coverage and approval would be sought to procure additional days. The virement

position was reported to the CFA on an annual basis and approval was given for delegated responsibility in some areas.

A member raised an issue that not all Internal Audit recommendations appeared to be taken forward. It was noted that Internal Audit was beneficial, but the exercise did not always generate recommendations. This was generally due to management deciding that the level of risk outweighed the cost of implementing any changes. However, assurance was given that if there were any concerns, the Head of Internal Audit Services would be consulted or a report would be presented to the Corporate Governance Committee.

The recommendations contained within the report were moved by Councillor K Bool and seconded by Councillor L Fonseca. The Motion was put and carried unanimously.

**RESOLVED:**

That the report be noted, in particular:

- a) That four audits are complete (one of which is prior year);
- b) That two other legacy partial assurance ratings remain and there is an additional partial assurance rating in the current financial year in respect of a BACS audit; and
- c) The virement position.

51. Internal Audit Plan 2022/23.

The Committee considered a report of the Treasurer which provided an opportunity to review the Internal Audit Plan 2022/23. A copy of the report marked 'Agenda Item 8' is filed with these minutes.

The Plan was made up of three elements – core auditable areas, service specific areas and key risk/high importance recommendations. The key areas of coverage for 2022/23 were detailed. Whilst the plan listed the anticipated individual audits, it was recognised that this was only a statement of intent and there would need to be flexibility to review and adjust the plan as necessary in response to changes in the CFA's business, risks, operations, programs, systems and controls. The Treasurer also recognised that there needed to be flexibility in response to changing circumstances and emerging risks.

The Chief Fire and Rescue Officer commended the value of the audit facilities to the CFA and welcomed any external scrutiny.

The recommendations contained within the report were moved by Councillor K Bool and seconded by Councillor M Valand. The Motion was put and carried unanimously.

**RESOLVED:**

To note:

- a) The report and Internal Audit Plan 2022/23; and

- b) That the detail of the plan may change during the year in response to emerging issues and risks.

52. Financial Monitoring to the end of December 2021.

The Committee considered a report of the Treasurer which presented the financial monitoring to the end of December 2021, including the key issues arising from the revenue budget and capital programme. A copy of the report marked 'Agenda Item 9' is filed with these minutes.

Arising from the discussion, the following points were raised:

- i) A query was raised around the work being undertaken to ensure that existing vacancies were filled. In response, the Chief Fire and Rescue Officer stated that this was a significant challenge nationally, as there was a shortage of on-call firefighters. However, a number of initiatives were being developed and Leicestershire Fire and Rescue Service was considering how to implement these locally. A new cohort of firefighter recruits was due to join in March 2022 and money offset from Day Crewing Plus would be used to increase recruitment further. There was also a number of support staff vacancies within the establishment and rate of pay was felt to be a key challenge to recruitment.
- ii) Assurance was sought that there was sufficient contingency to meet the increasing costs of fuel and energy prices. The Treasurer stated that this was the case this year, but future financial years could be a concern. Pay awards of 3% had been accounted for, but there was uncertainty that this would be sufficient if energy and fuel costs continued to increase. Leicestershire Fire and Rescue Service had a healthy reserve, although the majority of this had been accounted for. Should it prove necessary, a further report would be presented to the Committee and the CFA.

The recommendations contained within the report were moved by Councillor K Bool and seconded by Mr R Hills CC. The Motion was put and carried unanimously.

**RESOLVED:**

That:

- a) The revenue budget and capital programme position as at the end of December 2021 be noted;
- b) The transfer of £305,100 grant income to implement the recommendations from the Grenfell Tower Inquiry to an earmarked reserve fund to fund expenditure in 2022/23 be approved; and
- c) The transfer of £37,700 grant income to resource the firefighters pension scheme remedy work to an earmarked reserve to fund future expenditure in 2022/23 be approved.

53. Performance Monitoring April 2021 - January 2022.

The Committee considered a report of the Chief Fire and Rescue Officer which presented an update on the performance of the Leicestershire Fire and Rescue Service for the



period April 2021 – January 2022. A copy of the report marked 'Agenda Item 10' is filed with these minutes.

It was noted that incident numbers and performance had remained reasonably consistent during the period. Fire incidents were significantly lower than the three year average, whereas fire false alarms and non-fire incidents were slightly higher. Of note was the two fatalities which had occurred during the reporting period.

Arising from the discussion, the following points were raised:

- i) There had been an increase in the number of special service incidents that were being attended, in particular bariatric rescues and moving people who were in a non-life threatening environment. Work was currently taking place around this and a report would be presented to the CFA when a full assessment had been completed.
- ii) Although the total average response times of life threatening incidents was positive over the last three years, this was still above ten minutes. It was stated that some aspects were beyond the control of the service. However, work was being undertaken to improve this response time.
- iii) In relation to the average number of days lost to sickness by operational staff, comparison was being made with the figures nationally and within the home group, although Leicestershire appeared to be better. A report with the findings would be presented to the next meeting of the Corporate Governance Committee.
- iv) Reference was made to the availability of on-call fire appliances and the fact that there had been a decrease compared to the three year average. It was stated that there was no specific benchmark for this indicator, but assurance was given that crews aimed to attend an incident as soon as possible.

The recommendation contained within the report was moved by Councillor K Bool and seconded by Mr K Ghattoraya CC. The Motion was put and carried unanimously.

#### **RESOLVED:**

That the performance of the Leicestershire Fire and Rescue Service for the period April 2021 to January 2022 be noted.

#### **54. Service Development Programme and 'Our Plan 2020-24' Update.**

The Committee considered a report of the Chief Fire and Rescue Officer which detailed the progress made since November 2021 in the delivery of projects within the Service Development Programme and the tasks included in Appendix A of 'Our Plan 2020-24'. A copy of the report marked 'Agenda Item 11' is filed with these minutes.

Arising from the discussion, the following points were raised:

- i) The project to redevelop Western Station was now underway. The intention was to improve the accommodation so that it better met the individual needs of a more diverse workforce.

- ii) Of particular note was the work undertaken around the identification of 'in scope' premises within the Fire and Rescue Service. Within Leicester, Leicestershire and Rutland, 115 premises had initially been identified. However, from knowledge within the Fire Protection Team, it had been possible to report back to the National Fire Chief's Council Protection, Policy and Reform Unit that LLR actually had 155 'in scope' premises.
- iii) As part of implementing the HMICFRS Improvement Plan, it was noted that 69 of the 88 areas for improvement had now been completed and the remaining actions were in progress. The next HMICFRS inspection was due to commence on 9 May and the data request ahead of the inspection had been submitted on time.
- iv) The community work undertaken by the Service was commended. In response to a query relating to the demographic, the Chief Fire and Rescue Officer reported that this varied across the area. An Engagement Officer was being recruited to liaise with more diverse communities and it was also hoped that more women would join the service. Members agreed that it would encourage the less represented groups to join the service if they could see their peers at recruitment events.
- v) It was agreed that it would be useful for parts of this report to be highlighted at a future meeting of the CFA, for example the carbon monoxide safety video and work with students. This would be arranged.
- vi) A member commented on the merits of using social media to promote specific issues and to engage with members of the public. LFRS currently had a very small corporate communications team and was therefore limited with its resources. However, with the increased budget it was the intention to improve the corporate communications to better promote the Service.

The recommendations contained within the report were moved by Councillor K Bool and seconded by Mr G A Boulter CC. The Motion was put and carried unanimously.

#### **RESOLVED:**

That progress made since November 2021 in the delivery of projects within the Service Development Programme and the tasks that are included in Our Plan 2020-24 be noted.

#### 55. Organisational Risk Register.

The Committee considered a report of the Chief Fire and Rescue Officer which detailed the progress made in the identification, documentation and management of organisational risk through the Organisational Risk Register. A copy of the report marked 'Agenda Item 12' is filed with these minutes.

It was pleasing to note that the overall level of risk had reduced. There had been some incremental change to the individual risk assessments, mainly as a result of planned risk mitigation work. The changes of note were highlighted. It was the intention to revise the process and have a more direct link to the aims and objectives contained within 'Our Plan'.

With regard to the risk around the inability to maintain firefighter competence for basement firefighting, it was reported that arrangements had been made for this to be addressed. A venue had been secured to train firefighters by having live fire scenarios in basements.

A member queried whether there was an increased threat of cyber attacks as a result of the Russian invasion of Ukraine. The National Fire Chief's Council had confirmed that cyber systems were as protected as possible and the Service was as prepared as it could be to deal with any attacks.

The recommendation contained within the report was moved by Councillor K Bool and seconded by Mrs M E Newton CC. The Motion was put and carried unanimously.

**RESOLVED:**

That the report and Organisational Risk Register be noted.

56. Her Majesty's Inspectorate of Constabulary and Fire and Rescue Services Improvement Plan.

The Committee considered a report of the Chief Fire and Rescue Officer which detailed how the Service was progressing with the implementation of the Improvement Plan which had been developed in response to the inspection report by HMICFRS, following the report to the Committee at its meeting in November 2021. A copy of the report marked 'Agenda Item 13' is filed with these minutes.

Current progress identified that 70 of the 88 actions were now complete and work continued to complete those that were outstanding. The next inspection was due to commence on 9 May and it was anticipated that this would result in a more positive report, albeit with areas of improvement, particularly in relation to staff.

In response to a query around the 24 areas for improvement, the Chief Fire and Rescue Officer reported that these were all being progressed. It was noted that some areas of work would not be completed before the next inspection, but it would be possible to evidence positive work in all areas of the Service. There was a clear narrative in all areas of the inspection on how the Service was working to improve things and assurance was given that the inspectors would be able to see the progress that had been made.

The recommendation contained within the report was moved by Councillor K Bool and seconded by Mr R Hills CC. The Motion was put and carried unanimously.

**RESOLVED:**

That the progress of the Improvement Plan be noted.

57. Members' Code of Conduct.

The Committee considered a report of the Solicitor and Monitoring Officer which presented the revised Members' Code of Conduct, adopted by Leicestershire County Council. The Committee was asked to consider whether it wished for the revised Code to be submitted to the CFA for approval. A copy of the report marked 'Agenda Item 14' is filed with these minutes.

Members agreed that the model Code of Conduct, adopted by Leicestershire County Council, should be submitted to the next meeting of the CFA for approval. The CFA's Constitution would be amended thereafter.

The recommendation contained within the report was moved by Councillor K Bool and seconded by Mr N Bannister CC. The motion was put and carried unanimously.

**RESOLVED:**

That the Committee recommends that the Combined Fire Authority approves the adoption of the revised Code of Conduct for Members with effect from 1 July 2022.

58. Date of Next Meeting.

The next meeting of the Corporate Governance Committee will be held on Wednesday 13 July 2022 at 2pm.

2.00 – 3.43pm  
09 March 2022

CHAIRMAN

**Status of Report:** Public

**Meeting:** Corporate Governance Committee (CGC)

**Date:** 13 July 2022

**Subject:** After the Incident Survey Annual Report 2021/2022

**Report by:** Chief Fire and Rescue Officer

**Author:** Chris Moir, Planning Manager

**For:** Information Only

### **Purpose**

1. The purpose of this report is to inform the Corporate Governance Committee (CGC) of the outcomes of the After the Incident (ATI) Survey 2021/2022.

### **Recommendation**

2. The CGC is asked to consider the summary findings and identify any areas for further analysis if required.

### **Executive Summary**

3. Since 2019/2020, Leicestershire Fire and Rescue Service (LFRS) has engaged with Leicestershire County Council's Strategic Business Intelligence Team to develop a new ATI online completion method to increase the feedback received from the people of Leicester, Leicestershire and Rutland who have received an operational response service. The aim was to reduce the use of paper, increase the range of incidents involved in the survey and make the responses to the questionnaire immediately available.
4. There were 490 responses received in 2021/2022 (236 in 2020/2021). Overall, positive feedback was received in every section of the survey and 99.6% of respondents expressed overall satisfaction with the service they received from LFRS.
5. The arrangement with Leicestershire County Council costs £4,200 for the hosting of the survey, provision of a 'dashboard' to monitor results and the production of an end of year summary report, which is included as Appendix 1 to this report.
6. To further improve engagement with communities, alongside the dashboard used for internal monitoring purposes, a 'public dashboard' has been created to make high level ATI data available to everyone. A link to the dashboard (below) is available on the LFRS external website:

<https://public.tableau.com/profile/r.i.team.leicestershire.county.council#!/vizhome/LeicestershireFireandRescueService-Aftertheincidentsurvey/LFRSAftertheIncident>

## Background

7. Prior to 2019/2020, LFRS procured the services of Opinion Research Services (ORS) to undertake ATI surveys. This process involved paper based questionnaires and was limited to members of the public who had experienced an emergency incident at a property that had been attended by LFRS. The results of the survey were usually provided three months after the end of the full reporting period, which in some cases could have been up to 15 months after the incident occurred.
8. The process adopted for the survey in the past three years removed any responsibility from the LFRS data department to extract address information and post questionnaires. Instead cards were produced for firefighters/ Officers in Charge to leave with persons affected by the incident requesting their feedback via an online survey. Obviously discretion is called for, with feedback only being requested where appropriate.
9. The survey asks questions around the initial contact with staff (i.e. call handling), service at the scene, information and advice, and overall satisfaction.
10. The online survey is generic and can be completed for all incident types attended and is not limited as before to incidents at a property. This year 34% of responses were regarding fires, 32% special services (animal rescue, medical incident, flood or gaining entry), 11% false alarms, 4% RTCs and 18% recorded as 'other' (for example carbon monoxide alarms, children locked in cars or ring removal etc).
11. Once the survey is completed the information becomes available overnight and populates the dashboard. Access to the dashboard has been provided to all Station Managers, Geographical Group Managers, the Area Manager responsible for Operational Response and the general public via the LFRS website.
12. The ATI survey results in Appendix 1 provide a comprehensive assessment of the performance of LFRS when responding to incidents. It includes the following satisfaction levels:
  - 95% of respondents were 'very satisfied' with the initial 999 call
  - 99% of respondents believed the fire engine arrived 'as they expected' or 'quicker than they expected'
  - 95% of respondents felt 'very well informed' at the scene
  - 98% of respondents were 'very satisfied' with the service they received at the scene
  - 94% of respondents felt all of the information or advice given was very useful
  - 99.6% of respondents were satisfied with the overall service they received from LFRS

13. The survey also allows respondents to include free format text in relation to what the Service did well, if anyone was dissatisfied and if there were any suggested improvements. A selection of these responses are included on pages 16, 17 and 18 in Appendix 1. This information is also shared internally with staff in bi-monthly communications.

### **Report Implications/Impact**

14. Legal (including crime and disorder)

Fire and rescue services are required to consult with their communities and monitor public satisfaction. The ATI survey meets this need, as well as providing openness and transparency in the provision of the services provided.

15. Financial (including value for money, benefits and efficiencies)

The cost for survey hosting, dashboard provision, analysis and the annual summary report created by Leicestershire County Council in 2021/2022 was £4,200.

16. Risk (including corporate and operational, health and safety and any impact on the continuity of service delivery)

The benefit of the ATI survey is dependent on the number of cards given out and the number of survey responses this generates. The number of responses received this year is more than double that of 2020/2021.

17. Staff, Service Users and Stakeholders (including the Equality Impact Assessment)

The Operational Response directorate should use the outcomes of the survey to recognise the achievements of its staff and identify areas for improvement.

18. Environmental

None arising from this report. However the survey results confirmed that 99% of respondents agreed that the Fire and Rescue Service kept the effects of the incident to a minimum.

19. Impact upon Our Plan Objective

The survey allows LFRS to measure against the Response strategy aim of responding effectively to incidents and achieving the Governance strategy outcomes of knowing what our communities think and ensuring our communities are well informed.

### **Background Papers**

None.

## **Appendices**

Appendix 1 - After the Incident Survey Annual Report 2021-2022

### **Officers to Contact**

Callum Faint, Chief Fire and Rescue Officer

[callum.faint@leics-fire.gov.uk](mailto:callum.faint@leics-fire.gov.uk)

0116 2105555

Chris Moir, Planning Manager

0116 2105555

[chris.moir@leics-fire.gov.uk](mailto:chris.moir@leics-fire.gov.uk)





# After the Incident Survey Results 2021/22

Published April 2022

## After the Incident survey results

### **Main contact**

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Planning & Programme Manager

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Tel 0116 210 5550  
Email [info@leics-fire.gov.uk](mailto:info@leics-fire.gov.uk)

Report produced by Leicestershire County Council on behalf of the Leicestershire Fire and Rescue Service:

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Whilst every effort has been made to ensure the accuracy of the information contained within this report, Leicestershire County Council cannot be held responsible for any errors or omission relating to the data contained within the report.

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## Executive summary

After Leicestershire Fire and Rescue Service (LFRS) have attended an incident, those involved are asked to complete a voluntary survey to provide information about the incident and provide feedback to help understand how the service performed at various stages of an incident.

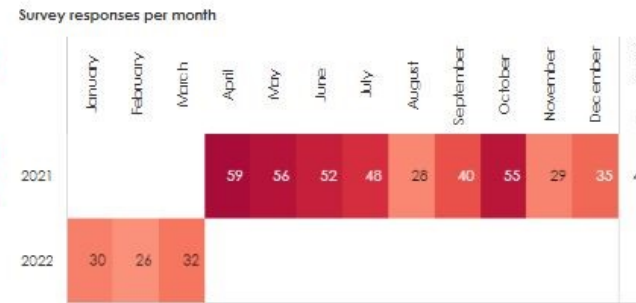
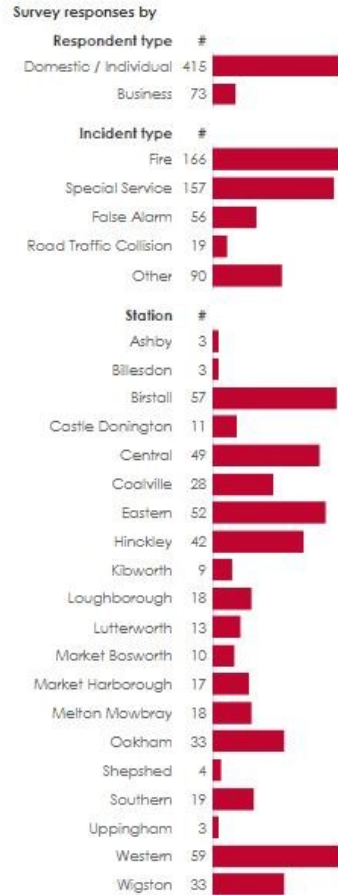
This report provides an analysis of the survey responses received in 2021/22 (1st April 2021 to 31st March 2022).

The final open-ended question asked respondents whether they had any suggestions for how the Fire and Rescue Service could improve their services. Excluding 'no' and 'not applicable' responses and further positive comments, some respondents made some specific suggestions (e.g. having more equipment available at the scene and providing follow-up aftercare). Some also felt the service deserved more funding from the government and a pay increase.

### AFTER THE INCIDENT QUESTIONNAIRE

Data added at the end of each month | Filter data by clicking on/off charts (hold ctrl for multiple selections) | Filter(s) on

Month of survey



**490**  
 survey responses received between Apr 2021 - Mar 2022

Satisfaction metrics (hover over %s for more detail)

**97.9%**  
 were satisfied with the initial contact

**98.9%**  
 said the Service arrived on time or quicker than expected

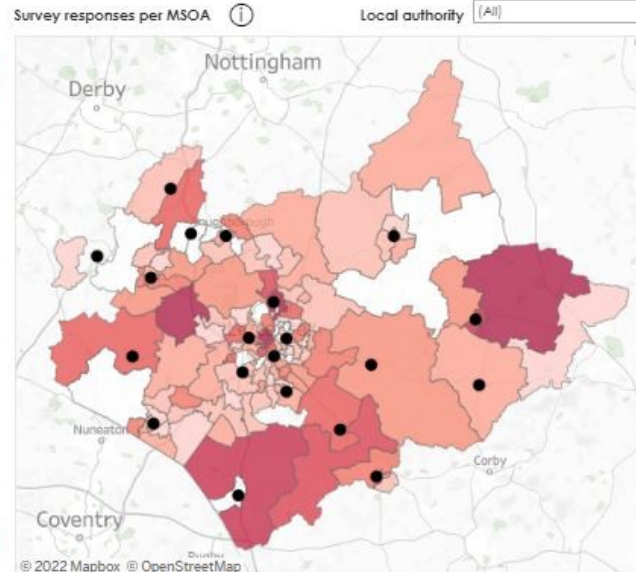
**99.8%**  
 felt informed during the incident

**98.8%**  
 agreed the effects of the incident were kept to a minimum

**92.0%**  
 said the incident did not result in an injury

**99.6%**  
 were satisfied with the overall service received

Survey, data and dashboard managed by Business Intelligence, Leicestershire County Council on behalf of Leicestershire Fire and Rescue Service  
 Contact: [Hiren.Patel@leics-fire.gov.uk](mailto:Hiren.Patel@leics-fire.gov.uk)



## Chapter 1: Introduction and methodology

### Introduction

The After the Incident survey was designed to help the Leicestershire Fire and Rescue Service (LFRS) understand how they perform at various stages of an incident.

After LFRS have attended an incident, those involved are given a card with information on how to access the After the Incident online survey to complete in their own time. Paper copies of the survey were made available upon request. The survey asked for information about the incident and feedback on the following areas:

- Call handling
- Incident management
- Handover and Impact
- Overall satisfaction

For independence and impartiality the survey, data analysis and report were commissioned from the Business Intelligence Service at Leicestershire County Council. This report focuses on the responses received to the survey between 1st April 2021 to 31st March 2022.

### Analysis methodology

In total, between 1st April 2021 to 31st March 2022, 490 responses were received to the survey. The responses to this survey have been analysed in Chapter 2.

Graphs and tables have been used to assist explanation and analysis. Survey question results have been reported based on those who provided a valid response i.e. removing the 'don't know' options and no replies. Percentage totals may not add up to 100% due to rounding or multiple-choice questions.

The survey contained three open-ended questions:

- Was there anything the Fire and Rescue Service did particularly well?
- If you were dissatisfied with any part of the service, please explain why.
- If you have any suggestions on how the Fire and Rescue Service could improve our service please state below.

For each question, all comments were read and a coding frame was devised. The comments were then re-read, and thematically coded using the coding frame. The comments provided were summarised and indicative quotes were used to provide a narrative. Open comment themes are available in Appendix 1.

### Survey respondent profile

Just over four fifths (85%) of respondents were responding to the survey about a domestic/ individual incident and almost one fifth (15%) were business incidents. Notably, the sample appeared underrepresented by males (41%) compared to females (58%).

A full list of respondent demographics is on pages 19 to 21.

## Chapter 2: Survey response analysis

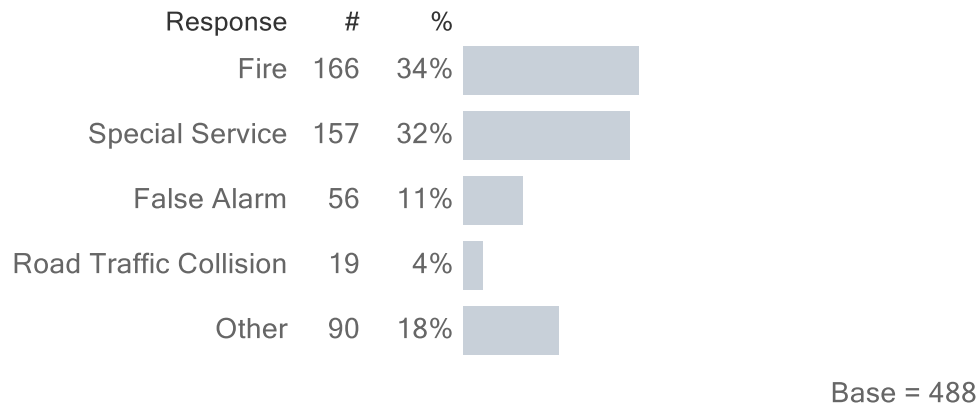
### Incident type

Chart 1 shows the number of each type of incident reported between 1st April 2021 to 31st March 2022.

Around a third of incidents were in response to an experience of a fire (34%) and a 'special service' incident e.g. animal rescue, medical incident, flood or gaining entry (32%).

Some responded to the survey about a false alarm (11%). Few were in response to an incident involving a road traffic collision (4%). Just under a fifth of incidents were classified as 'other' (18%), including children locked in cars, triggered carbon monoxide alarms, ring removals or helping elderly individuals.

**Chart 1:** Incident type



### Call handling - 999 Customer Service

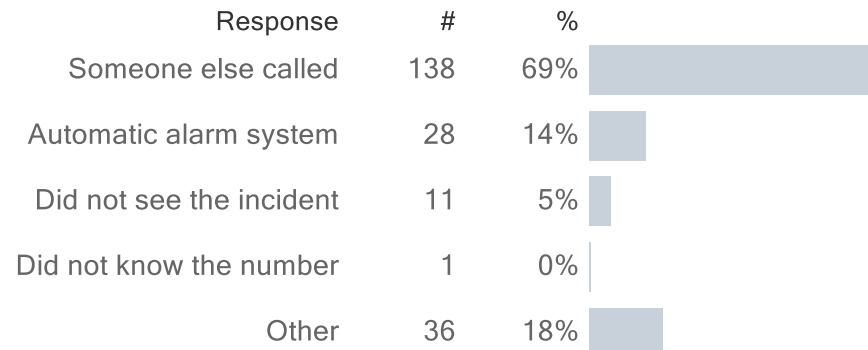
Overall, 58% of respondents called the 999 emergency services themselves (see Chart 2).

**Chart 2:** Whether the respondent called the emergency services themselves



Of those who did not call themselves, 69% said someone else called, 14% had an automatic alarm system, 5% did not see the incident, and 18% provided other reasons. One respondent said they did not know the number (see Chart 3).

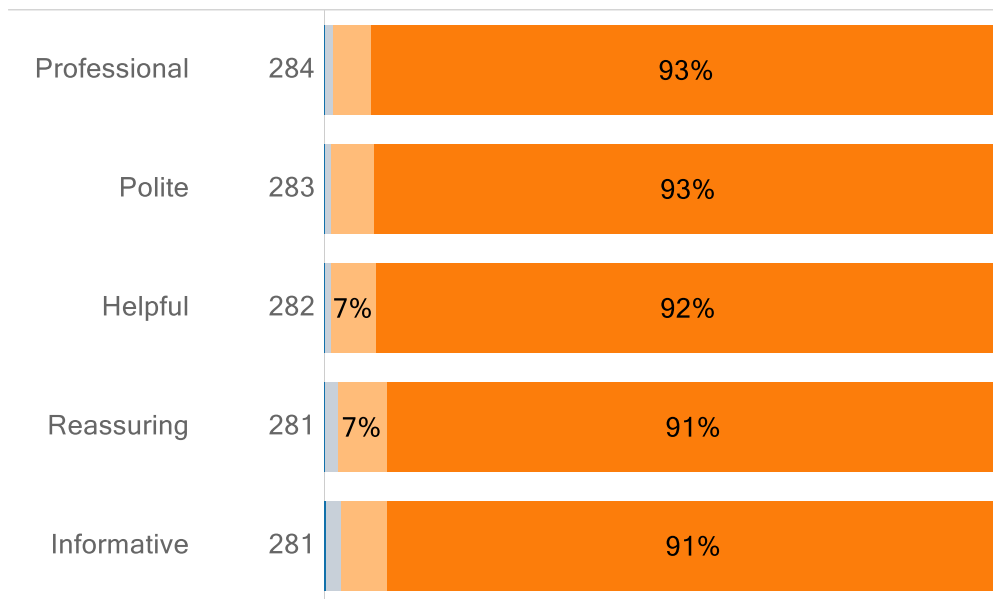
**Chart 3:** Why the respondent did not call the emergency services themselves (multiple-choice)



The respondents who called the emergency services themselves were asked the extent to which they agreed or disagreed that the control team who handled their 999 call were: helpful, professional, polite, informative and reassuring.

The vast majority of respondents were positive about each of the five aspects in which their call was handled. Chart 4 shows 93% of respondents strongly agreed that the control service team who handled their call were both professional and polite, 92% strongly agreed that they were helpful and 91% strongly agreed that they were reassuring and informative. One respondent disagreed that the control service team who handled their call were professional, polite, helpful, informative or reassuring.

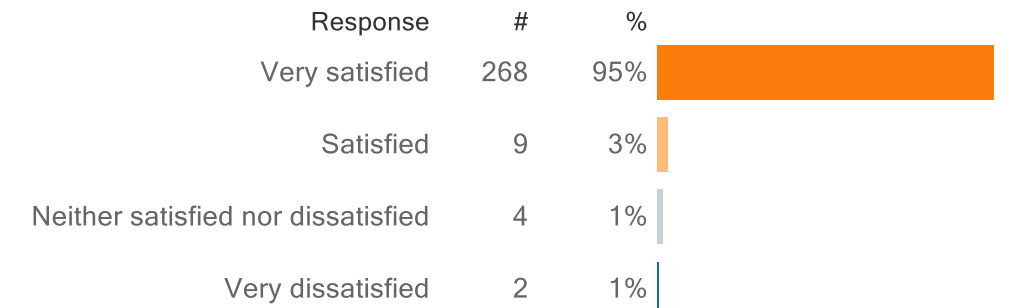
**Chart 4:** Experience of staff who handled initial 999 call



Response  
 Strongly agree  
 Agree  
 Neither agree nor disagree  
 Strongly disagree

Respondents were asked about their overall satisfaction with their initial contact. Chart 5 shows 95% of respondents were very satisfied and 3% were satisfied. Four respondents said they were neither satisfied nor dissatisfied (4%) and two respondents said they were very dissatisfied (1%) with this aspect of the service.

**Chart 5:** Overall satisfaction with initial 999 call.



Base = 283

After the Incident survey results

### At the scene of the incident

Chart 6 shows there were 465 respondents who said they were present at the scene of the incident (95%).

**Chart 6:** Present at the scene

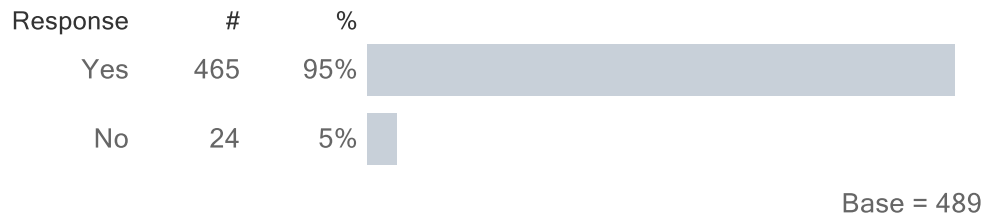


Chart 7 shows that of the respondents who were present at the scene, just over three quarters (76%) felt that the Fire and Rescue Service arrived quicker than they expected and just under a quarter (23%) felt that they arrived as expected. There were five respondents that said the service was slower than expected (1%).

**Chart 7:** Fire and Rescue Service arrival

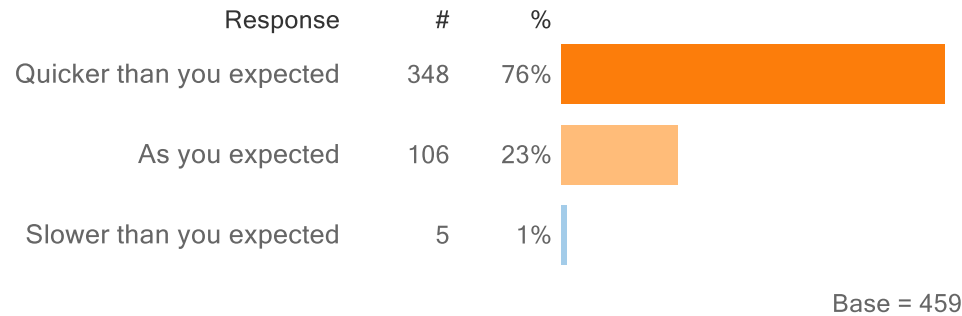


Chart 8 shows that of the respondents who were present at the scene, 95% felt very well informed, and 4% felt fairly well informed. One respondent said they did not feel very well informed.

**Chart 8:** Informed at the scene

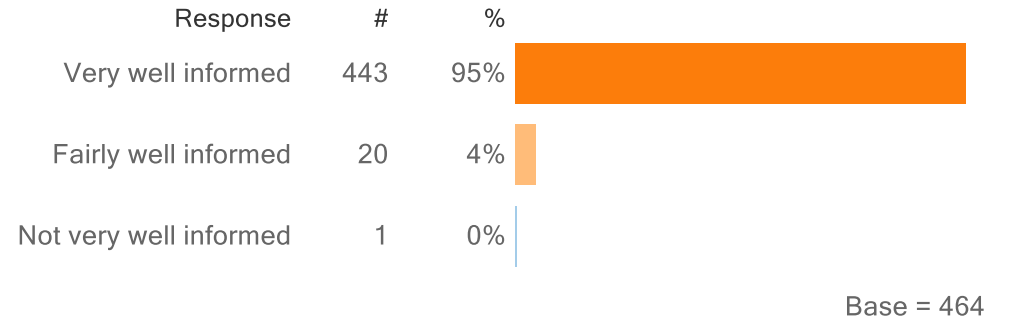
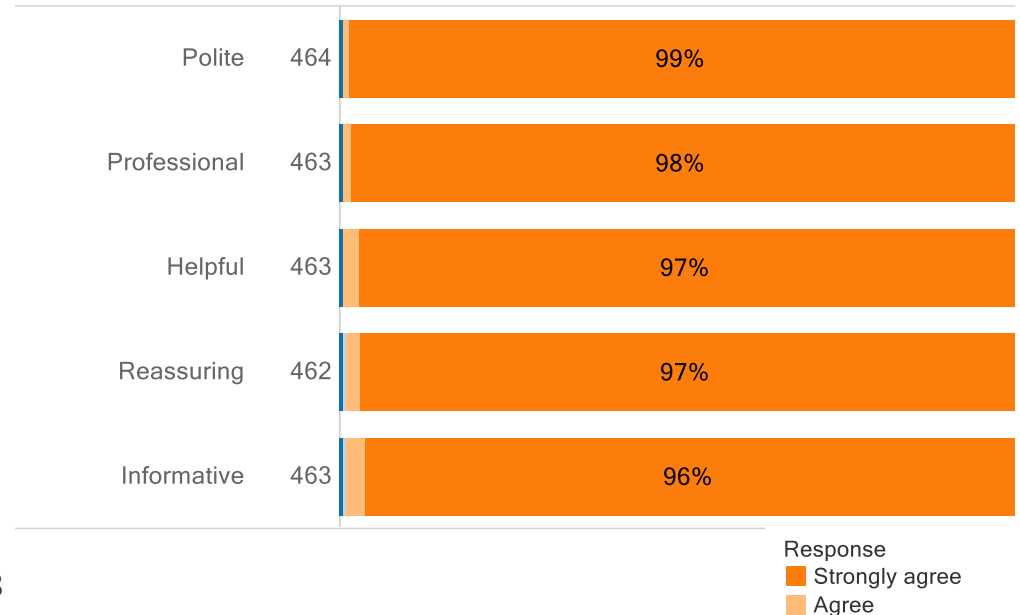


Chart 9 shows the vast majority of respondents were positive about the team who were present at the scene of the incident. Almost all (99%) respondents who were present at the scene strongly agreed that the team who attended their incident were polite, 98% said they were professional, 97% said they were helpful and reassuring and 96% said they were informative. There were two respondents who said they strongly disagreed that the team were polite, helpful, professional, reassuring or informative.

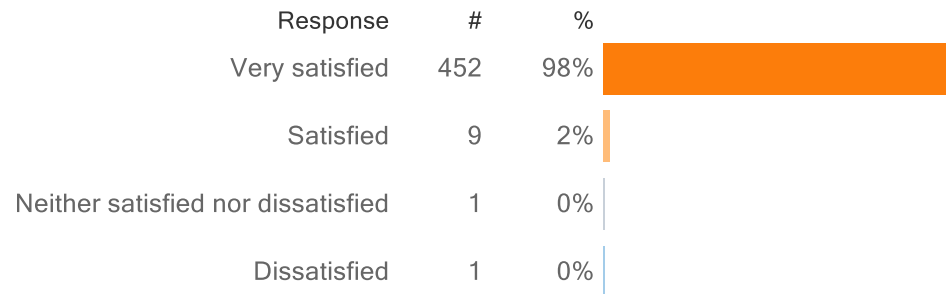
**Chart 9:** Experience of LFRS staff at the scene





As shown in Chart 10, 98% of respondents were very satisfied with the service they received at the scene and 2% were satisfied. One respondent said they were neither satisfied nor dissatisfied and one respondent said they were dissatisfied.

**Chart 10:** Satisfaction of service received at the scene



Base = 463

Respondents were asked whether they had received information or advice during/after the incident. Chart 11 shows that 96% of respondents said they had received information or advice during/after the incident. There were 18 respondents who said they had not.

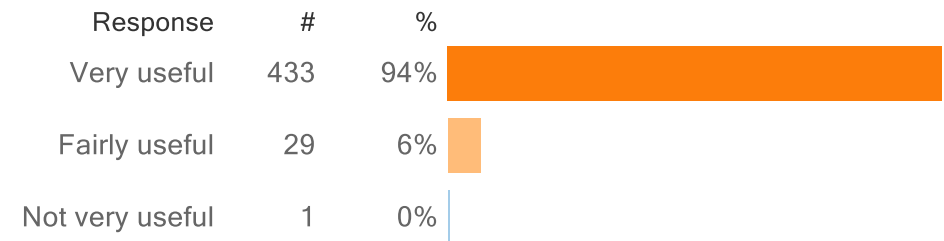
**Chart 11:** Whether the respondent received information during/after the incident



Base = 487

Chart 12 shows that almost all respondents found the information and/or advice that they had received after the incident to be either very useful (94%) or fairly useful (6%). One respondent said they found it not very useful.

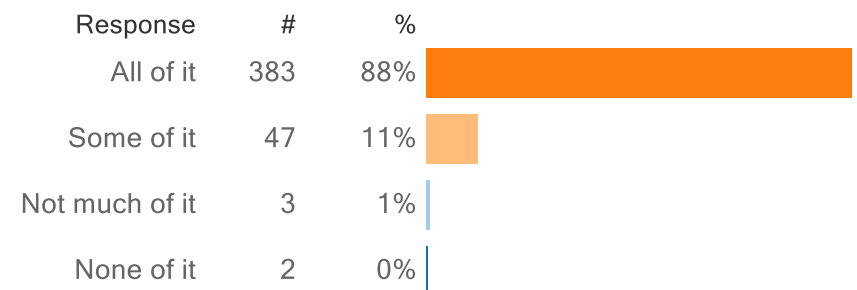
**Chart 12:** How useful the information or advice was



Base = 463

Chart 13 shows 88% of respondents said that all of the advice they were given during or after the incident had been adopted, with 11% stating some of the advice they had received had been adopted. Three respondents said that they had not adopted much of the advice and two respondents said they had not adopted any of it.

**Chart 13:** Whether the advice given from the LFRS was adopted



Base = 435

Chart 14 provides a station breakdown of how well informed respondents felt at the scene of the incident. Response rates were varied as a result of low base counts for some stations.

## After the Incident survey results

Of the respondents who had an incident handled by Western and Central, 100% said they felt very well informed. Of those who had an incident handled by Birstall, 96% said they felt very well informed and 4% said they felt fairly well informed at the scene of the incident.

Of the respondents who answered the survey about an incident that was handled by Oakham, 86% said they felt very well informed, 11% said they felt fairly informed. One respondent who answered the survey about an incident handled by Oakham said they did not feel very well informed.

**Chart 14:** How well informed at the scene - Station Breakdown (ordered by number of survey responses)

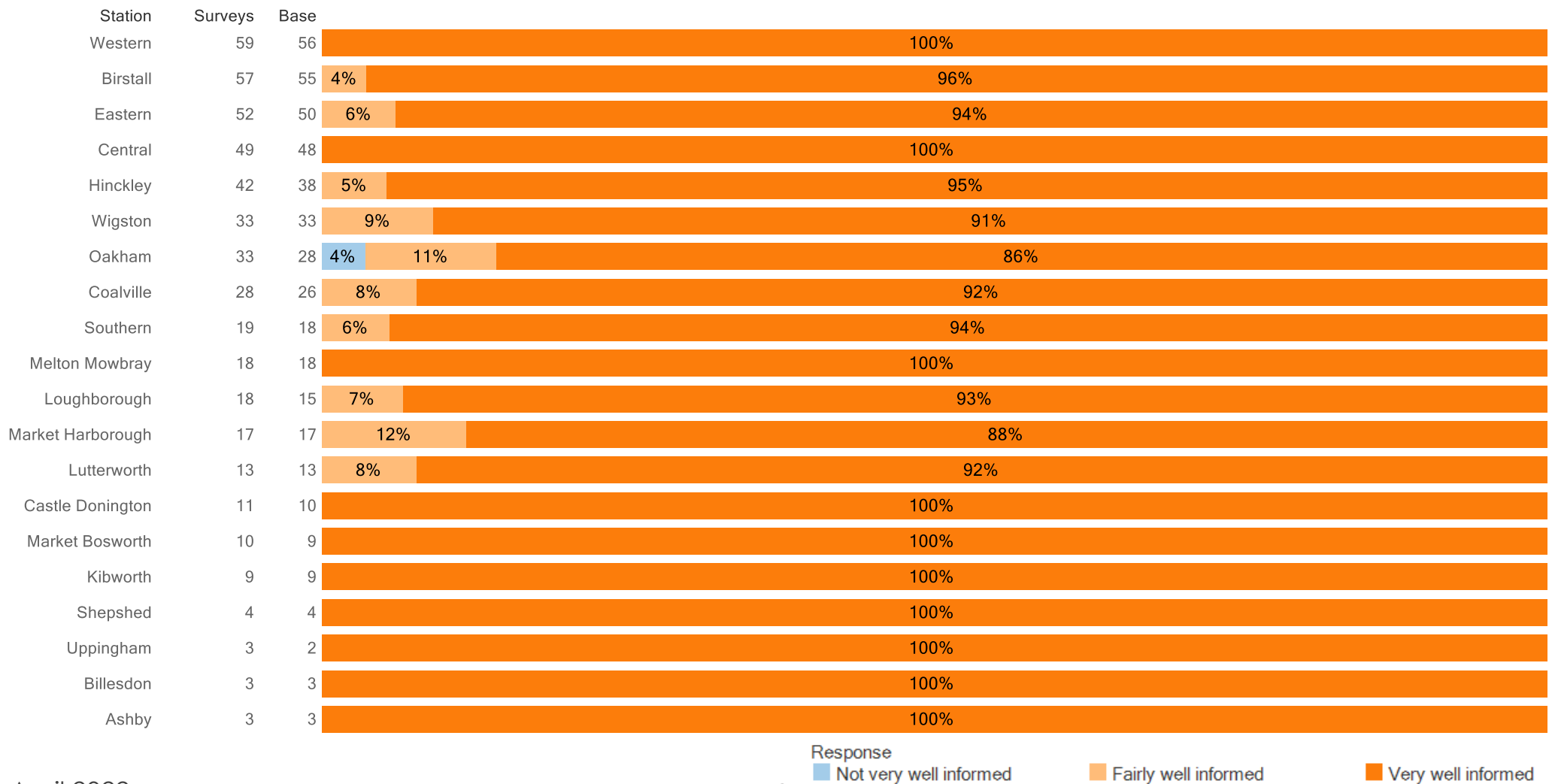


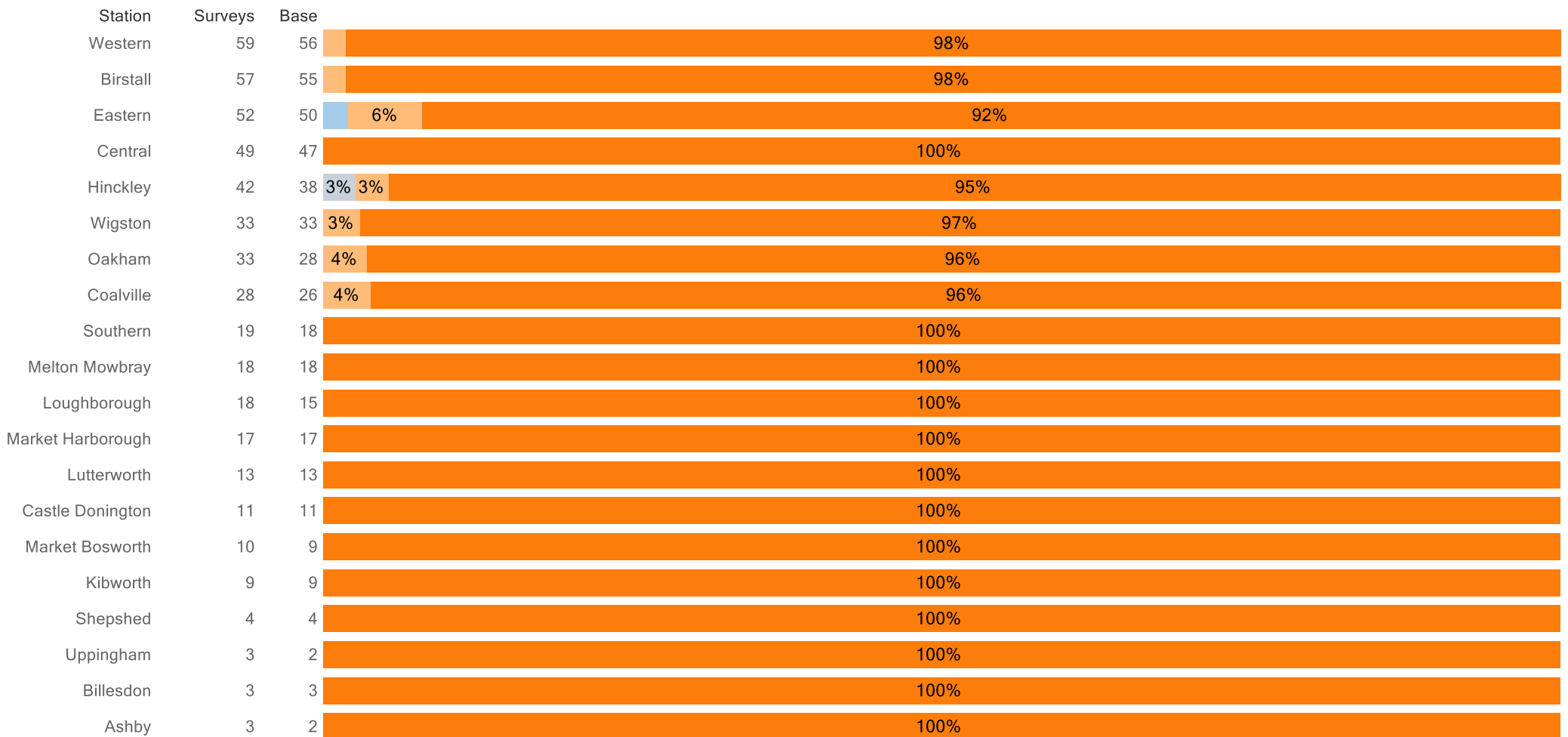
Chart 15 provides a station breakdown of how satisfied respondents felt with the overall service received at the scene of the incident. Response rates were varied as a result of low base counts for some stations.

All respondents of 13 out of 20 stations said they were 'very satisfied' with the service provided at the scene.

After the Incident survey results

Of those who answered the survey about an incident handled by Eastern, 92% said they were very satisfied, 6% said they were satisfied. One respondent said they were dissatisfied with the service received at the scene.

**Chart 15:** Overall satisfaction with service received at the scene - Station Breakdown (ordered by number of survey responses)



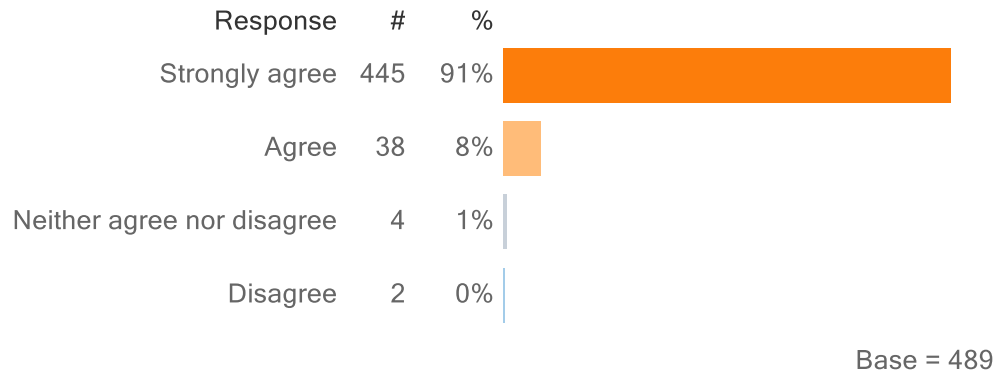
Response  
■ Disagree  
■ Agree  
■ Neither agree nor disagree  
■ Strongly agree

## After the Incident survey results

### Impact on respondents

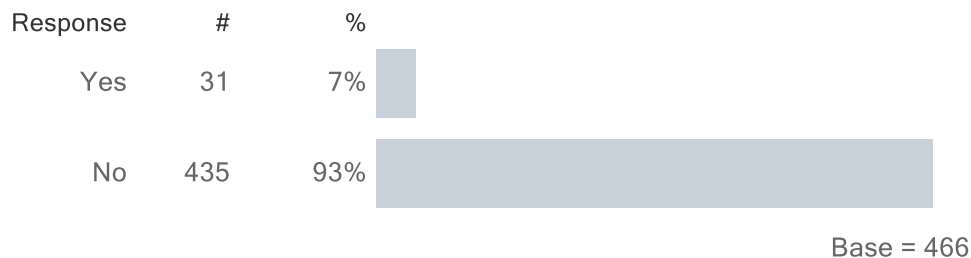
Chart 16 shows 91% of respondents strongly agreed and 8% agreed that the Fire and Rescue team who attended the scene kept the effects of the incident to a minimum. There were four respondents who said they neither agreed nor disagreed and two who said they disagreed.

**Chart 16:** Whether the Fire and Rescue team kept effects to a minimum



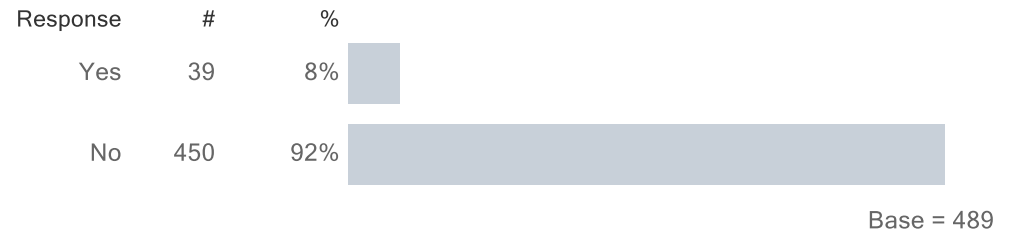
Respondents were asked whether they were required to relocate to another property as a result of the incident, of which 7% of respondents said they were (see Chart 17).

**Chart 17:** Whether respondents had to relocate to another property



Respondents were asked whether they, or anyone else were injured as a result of the incident. Chart 18 shows 39 respondents said that someone was injured (8%).

**Chart 18:** Whether anyone at the incident was injured \*



Respondents were also asked whether they or anyone else needed to take time off work following the incident. Chart 19 shows there were 34 respondents who answered 'yes' (7%).

**Chart 19:** Whether anyone had to take time off work

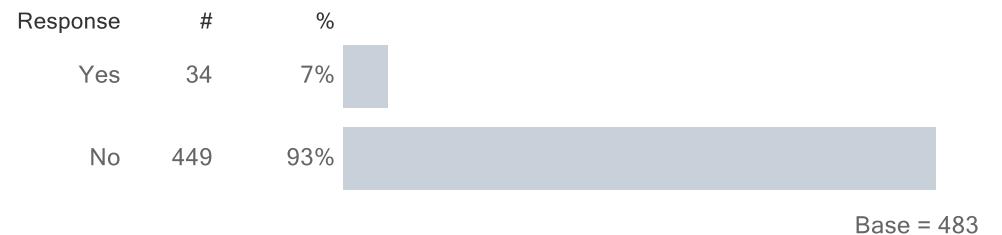


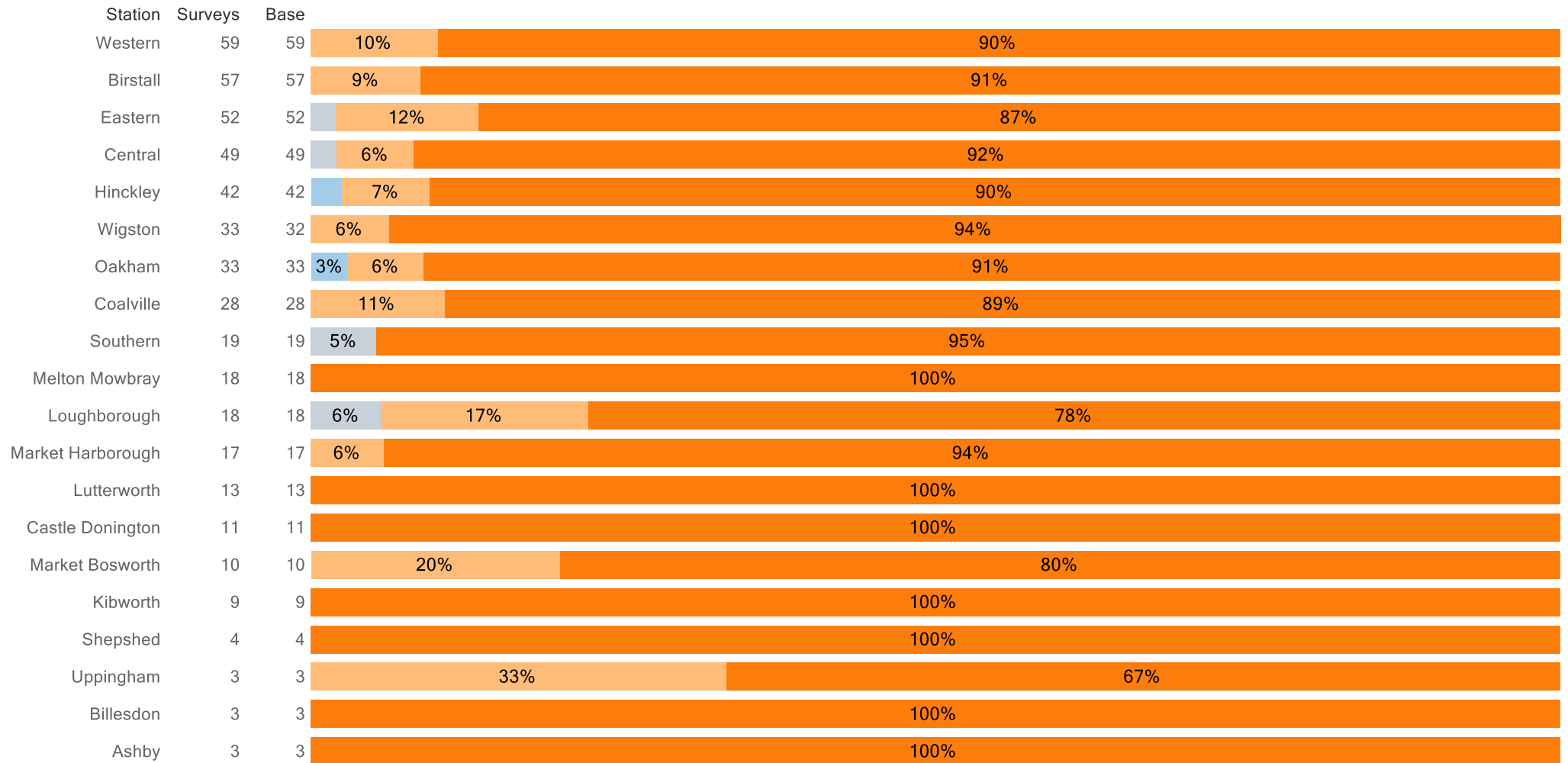
Chart 20 provides a station breakdown of the extent to which respondents agreed or disagreed that the Fire and Rescue Service kept the effects of the incident to a minimum. Response rates were varied as a result of low base counts for some stations.

\* true injury rate is likely to be higher than reported, as feedback cards are less likely to be given out at incidents featuring significant injuries

Of those who had their incident handled by Western, 90% strongly agreed and 10% agreed that the effects of the incident were kept to a minimum. Similarly, of those who had an incident handled by Birstall, 91% strongly agreed and 9% agreed that LFRS kept the effects

of the incident to a minimum. Of those who answered the survey about an incident handled by Hinckley, 90% said they strongly agreed, 7% said they agreed and 2% said they disagreed.

**Chart 20:** Keeping the effects of the incident to a minimum - Station breakdown (ordered by number of survey responses)



Response  
■ Disagree  
■ Neither agree nor disagree  
■ Agree  
■ Strongly agree

After the Incident survey results

## Previous experience

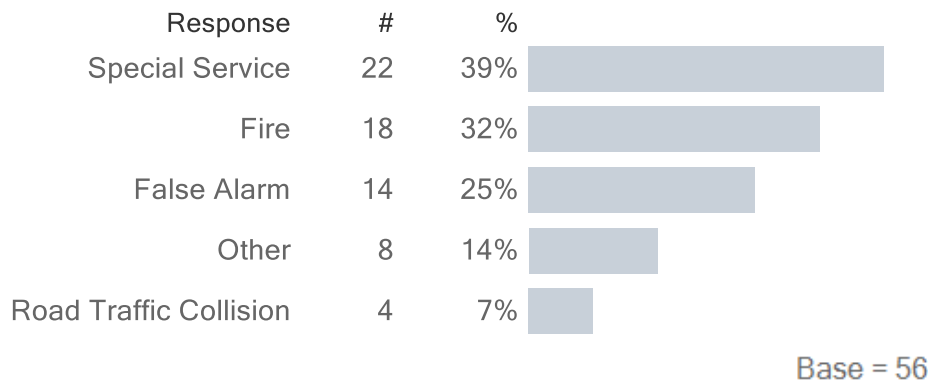
Respondents were asked whether they had previously had an incident during the past 3 years, even if the Fire and Rescue Service had not been called. Chart 21 shows that 56 respondents had (12%).

**Chart 21:** Respondents who had previous incidents in the last 3 years



Of those that had previously had an incident in the last 3 years: 22 incidents involved a special service, 18 incidents involved a fire, 14 were false alarms, eight were considered to be 'other' and four were a road traffic collision (as shown in Chart 22).

**Chart 22:** Previous incidents experienced by respondents (multiple-choice)



## Overall satisfaction

Chart 23 shows that 96% of respondents were very satisfied and 4% were satisfied with the service they received from the Fire and Rescue service, from raising the call to any follow-up contact they had. One respondent said they were dissatisfied and one respondent said they were very dissatisfied.

**Chart 23:** Overall satisfaction with the service

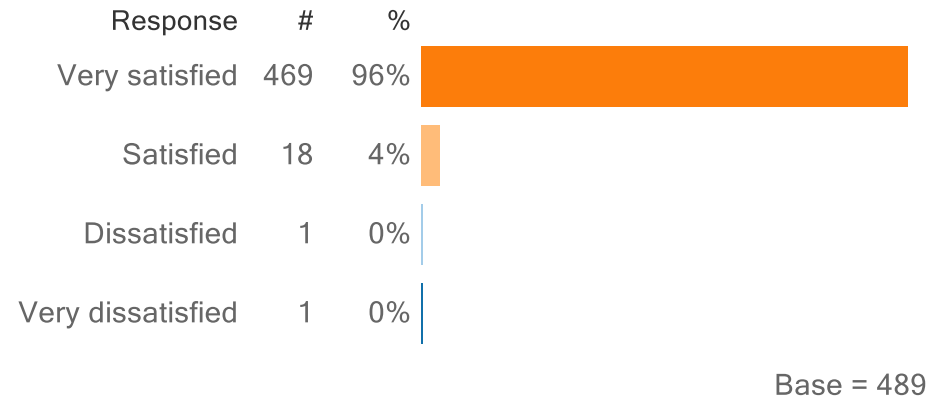
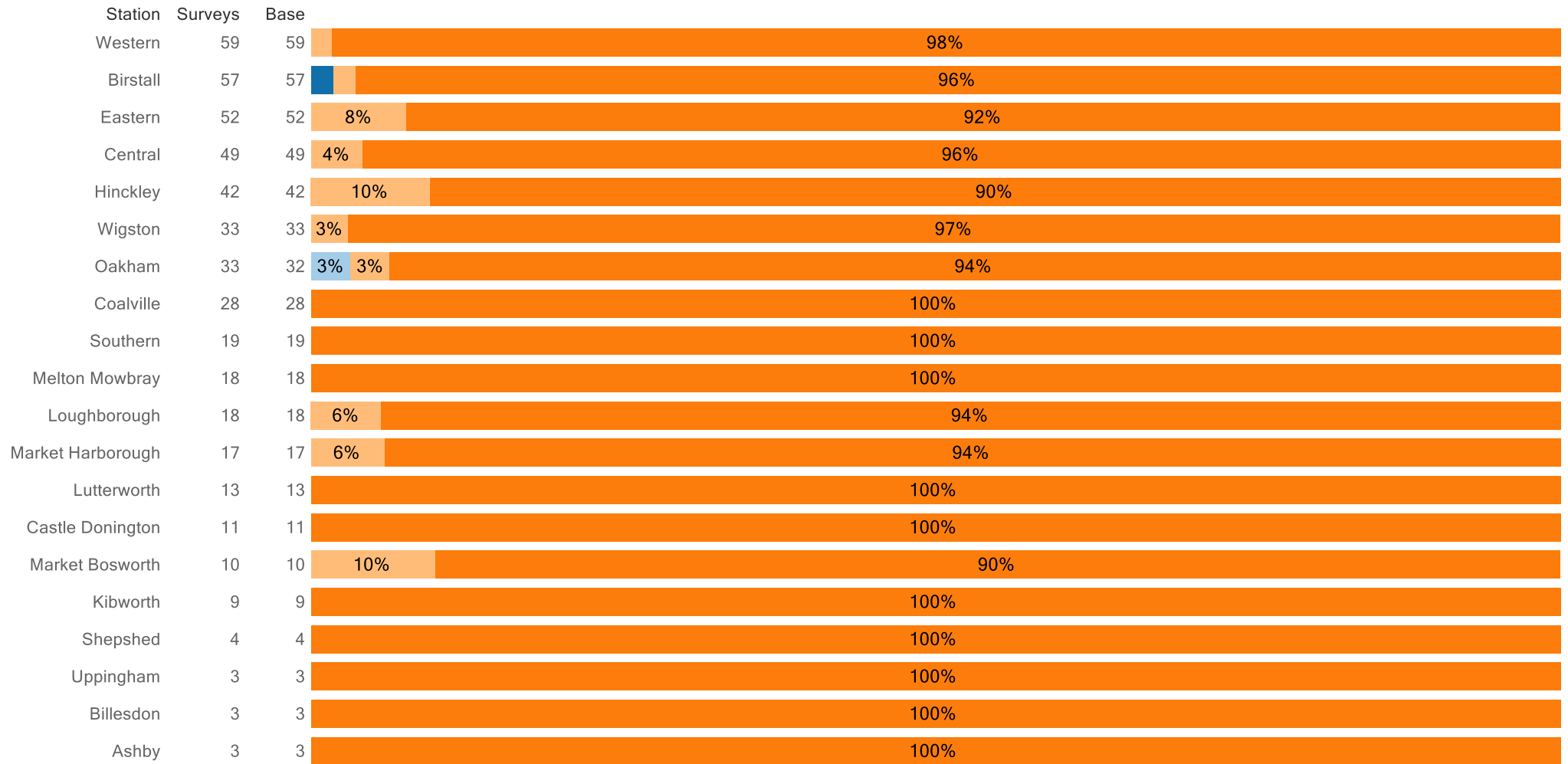


Chart 24 provides a station breakdown of how satisfied respondents felt with the overall service they received from LFRS. Response rates were varied as a result of low base counts for some stations.

Of the respondents who had an incident handled by Western, 98% said they were very satisfied overall with the service and 2% were satisfied with the service overall. Of the incidents handled by Birstall, 96% were very satisfied and one respondent was satisfied. One respondent said they were very dissatisfied with the service overall.

**Chart 24:** Overall satisfaction with the service - Station breakdown (ordered by number of survey responses)



Response  
■ Very dissatisfied  
■ Dissatisfied  
■ Satisfied  
■ Very satisfied

After the Incident survey results

## Open-comment analysis

The following section provides analysis of the three open-comment survey questions (a full list of themes are available in Appendix 1).

### What did we do well?

Respondents were asked whether there was anything the Fire and Rescue Service did particularly well. Overall, the respondents provided very positive feedback to this question.

A large number of respondents commented on how the Fire and Rescue Service team who attended their incident were calm, reassuring and made them feel safe and at ease. Many mentioned how the team were helpful, informative and had given them useful advice. Others described the team using words such as 'polite', 'approachable', 'friendly', 'knowledgeable' and 'respectful'.

Many respondents were impressed with other aspects of the service, specifically referencing how quick the team were to respond, how quickly the incident was dealt with and their thorough job throughout. Others mentioned that the team that dealt with their incident were a credit to Leicestershire Fire and Rescue Service.

Other responses included a 'thank you' and expressed how 'grateful' they were to the team.

*"...professionalism in which they acted was incredible. The friendliness and warmth of all of the team was extremely comforting and reassuring and instantly made my partner feel calm. They were able to get to the root cause of the problem with the car and gave us the best advice possible. It means so much to know that we could rely on such kind and conscientious individuals who would truly do anything to keep you safe. True heroes, please pass on our many thanks"*

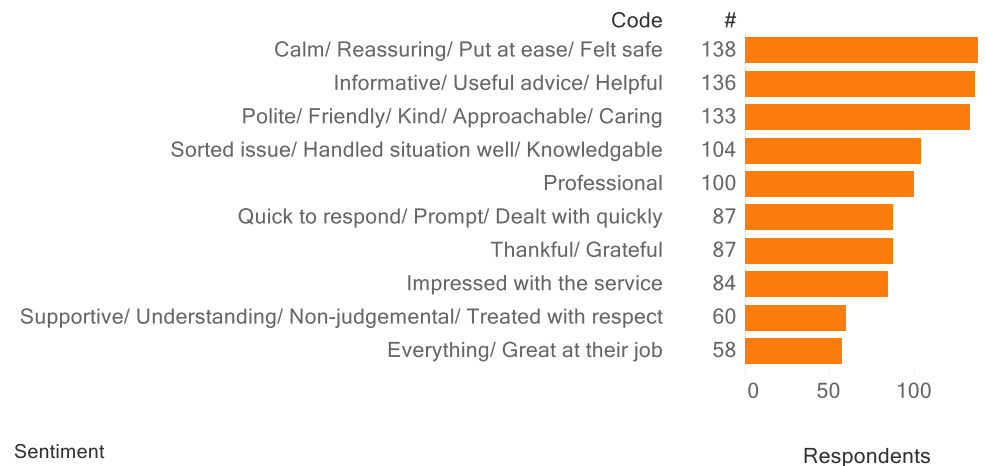
*"The fire fighters who came to the incident were amazing. Really helpful and kind [people] who arrived quickly and released my toddler from the radiator. I couldn't fault them at all. I am very very happy with the service I received from each one of them"*

*"They were calm and respectful and didn't scare me despite waking me up at 4am to the news my fence had been on fire. Brilliant at keeping the drama out of the situation"*

*"They constantly reassured me. They were brilliant with my daughter and given her and her sister an activity pack which they love. They arrived very quickly too. I cannot fault anything they did, amazing"*

*"Arrived quickly. Dealt with the situation promptly and efficiently. Investigated thoroughly"*

Chart 25: Q21 - Top 10 codes





**Was anyone dissatisfied?**

Respondents were asked if they were dissatisfied with any part of the service and to explain why. Many respondents did not answer this question and of those who did, the majority responded 'not applicable' or 'no'.

Several respondents left positive feedback, by expressing their gratification for the Fire and Rescue team who handled their incident and satisfaction of the service they received.

Six respondents were dissatisfied with an aspect of the service they received. These comments included a delay of the team arriving, lack of resources/equipment necessary at the scene and being unable to contact the service with issues after the incident.

Other respondents made a specific suggestions such as giving the Fire and Rescue team a raise or more praise to say thank you for their service.

*"Wasn't dissatisfied, cannot fault the team that helped"*

*"We were more than satisfied with all the service. They were polite, very professional, friendly & helpful"*

*"999 didn't act, called me back after 20 minutes and still hadn't issued any help so we broke in to help the elderly lady ourselves"*

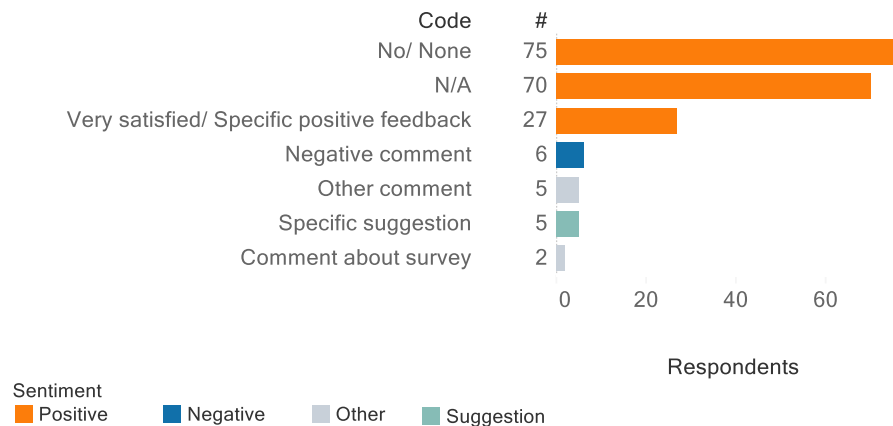
*"The call handler not sure if I was Leicestershire or Northamptonshire. Not good when there's a fire so panicked me more"*

*"Why did the fire service not attend when they were informed of the alarm by the monitoring centre? I had to make a 20 minute drive to then see the fire and then call 999. The fire service could have attended 20 minutes earlier if they had responded to the call from the monitoring service."*

*"They all need a raise and medals, real heroes"*

33

**Chart 26:** Q22 codes



## After the Incident survey results

### Were there any suggested improvements?

Respondents were asked whether they had any suggestions for how the Fire and Rescue Service could improve their services.

Apart from 'no', 'n/a' or 'no improvement' responses, several respondents provided general positive feedback about the specific team who handled their incident, or the Fire and Rescue Service as an organisation. Some respondents left encouraging comments such as 'keep doing what they do so well'. Others thanked the team who attended their incident and commented on the professionalism of the service they received.

Whilst the majority of feedback provided were positive responses, there were a couple of suggestions made by respondents including: improving communication with the customers, having more equipment available at the scene and providing follow-up aftercare.

Some felt the service deserved more funding from the government and a pay increase.

*"I don't feel it could be improved, my experience of their service was first class"*

*"The service I received was outstanding. Keep it going"*

*"These [people] are true professionals, kind, respectful for [people's] beliefs and very conscious and careful about the safety of the tenants. A big thank you"*

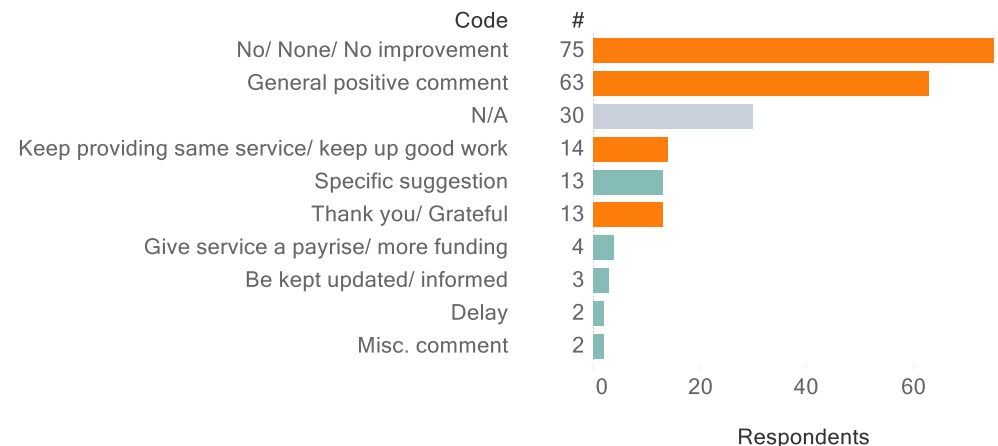
*"Could have communicated with me directly at the beginning... where I was stuck"*

*"Write down the next steps as it was a lot to remember"*

*"Issue the crews with special inflatable lifting aids, which I am informed ambulance crews carry, but fire and rescue crews do not"*

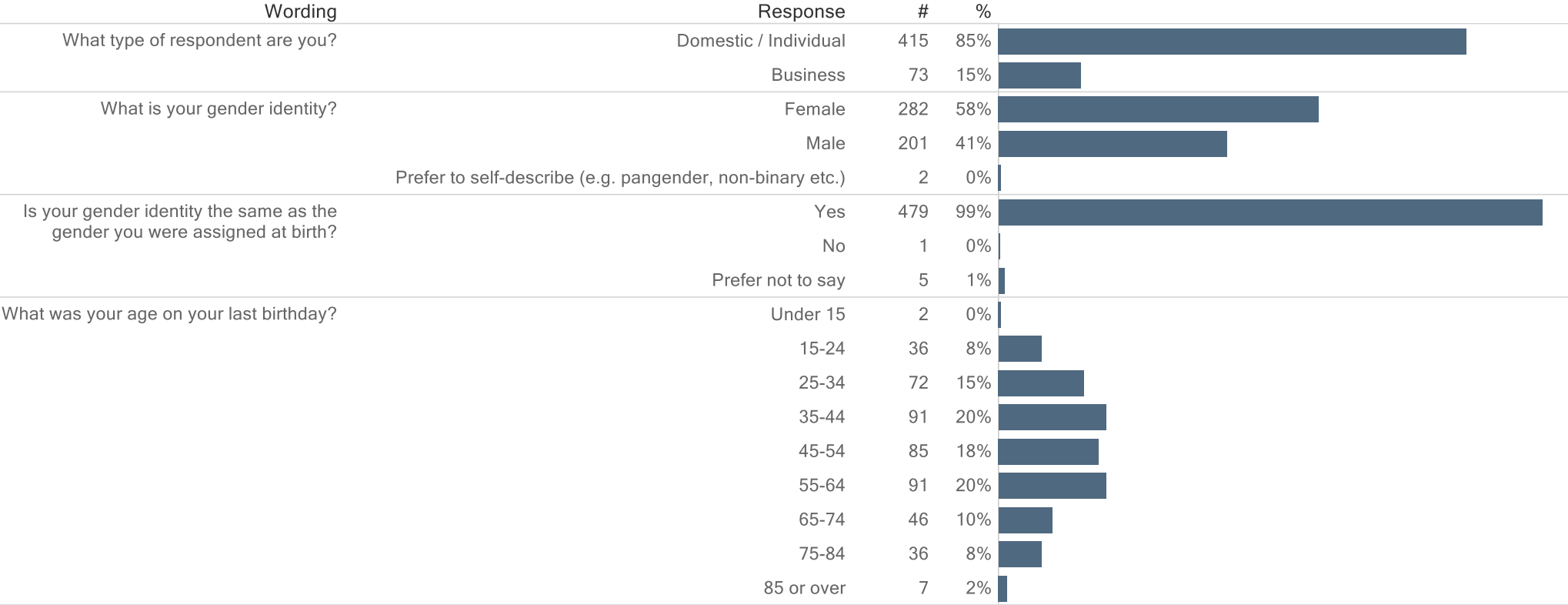
*"They were great just as they are... maybe a good pay rise would be a wonderful reward for all their bravery and hard work"*

**Chart 27:** Q23 - Top 10 codes



## Respondent Demographics

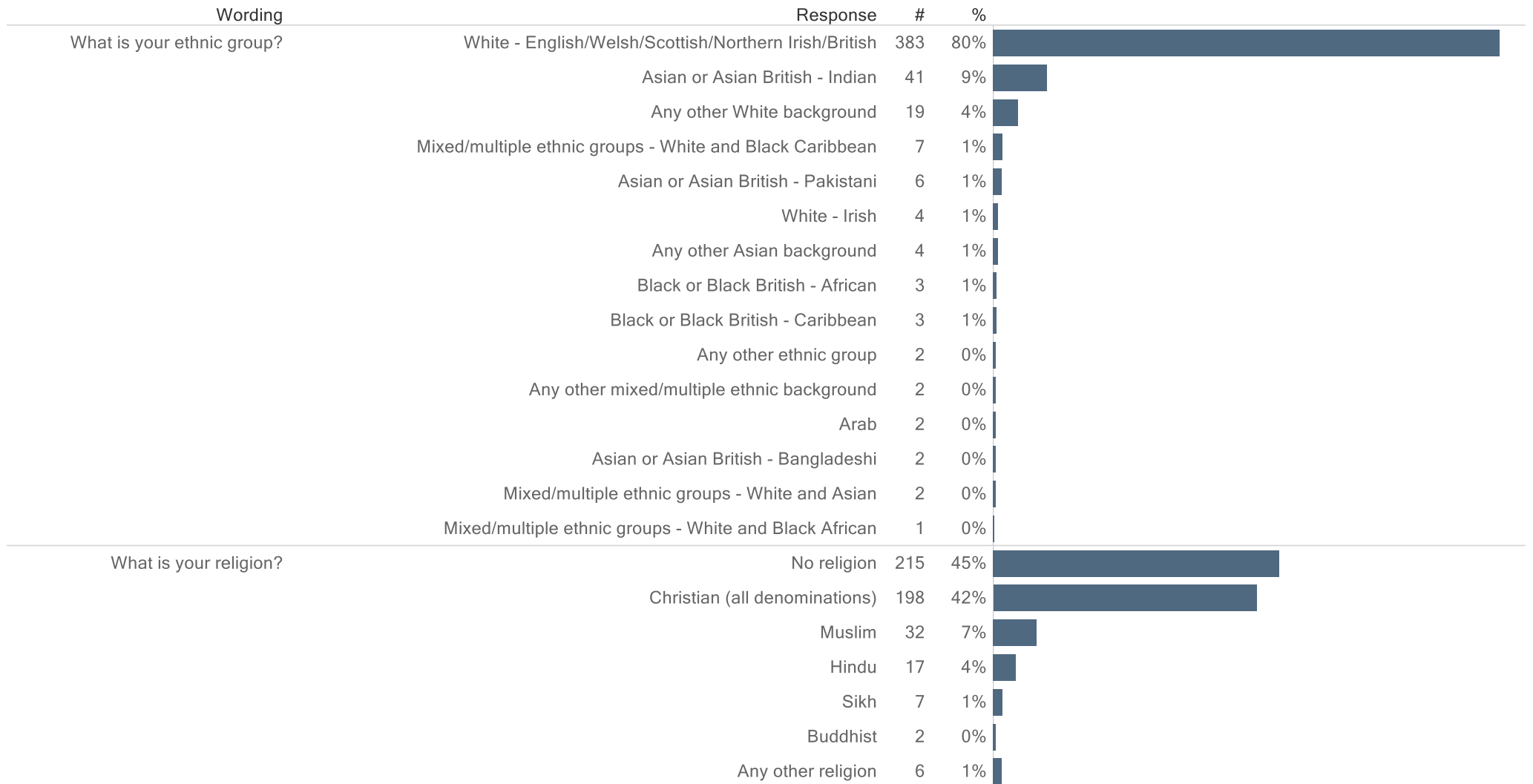
**Chart 28:** Respondent demographics



Base = 466 to 488

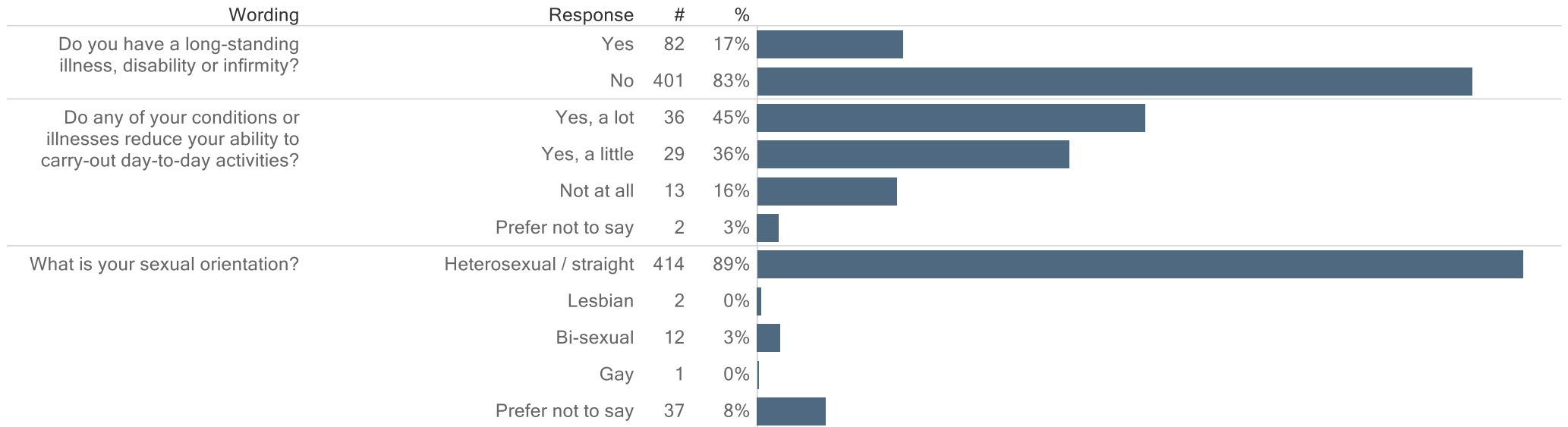
## After the Incident survey results

**Chart 29:** Respondent demographics (2)



Base = 477 to 481

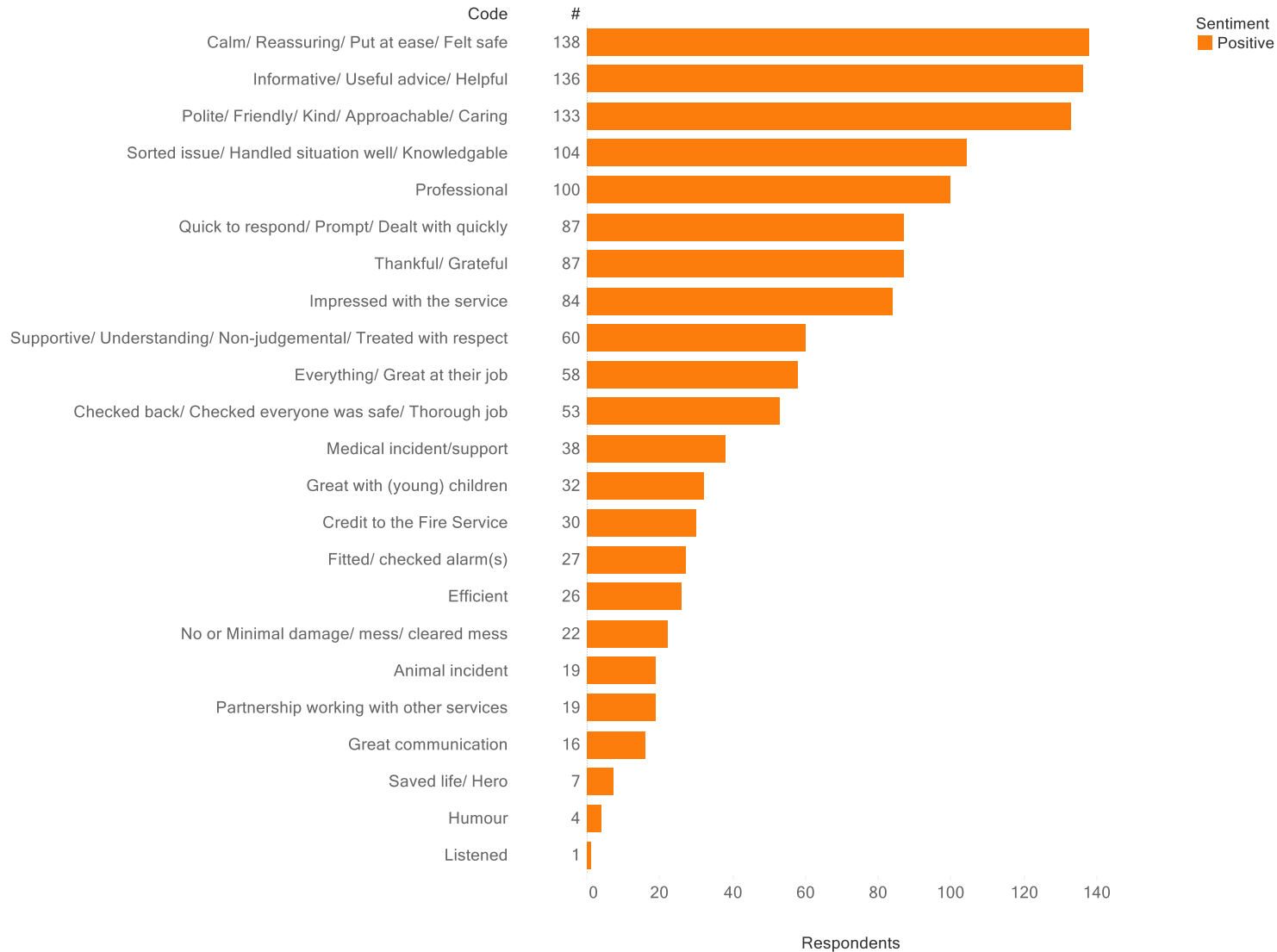
**Chart 30:** Respondent demographics (3)



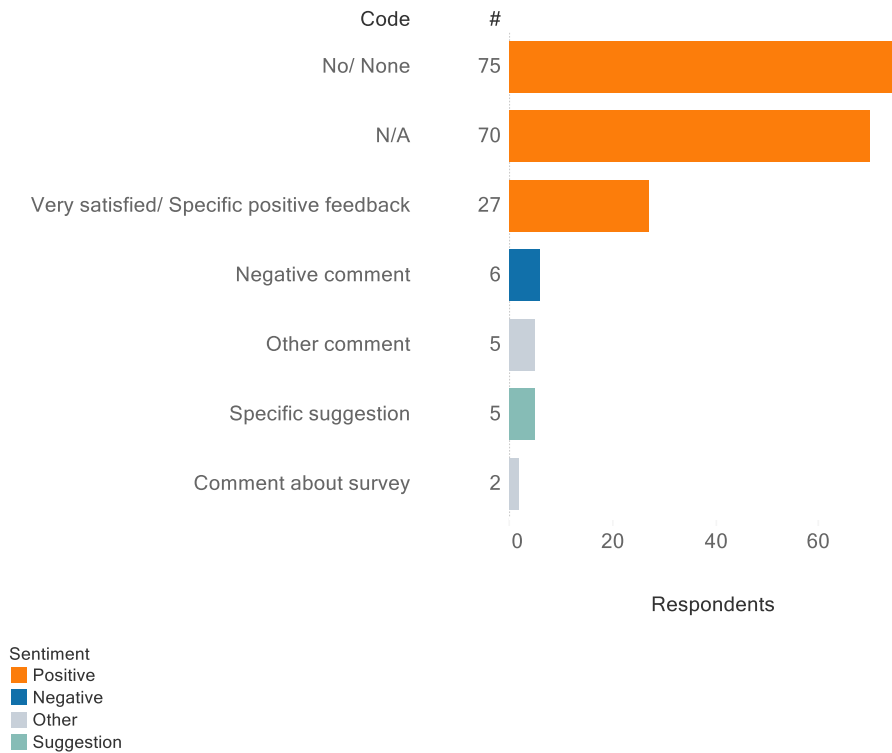
Base = 80 to 483

## Appendix 1 - All open comment themes

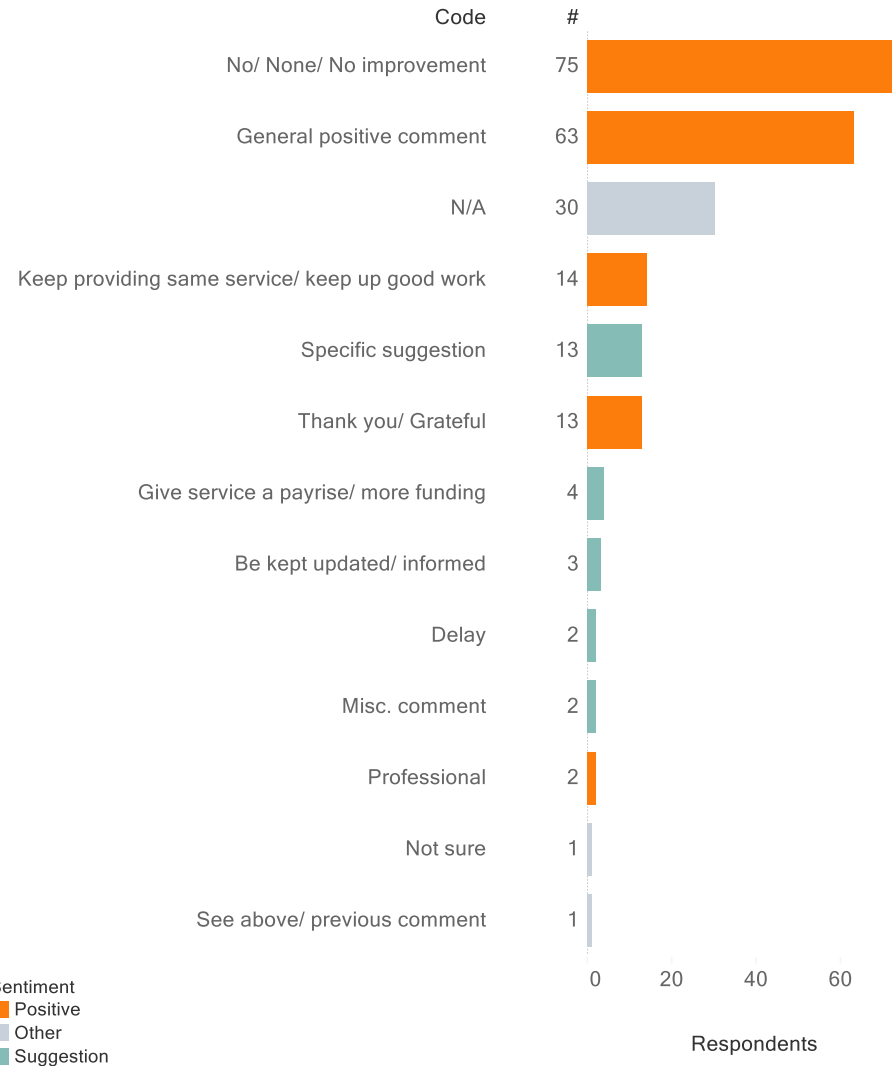
**Question 21:** Was there anything the Fire and Rescue Service did particularly well?



**Question 22:** If you were dissatisfied with any part of the service, please explain why.



**Question 23:** If you have any suggestions on how the Fire and Rescue Service could improve our service, please state below.



After the Incident survey results



**Main contact**

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Leicestershire County Council  
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**Status of Report: Public**

**Meeting: Corporate Governance Committee**

**Date: 13 July 2022**

**Subject: Performance Monitoring April 2021 to March 2022 and April to May 2022**

**Report by: Chief Fire and Rescue Officer**

**Author: Chris Moir, Planning Manager**

**For: Information Only**

### **Purpose**

1. The purpose of this report (and the accompanying appendices) is to present the Corporate Governance Committee with an update on the performance of the Leicestershire Fire and Rescue Service (LFRS) for the period April 2021 to March 2022 and April to May 2022.

### **Recommendation**

2. The CFA Corporate Governance Committee is asked to note the performance of the Leicestershire Fire and Rescue Service for the period April 2021 to March 2022 and April to May 2022.

### **Executive Summary**

3. Comprehensive performance updates are attached as Appendices 1 and 2. These contain full details of the key performance indicators and provide further analysis and comparison information.
4. Service performance is measured through corporate performance indicators. Where the data is available, each indicator is monitored against an average of the previous three years.
5. Incident numbers and performance has remained reasonably consistent between April 2021 and March 2022. Fire incidents are however significantly lower than the three-year average, whereas fire false alarms and non-fire incidents are slightly higher.
6. April to May 2022 is seeing a very slight reverse to this situation in relation to fire incidents, with a small increase being observed. Again, there is a slight increase in fire false alarms and non-fire incidents against the same period over the past three years.
7. In the year April 2021 to March 2022 the average response times to life-risk incidents was 10 minutes 23 seconds (3-year average 10:34). For year to date April to May 2022 the figure is 9 minutes 56 seconds. Non-life risk incidents between April 2021 and March 2022 were at 9 minutes 52 seconds and primary

fires at 9 minutes 51 seconds. For April to May 2022, these figures are 9 minutes 38 seconds and 8 minutes 48 seconds respectively.

8. Appliance availability for April 2021 to March 2022 has seen a small reduction against the three-year average. Wholtime availability was 98.0% (98.7% three-year average) and On-Call appliance availability was 66.2% (66.8% three-year average).
9. Wholtime appliance availability for April 2022 to May 2022 was 98.1%, which is a very small reduction against the three-year average of 98.4%. On-Call appliance availability at 59.7% (70.0% three-year average) is lower due to the increased availability during the pandemic last year.

## **Background**

10. The detailed Performance Report, attached at Appendix 1, was created following consultation with members of the Corporate Governance Committee at a Performance Reporting Workshop held in November 2019. The agreed changes became effective from April 2020.
11. One performance report is now published for the Committee, the Senior Management Team (SMT) and the Tactical Management Team (TMT). The report is more detailed and easier to understand. Targets and the Red, Amber, Green (RAG) status methodology is removed as requested by members, with performance now being compared against the last three-year average.
12. Life risk incident attendance times (KCI 3.2) are measured against a 10-minute average as agreed in the Integrated Risk Management Plan. To ensure consistency with the Home Office and the reporting mechanisms of Her Majesty's Inspectorate of Constabulary and Fire and Rescue Services (HMICFRS) the average response time to primary fires is also included.
13. There were 8,259 incidents attended between April 2021 and March 2022 – 1,968 fire incidents against a three-year average of 2,201, 2,903 fire false alarms (three-year average 2,811) and 3,388 non fire incidents (three-year average 3,233). 17,939 calls were received by Fire Control.
14. There were 1,511 incidents attended between April and May 2022 - 468 fire incidents against a three-year average of 420, 480 fire false alarms (three-year average 452) and 563 non fire incidents (three-year average 493). 3,125 calls were received by Fire Control during this period.
15. The number of special service incidents attended remains high compared to the three-year averages. This is despite the reduction in medical incidents - co-responder /first responder which continue to be extremely low. Road Traffic Collisions remain at similar levels to previous years.
16. Fire prevention work continues, utilising a mix of telephone and in-person visits. The number of home safety checks undertaken between April 2021 and March 2022 was 12,938 which is significantly higher than the three-year average of

7,805. Figures have continued at a similar rate during April and May 2022 with 2,109 being completed against a three-year average of 1,473.

17. Fire Protection has also increased the number of fire safety audits undertaken between April 2021 and March 2022 to 872, which is considerably higher than the three-year average of 509. Again, April and May 2022 have continued this trend with 208 audits being undertaken compared to the three-year average of 76.
18. Public satisfaction in the service provided last year remains very high; 99% of the 490 people who responded to the After the Incident Survey were satisfied or very satisfied with the overall service they received at the incident. 99% of the 2,168 people who responded were satisfied with the engagement during a home safety check and 97% of the 124 people who responded were satisfied with the engagement during a fire protection visit. Currently between April and May 2022 satisfaction levels are at 100% for all Response (60 survey responses), Prevention (454 survey responses) and Protection (35 survey responses) activities.
19. A further appendix is included with this report to highlight where LFRS features nationally in relation to benchmarking against other Fire and Rescue Services. Whilst national Home Office statistics for the 2021-2022 financial year aren't available until later this year, comparisons can be made against what is known as Family Group 4. Family Groups are a collection of Services from different regions brought together for collaborative working and to provide a comparison for data purposes.
20. Appendix 3 is the Performance Improvement Family Group 4 Performance Report Q1-Q4 2021/22. Whilst the reporting style is slightly different, with measures published per number of population (e.g. 1,000, 10,000 or 100,000) the report shows that in virtually every category LFRS has improved its performance when comparing against the 'three-year change' figures.

### **Report Implications/Impact**

21. Legal (including crime and disorder)

The timely production of relevant performance information and the achievement of continuous improvement is a statutory duty as described in the Local Government Act 1999.

22. Financial (including value for money, benefits and efficiencies)

There are no financial implications arising from this report.

23. Risk (including corporate and operational, health and safety and any impact on the continuity of service delivery)

Effective performance management including the reporting, monitoring and analysis of performance indicators enables proactive control measures to be implemented to reduce risk and demand.

24. Staff, Service Users and Stakeholders (including the Equality Impact Assessment)

Any identified action plans will be developed and delivered by relevant managers and staff.

25. Environmental

There are no environmental implications arising from this report.

26. Impact upon Our Plan Objectives

Active monitoring of performance indicators allows the Service to assess the effectiveness of delivering corporate objectives, influencing changes to strategies and policies where necessary. It also meets the Governance Strategy outcomes of well-informed communities and well-informed staff and the objective of 'monitor and report on our performance so everyone knows how we are doing'.

### **Background Papers**

None.

### **Appendix**

Appendix 1 - Performance Update – April 2021 to March 2022

Appendix 2 - Performance Update – April 2022 to May 2022

Appendix 3 - Performance Improvement Family Group 4 Performance Report Q1-Q4 2021/22

### **Officers to Contact**

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## Performance Update: April 2021 to March 2022

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>I.1</b>	<b>Total incidents</b>	<b>707</b>	<b>609</b>	<b>716</b>	<b>726</b>	<b>628</b>	<b>758</b>	<b>732</b>	<b>766</b>	<b>653</b>	<b>604</b>	<b>624</b>	<b>736</b>	<b>8259</b>	<b>8245</b>	<b>14</b>
I.2	Fire incidents	236	138	185	174	149	187	127	184	136	127	131	194	1968	2201	-233
a	Primary fire incidents	98	79	90	93	79	91	80	98	93	75	77	97	1050	1130	-80
b	Secondary fire incidents	127	56	92	81	70	95	43	79	38	44	45	91	861	1009	-148
c	Chimney fire incidents	11	3	3	0	0	1	4	7	5	8	9	6	57	62	-5
I.3	Fire false alarm incidents	224	214	231	255	235	270	282	289	237	217	209	240	2903	2811	92
a	Due to apparatus	102	112	110	124	120	129	154	138	147	122	109	113	1480	1578	-98
b	Good intent	116	100	118	125	102	131	123	142	82	88	90	112	1329	1139	190
c	Malicious attended	6	2	3	6	13	10	5	9	8	7	10	15	94	94	0
I.4	Non-fire incidents	247	257	300	297	244	301	323	293	280	260	284	302	3388	3233	155
a	Non-fire false alarms	6	9	13	11	11	11	16	13	10	9	11	10	130	116	14
b	Special service	241	248	287	286	233	290	307	280	270	251	273	292	3258	3117	141
-	Road traffic collision (RTC)	49	61	61	54	52	65	78	68	54	61	50	54	707	693	14
-	Assist other agencies	66	54	63	63	66	69	77	83	82	70	70	72	835	749	86
-	Medical incident - co-responder/first responder	11	16	24	27	19	33	24	17	29	22	20	31	273	415	-142
-	Effecting entry / exit	19	28	32	34	26	37	35	36	28	25	31	40	371	310	61
<b>KCI 2 Fatalities and casualties</b>																
2.1	Fatalities in fires	0	0	1	0	0	0	0	0	1	1	0	1	4	9	-5
2.2	Non-fatal casualties in fires	3	10	5	0	1	1	4	5	11	3	2	7	52	67	-15
2.3	Fatalities in non-fire incidents	10	4	4	6	4	3	7	8	7	7	9	6	75	70	5
2.4	Non-fatal casualties in non-fire incidents	54	64	79	53	66	70	80	69	79	60	46	60	780	862	-82
2.5	Number of TRIM (Trauma Risk Management):															
a	Notifications	11	11	11	8	3	8	12	12	10	10	12	9	117	109	8

Ref	Key Corporate Indicator	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Actual	3-Year Average	Differ
b	Interventions	3	4	30	2	1	4	19	28	16	10	22	10	149	58	91
c	l to l's	1	2	1	1	0	1	2	2	2	1	2	0	15	13	2
2.6	Number of LFRS employees injured whilst attending incidents	2	0	1	0	2	2	7	5	1	0	2	1	23	16	7
<b>KCI 3 Level of emergency response service provision</b>																
3.1	Number of emergency calls received	1560	1341	1607	1564	1393	1640	1600	1610	1371	1299	1363	1591	17939	17795	144
3.2	The total average response times of life threatening incidents (mins)	10:10	10:25	10:05	10:29	9:47	10:20	10:32	10:05	10:29	10:33	10:59	10:40	10:23	10:37	-0:14
a	Average call handling time	2:15	2:09	2:12	2:16	1:55	2:00	2:18	2:12	2:02	2:11	2:20	1:59	2:09	2:10	-0:01
b	Average appliance mobilisation time	1:34	1:29	1:31	1:50	1:16	1:21	1:31	1:37	1:26	1:20	1:36	1:25	1:30	1:54	-0:24
c	Average time to drive to the incident	6:21	6:47	6:22	6:23	6:36	6:59	6:43	6:16	7:01	7:02	7:03	7:16	6:44	6:33	0:11
d	Number of life threatening incidents attended	62	65	79	70	54	72	89	93	69	72	58	75	858	1176	-318
3.3	The total average response times of non-life threatening incidents (mins)	10:07	9:55	10:02	9:55	9:50	9:54	9:39	9:54	9:42	9:33	9:27	9:52	9:50	9:51	-0:01
a	Average call handling time	2:11	2:17	2:12	2:11	2:08	2:08	2:14	2:11	2:01	1:59	2:04	2:05	2:08	2:12	-0:04
b	Average appliance mobilisation time	1:37	1:36	1:41	1:37	1:38	1:31	1:34	1:30	1:35	1:26	1:34	1:33	1:35	1:40	-0:05
c	Average time to drive to the incident	6:19	6:02	6:09	6:07	6:04	6:15	5:51	6:13	6:06	6:08	5:49	6:14	6:07	5:59	0:08
d	Number of non-life risk incidents attended	639	538	632	648	572	679	638	668	579	529	561	650	7333	6826	507
3.4	The total average response times to primary fires (as recorded by Home Office)	9:52	10:02	9:46	9:13	10:07	10:43	10:02	9:38	10:09	9:03	10:30	9:31	9:53	9:36	0:17
a	Average call handling time	1:46	1:42	1:34	1:44	1:46	1:49	1:46	1:43	1:40	1:37	1:48	1:57	1:44	1:39	0:05
b	Average appliance mobilisation time	1:19	1:33	1:33	1:19	1:24	1:26	1:18	1:21	1:32	1:32	1:31	1:20	1:25	1:36	-0:11
c	Average time to drive to the incident	6:47	6:47	6:39	6:10	6:57	7:28	6:58	6:34	6:57	5:54	7:11	6:14	6:44	6:21	0:23
d	Number of primary fire incidents attended	89	74	80	86	67	78	72	90	82	63	64	71	916	951	-35
3.5	The % availability of Wholtime fire appliances	99.6%	99.6%	98.7%	94.6%	97.5%	98.2%	97.3%	98.2%	96.5%	99.3%	98.1%	98.1%	98.0%	98.7%	-0.7%
3.6	The % availability of On-Call fire appliances	73.6%	68.2%	65.8%	57.2%	62.1%	66.6%	62.2%	68.0%	64.9%	68.7%	70.3%	67.2%	66.2%	66.8%	-0.6%
3.7	The % of people satisfied with our overall response	100%	100%	100%	100%	100%	100%	100%	100%	94%	100%	100%	100%	99%	100%	-1%
a	The % of people satisfied with their initial contact with the service	97%	97%	100%	100%	100%	95%	100%	100%	86%	100%	100%	100%	98%	100%	-2%
b	The % of people satisfied with the service they received at the scene	100%	100%	100%	100%	100%	95%	100%	100%	100%	100%	100%	100%	99%	100%	-1%

Ref	Key Corporate Indicator	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Actual	3-Year Average	Differ
<b>KCI 4 Home Fire Safety Checks</b>																
4.1	Home safety checks	1126	1319	1474	1256	1030	921	1149	995	660	1095	934	979	12938	7805	5133
4.2	Home safety feedback surveys	83	80	82	61	197	251	313	209	68	267	305	252	2168	1614	554
a	Percentage satisfied	100%	100%	98%	100%	97%	100%	100%	99%	100%	98%	99%	99%	99%	100%	-1%
<b>KCI 5 Fire Protection and Enforcement</b>																
5.1	The % of fire safety audits that result in action plans and enforcement notices	10%	12%	18%	7%	11%	11%	26%	20%	24%	26%	18%	26%	18%	20%	-2%
a	Fire safety audits	78	65	68	54	61	80	58	89	54	86	105	74	872	509	363
b	Action plans and enforcement notices	8	8	12	4	7	9	15	18	13	22	19	19	154	102	52
5.2	Fire protection survey – Overall how satisfied were you with the service received	100%	100%	100%	83%	89%	100%	100%	88%	86%	100%	100%	100%	97%	99%	-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)		1.78 (1.95)			1.69 (2.77)				1.72 (2.91)			1.18 (2.52)	6.37 (10.15)	5.39 (7.90)	0.98 (2.25)
a	Days/shifts lost to short-term sickness		162.09			180.34				223.84			174.83	741.10	572.94	168.16
b	Days/shifts lost to long-term sickness		492.71			450.70				410.43			254.67	1608.51	1438.46	170.05
c	Total days/shifts lost to sickness (COVID 19)		654.80 (63.77)			631.04 (401.61)				634.27 (438.36)			429.50 (491.14)	2349.61 (1394.88)	2011.40 (1236.52)	338.21 (158.36)
6.2	Average number of days/shifts lost to sickness by support staff per person (inc COVID 19)		1.20 (1.50)			1.66 (2.66)				1.58 (2.55)			1.93 (3.03)	6.37 (9.74)	7.56 (7.21)	-1.19 (2.53)
a	Days/shifts lost to short-term sickness		41.00			60.59				74.67			17.14	193.40	194.73	-1.33
b	Days/shifts lost to long-term sickness		96.66			130.49				115.00			217.25	559.40	582.33	-22.93
c	Total days/shifts lost to sickness (COVID 19)		137.66 (34.42)			191.08 (115.54)				189.67 (114.01)			234.39 (133.26)	752.80 (397.23)	777.06 (257.56)	-24.26 (139.67)
6.3	Average number of staff on modified duties for the entire month	8	5	8	5	8	7	9	7	11	10	9	9	8.00	8.11	-0.11
a	Wholetime	4	4	5	2	6	3	3	4	5	5	7	7	4.58	3.86	0.72
b	On-Call	4	1	2	2	2	4	5	3	5	4	2	2	3.00	3.81	-0.81
c	Support	0	0	1	1	0	0	1	0	1	1	0	0	0.42	0.44	-0.02
6.3	Average number of staff on modified duties at some point throughout the month	9	13	16	21	12	18	13	17	13	8	7	7	12.83	13.11	-0.28
a	Wholetime	8	6	11	15	6	11	8	10	10	5	5	6	8.42	8.58	-0.16
b	On-Call	0	3	1	5	5	5	3	4	2	3	2	1	2.83	3.11	-0.28

Ref	Key Corporate Indicator	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Actual	3-Year Average	Differ
c	Support	1	4	4	1	1	2	2	3	1	0	0	0	1.58	1.42	0.16

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

*3.2 The total average response times of life threatening incidents (mins) is based on incidents categorised by control as being life risk when the emergency call is received. Comparisons for all response indicators is based on the previous 2 years, as data not available on IRS due to change of system.*

### **1.1 Total incidents – April 2021 to March 2022**

Of the 8259 incidents April 2021 to March 2022, 3388 (41%) were non-fire incidents, 2903 (35%) were fire false alarms and 1968 (24%) were fire incidents. Most incidents occurred in Western, followed by Charnwood and Central. The 3-year average is 8245, so in comparison to this, there are 14 more incidents.

**Table 2: Total incidents – April 2021 to March 2022**

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Apr 2021 to Mar 2022
<b>1.1</b>	<b>Total incidents</b>	1159	1036	1294	630	416	348	313	594	1171	634	664	8259

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Looking at the 3 areas:

Fire incidents – reduction of 233 incidents compared to 3-year average.

Fire false alarm incidents – increase of 92 incidents compared to the 3-year average.

Non-fire incidents – increase of 155 incidents compared to 3-year average.

The number of fire related incidents would normally be a lot higher. However, incidents have remained low for both primary and secondary fires attended. The traditional increase in secondary fires during last summer, simply did not happen and the much colder winter months resulted in the traditional lower number of secondary fires. The number of fire false alarm incidents has increased and there were slight concerns as the numbers steadily increased from the start of April last year, although recent months has seen reductions. There has also been an increase in the number of special service incidents attended, although it is important to continue to recognise that the 3-year average will have been affected somewhat by last year’s low numbers, which were affected by the COVID 19 pandemic.



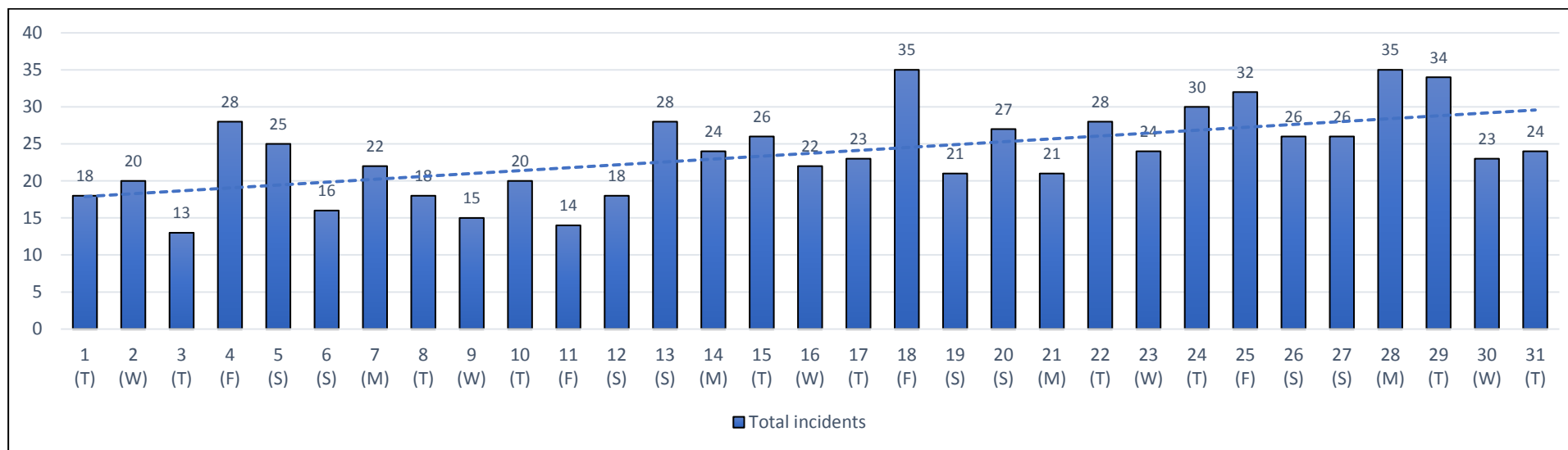
### March 2022

Of the 736 incidents in March, 302 (41%) were non-fire incidents, 240 (33%) were fire false alarms and 194 (26%) were fire incidents. Most incidents occurred in Charnwood, followed by Western and Central. There were 624 incidents in February, with March showing increases in fire incidents, fire false alarm incidents and non-fire incidents.

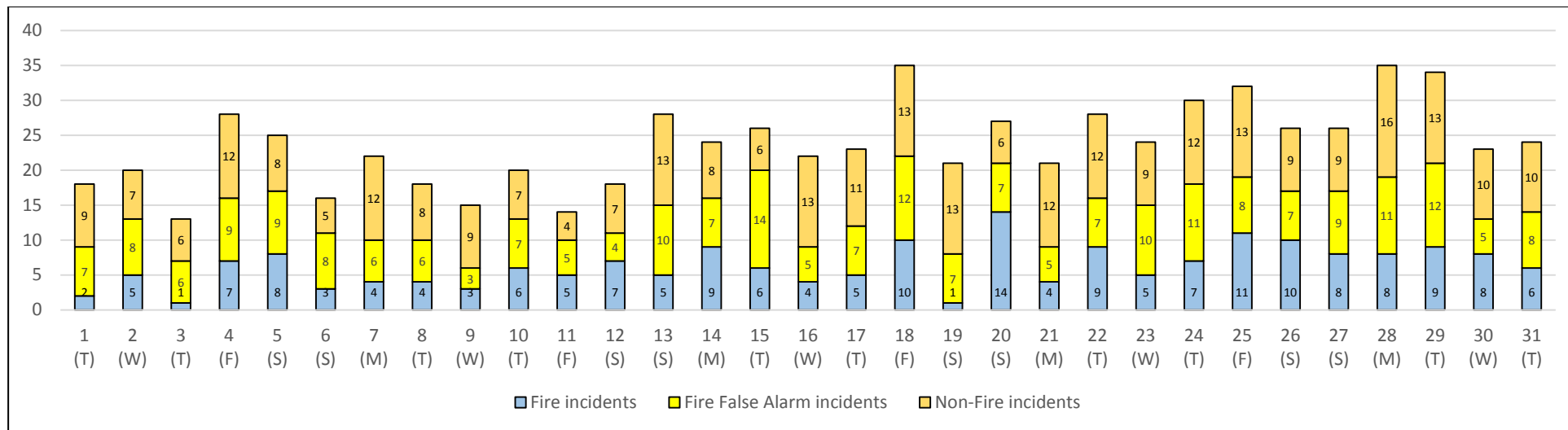
**Table 3: Total incidents – March 2022**

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	March 2022
I.1	Total incidents	104	86	112	69	33	26	17	46	121	67	55	736

**Chart 1: The total number of incidents by day in March 2022** shows the number of incidents by day, ranging from 13 incidents at its lowest in a day on the 3 March, to 35 incidents at its peak on the 18 and 28 March. The number of incidents has increased as the month has progressed. On average, there were 23.74 incidents attended each day.



**Chart 2: The total number of incidents broken down by type and day in March 2022** shows the 35 incidents on the 18 March broken down into 10 fire incidents, 12 fire false alarm incidents and 13 non-fire incidents. The 35 incidents on the 28 March are broken down into 8 fire incidents, 11 fire false alarm incidents and 16 non-fire incidents.



### 1.2 Fire incidents – April 2021 to March 2022

Of the 1968 fire incidents April 2021 to March 2022, 1050 were primary fires, 861 were secondary fires and 57 were chimney fires. Most incidents occurred in Western, Charnwood and Central. The 3-year average is 2201, so in comparison to this, there are 233 fewer incidents.

**Table 4: Fire incidents – April 2021 to March 2022**

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Apr 2021 to Mar 2022
I.2	Fire incidents	219	218	328	152	135	51	67	156	280	170	192	1968
a	Primary fire incidents	109	121	157	105	62	26	39	83	146	97	105	1050
b	Secondary fire incidents	110	96	171	34	59	24	20	71	128	70	78	861
c	Chimney fire incidents	0	1	0	13	14	1	8	2	6	3	9	57

### March 2022

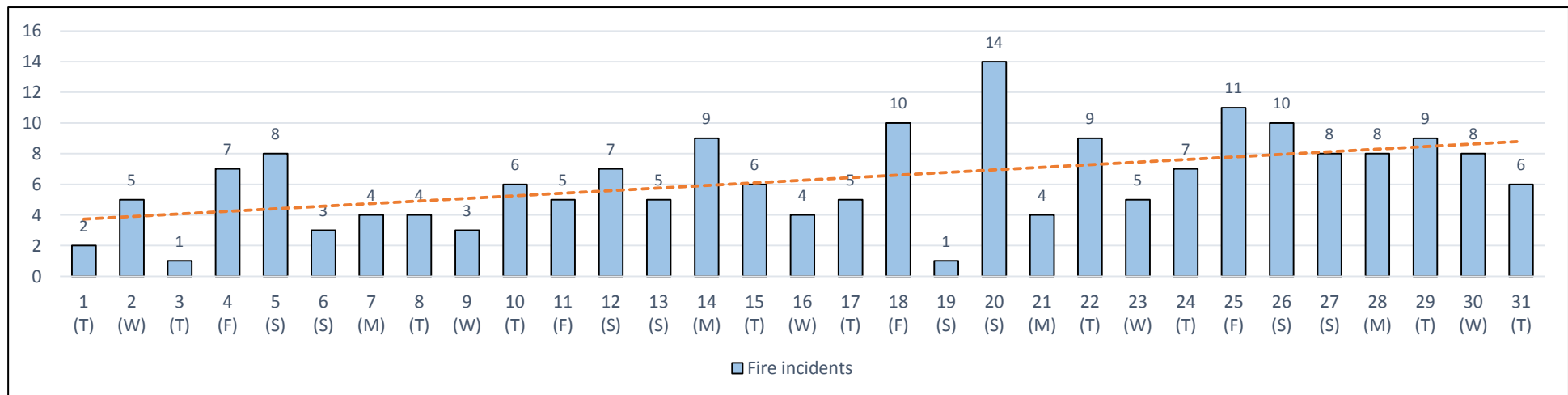
Of the 194 incidents in March, 97 (50%) were primary fires, 91 (47%) were secondary fires and 6 (3%) were chimney fires. Most incidents occurred in Charnwood, Western and Eastern. This is an increase of 63 incidents from February (131). March is the second highest month

of the year for fire incidents, with April 2021 being the highest. There has been a small increase in the number of primary fire incidents and a much larger increase in secondary fire incidents when compared to February. The number of secondary fire incidents reduced throughout the winter months because of the colder weather and darker nights and now March has seen some warmer weather and the start of lighter nights, the number of secondary fires has increased.

**Table 5: Fire incidents – March 2022**

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	March 2022
I.2	Fire incidents	20	22	34	16	9	4	2	8	44	17	18	194
a	Primary fire incidents	11	13	13	8	5	2	1	5	20	10	9	97
b	Secondary fire incidents	9	9	21	6	2	2	1	3	23	7	8	91
c	Chimney fire incidents	0	0	0	2	2	0	0	0	1	0	1	6

**Chart 3: The total number of fire incidents by day in March 2022** shows the number of incidents by day, ranging from 1 incident at its lowest on the 3 and 19 March, to 14 incidents at its peak on 20 March. The number of incidents has increased as the month has progressed. On average, there were 6.26 fire incidents attended each day.



## **1.2a Primary fire incidents**

There were 97 primary fire incidents in March, an increase of 20 from February (77). Of these, 60 were accidental fires and 37 were deliberate fires. Charnwood had the most incidents with 20, followed by Eastern 13 and Western 13.

Of the 60 accidental fires, the main property categories were 24 dwelling, 17 road vehicle, 4 non-residential and 4 industrial manufacturing. The main fire cause shows there were 12 overheating, unknown cause, 9 fault in equipment or appliance and 8 faulty fuel supply - electricity. The main ignition source shows 16 were vehicles only, 11 were electricity supply and 10 were cooking appliance. The main times of the incidents show 12 of the incidents occurring between the hours of 11.00am – 1.00pm.

Of the 37 deliberate fires, the main property categories were 28 road vehicle, 2 were dwelling, 2 were outdoor structures and 2 were warehouses and bulk storage. The main times of the incidents shows 4 incidents occurring between the hours of 4.00am – 5.00am and 9.00pm – 10.00pm each.

## **1.2b Secondary fire incidents**

There were 91 secondary fire incidents in March, an increase of 46 from February (45). Of these, 33 were accidental fires, 57 were deliberate fires and 1 was not known. There have been a total of 861 secondary fires for the year, which is 148 fewer than the 3-year average of 1009 incidents. It is one of the lowest number of secondary fire incidents recorded for Leicestershire Fire and Rescue Service. The number of deliberate secondary fires will always reduce when there are prolonged periods of wet weather and although there haven't been the prolonged periods as such, there has been quite variable weather through the summer months last year and we are just coming into a period of warmer weather and is much lighter in the evening.

Of the 33 accidental fires, the main types of property were small refuse/rubbish/recycle container (excluding wheelie bin) 7, railway trackside vegetation 4 and wheelie bin 4. The main times of the incidents shows 5 incidents occurring between the hours of 1.00pm – 2.00pm.

Of the 57 deliberate fires, the main types of property were loose refuse (incl in garden) 10, grassland, pasture, grazing etc 5 and small refuse/rubbish/recycle container (excluding wheelie bin) 5. The main times of the incidents show 18 of the incidents occurring between the hours of 6.00pm – 8.00pm.

Of the 1 not known fire, the property category was wheelie bin and occurred between the hours of 12.00 Midnight – 1.00am.

### 1.2c Chimney fire incidents

There were 6 chimney fire incidents in March, which is 3 less than February (9). There were 2 in Harborough, 2 in Melton, 1 in Charnwood and 1 in North West Leicester.

### 1.3 Fire false alarm incidents – April 2021 to March 2022

Of the 2903 fire false alarm incidents April 2021 to March 2022, 1480 were due to apparatus, 1329 were good intent and 94 were malicious. Most incidents occurred in Central, Western and Eastern. The 3-year average is 2811, so compared to the average, figures have increased by 92.

**Table 6: Fire false alarm incidents – April 2021 to March 2022**

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Apr 2021 to Mar 2022
I.3	Fire false alarms	530	382	467	201	112	139	109	190	377	205	191	2903
A	Due to apparatus	356	197	259	86	51	61	68	87	168	87	60	1480
B	Good intent	147	177	181	115	58	69	38	98	202	116	128	1329
C	Malicious attended	27	8	27	0	3	9	3	5	7	2	3	94

### **March 2022**

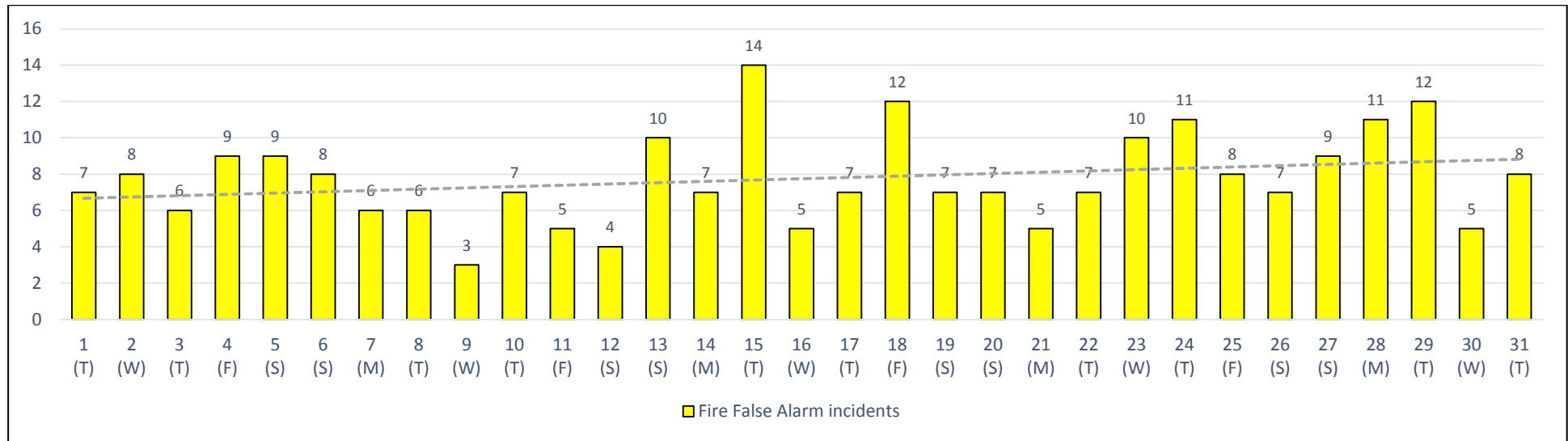
Of the 240 fire false alarm incidents in March, 113 were due to apparatus, 112 were good intent and 15 were malicious. Most incidents occurred in Central, Western and Charnwood. There were 209 in February, so March has seen an increase of 31.

**Table 7: Fire false alarm incidents – March 2022**

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	March 2022
I.3	Fire false alarms	48	22	39	16	9	12	4	17	34	24	15	240
A	Due to apparatus	35	11	17	3	3	4	1	9	12	12	6	113
B	Good intent	8	11	17	13	5	8	3	7	20	11	9	112
C	Malicious attended	5	0	5	0	1	0	0	1	2	1	0	15

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**Chart 4: The total number of fire false alarm incidents by day in March 2022** shows the number of incidents by day, ranging from 3 incidents at its lowest on the 9 March, to 14 incidents at its peak on the 15 March. The number of incidents has increased as the month has progressed. On average, there were 7.74 incidents attended each day.



**1.3a Due to apparatus**

There were 113 false alarms due to apparatus in March, an increase of 4 from February (109). Of these, the main categories were dwelling 79, and other residential 15.

Of the false alarms due to apparatus, the main causes were cooking/burnt toast 31, faulty 21 and accidentally/carelessly set off 18. The main times of the incidents show 12 of the incidents occurring between the hours of 7.00pm – 8.00pm.

**1.3b Good intent**

There were 112 good intent false alarms in March, an increase of 22 from February (90). Of these, the main categories were dwelling 56 and grassland woodland and crops 16.

Of the good intent false alarms, the main causes were controlled burning 27, other 23 and other cooking 17. The main times of the incidents show 16 of the incidents occurring between the hours of 7.00pm – 8.00pm.

**1.3c Malicious attended**

There were 15 malicious false alarms in March, an increase of 5 from February (10). Of these, 5 were in Central, 5 Western, 2 Charnwood, 1 Blaby, 1 Hinckley and Bosworth and 1 Melton.

**1.4 Non-fire incidents – April 2021 to March 2022**

Of the 3388 non-fire incidents April 2021 to March 2022, 130 were non-fire false alarms and 3258 were special service. Looking at the table below, the most incidents occurred in Charnwood, Western and Eastern. The 3-year average is 3233, so compared to the average, figures have increased by 155.

Data is provided for road traffic collision, assist other agencies, medical incident - co-responder/first responder and effecting entry / exit, which are the main categories in special service. There are many other categories in special service and analysis will be provided if figures spike. Suicide was one category along with flooding that was highlighted last year. This year we have attended 68 suicide attempts, with 7 in March. Of the 68 suicide attempts, there were 9 actual suicides. There were a total of 50 suicide attempts in the whole of last year, of which 6 were actual suicides.

**Table 8: Non-fire incidents – April 2021 to March 2022**

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Apr 2021 to Mar 2022
I.4	Non-fire incidents	410	436	499	277	169	158	137	248	514	259	281	3388
a	Non-fire false alarms	18	15	31	5	2	9	7	9	20	5	9	130
b	Special service	392	421	468	272	167	149	130	239	494	254	272	3258
-	Road traffic collision (RTC)	48	67	76	88	44	17	32	83	109	69	74	707
-	Assist other agencies	87	100	128	71	44	38	25	53	150	68	71	835
-	Medical incident - co-responder/first responder	26	22	20	29	18	32	27	15	32	30	22	273
-	Effecting entry / exit	48	67	73	19	18	18	15	19	53	17	24	371

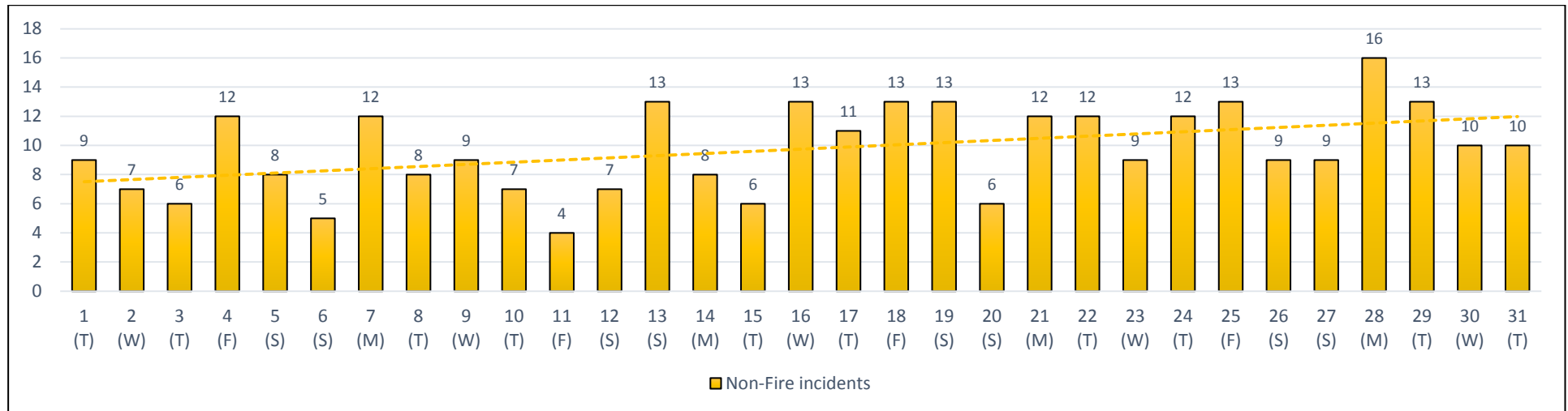
**March 2022**

Of the 302 incidents in March, 10 were non-fire false alarms and 292 were special service. Looking at the table below the most incidents occurred in Charnwood, Eastern and Western. There were 284 in February, so March has seen an increase of 18.

**Table 9: Non-fire incidents – March 2022**

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	March 2022
I.4	Non-fire incidents	36	42	39	37	15	10	11	21	43	26	22	302
A	Non-fire false alarms	0	2	1	1	1	0	0	3	1	1	0	10
B	Special service	36	40	38	36	14	10	11	18	42	25	22	292
-	Road traffic collision (RTC)	3	5	7	11	2	1	4	4	6	4	7	54
-	Assist other agencies	7	9	9	13	6	2	1	0	13	9	3	72
-	Medical incident - co-responder/first responder	0	1	3	4	1	5	1	2	4	4	6	31
-	Effecting entry / exit	7	8	8	2	2	2	2	3	3	2	1	40

**Chart 5: The total number of non-fire incidents by day in March 2022** shows the number of incidents by day, ranging from 4 incidents at its lowest on the 11 March, to 16 incidents at its peak on the 28 March. The number of incidents has increased as the month has progressed. On average, there were 9.74 incidents attended each day.





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

Of the 10 non-fire false alarms in March, 3 were in Blaby, 2 Eastern, 1 Charnwood, 1 Harborough, 1 Hinckley and Bosworth, 1 Melton and 1 Western. This is 1 less than the number in February (11).

### **1.4b Special service**

There were 292 special service incidents in March, which is 19 more than the number in February (273). Of these, there were 72 assist other agencies, 54 road traffic collisions and 40 effecting entry/exit. Charnwood had the most incidents with 42, followed by Eastern 40 and Western 38. Assist other agencies has had 72 incidents in March, which is an increase of 2 from February (70) and this type of incident remains consistently high. There have now been 835 assist other agency incidents from April 2021 to March 2022, which is 86 more than the 3-year average of 749. The vast majority of assist other agency incidents are effecting entry/exit incidents on behalf of other agencies and bariatric incidents. The number of road traffic collisions has increased slightly with 707 April 2021 to March 2022, compared to the 3-year average of 693. However, the 3-year average will have been affected by the significant reduction in traffic on the roads during lockdown last year and this year's figures are consistent with pre-pandemic annual numbers. Medical incident - co-responder/first responder continues to be extremely low with 31 incidents attended in March and a total of 273 so far this year, compared to the 3-year average of 415. This is due to co-responding still being suspended at the current time. Effecting entry/exit where the Service were called by members of the public have increased to 371 this year, compared to the 3-year average of 310. The number of suicide attempts also belongs in this category as mentioned previously.

### **2.1 Fatalities in fires – April 2021 to March 2022**

There were 4 fatalities in a fire April 2021 to March 2022. This is 5 less than the 3-year average of 9 fatalities.

The first fire fatality occurred on Wednesday 2 June in the very early hours of the morning in Loughborough Hastings Ward in Loughborough. Firefighters were called to reports of smoke issuing and fire alarms sounding in purpose built flats which consisted of 3 floors. A total of 5 fire appliances attended the scene with both EMAS and the Police in attendance. Firefighters wearing breathing apparatus entered the flat and rescued a 39-year-old male adult. Despite the best efforts of both the Fire Service and EMAS, the male was declared deceased by paramedics. A Tier 2 fire investigation was carried out with crime scene investigation and the cause of the fire has been attributed to discarded smoking materials.

The second fire fatality occurred on Thursday 30 December in the afternoon in Wycliffe Ward in the City. Firefighters were called to reports of a dwelling fire. A total of 4 fire appliances attended the scene and firefighters wearing breathing apparatus entered the house and rescued a 62-year-old female adult. The casualty was alive on leaving the scene, but unfortunately later died. The cause of the fire has been attributed to person too close to heat source (or fire) and the source of ignition was matches and candles - matches. Community Safety have provided a Post Incident Response supported by crews from Eastern following this incident. This took place on the week

commencing 10th January 2022. Engagement has taken place with the Police and other partner agencies to support this work and no previous interactions had taken place at this address.

The third fire fatality occurred on Thursday 13 January in the early hours in Hinckley De Montfort Ward in Hinckley. Firefighters were called to reports of a dwelling fire, where on arrival a 50-year-old male was found deceased in the lounge. He was disabled, had a full care plan in place and was last seen fit and well only a few hours previous by neighbours. Neighbours were woken by a smoke alarm in the early hours of the morning and called the fire service. The lounge which was being used as a bedroom 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 and over 50 Home safety checks were completed.

The fourth fire fatality occurred on Wednesday 16 March in the late evening in Hinckley Castle Ward in Hinckley. Firefighters were called to reports of a dwelling fire. The deceased was a 42-year-old male. The believed cause is accidental due to smoking materials. A full post incident response was carried out over 3 days, 10 days after the incident. This was well received and over 70 Home safety checks were completed.

## **2.2 Non-fatal casualties in fires – April 2021 to March 2022**

There have been 52 non-fatal casualties in fires April 2021 to March 2022. This is 15 less than the 3-year average of 67. Of the 52 non-fatal casualties, 18 have occurred in fires in the City, 9 in Charnwood, 7 in Harborough, 7 in North West Leicester, 5 in Hinckley and Bosworth, 2 in Rutland, 2 in Oadby and Wigston, 1 in Blaby and 1 in Melton. Out of the 52 non-fatal casualties in fires, 38 casualties occurred in buildings, 8 in road vehicles, 3 in the outdoors, 2 in non-residential and 1 in other vehicles. There were 42 accidental non-fatal casualties and 10 deliberate non-fatal casualties. The circumstances leading to the injuries, shows that of the 52 non-fatal casualties, the main categories were caused by fighting fire (including attempts) 11 and discovering fire 9.

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**Table 10: Non-fatal casualties in fires – April 2021 to March 2022**

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Apr 2021 to Mar 2022
2.2	Non-fatal casualties in fires	2	10	6	7	1	2	2	1	9	5	7	52

### **March 2022**

There were 7 non-fatal casualties in fires in March, which is 5 more than in February (2).

Of the 7 non-fatal casualties, 3 occurred in Harborough (2 in 1 incident), 3 in Eastern (2 in 1 incident) and 1 in Oadby and Wigston. Of the 7 non-fatal casualties, 5 were accidental and 2 were deliberate. The circumstances leading to the injuries, shows that of the 7 non-fatal casualties, the injuries were caused by fighting fire (including attempts) 3, not known 3 and other 1.

### **2.3 Fatalities in non-fire incidents – April 2021 to March 2022**

There have been 75 fatal casualties in non-fire incidents April 2021 to March 2022. This is 5 more than the 3-year average of 70. Of the 75 fatalities, 36 were attended to assist other agencies, 11 were road traffic collisions, 8 were suicide/attempts, 4 were effecting entry/exit, 4 were hazardous materials, 4 were medical Incident - first responder, 4 were rescue or evacuation from water, 1 was medical incident - emergency first responder for EMAS, 1 was no action (not false alarm), 1 was other rescue/release of persons and 1 was other transport incident. There were 22 in the City, 11 in North West Leicester, 10 in Charnwood, 8 in Harborough, 8 in Oadby and Wigston, 5 in Hinckley and Bosworth, 4 in Blaby, 4 in Rutland and 3 in Melton.

**Table 11: Fatalities in non-fire incidents – April 2021 to March 2022**

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Apr 2021 to Mar 2022
2.3	Fatalities in non-fire incidents	8	7	7	8	3	8	4	4	10	5	11	75

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### **March 2022**

There were 6 fatalities in non-fire incidents in March, compared to 9 in February. Of the 6 fatalities, 3 were attended to assist other agencies, 1 was effecting entry/exit, 1 was medical Incident - first responder and 1 was rescue or evacuation from water. There were 2 in Central, 2 in Harborough, 1 in Hinckley and Bosworth and 1 in North West Leicester.

**Table 12: Fatalities in non-fire incidents – March 2022**

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	March 2022
2.3	Fatalities in non-fire incidents	2	0	0	2	0	0	0	0	0	1	1	6

### **2.4 Non-fatal casualties in non-fire incidents – April 2021 to March 2022**

There have been 780 non-fatal casualties in non-fire incidents April 2021 to March 2022. This is 82 below the 3-year average of 862.

Of the property types of non-fatal casualties, 449 were road vehicle, 241 were dwellings, 39 were non-residential, 31 were outdoor, 11 were other residential, 6 were outdoor structures and 3 other vehicles. Charnwood has had most non-fatal casualties with 135. These can be related somewhat to the high number of special service incidents and road traffic collisions.

**Table 13: Non-fatal casualties in non-fire incidents – April 2021 to March 2022**

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Apr 2021 to Mar 2022
2.4	Non-fatal casualties in non-fire incidents	61	68	106	77	46	20	29	81	135	80	77	780

**March 2022**

There were 60 non-fatal casualties in non-fire incidents in March, compared to 46 in February.

Of the 60 non-fatal casualties, the property types of non-fatal casualties were road vehicle 38, dwelling 19, outdoor 2 and outdoor structures 1. The districts with the most non-fatal casualties in non-fire incidents in March was Charnwood with 14 and Harborough 10.

**Table 14: Non-fatal casualties in non-fire incidents – March 2022**

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	March 2022
2.4	Non-fatal casualties in non-fire incidents	4	3	5	10	2	1	1	7	14	5	8	60

**2.5 Number of TRiM (Trauma Risk Management) – April 2021 to March 2022**

The indicator Trauma Risk Management has now been running for over a year and looks at the number of notifications, interventions and 1 to 1's. There have been 117 TRiM notifications April 2021 to March 2022. This is 8 more than last year's figure of 109 during the same period.

**March 2022**

There were 9 TRiM notifications in March, compared to 12 in February. Of the 9 incidents that were reported, there were 3 gain entry incidents for EMAS/Police with fatalities, 1 gain entry incident for crisis team with assisted CPR after suicide fatality, 1 fire incident fatality left in situ, 1 road traffic collision incident involving a car and a pedestrian, 1 canal boat incident with a fatality after falling off the boat, 1

police request incident for screens at a sudden death on a petrol forecourt and 1 assist member of the public incident with severe mental health issues (initial call was to internal flooding). Overall, it was a quieter month than February, although 2 incidents did require interventions/support. Practitioners continue to use presentations to inform all staff about TRiM and what it can support with. Amica Resilience training is being arranged for Fire control. Health and wellbeing dogs are soon to be available in service to support TRiM and the Mental Health Team.

## **2.6 Number of LFRS employees injured whilst attending incidents – April 2021 to March 2022**

There have been 23 personal injuries whilst attending incidents April 2021 to March 2022. This is 7 more than the 3-year average of 16. Of the 23 personal injuries, 18 were classed as minor and 5 classed as moderate, with 3 occurring at Central station, 3 at Coalville station, 3 at Eastern station, 3 at Hinckley station, 2 at Loughborough station, 2 at Oakham station, 2 at Western station, 1 at Lutterworth station, 1 at Melton station, 1 at Southern station, 1 at Wigston station and 1 at Workshops.

The personal injuries were categorised further as 5 injuries whilst lifting or manual handling, 4 slipped, tripped and fell on same level, 2 cut hand on broken glass at an incident, 1 contact with something fixed or stationary, 1 cut to scalp, 1 eye injury, 1 hit by flying or falling object, 1 hit or injured by or in moving vehicle, 1 knee injury whilst running, 1 injury was caused when a firefighter was throwing out a hose at a house fire and the coupling hit a firefighter in the lip, 1 injury was caused from overexertion, 1 skin came off knuckles when using the enforcer to gain entry, 1 physical abuse when assisting member of public out of fire, 1 developed blisters on their feet due to ill-fitting fireboots and 1 physical abuse against a firefighter. Of the 23 personal injuries, 12 of the injuries occurred whilst at a fire incident and 11 occurred at a special service incident. Based on the RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013) reporting, 13 injuries resulted in no sickness or modified duties, 3 injuries resulted in sickness/modified duties check not required, 2 injuries resulted in modified duties over 7 days, 2 injuries resulted in a period of sickness over 3 days, 1 injury resulted in a period of sickness under 3 days, 1 injury resulted in sickness over 7 days and 1 injury resulted in a sickness/modified duties check added to team calendar.

### **March 2022**

There was 1 personal injury whilst attending incidents in March, compared to 2 in February. It was classed as moderate and occurred at Lutterworth station.

The personal injury was categorised further as slipped, tripped and fell on same level, whilst at a fire incident. Based on the RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013) reporting, the injury resulted in sickness/modified duties check added to team calendar.

### **3.1 Number of emergency calls received – April 2021 to March 2022**

There have been 17939 emergency calls received April 2021 to March 2022. This is 144 more than the 3-year average of 17795.

#### **March 2022**

There were 1591 emergency calls received in March, which is 228 more than February (1363). 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 4.46 seconds in March and overall for the year April to March, calls were answered in 4.60 seconds.

### **3.2 The total average response times of life threatening incidents – April 2021 to March 2022**

There have been 858 incidents classed as life risk by Control April 2021 to March 2022. This is 318 less than the 2-year average of 1176. It is based on the average of the previous 2 years, as data is not available on IRS due to change of system in 2018. The total average response time for the 858 incidents was 10 minutes 23 seconds, compared to the 2-year average of 10 minutes 37 seconds.

The 10 minutes 23 seconds can be broken down further:

Average call handling was 2 minutes 9 seconds, a reduction of 1 second on the 2-year average time (2 minutes 10 seconds).

Average mobilisation time was 1 minute 30 seconds, a reduction of 24 seconds on the 2-year average time (1 minute 54 seconds).

Average drive time was 6 minutes 44 seconds, an increase of 11 seconds on the 2-year average time (6 minutes 33 seconds).

The 858 life risk incidents average response time of 10 minutes 23 seconds can also be broken down by incident type:

114 Fire incidents attended with an average response time of 9 minutes 13 seconds.

85 Fire false alarm incidents attended with an average response time of 9 minutes 4 seconds.

659 Non-fire incidents attended with an average response time of 10 minutes 45 seconds.

Of the 659 Non-fire incidents, there were 459 RTC incidents attended with an average response time of 11 minutes 0 seconds.

Any incidents that take over 3 minutes in call handling, 3 minutes in mobilisation time for Wholetime, 7 minutes in mobilisation time for On-Call and 10 minutes in drive time, get investigated. During April 2021 to March 2022 there have been 133 investigations carried out by Control, 48 mobilisation investigations and 142 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 2021 to March 2022**

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Apr 2021 to Mar 2022
3.2	The total average response times of life threatening incidents (mins)	7:46	7:55	8:11	12:08	12:33	9:31	13:47	11:24	10:43	11:35	11:55	10:23
a	Average call handling time	1:53	1:59	1:57	2:17	2:24	2:08	2:27	2:25	2:09	2:12	2:15	2:09
b	Average appliance mobilisation time	1:11	1:00	1:07	2:10	2:19	1:52	1:53	1:21	1:16	1:33	1:46	1:30
c	Average time to drive to the incident	4:42	4:56	5:07	7:41	7:50	5:31	9:27	7:38	7:18	7:50	7:54	6:44
d	Number of life threatening incidents attended	95	81	125	100	48	24	38	68	117	73	89	858

**March 2022**

There have been 75 incidents classed as life risk by Control in March 2022. This is 17 more than February (58). The total average response time for the 75 incidents was 10 minutes 40 seconds, compared to 10 minutes 59 seconds in February.

The 10 minutes 40 seconds can be broken down further:

Average call handling was 1 minute 59 seconds, a reduction of 21 seconds on the time in February (2 minutes 20 seconds).

Average mobilisation time was 1 minute 25 seconds, a reduction of 11 seconds on the time in February (1 minute 36 seconds).

Average drive time was 7 minutes 16 seconds, an increase of 13 seconds on the time in February (7 minutes 3 seconds).

During March there have been 8 investigations carried out by Control, 5 mobilisation investigation and 14 drive time investigations. This picks up any anomalies with the system and highlights any possible areas of concern.

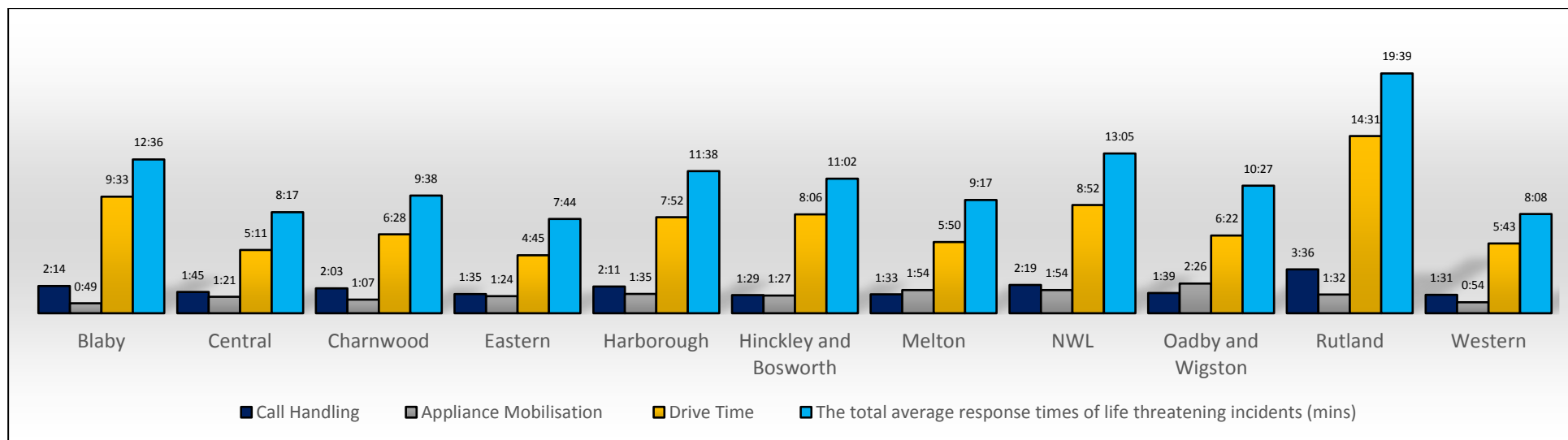
Please note that small numbers are being analysed here.

**Table 16: The total average response times of life threatening incidents (mins) – March 2022**

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	March 2022
3.2	The total average response times of life threatening incidents (mins)	8:17	7:44	8:08	11:38	9:17	10:27	19:39	12:36	9:38	11:02	13:05	10:40
a	Average call handling time	1:45	1:35	1:31	2:11	1:33	1:39	3:36	2:14	2:03	1:29	2:19	1:59

b	Average appliance mobilisation time	1:21	1:24	0:54	1:35	1:54	2:26	1:32	0:49	1:07	1:27	1:54	1:25
c	Average time to drive to the incident	5:11	4:45	5:43	7:52	5:50	6:22	14:31	9:33	6:28	8:06	8:52	7:16
d	Number of life threatening incidents attended	13	8	7	12	3	2	4	6	6	5	9	75

**Chart 6: The total average response times of life threatening incidents in March 2022** shows the average call handling time, average mobilisation time, average time to drive and average total response time broken down by district. Eastern shows the quickest average response time and Rutland shows the longest average response time to life threatening incidents.



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### 3.3 The total average response times of non-life threatening incidents – April 2021 to March 2022

There have been 7333 incidents classed as non-life risk by Control April 2021 to March 2022. This is 507 more than the 2-year average of 6826. The total average response time for the 7333 incidents was 9 minutes 50 seconds, compared to the 2-year average of 9 minutes 51 seconds.

The 9 minutes 50 seconds can be broken down further:

Average call handling was 2 minutes 8 seconds, a reduction of 4 seconds on the 2-year average time (2 minutes 12 seconds).

Average mobilisation time was 1 minute 35 seconds, a reduction of 5 seconds on the 2-year average time (1 minute 40 seconds).

Average drive time was 6 minutes 7 seconds, an increase of 8 seconds on the 2-year average time (5 minutes 59 seconds).



The 7333 non-life risk incidents average response time of 9 minutes 50 seconds can also be broken down by incident type:  
 1850 Fire incidents attended with an average response time of 9 minutes 59 seconds.  
 2943 Fire false alarm incidents attended with an average response time of 9 minutes 13 seconds.  
 2540 Non-fire incidents attended with an average response time of 10 minutes 26 seconds.  
 Of the 2540 non-fire incidents, there were 784 Assist other agencies incidents attended with an average response time of 10 minutes 35 seconds.

Please note: There were a total of 7401 non-life risk incidents attended April 2021 to March 2022. 68 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 2021 to March 2022**

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Apr 2021 to Mar 2022
3.3	The total average response times of non-life threatening incidents (mins)	8:04	8:40	8:53	11:54	11:29	8:27	11:22	11:18	9:43	11:29	11:20	9:50
A	Average call handling time	2:03	2:10	2:01	2:11	1:56	2:03	2:21	2:27	2:09	2:18	2:11	2:08
B	Average appliance mobilisation time	1:15	1:11	1:10	2:06	3:13	1:28	1:49	1:20	1:21	1:59	2:17	1:35
C	Average time to drive to the incident	4:46	5:19	5:42	7:37	6:20	4:56	7:12	7:31	6:13	7:12	6:52	6:07
D	Number of non-life threatening incidents attended	1051	948	1161	525	367	319	273	520	1040	557	572	7333

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**March 2022**

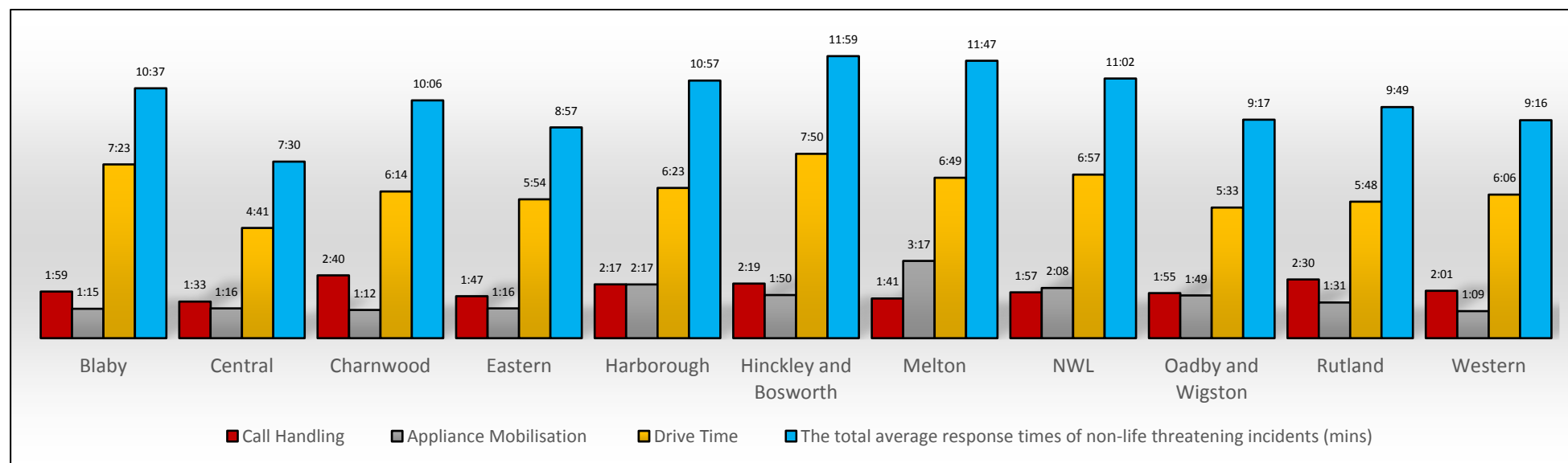
There have been 650 incidents classed as non-life risk by Control in March. This is 89 more than February (561).  
 The total average response time for the 650 incidents was 9 minutes 52 seconds, compared to 9 minutes 27 seconds in February.

The 9 minutes 52 seconds can be broken down further:  
 Average call handling was 2 minutes 5 seconds, an increase of 1 second on the time in February (2 minutes 4 seconds).  
 Average mobilisation time was 1 minute 33 seconds, a reduction of 1 second on the time in February (1 minute 34 seconds).  
 Average drive time was 6 minutes 14 seconds, an increase of 25 seconds on the time in February (5 minutes 49 seconds).  
 Currently no investigations are carried out.

**Table 18: The total average response times of non-life threatening incidents (mins) – March 2022**

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	March 2022
3.3	The total average response times of non-life threatening incidents (mins)	7:30	8:57	9:16	10:57	11:47	9:17	9:49	10:37	10:06	11:59	11:02	9:52
a	Average call handling time	1:33	1:47	2:01	2:17	1:41	1:55	2:30	1:59	2:40	2:19	1:57	2:05
b	Average appliance mobilisation time	1:16	1:16	1:09	2:17	3:17	1:49	1:31	1:15	1:12	1:50	2:08	1:33
c	Average time to drive to the incident	4:41	5:54	6:06	6:23	6:49	5:33	5:48	7:23	6:14	7:50	6:57	6:14
d	Number of non-life threatening incidents attended	90	75	103	56	30	24	13	40	113	61	45	650

**Chart 7: The total average response times of non-life threatening incidents in March 2022** 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 Hinckley and Bosworth 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 2021 to March 2022**

There were a total of 1050 primary fires attended April 2021 to March 2022. 134 incidents have been excluded as per Home Office guidelines. So, the response time calculations for primary fires are based on 916 primary fires April 2021 to March 2022. The total average response time for the 916 primary fires is 9 minutes 53 seconds, compared to the 2-year average of 9 minutes 36 seconds.

The 9 minutes 53 seconds can be broken down further:

Average call handling was 1 minute 44 seconds, an increase of 5 seconds on the 2-year average time (1 minutes 39 seconds).

Average mobilisation time was 1 minute 25 seconds, a reduction of 11 seconds on the 2-year average time (1 minute 36 seconds).

Average drive time was 6 minutes 44 seconds, an increase of 23 seconds on the 2-year average time (6 minutes 21 seconds).

**Table 19: The total average response times of primary fire incidents (mins) – April 2021 to March 2022**

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Apr 2021 to Mar 2022
3.3	The total average response times of primary fire incidents (mins)	7:28	7:21	7:55	11:36	12:53	7:39	12:48	10:59	9:54	11:46	11:08	9:53
a	Average call handling time	1:41	1:27	1:29	1:45	1:48	1:29	2:31	1:49	1:40	2:07	1:50	1:44
b	Average appliance mobilisation time	1:09	0:59	1:04	1:33	2:28	1:20	1:25	1:05	1:06	1:47	2:20	1:25
c	Average time to drive to the incident	4:38	4:55	5:22	8:18	8:37	4:50	8:52	8:05	7:08	7:52	6:58	6:44
d	Number of primary fire incidents attended	104	110	115	99	56	24	38	76	119	81	94	916

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#### **March 2022**

There have been 71 primary fires in March. This is 7 more than February (64).

The total average response time for the 71 incidents was 9 minutes 31 seconds, compared to 10 minutes 30 seconds in February.

This 9 minutes 31 seconds can be broken down further:

Average call handling was 1 minute 57 seconds, an increase of 9 seconds on the time in February (1 minute 48 seconds).

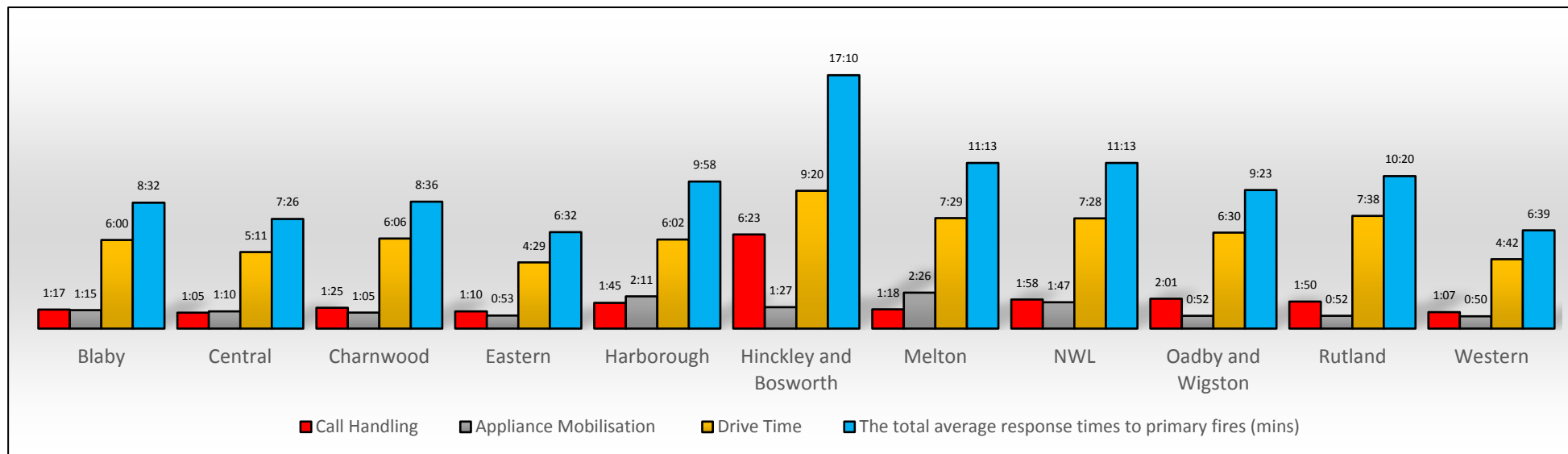
Average mobilisation time was 1 minute 20 seconds, a reduction of 11 seconds on the time in February (1 minute 31 seconds).

Average drive time was 6 minutes 14 seconds, a reduction of 57 seconds on the time in February (7 minutes 11 seconds).

**Table 20: The total average response times of primary fire incidents (mins) – March 2022**

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	March 2022
3.3	The total average response times of primary fire incidents (mins)	7:26	6:32	6:39	9:58	11:13	9:23	10:20	8:32	8:36	17:10	11:13	9:31
a	Average call handling time	1:05	1:10	1:07	1:45	1:18	2:01	1:50	1:17	1:25	6:23	1:58	1:57
b	Average appliance mobilisation time	1:10	0:53	0:50	2:11	2:26	0:52	0:52	1:15	1:05	1:27	1:47	1:20
c	Average time to drive to the incident	5:11	4:29	4:42	6:02	7:29	6:30	7:38	6:00	6:06	9:20	7:28	6:14
d	Number of primary fire incidents attended	10	9	7	6	5	2	1	4	13	8	6	71

**Chart 8: The total average response times of primary fire incidents in March 2022** shows the average call handling time, average mobilisation time, average time to drive and average total response time broken down by district. Eastern shows the quickest average response time and Hinckley and Bosworth shows the longest average response time to primary fire incidents.



### 3.5 The % availability of Wholetime fire appliances – April 2021 to March 2022

For April 2021 to March 2022, Wholetime fire appliances have been available 98.0% of the time due to crewing, a decrease of 0.7% compared to the 3-year average (98.7%). 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 are not included.

**Table 21: The % availability of Wholetime fire appliances – April 2021 to March 2022**

Station	Appliance	Type	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Total
Castle Donington	18PI	Wholetime	100.00%	99.40%	99.86%	100.00%	100.00%	100.00%	97.72%	100.00%	99.87%	100.00%	99.85%	100.00%	99.72%
Birstall	19P2	Wholetime	100.00%	100.00%	100.00%	99.73%	99.73%	100.00%	100.00%	100.00%	100.00%	100.00%	99.11%	99.71%	99.86%
Loughborough	20PI	Wholetime	99.86%	99.87%	100.00%	99.60%	99.87%	98.33%	100.00%	100.00%	98.52%	100.00%	100.00%	100.00%	99.67%
Loughborough	20P3	Wholetime	99.12%	99.87%	94.65%	68.54%	83.77%	85.69%	83.74%	85.56%	73.92%	95.03%	85.86%	86.07%	86.78%
Melton	21PI	Wholetime (07.00 – 19.00)	97.64%	99.19%	96.67%	95.61%	99.28%	99.86%	99.60%	99.68%	99.73%	99.91%	98.36%	98.12%	98.64%
Eastern	23PI	Wholetime	99.86%	99.06%	100.00%	99.87%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	99.90%
Eastern	23P2	Wholetime	99.65%	98.66%	99.72%	85.35%	93.28%	97.64%	92.94%	96.04%	91.80%	96.30%	99.11%	97.98%	95.65%
Western	24PI	Wholetime	99.03%	98.25%	99.72%	97.20%	99.87%	96.67%	99.73%	99.88%	96.51%	100.00%	99.93%	98.12%	98.73%
Coalville	25PI	Wholetime	100.00%	99.33%	99.79%	97.78%	97.94%	99.86%	99.33%	99.58%	99.53%	99.87%	98.12%	99.73%	99.24%
Central	30PI	Wholetime	100.00%	100.00%	100.00%	99.87%	100.00%	100.00%	99.73%	100.00%	100.00%	100.00%	100.00%	100.00%	99.97%
Central	30P2	Wholetime	99.93%	99.93%	91.18%	77.65%	91.06%	96.67%	91.80%	93.33%	90.32%	100.00%	98.21%	93.28%	93.56%
Wigston	31PI	Wholetime	100.00%	100.00%	100.00%	99.73%	99.93%	99.63%	100.00%	99.79%	100.00%	99.73%	99.33%	98.39%	99.71%
Oakham	33PI	Wholetime	100.00%	99.87%	99.86%	100.00%	100.00%	100.00%	100.00%	100.00%	99.60%	100.00%	97.62%	100.00%	99.76%
Market Harborough	36PI	Wholetime (07.00 – 19.00)	98.89%	100.00%	96.11%	99.19%	98.79%	99.58%	100.00%	99.86%	95.97%	99.73%	96.13%	100.00%	98.71%
Lutterworth	37PI	Wholetime (07.00 – 19.00)	99.44%	99.19%	100.00%	89.78%	99.42%	99.17%	99.73%	100.00%	99.73%	97.85%	99.70%	98.12%	98.49%
Hinckley	38PI	Wholetime	98.33%	99.69%	99.17%	98.25%	97.58%	98.31%	98.39%	100.00%	99.46%	100.00%	95.83%	100.00%	98.77%
Southern	40PI	Wholetime	100.00%	100.00%	99.58%	100.00%	99.87%	99.86%	95.09%	98.26%	98.66%	99.73%	99.85%	99.19%	99.17%
<b>Total</b>			<b>99.60%</b>	<b>99.56%</b>	<b>98.70%</b>	<b>94.57%</b>	<b>97.53%</b>	<b>98.19%</b>	<b>97.30%</b>	<b>98.21%</b>	<b>96.51%</b>	<b>99.32%</b>	<b>98.06%</b>	<b>98.10%</b>	<b>97.96%</b>

### March 2022

For March, Wholetime fire appliances have been available 98.1% of the time due to crewing, which is exactly the same as February (98.1%).

### 3.6 The % availability of On-Call fire appliances – April 2021 to March 2022

For April 2021 to March 2022, On-Call fire appliances have been available 66.2% of the time due to crewing, a decrease of 0.6% compared to the 3-year average (66.8%). 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 are not included.

**Table 22: The % availability of On-Call fire appliances – April 2021 to March 2022**

Station	Appliance	Type	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Total
Melton	21P1	On-Call (19.00 – 07.00)	100.00%	99.82%	100.00%	99.32%	100.00%	99.86%	99.28%	100.00%	99.87%	99.87%	100.00%	100.00%	99.83%
	21P2	On-Call	97.06%	89.34%	86.53%	67.43%	78.00%	85.14%	92.01%	88.75%	86.49%	91.96%	91.72%	90.44%	87.01%
	Total	On-Call Station	98.20%	94.00%	93.75%	83.60%	88.20%	90.12%	95.16%	92.80%	92.93%	94.36%	95.41%	93.66%	92.91%
Coalville	25P2	On-Call	-	-	86.63%	69.26%	73.86%	72.43%	70.27%	69.88%	62.23%	76.43%	76.79%	83.62%	74.08%
	25P3	On-Call	94.07%	93.35%	-	-	-	-	-	-	-	-	-	-	93.70%
Ashby	26P2	On-Call	90.16%	84.61%	52.68%	58.74%	62.16%	65.00%	52.69%	69.00%	67.43%	73.23%	77.52%	74.24%	68.88%
Shepshed	28P2	On-Call	91.25%	76.97%	67.43%	57.59%	62.25%	58.03%	61.16%	70.02%	66.93%	72.16%	70.96%	75.74%	69.17%
Wigston	31P2	On-Call	68.89%	60.42%	54.24%	47.13%	48.25%	58.54%	60.17%	66.09%	50.22%	55.29%	63.44%	53.16%	57.05%
Billesdon	32P2	On-Call	10.90%	15.09%	-	-	-	-	-	-	-	-	-	-	13.03%
	32P3	On-Call	48.54%	48.49%	47.31%	46.59%	49.46%	53.91%	43.64%	54.35%	48.72%	54.21%	54.94%	55.35%	50.80%
	Either	Total	59.44%	63.58%	47.31%	46.59%	49.46%	53.91%	43.64%	54.35%	48.72%	54.21%	54.94%	55.35%	52.59%
Oakham	33P3	On-Call	73.73%	67.41%	56.85%	53.11%	55.35%	74.63%	61.76%	68.59%	62.39%	73.30%	78.42%	70.27%	66.19%
Uppingham	34P2	On-Call	69.33%	60.01%	62.24%	63.58%	63.46%	57.22%	50.78%	60.12%	62.41%	58.76%	54.01%	57.93%	60.01%
	34P3	On-Call	23.68%	28.39%	29.10%	22.13%	22.90%	27.36%	25.63%	23.84%	23.57%	20.05%	31.90%	30.85%	25.73%
	Either	Total	93.01%	88.40%	91.34%	85.71%	86.36%	84.58%	76.41%	83.96%	85.98%	78.81%	85.91%	88.78%	85.74%
Kibworth	35P2	On-Call	65.83%	58.74%	56.32%	53.61%	57.28%	57.94%	47.38%	50.88%	48.84%	62.48%	61.48%	50.74%	55.90%
Market Harborough	36P1	On-Call (19.00 – 07.00)	80.00%	77.46%	86.94%	73.21%	85.22%	88.43%	76.03%	77.31%	67.11%	81.14%	72.52%	70.25%	77.96%

	36P3	On-Call	18.10%	13.51%	34.15%	20.79%	16.76%	16.83%	18.95%	24.59%	12.62%	14.41%	6.92%	1.21%	16.57%
	Total	On-Call Station	53.73%	46.53%	65.81%	48.73%	54.48%	54.61%	56.29%	61.44%	44.69%	52.89%	42.88%	36.34%	51.64%
Lutterworth	37P1	On-Call (19.00 – 07.00)	98.10%	98.92%	98.89%	94.71%	95.25%	99.12%	98.39%	98.24%	99.64%	98.84%	94.49%	94.89%	97.47%
	37P3	On-Call	59.68%	58.92%	42.64%	29.26%	34.32%	52.25%	47.54%	44.64%	55.49%	52.42%	50.18%	41.58%	47.36%
	Total	On-Call Station	70.90%	70.00%	61.58%	56.41%	61.90%	65.53%	63.91%	64.06%	73.64%	69.36%	62.97%	60.40%	65.24%
Hinckley	38P2	On-Call	55.79%	42.63%	46.23%	26.14%	39.76%	41.64%	36.63%	45.23%	39.58%	41.96%	63.91%	59.16%	44.71%
	38P3	On-Call	-	-	32.03%	38.38%	39.74%	33.24%	29.63%	33.20%	39.72%	39.60%	23.64%	22.40%	33.26%
	Either	Total	55.79%	42.63%	78.26%	64.52%	79.50%	74.88%	66.26%	78.43%	79.30%	81.56%	87.55%	81.56%	72.40%
Market Bosworth	39P2	On-Call	61.60%	52.22%	57.20%	42.41%	56.99%	68.31%	66.89%	78.63%	80.73%	69.74%	79.27%	74.42%	65.58%
Total			73.63%	68.15%	65.82%	57.23%	62.12%	66.63%	62.20%	67.97%	64.87%	68.68%	70.25%	67.15%	66.17%

Please note: Where there is no figure for an appliance, indicates the appliance is not located there that month.

### March 2022

For March, On-Call fire appliances have been available 67.2% of the time due to crewing, a decrease of 3.1% compared to February (70.3%).

### 3.7 The % of people overall satisfied with our response – April 2021 to March 2022

We have received 490 public responses to our After the Incident Survey April 2021 to March 2022. 99% 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 and 1% stated that they were ‘dissatisfied or very dissatisfied’. This is 1% lower than the previous 2-year average figure of 100%. The survey in this format has now been running for the past 2 years and comparisons are based on the 2-year average.

### March 2022

For March, we have received 32 responses to our After the Incident Survey, which is 6 more than we have received in February (26). All 32 responses stated that they were ‘satisfied or very satisfied’ with the overall service they received from Leicestershire Fire and Rescue.

### 3.7a The % of people satisfied with their initial contact with the service – April 2021 to March 2022

We have received 283 public responses to this question in our After the Incident Survey April 2021 to March 2022. 98% 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. 1% of people responding stated they were neither 'satisfied' nor 'dissatisfied' with the initial contact and 1% of people responding stated that they were 'very dissatisfied' with the initial contact. This is 2% lower than the previous 2-year average figure of 100%. The survey in this format has now been running for the past 2 years and comparisons are based on the 2-year average.

### **March 2022**

For March, we have received 23 responses to this question in our After the Incident Survey, which is 5 more than we have received in February (18). All 23 responses stated that they were 'satisfied or very satisfied' with the initial contact when they called Leicestershire Fire and Rescue.

### **3.7b The % of people satisfied with the service they received at the scene – April 2021 to March 2022**

We have received 463 public responses to this question in our After the Incident Survey for April 2021 to March 2022. 99% 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. 1% of people responding stated they were neither 'satisfied' nor 'dissatisfied' with the service they received at the scene. This is 1% less than the previous 2-year average figure of 100%. The survey in this format has now been running for the past 2 years and comparisons are based on the 2-year average.

### **March 2022**

For March, we have received 31 responses to our After the Incident Survey, which is 7 more than we have received in February (24). All 31 responses stated that they were 'satisfied' or very satisfied' with the service they have received at the scene.

### **4.1 Home safety checks – April 2021 to March 2022**

The impact by COVID 19 has resulted in new ways of working, as the service has not been able to carry out home safety checks as it has done previously. The number of home safety checks include the number of successful initial, successful follow up and successful vulnerable person.

There have been 12938 home safety checks April 2021 to March 2022. This is 5133 more than the 3-year average of 7805. The previous year shows there were 8915 home safety checks completed during the same period.

The 12938 home fire safety checks can be broken down further:

Successful initial 9664, an increase of 2525 home safety checks on last year's (7139).

Successful follow up 3017, an increase of 1508 home safety checks on last year's (1509).

Successful vulnerable person 257, a decrease of 10 home safety checks on last year's (267).



**Table 23: Home safety checks – April 2021 to March 2022**

Ref	Key Corporate Indicator	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr 2021 to Mar 2022
4.l	Home safety checks	1126	1319	1474	1256	1030	921	1149	995	660	1095	934	979	12938
a	Successful initial	816	998	1033	882	752	699	892	767	481	890	721	733	9664
b	Successful follow up	282	289	406	352	259	204	244	204	172	186	189	230	3017
c	Successful vulnerable person	28	32	35	22	19	18	13	24	7	19	24	16	257

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

The 12938 home fire safety checks can be broken down further:

Stations 9526, an increase of 5003 home safety checks on last year's (4523).

Community safety educators 3199, a decrease of 978 home safety checks on last year's (4177).

Control 9, a decrease of 8 home safety checks on last year's (17).

Partners 181, an increase of 18 home safety checks on last year's (163).

LFRS (Website) 1, exactly the same number of home safety checks as last year's (1).

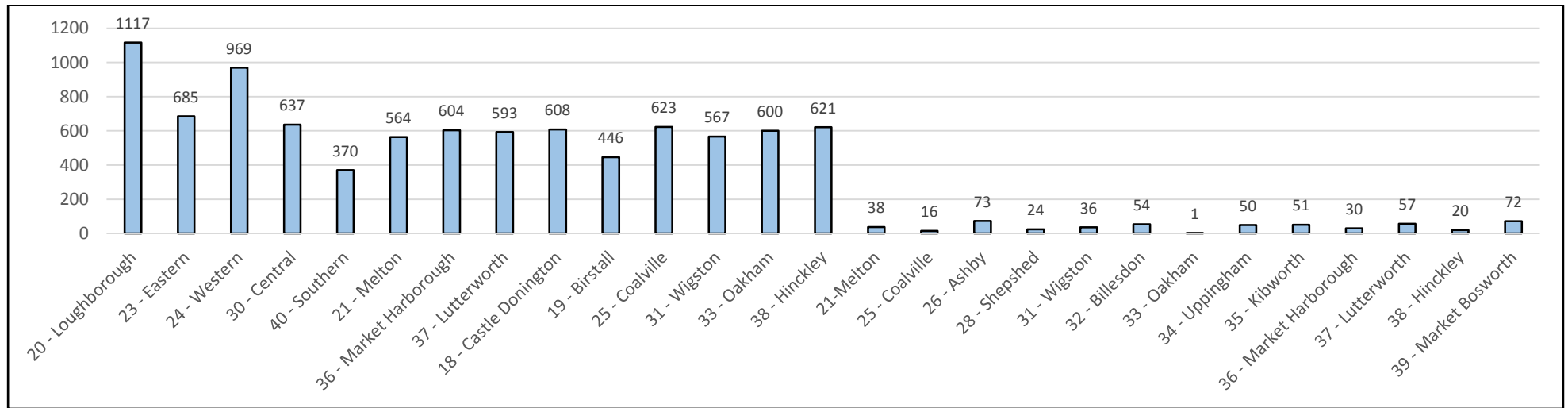
Unknown 22, a decrease of 12 home safety checks on last year's (34).

**Table 24: Home safety checks carried out by stations, community safety educators, control, partners, LFRS (website) and other – April 2021 to March 2022**

Ref	Key Corporate Indicator	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr 2021 to Mar 2022
4.l	Home safety checks	1126	1319	1474	1256	1030	921	1149	995	660	1095	934	979	12938
a	Stations	683	965	1047	949	732	679	946	805	521	856	657	686	9526
b	CSE	405	333	419	288	288	230	188	182	132	223	242	269	3199
c	Control	4	2	0	0	0	3	0	0	0	0	0	0	9
d	Partners data	33	17	7	18	9	5	15	6	5	16	28	22	181
E	LFRS (Website)	0	0	1	0	0	0	0	0	0	0	0	0	1
f	Other	1	2	0	1	1	4	0	2	2	0	7	2	22

The 9526 home safety checks carried out April 2021 to March 2022 by stations are shown below.

**Chart 9: The Total Successful HSCs by Station April 2021 to March 2022** shows the number of number completed by stations, ranging from 1 to 1117. The stations delivering less than 25 home safety checks were On-Call stations. The stations delivering the most home safety checks were Loughborough 1117, Western 969 and Eastern 685.



**March 2022**

For March, there were 979 home safety checks, which is 45 more than February (934).

Of the 979, there were 733 successful initial, 230 successful follow up and 16 successful vulnerable person. There were 686 carried out by stations, 269 carried out by community safety educators, 22 carried out by partners and 2 were unknown.

**4.2 Home safety feedback surveys – April 2021 to March 2022**

There have been 2168 home safety feedback surveys April 2021 to March 2022. This indicator has now been in place since April 2020 and figures this year are compared to figures last year and not the 3-year average, as this is not available. This is 554 more than last year’s figure of 1614 during the same period.

Of the 2168 surveys, 1758 were first visits and 410 were repeat visits. Of the 1758 first visits, 99% were satisfied and of the 410 repeat visits, 97% were satisfied. The previous year shows there were 1614 surveys, with 1343 first visits and 271 repeat visits.

## **March 2022**

For March, we have received 252 home safety feedback surveys, which is 53 less than in February (305). Of this, 186 were first visits in March, which is 53 less than in February (239) and 100% were satisfied. There were 66 repeat visits in March, which is exactly the same as in February (66) and 97% were satisfied.

### **5.1 The % of fire safety audits that result in action plans and enforcement notices – April 2021 to March 2022**

There have been 872 fire safety audits carried out April 2021 to March 2022 and there have been 154 action plans or enforcement notices. The number of fire safety audits carried out is 363 more than the 3-year average of 509 and the number of action plans or enforcement notices is 52 more than the 3-year average of 102.

The Risk Based Inspection Programme (RBIP) target figure has been achieved for 2021/2022. It continues to demonstrate an increase in the effectiveness and efficiency of the Fire Protection Team. The target figure set for the Risk Based Inspection Programme will continue to increase annually to reflect the number of qualified Fire Safety Inspecting Officers within the team.

## **March 2022**

For March, there were 74 fire safety audits carried out, which is 31 less than in February (105). There were 19 action plans or enforcement notices issued, which is exactly the same as in February (19).

### **5.2 Fire protection Survey – Overall how satisfied were you with the service received – April 2021 to March 2022**

There have been 124 completed surveys received April 2021 to March 2022 and 120 were satisfied with the service they have received, with 4 people responding that stated they were neither 'satisfied' nor 'dissatisfied' with the service they have received. At present surveys are only sent to people after a fire safety audit has been completed. The number of completed surveys received is 19 more than the 3-year average of 105.

## **March 2022**

For March, there were 13 completed surveys received and all 13 were satisfied with the service they have received. There was 1 less completed than there was in February (14).

### **6.1 Average number of days/shifts lost to sickness by operational staff per person – April 2021 to March 2022**

An average of 6.37 days/shifts per person were lost to sickness by operational staff during April 2021 to March 2022, compared to the 3-year average of 5.39 days/shifts lost per person. In total, there have been 2349.61 days/shifts lost to sickness, compared to the 3-year average of 2011.40 days/shifts lost.

The 2349.61 days/shifts lost April 2021 to March 2022 can be broken down further:

There were 741.10 short term days/shifts lost, an increase of 168.16 days/shifts lost compared to the 3-year average of 572.94 days/shifts lost.

There were 1608.51 long term days/shifts lost, an increase of 170.05 days/shifts lost compared the 3-year average of 1438.46 days/shifts lost.

The result of COVID 19 has also had an impact on sickness. If you include this data, an average of 10.15 days/shifts would be lost by operational staff during April 2021 to March 2022. In total, there have been 1394.88 days/shifts lost to COVID 19, compared to 1236.52 days/shifts lost last year. There were 63.77 days/shifts lost in the 1<sup>st</sup> Quarter, 401.61 days/shifts lost in the 2<sup>nd</sup> Quarter, 438.36 days/shifts lost in the 3<sup>rd</sup> Quarter and 491.14 days/shifts lost in the 4<sup>th</sup> Quarter. Of the 1394.88 days/shifts lost to COVID 19, 784.18 days/shifts were where people were confirmed having COVID 19. The COVID 19 for comparison is based on just last year’s data as that’s when the pandemic started.

In respect of the number of times personnel had short term sickness, there were 308 instances, as well as 67 long term sickness instances and 432 COVID 19 instances, so the scale of the impact COVID 19 can really be seen on the service here. A full detailed report on sickness and reasons for sickness has been produced.

**Table 25: The total operational sickness – April 2021 to March 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	159.50	50.00	209.50	30.75	6.81
23 – Eastern	52.50	26.00	78.50	37.58	2.09
24 – Western	90.50	262.50	353.00	21.92	16.11
30 – Central	50.50	50.50	101.00	38.92	2.60
40 – Southern	61.00	127.00	188.00	23.50	8.00
Total	414.00	516.00	930.00	152.67	6.09

**Operational Sickness including COVID 19**

Total Sickness Days/Shifts Lost	Total Sickness Days/Shifts Lost to COVID 19	Total Sickness Days/Shifts Lost	Average FTE	Average No of Days/Shifts Lost per person
209.50	119.50	329.00	30.75	10.70
78.50	158.50	237.00	37.58	6.31
353.00	85.50	438.50	21.92	20.01
101.00	193.50	294.50	38.92	7.57
188.00	83.00	271.00	23.50	11.53
930.00	640.00	1570.00	152.67	10.28

<b>DC</b>					
21 – Melton	11.30	295.10	306.40	11.17	27.44
36 – Market Harborough	5.47	0.00	5.47	10.17	0.54
37 – Lutterworth	29.86	83.31	113.17	11.00	10.29
Total	46.63	378.41	425.04	32.33	13.15
<b>DCP</b>					
18 – Castle Donington	12.12	40.01	52.13	10.58	4.93
19 – Birstall	11.77	11.01	22.78	11.42	2.00
25 – Coalville	29.73	30.61	60.34	9.00	6.70
31 – Wigston	27.08	20.69	47.77	9.92	4.82
33 – Oakham	23.20	80.44	103.64	10.50	9.87
38 – Hinckley	16.57	11.34	27.91	10.25	2.72
Total	120.47	194.10	314.57	61.67	5.10
<b>Control</b>					
	80.50	289.50	370.00	25.42	14.56
<b>Non Station</b>					
	79.50	230.50	310.00	96.67	3.21
<b>Total Operational</b>					
	741.10	1608.51	2349.61	368.75	6.37

	306.40	40.63	347.03	11.17	31.08
	5.47	20.56	26.03	10.17	2.56
	113.17	42.48	155.65	11.00	14.15
	425.04	103.67	528.71	32.33	16.35
	52.13	21.49	73.62	10.58	6.96
	22.78	26.36	49.14	11/42	4.30
	60.34	40.99	101.33	9.00	11.26
	47.77	28.89	76.66	9.92	7.73
	103.64	21.73	125.37	10.50	11.94
	27.91	40.68	68.59	10.25	6.69
	314.57	180.14	494.71	61.67	8.02
	370.00	113.50	483.50	25.42	19.02
	310.00	357.57	667.57	96.67	6.91
	2349.61	1394.88	3744.49	368.75	10.15

**6.2 Average number of days/shifts lost to sickness by support staff per person – April 2021 to March 2022**

An average of 6.37 days/shifts per person were lost to sickness by support staff during April 2021 to March 2022, compared to the 3-year average of 7.56 days/shifts lost per person. In total, there have been 752.80 days/shifts lost to sickness, compared to the 3-year average of 777.06 days/shifts lost.

The 752.80 days/shifts lost April 2021 to March 2022 can be broken down further:

There were 193.40 short term days/shifts lost, a decrease of 1.33 days/shifts lost compared to the 3-year average of 194.73 days/shifts lost.

There were 559.40 long term days/shifts lost, a decrease of 22.93 days/shifts lost compared the 3-year average of 582.33 days/shifts lost.

The result of COVID 19 has also had an impact on sickness. If you include this data, an average of 9.74 days/shifts would be lost by support staff during April 2021 to March 2022. In total, there have been 397.23 days/shifts lost to COVID 19, compared to 257.56 days/shifts lost last year. Of the 397.23 days/shifts lost to COVID 19, 217.09 days/shifts were where people were confirmed having COVID 19. The COVID 19 for comparison is based on just last year’s data as that’s when the pandemic started. The loss (in productivity) would likely be minimal in comparison to natural ‘shifts lost’ data. A full detailed report on sickness and reasons for sickness has been produced.

In respect of the number of times personnel had short term sickness, there were 90 instances, as well as 21 long term sickness instances and 100 COVID 19 instances, so the scale of the impact of COVID 19 can be seen on the service here, although not to the extent that it has operational.

**Table 26: The total support sickness – April 2021 to March 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	46.41	65.00	111.41	35.73	3.12
People and Organisational Development	44.01	206.16	250.17	27.38	9.14
Community Risk	55.00	220.25	275.25	28.22	9.75
Corporate Support	3.00	0.00	3.00	2.00	1.50
Operational Response	13.75	20.50	34.25	6.22	5.51
Service Assurance	30.57	47.49	78.06	18.24	4.28
Service Delivery	0.66	0.00	0.66	0.33	2.00
<b>Total Support</b>	<b>193.40</b>	<b>559.40</b>	<b>752.80</b>	<b>118.11</b>	<b>6.37</b>

**Support Sickness including COVID 19**

Total Sickness Days/Shifts Lost	Total Sickness Days/Shifts Lost to COVID 19	Total Sickness Days/Shifts Lost	Average FTE	Average No of Days/Shifts Lost per person
111.41	158.09	269.50	35.73	7.54
250.17	101.10	351.27	27.38	12.83
275.25	92.00	367.25	28.22	13.01
3.00	0.00	3.00	2.00	1.50
34.25	4.00	38.25	6.22	6.15
78.06	40.06	118.12	18.24	6.48
0.66	1.98	2.64	0.33	8.00
<b>752.80</b>	<b>397.23</b>	<b>1150.03</b>	<b>118.11</b>	<b>9.74</b>

**6.3 Average number of staff on modified duties for the entire month – April 2021 to March 2022**

There have been on average 8.00 members of staff that have been on modified duties for the entire month from April 2021 to March 2022. This is 0.11 less than the 3-year average of 8.11.

The breakdown includes 4.58 from Wholetime, 3.00 from On-Call and 0.42 from Support.

**March 2022**

The breakdown of 9 members of staff on modified duties for the entire month in March:

- Wholetime – 7 – 3 Non Station, 1 Loughborough, 1 Melton. 1 Oakham and 1 Western.
- On-Call – 2 – 1 Billesdon and 1 Lutterworth.
- Support – 0.

**6.4 Average number of staff on modified duties at some point throughout the month – April 2021 to March 2022**

There have been on average 12.83 members of staff that have been on modified duties at some point throughout the month from April 2021 to March 2022. This is 0.28 less than the 3-year average of 13.11.

The breakdown includes 8.42 from Wholetime, 2.83 from On-Call and 1.58 from Support.

## **March 2022**

The breakdown of 7 members of staff on modified duties at some point throughout the month in March:

- Wholetime – 6 – 3 Non Station, 1 Central, 1 Eastern and 1 Wigston.
- On-Call – 1 – 1 Market Bosworth.
- Support – 0.

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## Performance Update: April to May 2022

**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>I.1</b>	<b>Total incidents</b>	<b>765</b>	<b>746</b>											<b>1511</b>	<b>1365</b>	<b>146</b>
I.2	Fire incidents	248	220											468	420	48
a	Primary fire incidents	90	85											175	189	-14
b	Secondary fire incidents	153	135											288	218	70
c	Chimney fire incidents	5	0											5	13	-8
I.3	Fire false alarm incidents	234	246											480	452	28
a	Due to apparatus	107	134											241	218	23
b	Good intent	123	103											226	221	5
c	Malicious attended	4	9											13	13	0
I.4	Non-fire incidents	283	280											563	493	70
a	Non-fire false alarms	12	8											20	21	-1
b	Special service	271	272											543	472	71
-	Road traffic collision (RTC)	41	62											103	100	3
-	Assist other agencies	75	60											135	128	7
-	Medical incident - co-responder/first responder	21	13											34	46	-12
-	Effecting entry / exit	36	38											74	45	29
<b>KCI 2 Fatalities and casualties</b>																
2.1	Fatalities in fires	0	1											1	2	-1
2.2	Non-fatal casualties in fires	4	2											6	12	-6
2.3	Fatalities in non-fire incidents	4	4											8	11	-3
2.4	Non-fatal casualties in non-fire incidents	60	73											133	126	7
2.5	Number of TRIM (Trauma Risk Management):															
a	Notifications	7	13											20	18	2

Ref	Key Corporate Indicator	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Actual	3-Year Average	Differ
b	Interventions	3	5											8	8	0
c	I to I's	1	1											2	2	0
2.6	Number of LFRS employees injured whilst attending incidents	2	1											3	3	0
<b>KCI 3 Level of emergency response service provision</b>																
3.1	Number of emergency calls received	1552	1573											3125	2977	148
3.2	The total average response times of life threatening incidents (mins)	9:40	10:08											9:56	9:54	0:02
a	Average call handling time	2:04	2:05											2:04	2:03	0:01
b	Average appliance mobilisation time	1:17	1:09											1:12	1:48	-0:36
c	Average time to drive to the incident	6:19	6:54											6:40	6:03	0:37
d	Number of life threatening incidents attended	57	73											130	158	-28
3.3	The total average response times of non-life threatening incidents (mins)	9:59	9:16											9:38	9:54	-0:16
a	Average call handling time	1:55	1:53											1:54	2:13	-0:19
b	Average appliance mobilisation time	1:32	1:22											1:27	1:41	-0:14
c	Average time to drive to the incident	6:32	6:01											6:17	6:00	0:17
d	Number of non-life risk incidents attended	700	670											1370	1195	175
3.4	The total average response times to primary fires (as recorded by Home Office)	9:27	8:06											8:48	9:34	-0:46
a	Average call handling time	1:26	1:24											1:25	1:40	-0:15
b	Average appliance mobilisation time	1:31	1:05											1:18	1:37	-0:19
c	Average time to drive to the incident	6:30	5:37											6:05	6:17	-0:12
d	Number of primary fire incidents attended	79	72											151	192	-41
3.5	The % availability of Wholetime fire appliances	97.7%	98.5%											98.1%	98.4%	-0.3%
3.6	The % availability of On-Call fire appliances	61.8%	57.6%											59.7%	70.0%	-10.3%
3.7	The % of people satisfied with our overall response	100%	100%											100%	100%	0%
a	The % of people satisfied with their initial contact with the service	100%	95%											97%	98%	-1%
b	The % of people satisfied with the service they received at the scene	100%	100%											100%	100%	0%

Ref	Key Corporate Indicator	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Actual	3-Year Average	Differ
<b>KCI 4 Home Fire Safety Checks</b>																
4.1	Home safety checks	905	1204											2109	1473	636
4.2	Home safety feedback surveys	198	256											454	265	189
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	20%	15%											18%	16%	2%
a	Fire safety audits	98	110											208	76	132
b	Action plans and enforcement notices	20	17											37	12	25
5.2	Fire protection survey – Overall how satisfied were you with the service received	100%	100%											100%	100%	0%
<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	6.49	-0.99
a	Wholetime	4	5											4.50	2.83	1.67
b	On-Call	1	1											1.00	3.33	-2.33
c	Support	0	0											0.00	0.33	-0.33
6.3	Average number of staff on modified duties at some point throughout the month	7	12											9.50	12.17	-2.67
a	Wholetime	6	7											6.50	8.17	-1.67
b	On-Call	1	5											3.00	2.17	0.83

Ref	Key Corporate Indicator	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Actual	3-Year Average	Differ
c	Support	0	0											0.00	1.83	-1.83

*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 2022**

Of the 1511 incidents April to May 2022, 563 (37%) non-fire incidents, 480 (32%) were fire false alarms and 468 (31%) were fire incidents. Most incidents occurred in Charnwood, followed by Western and Eastern. The 3-year average is 1365, so in comparison to this, there are 146 more incidents.

**Table 2: Total incidents – April to May 2022**

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Apr to May 2022
1.1	<b>Total incidents</b>	191	206	233	116	72	64	44	117	235	113	120	1511

Looking at the 3 areas:

Fire incidents – increase of 48 incidents compared to 3-year average.

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

Non-fire incidents – increase of 70 incidents compared to 3-year average.

Each of the 3 areas show increases against the 3-year average. However, it is important to recognise that the 3-year average will have been affected somewhat by the COVID 19 pandemic. The number of fire related incidents increased significantly during April and May and the main reason is the rise in deliberate secondary fire incidents. This has been assisted somewhat by what has been a really dry couple of months with hardly any rain. The number of fire false alarm incidents has increased a little 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 effecting entry/exit entry and assist other agency incidents. The number of suicide attempts has also increased with 21 during April and May, including 3 actual suicides. There were 68 suicide attempts in total for last year, including 9 actual suicides.

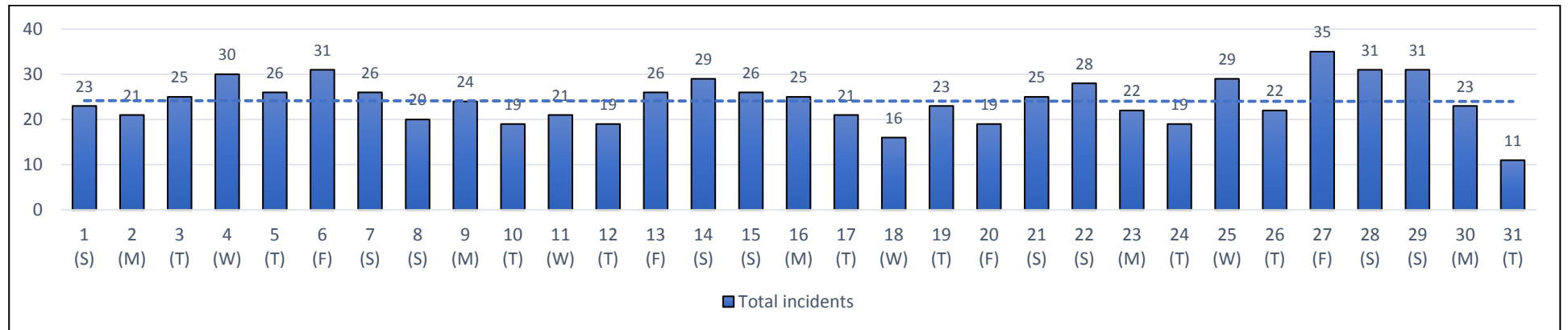
## May 2022

Of the 746 incidents in May, 280 (38%) were non-fire incidents, 246 (33%) were fire false alarms and 220 (29%) were fire incidents. Most incidents occurred in Charnwood, followed by Western and Eastern. The decrease in incidents in May is due in main to decreases in fire incidents.

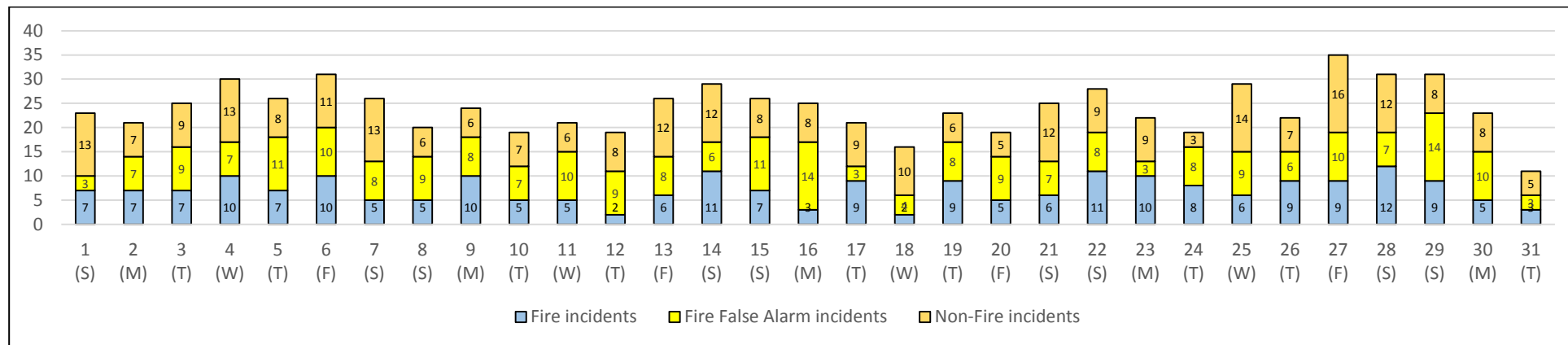
**Table 3: Total incidents – May 2022**

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	May 2022
I.1	Total incidents	90	99	113	58	38	24	24	62	127	64	47	746

**Chart 1: The total number of incidents by day in May 2022** shows the number of incidents by day, ranging from 11 at its lowest in a day on the 31 of May, to 35 incidents at its peak on the 27 of May. The number of incidents has remained quite consistent throughout the month. On average, there were 24.06 incidents attended each day.



**Chart 2: The total number of incidents broken down by type and day in May 2022** shows the 35 incidents on the 27 May broken down into 16 non-fire incidents, 10 fire false alarm incidents and 9 fire incidents.



**1.2 Fire incidents – April to May 2022**

Of the 468 fire incidents April to May 2022, 175 were primary fires, 288 were secondary fires and 5 were chimney fires. Most incidents occurred in Charnwood, Western and Central. The 3-year average is 420, so in comparison to this, there are 48 more incidents. The number of secondary fire incidents reduced throughout the winter months because of the colder weather and darker nights and now April and May has seen some warmer drier weather and the lighter nights, the number of secondary fires has increased. The last two months has seen very little rainfall.

**Table 4: Fire incidents – April to May 2022**

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Apr to May 2022
1.2	Fire incidents	65	48	75	28	17	13	10	38	88	39	47	468
a	Primary fire incidents	21	24	32	13	5	6	5	13	28	13	15	175
b	Secondary fire incidents	44	24	43	14	11	7	4	25	60	25	31	288
c	Chimney fire incidents	0	0	0	1	1	0	1	0	0	1	1	5

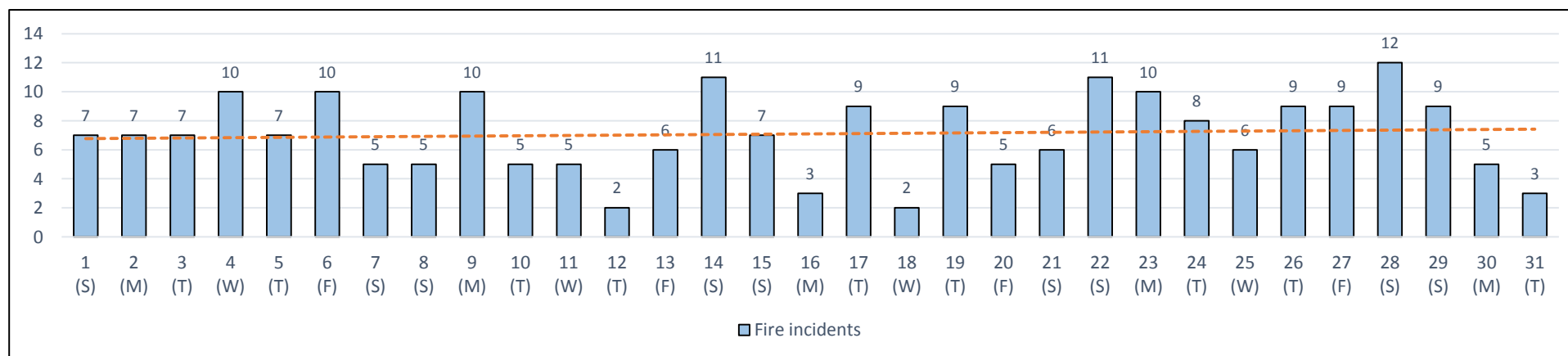
## May 2022

Of the 220 incidents in May, 135 (61%) were secondary fires, 85 (39%) were primary fires and 0 (0%) were chimney fires. Most incidents occurred in Charnwood, Western, Central and Eastern. This is a decrease of 28 incidents from April (248).

**Table 5: Fire incidents – May 2022**

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	May 2022
I.2	Fire incidents	27	27	36	13	9	4	5	21	39	24	15	220
a	Primary fire incidents	7	15	13	6	4	2	2	8	14	9	5	85
b	Secondary fire incidents	20	12	23	7	5	2	3	13	25	15	10	135
c	Chimney fire incidents	0	0	0	0	0	0	0	0	0	0	0	0

**Chart 3: The total number of fire incidents by day in May 2022** shows the number of incidents by day, ranging from 2 at its lowest in a day on the 12 May and 18 May, to 12 incidents at its peak on the 28 of May. The number of incidents has increased slightly as the month has progressed. On average, there were 7.10 fire incidents attended each day.



### 1.2a Primary fire incidents

There were 85 primary fire incidents in May, a decrease of 5 from April (90). Of these, 63 were accidental fires, 21 were deliberate fires and 1 was not known. Eastern had the most incidents with 15, followed by Charnwood 14 and Western 13.

Of the 63 accidental fires, the main property categories were 34 dwelling and 10 road vehicle. The main fire cause shows there were 13 combustible articles too close to heat source (or fire), 11 cooking – other cooking and 8 fault in equipment or appliance. The main ignition source shows 18 were cooking appliance, 8 were vehicles only and 7 were smoking related. The main times of the incidents show 7 of the incidents occurring between the hours of 1.00pm – 2.00pm.

Of the 21 deliberate fires, the main property categories were 12 road vehicle and 4 grassland woodland and crops. The main times of the incidents show 8 of the incidents occurring between the hours of 5.00pm – 8.00pm.

Of the 1 not known fire, the property category was dwelling which occurred between the hours of 6.00pm – 7.00pm.

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

There were 135 secondary fire incidents in May, which is 18 less than April (153). The number of deliberate secondary fires historically has always increased when there are prolonged periods of warmer weather. April and May has been very dry with limited rainfall and it is now much lighter in the evening. Of the incidents in May, 60 were accidental fires and 75 were deliberate fires. Charnwood had the most incidents with 25.

Last year there were 72 deliberate secondary fires in the Charnwood area and after 2 months this year there has been 47 deliberate secondary fires. There has been a rise in anti-social behaviour within Loughborough, which has been raised through meetings with partner agencies. To try and address the issue and reduce the numbers, we are conducting arson reduction presentations in the local schools and colleges through our Community Safety team. The main ward appears to be around the Shelthorpe area, which we will try to address through the local schools. The numbers will be monitored over the coming months to see if there is a reduction.



Of the 60 accidental fires, the main types of property were grassland woodland and crops 22, outdoor structure 19 and other outdoors (inc land) 18. The main times of the incidents shows 10 incidents occurring between the hours of 7.00pm – 8.00pm.

Of the 75 deliberate fires, the main types of property were grassland woodland and crops 33, other outdoors (inc land) 28 and outdoor structure 13. The main times of the incidents show 10 of the incidents occurring between the hours of 6.00pm – 7.00pm. There were 20 deliberate secondary fires in Charnwood and of those, 3 deliberate secondary fires occurred on Allendale Road Loughborough.

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

There were 0 chimney fire incidents in May, which is 5 less than April (5).



### **1.3 Fire false alarms – April to May 2022**

Of the 480 fire false alarm incidents April to May 2022, 241 were due to apparatus, 226 were good intent and 13 were malicious. Most incidents occurred in Western, Central and Charnwood. The 3-year average is 452, so compared to the average, figures have increased by 28.

**Table 6: Fire false alarms – April to May 2022**

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Apr to May 2022
I.3	Fire false alarms	68	63	74	40	22	21	17	32	67	37	39	480
A	Due to apparatus	41	38	39	18	14	13	12	6	24	20	16	241
B	Good intent	22	25	31	22	8	8	5	26	39	17	23	226
C	Malicious attended	5	0	4	0	0	0	0	0	4	0	0	13

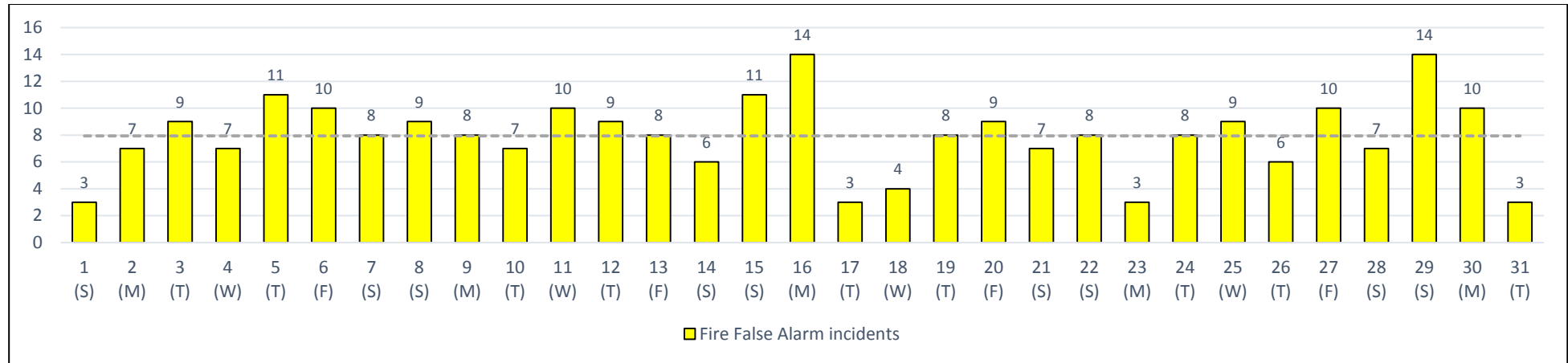
### **May 2022**

Of the 246 fire false alarm incidents in May, 134 were due to apparatus, 103 were good intent and 9 were malicious. Most incidents occurred in Charnwood, Western and Eastern. There were 234 in April, so May has seen an increase of 12.

**Table 7: Fire false alarms – May 2022**

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	May 2022
I.3	Fire false alarms	30	32	40	19	14	8	11	16	42	16	18	246
A	Due to apparatus	21	21	20	10	11	5	9	4	16	10	7	134
B	Good intent	5	11	17	9	3	3	2	12	24	6	11	103
C	Malicious attended	4	0	3	0	0	0	0	0	2	0	0	9

**Chart 4: The total number of fire false alarm incidents by day in May 2022** shows the number of incidents by day, ranging from 3 at its lowest in a day on four different days, to 14 incidents at its peak on the 16 and 29 of May. The number of incidents has remained quite consistent throughout the month. On average, there were 7.94 incidents attended each day.



**1.3a Due to apparatus**

There were 134 false alarms due to apparatus in May, an increase of 27 from April (107). Of these, the main categories were dwelling 92, other residential 19 and hospitals and medical care 11.

Of the false alarms due to apparatus, the main causes were cooking/burnt toast 34, faulty 25 and accidentally/carelessly set off 18. The main times of the incidents show 13 of the incidents occurring between the hours of 2.00pm – 3.00pm and 6.00pm – 7.00pm each.

**1.3b Good intent**

There were 103 good intent false alarms in May, a decrease of 20 from April (123). Of these, the main categories were dwelling 41 and other outdoors (inc land) 15.

Of the good intent false alarms, the main causes were controlled burning 24, other 14, other cooking 13 and reported incident or location not found 13. The main times of the incidents show 12 of the incidents occurring between the hours of 8.00pm – 9.00pm.

**1.3c Malicious attended**

There were 9 malicious false alarms in May, an increase of 5 from April (4). Of these, 4 were in Central, 3 were in Western and 2 were in Charnwood.

### **1.4 Non-fire incidents – April to May 2022**

Of the 563 non-fire incidents April to May 2022, 20 were non-fire false alarms and 543 were special service. Looking at the table below the most incidents occurred in Eastern, Western and Charnwood. The 3-year average is 493, so compared to the average, figures have increased by 70.

Data is provided for road traffic collision, assist other agencies, medical incident - co-responder/first responder and effecting entry / exit, which are the main categories in special service. There are many other categories in special service and analysis will be provided if figures spike. Flooding incidents is one category that is monitored as incidents increase when there are prolonged spells of wet weather. Suicide was one category that has particularly been highlighted over the last couple of years. During April and May we have attended 21 suicide attempts, with 3 actual suicides. There were a total of 68 suicide attempts in the whole of last year, with 9 actual suicides.

**Table 8: Non-fire incidents – April to May 2022**

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Apr to May 2022
1.4	Non-fire incidents	58	95	84	48	33	30	17	47	80	37	34	563
a	Non-fire false alarms	3	4	6	2	0	1	1	0	2	0	1	20
b	Special service	55	91	78	46	33	29	16	47	78	37	33	543
-	Road traffic collision (RTC)	7	11	17	15	6	6	0	9	12	9	11	103
-	Assist other agencies	10	29	25	5	8	6	3	16	18	7	8	135
-	Medical incident - co-responder/first responder	0	6	2	6	2	5	4	1	1	5	2	34
-	Effecting entry / exit	9	21	9	2	2	6	1	7	10	5	2	74

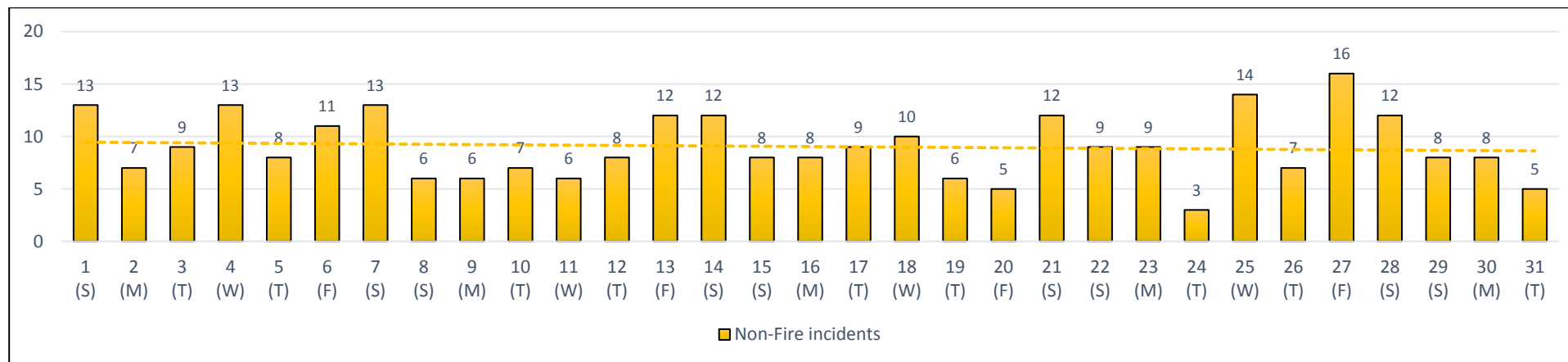
### **May 2022**

Of the 280 incidents in May, 8 were non-fire false alarms and 272 were special service. Looking at the table below the most incidents occurred in Charnwood, Eastern and Western. There were 283 in April, so May has seen a decrease of 3.

**Table 9: Non-fire incidents – May 2022**

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	May 2022
1.4	Non-fire incidents	33	40	37	26	15	12	8	25	46	24	14	280
a	Non-fire false alarms	1	2	2	1	0	0	0	0	1	0	1	8
b	Special service	32	38	35	25	15	12	8	25	45	24	13	272
-	Road traffic collision (RTC)	5	9	10	9	2	3	0	4	7	8	5	62
-	Assist other agencies	9	10	10	3	2	1	3	6	11	4	1	60
-	Medical incident - co-responder/first responder	0	3	0	2	1	1	0	0	1	3	2	13
-	Effecting entry / exit	6	8	4	1	2	4	1	4	4	4	0	38

**Chart 5: The total number of non-fire incidents by day in May 2022** shows the number of incidents by day, ranging from 3 at its lowest in a day on the 24 May, to 16 incidents at its peak on the 27 of May. The number of incidents decreased slightly towards the end of the month. On average, there were 9.03 incidents attended each day.



**1.4a Non-fire false alarms**

Of the 8 non-fire false alarms in May, 2 were in Eastern, 2 Western, 1 Central, 1 Charnwood, 1 Harborough and 1 North West Leicester. This is 4 less than the number in April (12).

### **1.4b Special service**

There were 272 special service incidents in May, an increase of 1 from April (271). Of these, there were 62 road traffic collisions, 60 assist other agencies and 38 effecting entry/exit. Charnwood had the most incidents with 45, followed by Eastern 38 and Western 35. Assist other agencies has had 60 incidents in May, which is a decrease of 15 from April (75) and this type of incident has increased substantially over the past few years. There have now been 135 assist other agency incidents in April and May 2021, which is just higher than the 3-year average of (128). 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 with 103 in April and May 2021, compared to the 3-year average of 100. However, the 3-year average will have been affected by the significant reduction in traffic on the roads during the pandemic's lockdown and this year's figures are consistent with pre-pandemic years numbers. Medical incident - co-responder/first responder has had 34 incidents in April and May, compared to the 3-year average of 46. Effecting entry/exit where the Service were called by members of the public has had 74 incidents in April and May, compared to the 3-year average of 45 and this type of incident has increased substantially. The number of suicide attempts are also included in this category as mentioned previously.

### **2.1 Fatalities in fires – April to May 2022**

There has been 1 fatality in fires recorded in April to May 2022. This 1 less than the 3-year average of 2 fatalities.

The fire fatality occurred on Sunday 1 May in the morning 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 and over 50 Home Safety Checks were completed and are still being followed up.

### **2.2 Non-fatal casualties in fires – April to May 2022**

There have been 6 non-fatal casualties in fires April to May 2022. This is 6 less than the 3-year average of 12. Of the 6 non-fatal casualties, 5 have occurred in fires in the City and 1 in North West Leicester. Out of the 6 non-fatal casualties in fires, 5 casualties occurred in buildings and 1 in the outdoors. All 6 were accidental non-fatal casualties and the circumstances leading to the injuries, shows that of the 6 non-fatal casualties, the main categories were caused by fighting fire (including attempts) 3 and suspected under the influence of drugs 2.

**Table 10: Non-fatal casualties in fires – April to May 2022**

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Apr to May 2022
2.2	Non-fatal casualties in fires	0	4	1	0	0	0	0	0	0	0	1	6

## May 2022

There were 2 non-fatal casualties in fires in May, which is 2 less than in April (4), with 1 occurring in North West Leicester and 1 in Western. Of the 2 non-fatal casualties, both were accidental and the circumstances leading to the injuries, shows that the injuries were caused by fighting fire (including attempts) 1 and not known 1.

### 2.3 Fatalities in non-fire incidents – April to May 2022

There have been 8 fatal casualties in non-fire incidents April to May 2022. This is 3 less than the 3-year average of 11. Of the 8 fatalities, 3 were attended to assist other agencies, 3 were suicide/attempts, 1 was effecting entry/exit and 1 was removal of people from objects. There were 2 in Blaby, 2 in North West Leicester, 2 in Rutland. 1 in Hinckley and Bosworth and 1 in Oadby and Wigston.

**Table 11: Fatalities in non-fire incidents – April to May 2022**

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Apr to May 2022
2.3	Fatalities in non-fire incidents	0	0	0	0	0	1	2	2	0	1	2	8

## May 2022

There were 4 fatalities in non-fire incidents in May, compared to 4 in April.

Of the 4 fatalities, 2 were suicide/attempts, 1 was to assist other agencies and 1 was removal of people from objects. There was 1 in Hinckley and Bosworth, 1 in North West Leicester, 1 in Oadby and Wigston and 1 in Rutland.

**Table 12: Fatalities in non-fire incidents – May 2022**

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	May 2022
2.3	Fatalities in non-fire incidents	0	0	0	0	0	1	1	0	0	1	1	4

### 2.4 Non-fatal casualties in non-fire incidents – April to May 2022

There have been 133 non-fatal casualties in non-fire incidents April to May 2022. This is 7 more the 3-year average of 126.

Of the property types of non-fatal casualties, 74 were road vehicle, 42 were dwellings, 10 were outdoor, 5 were non-residential, 1 was other residential and 1 was outdoor structures. Western has had most non-fatal casualties with 20. 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 2022**

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Apr to May 2022
2.4	Non-fatal casualties in non-fire incidents	5	14	20	18	8	6	0	18	18	15	11	133

**May 2022**

There were 73 non-fatal casualties in non-fire incidents in May, compared to 60 in April.

Of the 73 non-fatal casualties, the property types of non-fatal casualties were road vehicle 46, dwelling 17, outdoor 5, non-residential 4 and other residential 1. The districts with the most non-fatal casualties in non-fire incidents in May was Harborough with 15 and Charnwood 11.

**Table 14: Non-fatal casualties in non-fire incidents – May 2022**

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	May 2022
2.4	Non-fatal casualties in non-fire incidents	5	6	6	15	2	4	0	9	11	10	5	73

**2.5 Number of TRiM (Trauma Risk Management) – April to May 2022**

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 20 TRiM notifications April to May 2022. This is 2 more than last year's figure of 18 during the same period.

**May 2022**

There were 13 TRiM notifications in May, compared to 7 in April. Of the 13 Incidents that were reported, there were 4 gain entry incidents for EMAS with a fatality, 3 involving a road traffic collision with a fatality, 2 suicide assist other agency incidents each with a fatality, 1 fire incident with rescue and CPR with a fatality, 1 road traffic collision incident with serious injuries, 1 cardiac arrest incident at height with serious injuries and 1 fall from lawn mower entrapment incident with a fatality. The increase in incidents this month led to 5 interventions by

coordinators and one 1 to 1. Continued close working with Leicestershire Police and plans for continuous professional development are being made. Health and Wellbeing dogs will soon to be on the run to compliment TRiM. There has been less impact on TRiM coordinators as the programme to educate personnel and inform on TRiM (how to access and what happens including what support can be gained) has been successful. Planning has taken place with the Health and Wellbeing Manager for further training/education on Oracle to assist with embedding the process and managing expectations following a traumatic incident.

## **2.6 Number of LFRS employees injured whilst attending incidents – April to May 2022**

There have been 3 personal injuries whilst attending incidents April to May 2022. This is exactly the same as the 3-year average of 3. Of the 3 personal injuries, 2 were classed as moderate and 1 was classed as minor, with 1 occurring at Central Station, 1 at Eastern Station and 1 at Wigston Station. The personal injuries were categorised further as 1 injury from other - burn/scald, 1 injury from other - allergy/adverse reaction and 1 injury from lifting or manual handling.

Of the 3 personal injuries, 2 of the injuries occurred whilst at a fire incident and 1 occurred at a special service incident. Based on the RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013) reporting, all 3 injuries resulted in no sickness or modified duties.

### **May 2022**

There was 1 personal injury whilst attending incidents in May, compared to 2 in April. The personal injury was classed as minor and occurred at Wigston station. The personal injury was categorised further as 1 injury from lifting or manual handling.

The personal injury occurred at a special service incident and based on the RIDDOR reporting, the injury resulted in no sickness or modified duties.

## **3.1 Number of emergency calls received – April to May 2022**

There have been 3125 emergency calls received April to May 2022. This is 148 more than the 3-year average of 2977.

### **May 2022**

There were 1573 emergency calls received in May, which is 21 more than April (1552). 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 4.38 seconds in May.



### **3.2 The total average response times of life threatening incidents – April to May 2022**

There have been 130 incidents classed as life risk by Control April to May 2022. This is 28 less than the 2-year average of 158. The total average response time for the 130 incidents was 9 minutes 56 seconds, compared to the 3-year average of 9 minutes 54 seconds.

The 9 minutes 56 seconds can be broken down further:

Average call handling was 2 minutes 4 seconds, an increase of 1 second on the 3-year average time (2 minutes 3 seconds).

Average mobilisation time was 1 minute 12 seconds, a reduction of 36 seconds on the 3-year average time (1 minute 48 seconds).

Average drive time was 6 minutes 40 seconds, an increase of 37 seconds on the 3-year average time (6 minutes 3 seconds).

The 130 life risk incidents average response time of 9 minutes 56 seconds can also be broken down by incident type:

16 Fire incidents attended with an average response time of 7 minutes 53 seconds.

12 Fire false alarm incidents attended with an average response time of 9 minutes 5 seconds.

102 Non-fire incidents attended with an average response time of 10 minutes 21 seconds.

Of the 102 Non-fire incidents, there were 73 RTC incidents attended with an average response time of 10 minutes 8 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, get investigated. During April to May 2022 there have been 21 investigations carried out by Control, 4 mobilisation investigations and 18 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 2022**

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Apr to May 2022
3.2	The total average response times of life threatening incidents (mins)	7:46	6:39	7:08	15:01	11:58	8:22	15:28	10:49	10:01	10:30	12:05	9:56
a	Average call handling time	1:54	2:05	1:39	2:30	2:34	2:00	1:53	2:18	2:17	1:47	2:10	2:04
b	Average appliance mobilisation time	1:10	0:58	0:42	1:13	2:02	1:36	1:22	1:59	0:39	1:12	1:56	1:12
c	Average time to drive to the incident	4:42	3:36	4:47	11:18	7:22	4:46	12:13	6:32	7:05	7:31	7:59	6:40
d	Number of life threatening incidents attended	16	16	20	17	5	7	3	8	14	12	12	130

## May 2022

There have been 73 incidents classed as life risk by Control in May 2022. This is 16 more than April (57). The total average response time for the 73 incidents was 10 minutes 8 seconds, compared to 9 minutes 40 seconds in April.

The 10 minutes 8 seconds can be broken down further:

Average call handling was 2 minutes 5 seconds, an increase of 1 second on the time in April (2 minutes 4 seconds).

Average mobilisation time was 1 minute 9 seconds, a reduction of 8 seconds on the time in April (1 minute 17 seconds).

Average drive time was 6 minutes 54 seconds, an increase of 35 seconds on the time in April (6 minutes 19 seconds).

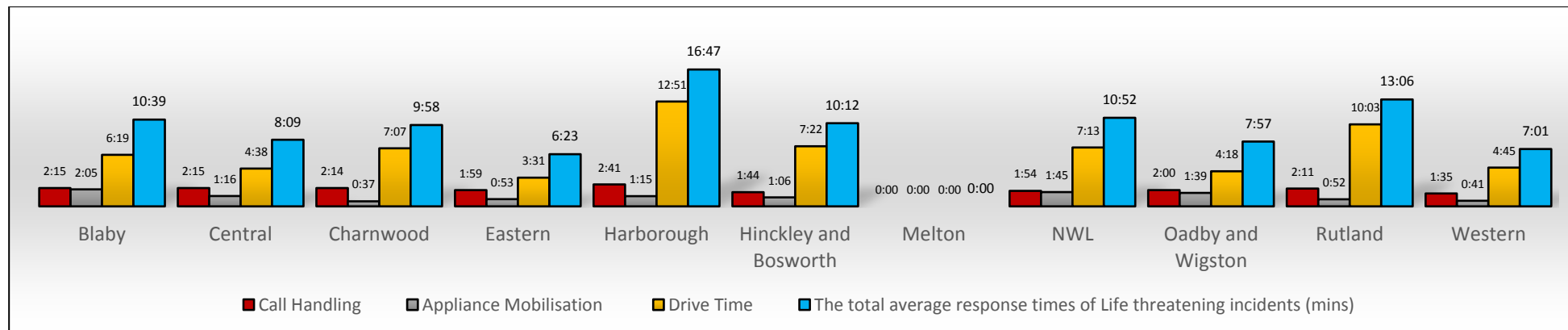
During May there have been 11 investigations carried out by Control, 3 mobilisation investigations and 12 drive time investigations. This picks up any anomalies with the system and highlights any possible areas of concern.

Please note that small numbers are being analysed here.

**Table 16: The total average response times of life threatening incidents (mins) – May 2022**

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	May 2022
3.2	The total average response times of life threatening incidents (mins)	8:09	6:23	7:01	16:47	0:00	7:57	13:06	10:39	9:58	10:12	10:52	10:08
a	Average call handling time	2:15	1:59	1:35	2:41	0:00	2:00	2:11	2:15	2:14	1:44	1:54	2:05
b	Average appliance mobilisation time	1:16	0:53	0:41	1:15	0:00	1:39	0:52	2:05	0:37	1:06	1:45	1:09
c	Average time to drive to the incident	4:38	3:31	4:45	12:51	0:00	4:18	10:03	6:19	7:07	7:22	7:13	6:54
d	Number of life threatening incidents attended	6	11	10	12	0	3	1	4	9	7	10	73

**Chart 6: The total average response times of life threatening incidents in May 2022** shows the average call handling time, average mobilisation time, average time to drive and average total response time broken down by district. Eastern shows the quickest average response time and Harborough shows the longest average response time to life threatening incidents.



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

There have been 1370 incidents classed as non-life risk by Control April to May 2022. This is 175 more than the 3-year average of 1195. The total average response time for the 1370 incidents was 9 minutes 38 seconds, compared to the 3-year average of 9 minutes 54 seconds.

The 9 minutes 38 seconds can be broken down further:

- Average call handling was 1 minute 54 seconds, a reduction of 19 seconds on the 3-year average time of 2 minutes 13 seconds.
- Average mobilisation time was 1 minute 27 seconds, a reduction of 14 seconds on the 3-year average time of 1 minute 41 seconds.
- Average drive time was 6 minutes 17 seconds, an increase of 17 seconds on the 3-year average time of 6 minutes 0 seconds.

The 1370 non-life risk incidents average response time of 9 minutes 38 seconds can also be broken down by incident type:

- 453 Fire incidents attended with an average response time of 9 minutes 40 seconds.
- 488 Fire false alarm incidents attended with an average response time of 9 minutes 13 seconds.
- 429 Non-fire incidents attended with an average response time of 10 minutes 4 seconds.
- Of the 429 non-fire incidents, there were 126 Assist other agencies incidents attended with an average response time of 9 minutes 47 seconds.

Please note: There were a total of 673 non-life risk incidents attended in April 2022. 3 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 2022**

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Apr to May 2022
3.3	The total average response times of non-life threatening incidents (mins)	8:04	8:01	8:14	11:36	10:43	8:58	11:53	11:15	9:48	11:08	11:28	9:38
a	Average call handling time	1:48	1:41	1:41	1:57	1:58	2:19	2:25	2:04	1:58	1:49	2:06	1:54
b	Average appliance mobilisation time	1:14	1:02	1:06	1:53	2:54	1:32	1:44	1:24	1:25	1:35	1:49	1:27
c	Average time to drive to the incident	5:02	5:18	5:27	7:46	5:51	5:07	7:44	7:47	6:25	7:44	7:33	6:17
d	Number of non-life threatening incidents attended	175	188	211	97	67	58	43	104	221	99	107	1370

**May 2022**

There have been 670 incidents classed as non-life risk by Control in May. This is 30 less than April (700). The total average response time for the 670 incidents was 9 minutes 16 seconds, compared to 9 minutes 59 seconds in April.

The 9 minutes 16 seconds can be broken down further:  
 Average call handling was 1 minute 53 seconds, a reduction of 2 seconds on the time in April (1 minute 55 seconds).  
 Average mobilisation time was 1 minute 22 seconds, a reduction of 10 second on the time in April (1 minute 32 seconds).  
 Average drive time was 6 minutes 1 second, a reduction of 31 seconds on the time in April (6 minutes 32 seconds).

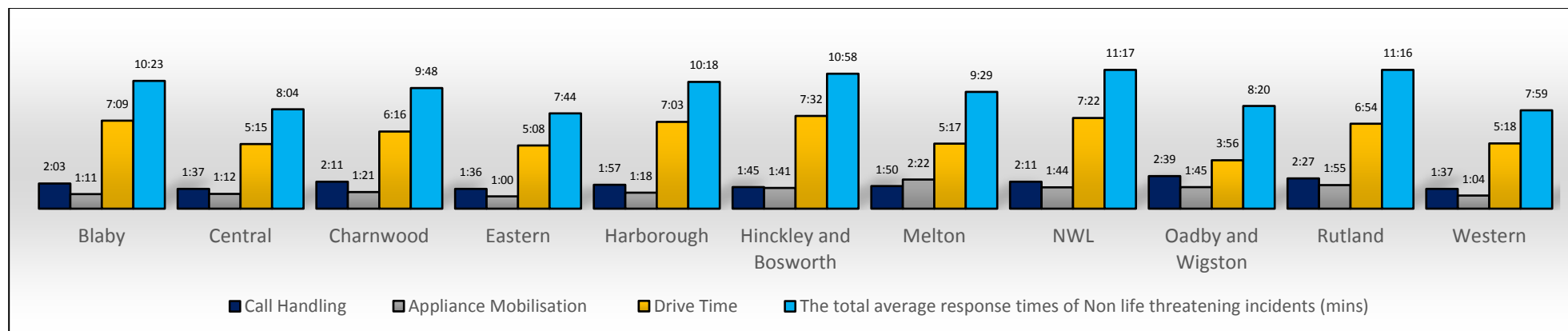
Currently no investigations are carried out.

**Table 18: The total average response times of non-life threatening incidents (mins) – May 2022**

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	May 2022
3.3	The total average response times of non-life threatening incidents (mins)	8:04	7:44	7:59	10:18	9:29	8:20	11:16	10:23	9:48	10:58	11:17	9:16
a	Average call handling time	1:37	1:36	1:37	1:57	1:50	2:39	2:27	2:03	2:11	1:45	2:11	1:53
b	Average appliance mobilisation time	1:12	1:00	1:04	1:18	2:22	1:45	1:55	1:11	1:21	1:41	1:44	1:22

c	Average time to drive to the incident	5:15	5:08	5:18	7:03	5:17	3:56	6:54	7:09	6:16	7:32	7:22	6:01
d	Number of non-life threatening incidents attended	85	90	103	45	38	22	25	53	118	55	36	670

**Chart 7: The total average response times of non-life threatening incidents in May 2022** shows the average call handling time, average mobilisation time, average time to drive and average total response time broken down by district. Eastern shows the quickest average response time and North West Leicester shows the longest average response time to non-life threatening incidents.



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**3.4 The total average response times to primary fires (as recorded by Home Office) – April to May 2022**

There were a total of 175 primary fires attended April to May 2022. 24 incidents have been excluded as per Home Office guidelines. So, the response time calculations for primary fires is based on 151 primary fires April to May 2022. The total average response time for the 151 primary fires is 8 minutes 48 seconds, compared to the 3-year average of 9 minutes 34 seconds.

The 8 minutes 48 seconds can be broken down further:

Average call handling was 1 minute 25 seconds, a reduction of 15 seconds on the 3-year average time of 1 minutes 40 seconds.

Average mobilisation time was 1 minute 18 seconds, a reduction of 19 seconds on the 3-year average time of 1 minute 37 seconds.

Average drive time was 6 minutes 5 seconds, a reduction of 12 seconds on the 3-year average time of 6 minutes 17 seconds.

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

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Apr to May 2022
3.3	The total average response times of primary fire incidents (mins)	7:44	6:25	8:00	10:41	9:59	9:30	15:10	10:37	7:43	9:40	10:12	8:48
a	Average call handling time	1:20	1:16	1:10	1:53	1:23	1:15	1:35	1:18	1:16	1:26	2:01	1:25
b	Average appliance mobilisation time	1:24	0:56	0:56	1:46	0:53	2:13	2:39	1:03	1:24	1:31	1:17	1:18
c	Average time to drive to the incident	5:00	4:13	5:54	7:02	7:43	6:02	10:56	8:16	5:03	6:43	6:54	6:05
d	Number of primary fire incidents attended	19	20	23	12	5	5	4	13	23	12	15	151

**May 2022**

There have been 72 primary fires in May. This is 7 less than April (79).

The total average response time for the 72 incidents was 8 minutes 6 seconds, compared to 9 minutes 27 seconds in April.

This 8 minutes 6 seconds can be broken down further:

Average call handling was 1 minute 24 seconds, a reduction of 2 seconds on the time in April (1 minute 26 seconds).

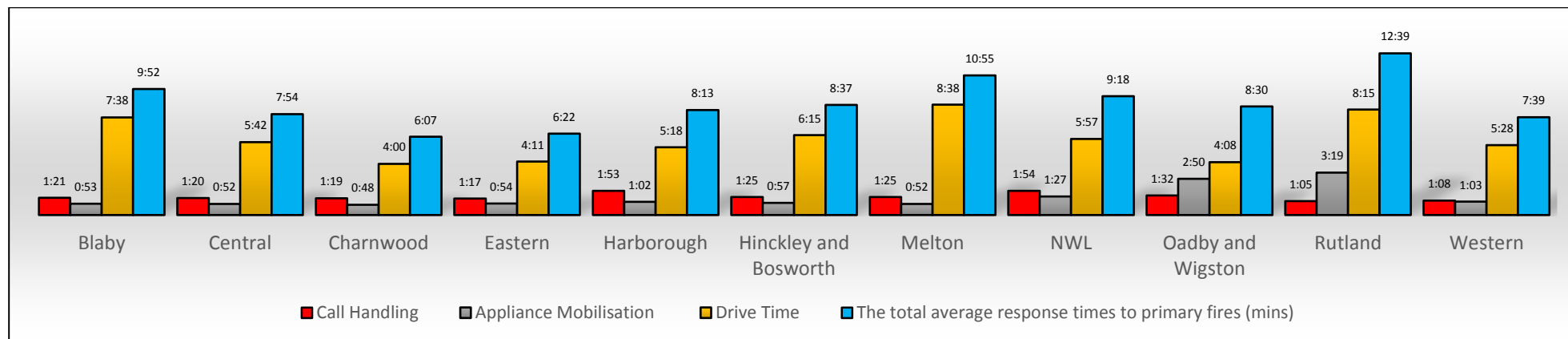
Average mobilisation time was 1 minute 5 seconds, a reduction of 26 seconds on the time in April (1 minute 31 seconds).

Average drive time was 5 minutes 37 seconds, a reduction of 53 seconds on the time in April (6 minutes 30 seconds).

**Table 20: The total average response times of primary fire incidents (mins) – May 2022**

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	May 2022
3.3	The total average response times of primary fire incidents (mins)	7:54	6:22	7:39	8:13	10:55	8:30	12:39	9:52	6:07	8:37	9:18	8:06
a	Average call handling time	1:20	1:17	1:08	1:53	1:25	1:32	1:05	1:21	1:19	1:25	1:54	1:24
b	Average appliance mobilisation time	0:52	0:54	1:03	1:02	0:52	2:50	3:19	0:53	0:48	0:57	1:27	1:05
c	Average time to drive to the incident	5:42	4:11	5:28	5:18	8:38	4:08	8:15	7:38	4:00	6:15	5:57	5:37
d	Number of primary fire incidents attended	5	12	10	6	4	2	2	8	10	8	5	72

**Chart 8: The total average response times of primary fire incidents in May 2022** shows the average call handling time, average mobilisation time, average time to drive and average total response time broken down by district. Charnwood 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 to May 2022**

For April to May 2022, 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 to May 2022**

Station	Appliance	Type	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Total
Castle Donington	18P1	Wholetime	100.00%	100.00%											100.00%
Birstall	19P2	Wholetime	100.00%	99.84%											99.92%
Loughborough	20P1	Wholetime	100.00%	100.00%											100.00%
Loughborough	20P3	Wholetime	79.86%	89.45%											84.73%
Melton	21P1	Wholetime (07.00 – 19.00)	99.58%	96.37%											97.95%
Eastern	23P1	Wholetime	99.17%	100.00%											99.59%
Eastern	23P2	Wholetime	94.72%	98.12%											96.45%

Western	24PI	Wholetime	99.86%	100.00%															99.93%
Coalville	25PI	Wholetime	99.02%	99.80%															99.42%
Central	30PI	Wholetime	99.17%	100.00%															99.59%
Central	30P2	Wholetime	96.25%	94.94%															95.58%
Wigston	31PI	Wholetime	99.95%	99.73%															99.84%
Oakham	33PI	Wholetime	100.00%	100.00%															100.00%
Market Harborough	36PI	Wholetime (07.00 – 19.00)	100.00%	99.55%															99.77%
Lutterworth	37PI	Wholetime (07.00 – 19.00)	96.39%	99.33%															97.88%
Hinckley	38PI	Wholetime	100.00%	96.62%															98.28%
Southern	40PI	Wholetime	98.33%	100.00%															99.18%
Total			97.70%	98.46%															98.08%

**May 2022**

For May, Wholetime fire appliances have been available 98.5% of the time due to crewing, an increase of 0.8% compared to April (97.7%).

**3.6 The % availability of On-Call fire appliances – April to May 2022**

For April to May 2022, On-Call fire appliances have been available 59.7% of the time due to crewing, a decrease of 10.3% 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 to May 2022**

Station	Appliance	Type	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Total
Melton	21PI	On-Call (19.00 – 07.00)	99.81%	100.00%											99.91%
	21P2	On-Call	87.43%	83.11%											85.23%
	Total	On-Call Station	92.04%	89.47%											90.73%
Coalville	25P2	On-Call	69.19%	57.75%											63.38%
Ashby	26P2	On-Call	64.68%	57.24%											60.90%



Shepshed	28P2	On-Call	64.14%	62.97%																63.55%
Wigston	31P2	On-Call	52.57%	35.57%																43.93%
Billesdon	32P3	On-Call	50.02%	47.49%																48.73%
Oakham	33P3	On-Call	51.60%	68.82%																60.35%
Uppingham	34P2	On-Call	51.69%	58.20%																55.00%
	34P3	On-Call	20.51%	25.78%																23.19%
	Either	Total	72.20%	83.98%																78.19%
Kibworth	35P2	On-Call	51.85%	48.43%																50.11%
Market Harborough	36P1	On-Call (19.00 – 07.00)	65.65%	64.47%																65.05%
	36P3	On-Call	4.94%	7.04%																6.00%
	Total	On-Call Station	37.48%	37.12%																37.30%
Lutterworth	37P1	On-Call (19.00 – 07.00)	96.85%	95.83%																96.33%
	37P3	On-Call	51.09%	27.99%																39.35%
	Total	On-Call Station	65.28%	56.79%																60.97%
Hinckley	38P2	On-Call	46.25%	49.60%																47.95%
	38P3	On-Call	26.39%	30.96%																28.71%
	Either	Total	72.64%	80.56%																76.66%
Market Bosworth	39P2	On-Call	73.17%	71.66%																72.40%
Total			61.84%	57.63%																59.70%

## May 2022

For May, On-Call fire appliances have been available 57.6% of the time due to crewing, a decrease of 4.2% compared to April (61.8%).

### 3.7 The % of people overall satisfied with our response – April to May 2022

We have received 60 public responses to our After the Incident Survey April to May 2022. 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 exactly the same as the 3-year average figure of 100%.

## **May 2022**

For May, we have received 31 responses to our After the Incident Survey, which is 2 more than we have received in April (29). All 31 responses stated that they were 'very satisfied' with the overall service.

### **3.7a The % of people satisfied with their initial contact with the service – April to May 2022**

We have received 38 public responses to this question in our After the Incident Survey April to May 2022. 97% 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. 3% of people responding stated they were neither 'satisfied' nor 'dissatisfied' or actually 'dissatisfied' with the initial contact. This is 1% less than the previous 3-year average figure of 98%.

## **May 2022**

For May, we have received 20 responses to this question in our After the Incident Survey, which is 2 more than we have received in April (18). There were 19 responses stated that they were 'very satisfied' with their initial contact with the service and 1 response stated that they were 'dissatisfied' or with the initial contact.

### **3.7b The % of people satisfied with the service they received at the scene – April to May 2022**

We have received 55 public responses to this question in our After the Incident Survey for April to May 2022. 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 exactly the same as the 3-year average figure of 100%.

## **May 2022**

For May, we have received 27 responses to our After the Incident Survey, which is 1 less than we have received in April (28). All 55 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 2022**

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

There have been 2109 home safety checks April to May 2022. This is 636 more than the 3-year average of 1473. The previous year shows there were 2445 home safety checks completed during the same period.

The 2109 home fire safety checks can be broken down further:

Successful initial 1692, a decrease of 122 home safety checks on last year's (1814).

Successful follow up 377, a decrease of 194 home safety checks on last year's (571).

Successful vulnerable person 40, a decrease of 20 home safety checks on last year's (60).

Ref	Key Corporate Indicator	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr to May 2022
4.1	Home safety checks	905	1204											2109
a	Successful initial	740	952											1692
b	Successful follow up	146	231											377
c	Successful vulnerable person	19	21											40

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

The 2109 home fire safety checks can be broken down further:

Stations 1571, a decrease of 77 home safety checks on last year's (1648).

Community safety educators 507, a decrease of 231 home safety checks on last year's (738).

Control 0, a decrease of 6 home safety checks on last year's (6).

Partners 21, a decrease of 29 home safety checks on last year's (50).

LFRS (Website) 0, which is exactly the same number of home safety checks as last year's (0).

Unknown 10, an increase of 7 home safety checks on last year's (3).

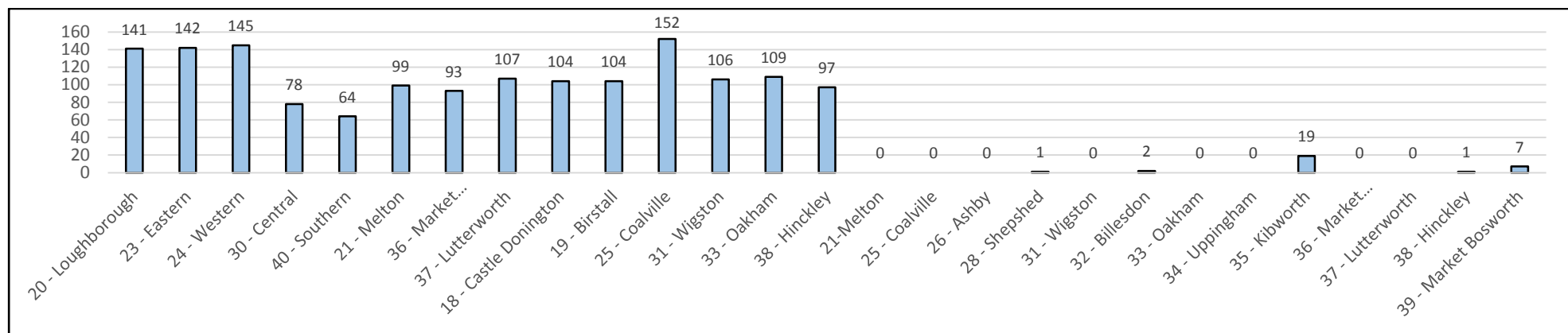
**Table 24: Home safety checks carried out by stations, community safety educators, control, partners, LFRS (website) and unknown – April to May 2022**

Ref	Key Corporate Indicator	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr to May 2022
4.1	Home safety checks	905	1204											2109
a	Stations	660	911											1571
b	CSE	230	277											507
c	Control	0	0											0
d	Partners data	13	8											21

E	LFRS (Website)	0	0											0
f	Unknown	2	8											10

The 1571 home safety checks carried out April to May 2022 by stations are shown below.

**Chart 9: The Total Successful HSCs by Station April to May 2022** shows the number of number completed by stations, ranging from 1 to 152. The stations delivering less than 25 home safety checks were On-Call stations. The stations delivering the most home safety checks were Coalville 152, Western 145 and Eastern 142.



**May 2022**

For May, there were 1204 home safety checks, which is 299 more than April (905).

Of the 1204, there were 952 successful initial, 231 successful follow up and 21 successful vulnerable person. There were 911 carried out by stations, 277 carried out by community safety educators, 8 carried out by partners and 8 were unknown.

**4.2 Home safety feedback surveys – April to May 2022**

There have been 454 home safety feedback surveys April to May 2022. This indicator has now been in place since April 2020 and figures this year are compared to the 2-year average. This is 189 more than the 2-year average figure of 265.

Of the 454 surveys, 384 were first visits and 70 were repeat visits. Of the 384 first visits, 100% were satisfied and of the 70 repeat visits, 100% were satisfied. The 2-year average shows there were 265 surveys, with 229 first visits and 36 repeat visits.

## **May 2022**

For May, we have received 256 home safety feedback surveys, which is 58 more than in April (198). Of this, 213 were first visits in May, which is 42 more than in April (171) and 100% were satisfied. There were 43 repeat visits in May, which is 16 more than in April (27) and 100% were satisfied.

### **5.1 The % of fire safety audits that result in action plans and enforcement notices – April to May 2022**

There have been 208 fire safety audits carried out April to May 2022 and there have been 37 action plans or enforcement notices. The number of fire safety audits carried out is 132 more than the 3-year average of 76 and the number of action plans or enforcement notices is 25 more than the 3-year average of 12.

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 2022**

For May, there were 110 fire safety audits carried out, which is 12 more than in April (98). There were 17 action plans or enforcement notices issued, which is 3 less than was issued in April (20).

### **5.2 Fire protection Survey – Overall how satisfied were you with the service received – April to May 2022**

There have been 35 completed surveys received April to May 2022 and 35 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 18 more than the 3-year average of 17.

## **May 2022**

For May, there were 24 completed surveys received and all 24 were satisfied with the service they have received. There were 13 more completed than there were in April (11).

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

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

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

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

## **6.3 Average number of staff on modified duties for the entire month – April to May 2022**

There have been on average 5.50 members of staff that have been on modified duties for the entire month from April to May 2022. This is 0.99 less than the 3-year average of 6.49.

The breakdown includes 4.50 from Wholetime, 1.00 from On-Call and 0.00 from Support.

### **May 2022**

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

- Wholetime - 5 – 1 Control, 1 Loughborough, 1 Melton, 1 Oakham and 1 Non Station.
- On-Call - 1 – 1 Billesdon.
- Support - 0.

## **6.4 Average number of staff on modified duties at some point throughout the month – April to May 2022**

There have been on average 9.50 members of staff that have been on modified duties at some point throughout the month from April to May 2022. This is 2.67 less than the 3-year average of 12.17.

The breakdown includes 6.50 from Wholetime, 3.00 from On-Call and 0.00 from Support.

### **May 2022**

The breakdown of 12 members of staff on modified duties at some point throughout the month in May:

- Wholetime – 7 – 3 Non Station, 1 Coalville, 1 Oakham, 1 Western and 1 Wigston.
- On-Call – 5 – 3 Lutterworth, 1 Coalville and 1 Market Bosworth.
- Support – 0.

# **Performance Improvement Family Group 4**

## **Performance Report Q1-Q4 2021/22**

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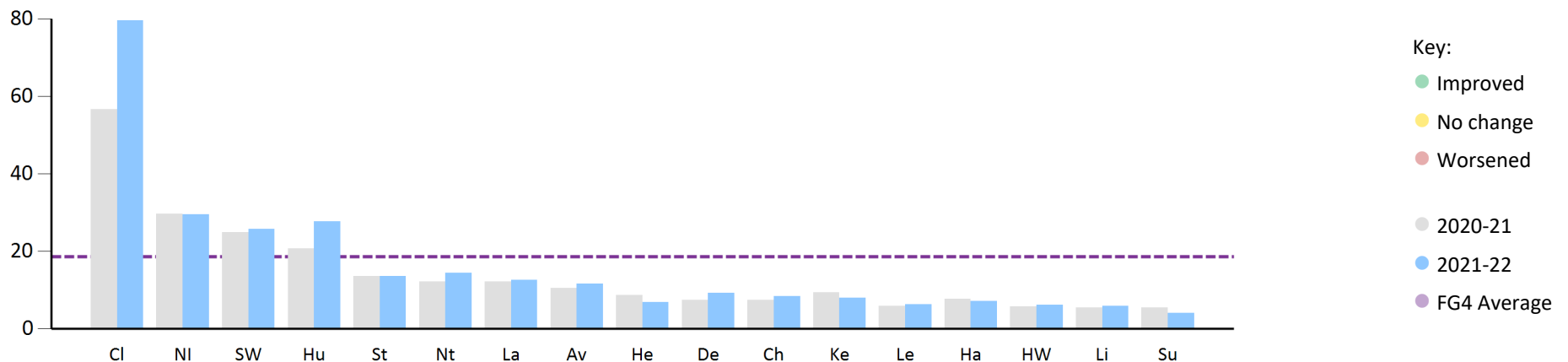
## NI 33 - Deliberate fires per 10,000 population

### Q4 YTD performance comparison ranked by one-year percentage change

Service	2018-19	2019-20	2020-21	2021-22	One-year change	Three-year change
Surrey	5.77	6.19	5.38	4.08	-24.1%	-29.2%
Hertfordshire	11.20	9.31	8.69	6.90	-20.7%	-38.5%
Kent	9.71	9.64	9.33	8.00	-14.3%	-17.7%
Hampshire	8.18	7.77	7.75	7.12	-8.1%	-12.9%
Staffordshire	21.11	13.20	13.54	13.61	+0.5%	-35.5%
N. Ireland	37.13	25.86	29.61	29.55	-0.2%	-20.4%
South Wales	33.45	24.84	24.95	25.72	+3.1%	-23.1%
Lancashire	17.50	15.12	12.15	12.63	+4.0%	-27.8%
Hereford & Worcester	7.42	5.41	5.76	6.15	+6.8%	-17.1%
Lincolnshire	6.31	5.39	5.46	5.92	+8.5%	-6.1%
Leicestershire	8.62	6.97	5.87	6.34	+7.9%	-26.5%
Cheshire	10.22	8.70	7.44	8.33	+11.9%	-18.5%
Avon	14.78	11.56	10.42	11.56	+10.9%	-21.8%
Nottinghamshire	18.04	13.14	12.16	14.37	+18.2%	-20.3%
Derbyshire	10.75	8.22	7.41	9.25	+25.0%	-13.9%
Humberside	30.35	27.30	20.62	27.72	+34.4%	-8.7%
Cleveland	64.59	65.76	56.54	79.54	+40.7%	+23.1%
<i>Family Group 4 Average</i>	<i>18.54</i>	<i>15.55</i>	<i>14.30</i>	<i>16.28</i>	<i>+13.9%</i>	<i>-12.2%</i>

### Q4 YTD comparison ranked by 2021-22 performance

Rank	Service	2021-22
1	Surrey	4.08
2	Lincolnshire	5.92
3	Hereford & Worcester	6.15
4	Leicestershire	6.34
5	Hertfordshire	6.90
6	Hampshire	7.12
7	Kent	8.00
8	Cheshire	8.33
9	Derbyshire	9.25
10	Avon	11.56
11	Lancashire	12.63
12	Staffordshire	13.61
13	Nottinghamshire	14.37
14	South Wales	25.72
15	Humberside	27.72
16	N. Ireland	29.55
17	Cleveland	79.54
	<i>Family Group 4 Average</i>	<i>16.28</i>



## NI 33i - Deliberate primary fires per 10,000 population

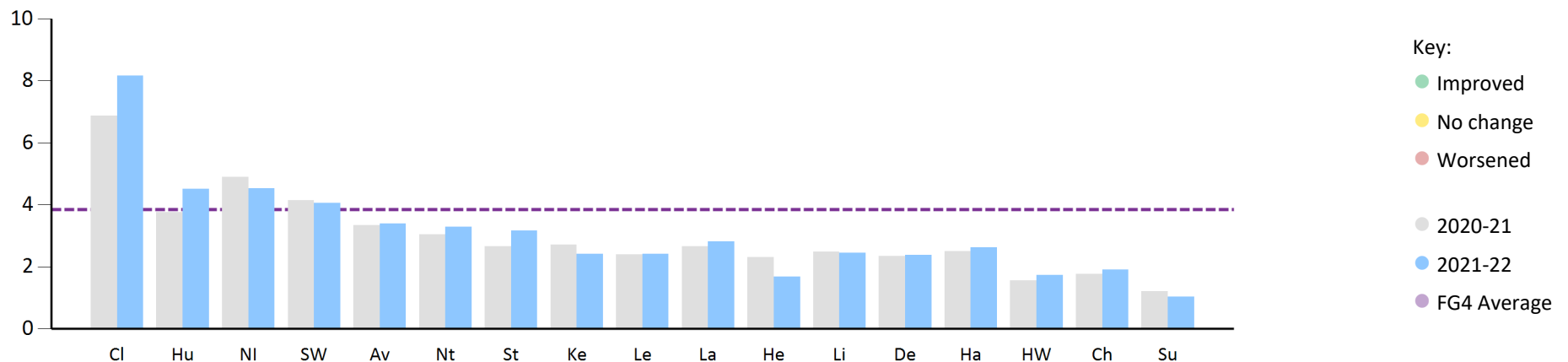
### Q4 YTD performance comparison ranked by one-year percentage change

Service	2018-19	2019-20	2020-21	2021-22	One-year change	Three-year change
Hertfordshire	3.03	3.28	2.31	1.68	-27.4%	-44.6%
Surrey	2.30	2.29	1.20	1.03	-14.8%	-55.5%
Kent	3.64	3.88	2.71	2.41	-11.1%	-33.8%
N. Ireland	5.87	5.46	4.89	4.53	-7.3%	-22.7%
South Wales	4.82	4.53	4.14	4.06	-2.0%	-15.9%
Lincolnshire	2.90	2.40	2.48	2.45	-1.1%	-15.6%
Derbyshire	2.75	2.88	2.34	2.37	+1.2%	-13.7%
Leicestershire	3.42	3.23	2.40	2.42	+0.9%	-29.4%
Avon	4.76	4.28	3.33	3.39	+1.7%	-28.8%
Lancashire	3.40	3.91	2.66	2.80	+5.3%	-17.6%
Cheshire	2.38	2.37	1.76	1.90	+8.0%	-20.2%
Nottinghamshire	4.13	3.40	3.03	3.28	+8.3%	-20.5%
Hampshire	2.57	2.57	2.50	2.62	+4.6%	+2.0%
Hereford & Worcester	2.51	1.90	1.56	1.73	+10.9%	-31.2%
Staffordshire	3.81	3.71	2.65	3.17	+19.5%	-16.9%
Cleveland	6.85	7.84	6.87	8.16	+18.8%	+19.1%
Humberside	6.12	5.55	3.76	4.51	+19.9%	-26.4%
<i>Family Group 4 Average</i>	<i>3.84</i>	<i>3.73</i>	<i>2.98</i>	<i>3.09</i>	<i>+3.8%</i>	<i>-19.6%</i>

### Q4 YTD comparison ranked by 2021-22 performance

Rank	Service	2021-22
1	Surrey	1.03
2	Hertfordshire	1.68
3	Hereford & Worcester	1.73
4	Cheshire	1.90
5	Derbyshire	2.37
6	Kent	2.41
7	Leicestershire	2.42
8	Lincolnshire	2.45
9	Hampshire	2.62
10	Lancashire	2.80
11	Staffordshire	3.17
12	Nottinghamshire	3.28
13	Avon	3.39
14	South Wales	4.06
15	Humberside	4.51
16	N. Ireland	4.53
17	Cleveland	8.16
	<i>Family Group 4 Average</i>	<i>3.09</i>

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## NI 33ii - Deliberate secondary fires per 10,000 population

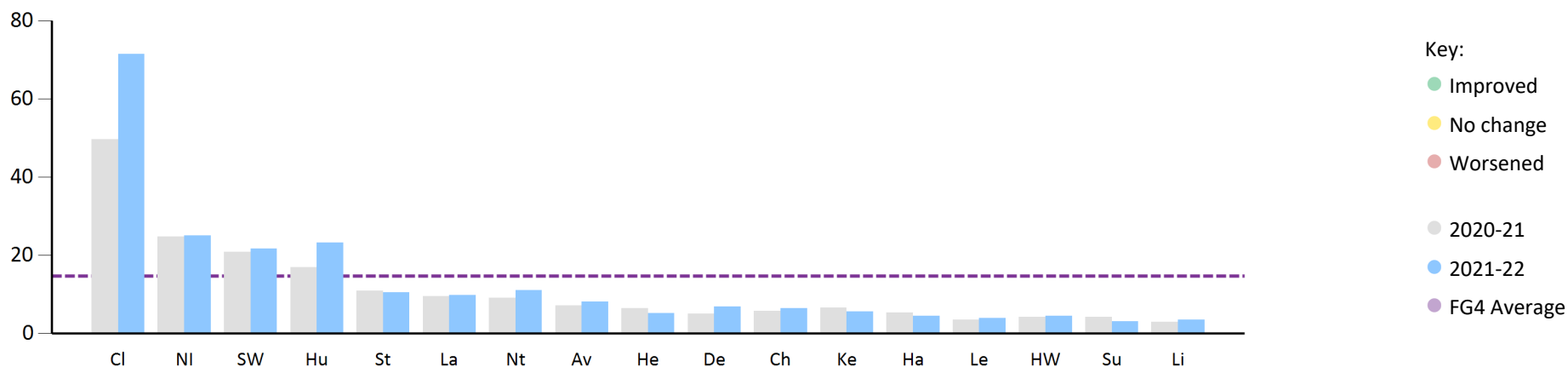
### Q4 YTD performance comparison ranked by one-year percentage change

Service	2018-19	2019-20	2020-21	2021-22	One-year change	Three-year change
Surrey	3.47	3.90	4.18	3.06	-26.8%	-11.8%
Hertfordshire	8.17	6.04	6.38	5.22	-18.3%	-36.2%
Kent	6.07	5.76	6.62	5.59	-15.6%	-8.0%
Hampshire	5.61	5.20	5.25	4.50	-14.2%	-19.7%
Staffordshire	17.30	9.50	10.89	10.44	-4.1%	-39.7%
N. Ireland	31.27	20.39	24.72	25.02	+1.2%	-20.0%
Lancashire	14.10	11.21	9.48	9.83	+3.6%	-30.3%
South Wales	28.63	20.32	20.81	21.67	+4.1%	-24.3%
Hereford & Worcester	4.90	3.51	4.20	4.42	+5.3%	-9.8%
Cheshire	7.85	6.33	5.68	6.43	+13.2%	-18.0%
Leicestershire	5.20	3.74	3.48	3.92	+12.7%	-24.6%
Lincolnshire	3.41	3.00	2.98	3.47	+16.5%	+2.0%
Avon	10.03	7.28	7.09	8.18	+15.3%	-18.4%
Nottinghamshire	13.91	9.75	9.13	11.09	+21.4%	-20.2%
Derbyshire	8.01	5.34	5.07	6.89	+35.9%	-14.0%
Humberside	24.23	21.75	16.87	23.21	+37.6%	-4.2%
Cleveland	57.74	57.92	49.67	71.38	+43.7%	+23.6%
<i>Family Group 4 Average</i>	<i>14.70</i>	<i>11.82</i>	<i>11.32</i>	<i>13.19</i>	<i>+16.5%</i>	<i>-10.2%</i>

### Q4 YTD comparison ranked by 2021-22 performance

Rank	Service	2021-22
1	Surrey	3.06
2	Lincolnshire	3.47
3	Leicestershire	3.92
4	Hereford & Worcester	4.42
5	Hampshire	4.50
6	Hertfordshire	5.22
7	Kent	5.59
8	Cheshire	6.43
9	Derbyshire	6.89
10	Avon	8.18
11	Lancashire	9.83
12	Staffordshire	10.44
13	Nottinghamshire	11.09
14	South Wales	21.67
15	Humberside	23.21
16	N. Ireland	25.02
17	Cleveland	71.38
	<i>Family Group 4 Average</i>	<i>13.19</i>

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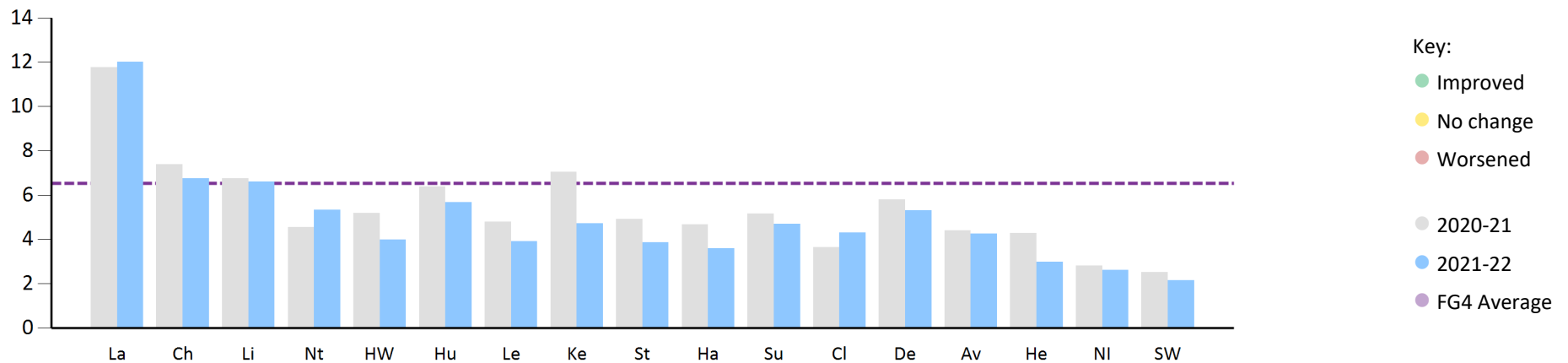
## Accidental secondary fires per 10,000 population

### Q4 YTD performance comparison ranked by one-year percentage change

Service	2018-19	2019-20	2020-21	2021-22	One-year change	Three-year change
Kent	6.36	5.44	7.04	4.72	-32.9%	-25.8%
Hertfordshire	4.43	3.33	4.29	2.99	-30.3%	-32.6%
Hereford & Worcester	7.43	4.59	5.17	3.99	-22.9%	-46.3%
Staffordshire	6.15	3.43	4.92	3.86	-21.6%	-37.3%
Hampshire	6.04	4.56	4.66	3.59	-23.1%	-40.6%
Leicestershire	6.47	4.12	4.79	3.91	-18.5%	-39.6%
South Wales	3.13	2.09	2.51	2.15	-14.4%	-31.2%
Humberside	7.43	5.35	6.38	5.68	-10.9%	-23.5%
Surrey	5.95	5.32	5.16	4.69	-9.0%	-21.1%
Cheshire	9.55	6.40	7.38	6.74	-8.6%	-29.4%
Derbyshire	5.75	4.10	5.80	5.30	-8.6%	-7.7%
N. Ireland	4.02	1.54	2.81	2.62	-6.8%	-34.8%
Avon	4.97	3.79	4.40	4.26	-3.1%	-14.3%
Lincolnshire	9.21	6.02	6.75	6.62	-2.0%	-28.2%
Lancashire	10.75	8.29	11.76	12.00	+2.1%	+11.6%
Nottinghamshire	7.44	4.15	4.56	5.34	+17.1%	-28.3%
Cleveland	5.93	3.99	3.64	4.30	+18.2%	-27.5%
<i>Family Group 4 Average</i>	<i>6.53</i>	<i>4.50</i>	<i>5.41</i>	<i>4.87</i>	<i>-10.1%</i>	<i>-25.5%</i>

### Q4 YTD comparison ranked by 2021-22 performance

Rank	Service	2021-22
1	South Wales	2.15
2	N. Ireland	2.62
3	Hertfordshire	2.99
4	Hampshire	3.59
5	Staffordshire	3.86
6	Leicestershire	3.91
7	Hereford & Worcester	3.99
8	Avon	4.26
9	Cleveland	4.30
10	Surrey	4.69
11	Kent	4.72
12	Derbyshire	5.30
13	Nottinghamshire	5.34
14	Humberside	5.68
15	Lincolnshire	6.62
16	Cheshire	6.74
17	Lancashire	12.00
	<i>Family Group 4 Average</i>	<i>4.87</i>



## NI 49i - Primary fires per 100,000 population

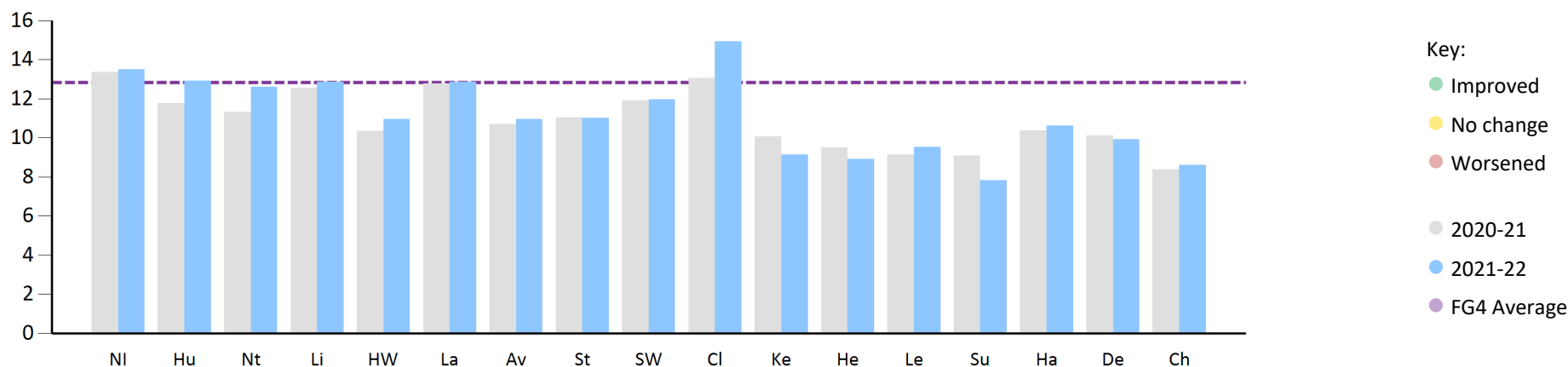
### Q4 YTD performance comparison ranked by one-year percentage change

Service	2018-19	2019-20	2020-21	2021-22	One-year change	Three-year change
Surrey	11.14	10.23	9.08	7.83	-13.8%	-29.7%
Kent	11.78	11.20	10.06	9.14	-9.1%	-22.4%
Hertfordshire	11.58	11.21	9.51	8.90	-6.4%	-23.1%
Derbyshire	10.85	9.90	10.13	9.92	-2.0%	-8.5%
Staffordshire	13.22	12.71	11.04	11.00	-0.3%	-16.8%
South Wales	13.19	13.11	11.90	11.96	+0.5%	-9.3%
Lancashire	13.82	13.48	12.77	12.86	+0.7%	-6.9%
Cheshire	10.16	8.93	8.40	8.61	+2.6%	-15.2%
Lincolnshire	14.32	13.22	12.54	12.87	+2.7%	-10.1%
N. Ireland	15.80	14.53	13.35	13.49	+1.0%	-14.6%
Avon	13.39	12.72	10.71	10.96	+2.4%	-18.1%
Leicestershire	11.50	10.46	9.15	9.54	+4.3%	-17.0%
Hereford & Worcester	14.14	12.41	10.35	10.96	+6.0%	-22.5%
Hampshire	11.13	10.95	10.37	10.62	+2.4%	-4.6%
Humberside	15.59	14.35	11.78	12.92	+9.6%	-17.2%
Nottinghamshire	14.53	12.53	11.32	12.60	+11.3%	-13.3%
Cleveland	12.08	13.78	13.05	14.94	+14.4%	+23.6%
<i>Family Group 4 Average</i>	<i>12.84</i>	<i>12.10</i>	<i>10.91</i>	<i>11.13</i>	<i>+2.0%</i>	<i>-13.3%</i>

### Q4 YTD comparison ranked by 2021-22 performance

Rank	Service	2021-22
1	Surrey	7.83
2	Cheshire	8.61
3	Hertfordshire	8.90
4	Kent	9.14
5	Leicestershire	9.54
6	Derbyshire	9.92
7	Hampshire	10.62
8	Hereford & Worcester	10.96
9	Avon	10.96
10	Staffordshire	11.00
11	South Wales	11.96
12	Nottinghamshire	12.60
13	Lancashire	12.86
14	Lincolnshire	12.87
15	Humberside	12.92
16	N. Ireland	13.49
17	Cleveland	14.94
	<i>Family Group 4 Average</i>	<i>11.13</i>

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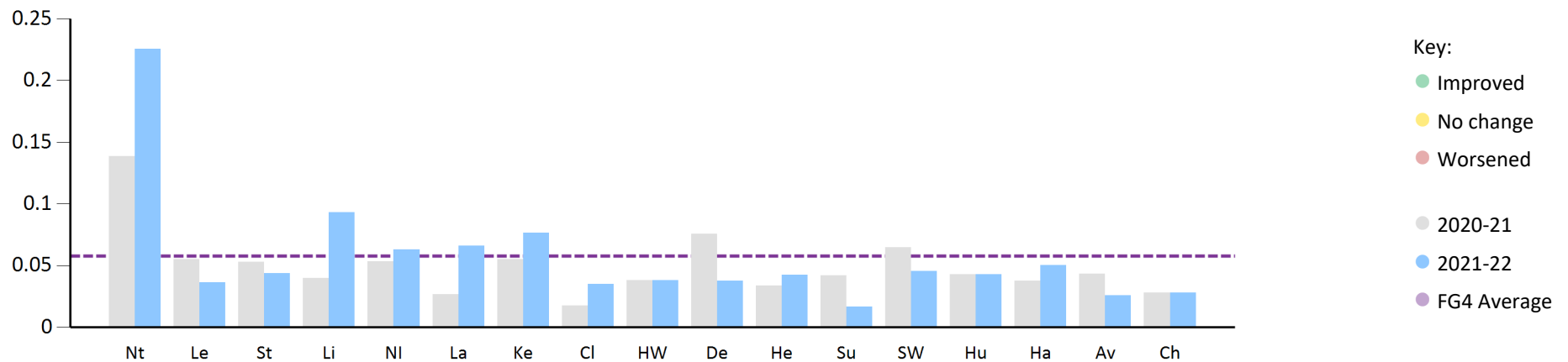
## NI 49ii - Fatalities in primary fires per 100,000 population

### Q4 YTD performance comparison ranked by one-year percentage change

Service	2018-19	2019-20	2020-21	2021-22	One-year change	Three-year change
Surrey	0.03	0.07	0.04	0.02	-60.1%	-50.6%
Derbyshire	0.05	0.08	0.08	0.04	-50.0%	-20.0%
Avon	0.03	0.04	0.04	0.03	-40.7%	-1.2%
Leicestershire	0.11	0.07	0.05	0.04	-33.8%	-67.2%
South Wales	0.03	0.06	0.06	0.05	-30.0%	+38.3%
Staffordshire	0.08	0.06	0.05	0.04	-16.7%	-44.9%
Cheshire	0.01	0.05	0.03	0.03	None	+197.1%
Humberside	0.03	0.05	0.04	0.04	None	+33.3%
Hereford & Worcester	0.05	0.04	0.04	0.04	-0.4%	-26.2%
N. Ireland	0.06	0.02	0.05	0.06	+18.1%	+3.3%
Hertfordshire	0.04	0.01	0.03	0.04	+25.0%	None
Kent	0.06	0.06	0.05	0.08	+39.1%	+34.8%
Hampshire	0.03	0.03	0.04	0.05	+34.5%	+88.3%
Nottinghamshire	0.19	0.09	0.14	0.23	+62.5%	+18.2%
Cleveland	0.05	0.07	0.02	0.04	+98.7%	-33.8%
Lincolnshire	0.07	0.04	0.04	0.09	+133.3%	+40.0%
Lancashire	0.06	0.06	0.03	0.07	+148.9%	+9.3%
<i>Family Group 4 Average</i>	<i>0.06</i>	<i>0.05</i>	<i>0.05</i>	<i>0.06</i>	<i>+14.4%</i>	<i>-1.4%</i>

### Q4 YTD comparison ranked by 2021-22 performance

Rank	Service	2021-22
1	Surrey	0.02
2	Avon	0.03
3	Cheshire	0.03
4	Cleveland	0.04
5	Leicestershire	0.04
6	Derbyshire	0.04
7	Hereford & Worcester	0.04
8	Hertfordshire	0.04
9	Humberside	0.04
10	Staffordshire	0.04
11	South Wales	0.05
12	Hampshire	0.05
13	N. Ireland	0.06
14	Lancashire	0.07
15	Kent	0.08
16	Lincolnshire	0.09
17	Nottinghamshire	0.23
	<i>Family Group 4 Average</i>	<i>0.06</i>



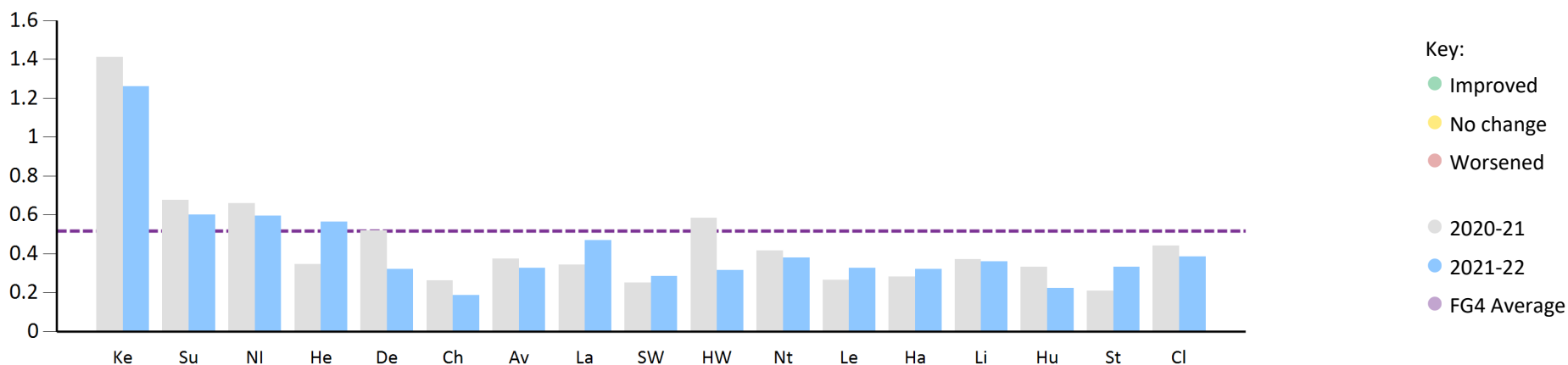
## NI 49iii - Injuries in primary fires per 100,000 population

### Q4 YTD performance comparison ranked by one-year percentage change

Service	2018-19	2019-20	2020-21	2021-22	One-year change	Three-year change
Hereford & Worcester	0.42	0.61	0.58	0.32	-45.9%	-25.4%
Derbyshire	0.58	0.36	0.52	0.32	-38.2%	-45.2%
Humberside	0.27	0.30	0.33	0.22	-32.3%	-16.0%
Cheshire	0.54	0.36	0.26	0.19	-28.6%	-65.3%
Cleveland	0.18	0.28	0.44	0.39	-12.6%	+118.6%
Avon	0.49	0.44	0.37	0.33	-12.7%	-34.1%
Surrey	0.94	0.77	0.68	0.60	-11.4%	-35.9%
Kent	1.39	1.38	1.41	1.26	-10.7%	-9.6%
Nottinghamshire	0.41	0.46	0.42	0.38	-8.3%	-6.4%
N. Ireland	0.73	0.64	0.66	0.60	-9.5%	-18.2%
Lincolnshire	0.33	0.35	0.37	0.36	-3.6%	+8.0%
South Wales	0.43	0.49	0.25	0.29	+12.8%	-34.1%
Hampshire	0.37	0.32	0.28	0.32	+13.7%	-13.9%
Leicestershire	0.38	0.47	0.27	0.33	+23.3%	-13.5%
Lancashire	0.46	0.46	0.34	0.47	+35.9%	+2.7%
Staffordshire	0.20	0.19	0.21	0.33	+58.3%	+64.0%
Hertfordshire	0.64	0.70	0.35	0.57	+63.4%	-11.9%
<i>Family Group 4 Average</i>	<i>0.52</i>	<i>0.50</i>	<i>0.46</i>	<i>0.43</i>	<i>-6.3%</i>	<i>-17.2%</i>

### Q4 YTD comparison ranked by 2021-22 performance

Rank	Service	2021-22
1	Cheshire	0.19
2	Humberside	0.22
3	South Wales	0.29
4	Hereford & Worcester	0.32
5	Derbyshire	0.32
6	Hampshire	0.32
7	Avon	0.33
8	Leicestershire	0.33
9	Staffordshire	0.33
10	Lincolnshire	0.36
11	Nottinghamshire	0.38
12	Cleveland	0.39
13	Lancashire	0.47
14	Hertfordshire	0.57
15	N. Ireland	0.60
16	Surrey	0.60
17	Kent	1.26
	<i>Family Group 4 Average</i>	<i>0.43</i>



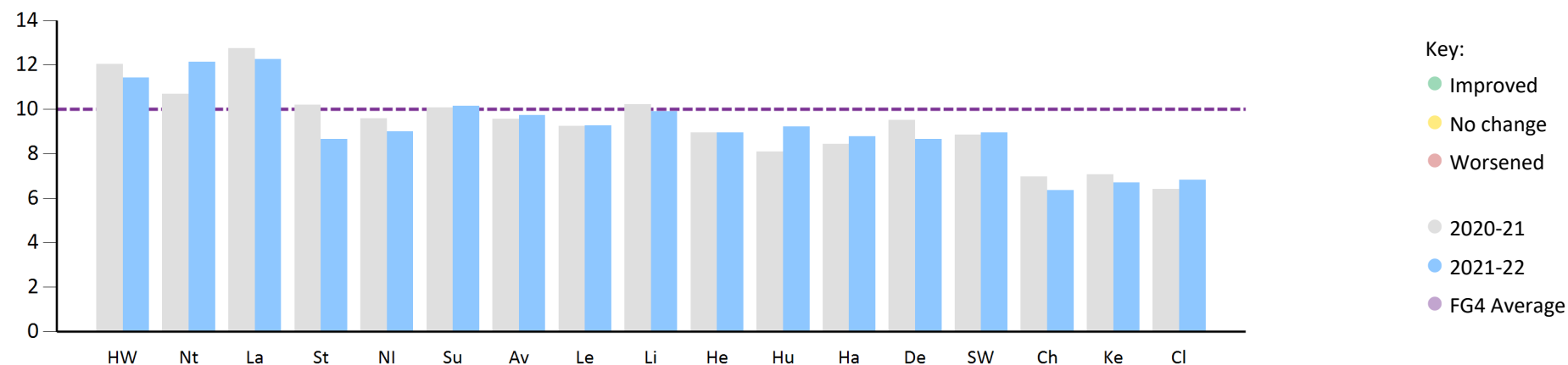
## BV142iii - Accidental dwelling fires per 10,000 dwellings

### Q4 YTD performance comparison ranked by one-year percentage change

Service	2018-19	2019-20	2020-21	2021-22	One-year change	Three-year change
Staffordshire	11.66	11.42	10.19	8.66	-15.1%	-25.7%
Derbyshire	9.13	8.12	9.52	8.67	-8.9%	-5.0%
Cheshire	7.59	6.55	6.96	6.35	-8.7%	-16.2%
N. Ireland	11.50	9.86	9.60	9.00	-6.2%	-21.7%
Hereford & Worcester	13.90	12.86	12.03	11.42	-5.1%	-17.8%
Kent	7.22	6.92	7.08	6.70	-5.3%	-7.1%
Lincolnshire	10.02	10.30	10.24	9.90	-3.3%	-1.2%
Lancashire	12.23	12.09	12.74	12.25	-3.8%	+0.2%
Hertfordshire	9.94	9.14	8.96	8.94	-0.2%	-10.0%
Leicestershire	10.10	9.87	9.24	9.26	+0.2%	-8.3%
South Wales	8.41	9.96	8.84	8.96	+1.3%	+6.6%
Surrey	11.35	10.06	10.07	10.16	+0.9%	-10.5%
Avon	11.29	10.48	9.57	9.73	+1.7%	-13.8%
Cleveland	4.53	6.22	6.42	6.83	+6.3%	+50.5%
Nottinghamshire	12.42	11.57	10.70	12.13	+13.3%	-2.3%
Humberside	9.55	9.06	8.10	9.22	+13.8%	-3.4%
Hampshire	9.25	8.94	8.45	8.79	+4.0%	-5.0%
<i>Family Group 4 Average</i>	<i>10.00</i>	<i>9.61</i>	<i>9.34</i>	<i>9.23</i>	<i>-1.1%</i>	<i>-7.7%</i>

### Q4 YTD comparison ranked by 2021-22 performance

Rank	Service	2021-22
1	Cheshire	6.35
2	Kent	6.70
3	Cleveland	6.83
4	Staffordshire	8.66
5	Derbyshire	8.67
6	Hampshire	8.79
7	Hertfordshire	8.94
8	South Wales	8.96
9	N. Ireland	9.00
10	Humberside	9.22
11	Leicestershire	9.26
12	Avon	9.73
13	Lincolnshire	9.90
14	Surrey	10.16
15	Hereford & Worcester	11.42
16	Nottinghamshire	12.13
17	Lancashire	12.25
	<i>Family Group 4 Average</i>	<i>9.23</i>





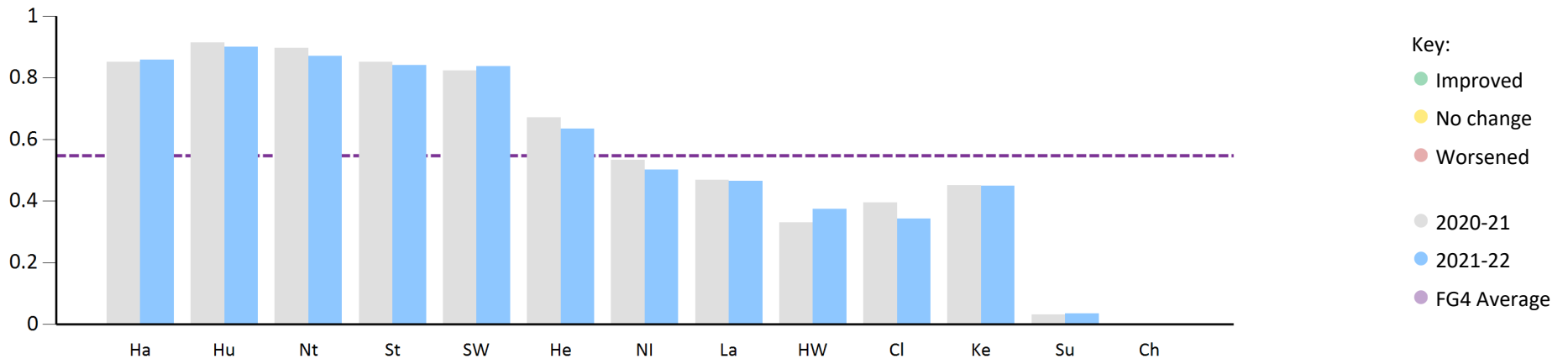
## Dwelling fires confined to room of origin

Q4 YTD performance comparison ranked by one-year percentage change

Service	2018-19	2019-20	2020-21	2021-22	One-year change	Three-year change
Hereford & Worcester	40%	34%	33%	37%	+13.1%	-7.6%
Surrey	4%	6%	3%	3%	+10.2%	-3.4%
Cheshire	0%	0%	0%	0%	+9.5%	+20.5%
South Wales	83%	84%	82%	84%	+1.8%	+1.5%
Hampshire	91%	88%	85%	86%	+0.8%	-6.1%
Kent	37%	42%	45%	45%	-0.6%	+20.5%
Lancashire	44%	47%	47%	46%	-0.9%	+5.1%
Staffordshire	85%	85%	85%	84%	-1.3%	-1.6%
Humberside	89%	90%	91%	90%	-1.6%	+1.3%
Nottinghamshire	86%	88%	90%	87%	-2.8%	+1.0%
Hertfordshire	61%	65%	67%	63%	-5.5%	+3.7%
N. Ireland	53%	50%	53%	50%	-5.9%	-4.5%
Cleveland	38%	38%	39%	34%	-13.4%	-9.3%
<i>Family Group 4 Average</i>	<i>55%</i>	<i>55%</i>	<i>55%</i>	<i>55%</i>	<i>-1.5%</i>	<i>-0.1%</i>

Q4 YTD comparison ranked by 2021-22 performance

Rank	Service	2021-22
1	Humberside	90%
2	Nottinghamshire	87%
3	Hampshire	86%
4	Staffordshire	84%
5	South Wales	84%
6	Hertfordshire	63%
7	N. Ireland	50%
8	Lancashire	46%
9	Kent	45%
10	Hereford & Worcester	37%
11	Cleveland	34%
12	Surrey	3%
13	Cheshire	0%
	<i>Family Group 4 Average</i>	<i>55%</i>



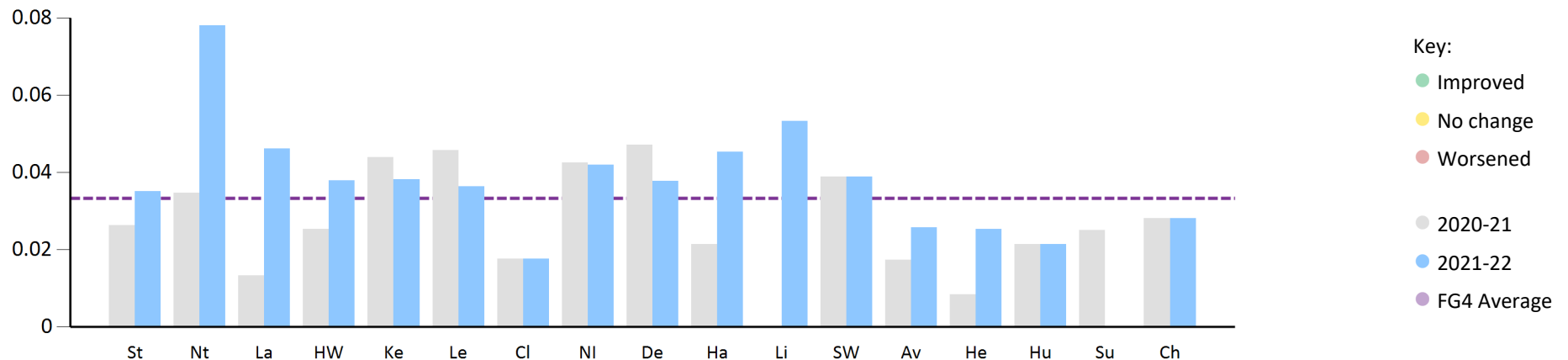
## BV143i - Deaths in accidental dwelling fires per 100,000 population

### Q4 YTD performance comparison ranked by one-year percentage change

Service	2018-19	2019-20	2020-21	2021-22	One-year change	Three-year change
Surrey	0.01	0.03	0.03	0.00	-100.0%	-100.0%
Derbyshire	0.03	0.03	0.05	0.04	-20.0%	+33.3%
Leicestershire	0.04	0.06	0.05	0.04	-20.5%	-1.5%
Kent	0.05	0.03	0.04	0.04	-13.1%	-15.7%
Cheshire	0.00	0.05	0.03	0.03	None	None
Cleveland	0.04	0.02	0.02	0.02	-0.6%	-50.3%
Humberside	0.01	0.02	0.02	0.02	None	+100.0%
N. Ireland	0.03	0.02	0.04	0.04	-1.6%	+26.3%
South Wales	0.03	0.03	0.04	0.04	None	+48.2%
Staffordshire	0.08	0.04	0.03	0.04	+33.3%	-55.9%
Avon	0.02	0.02	0.02	0.03	+48.3%	+48.3%
Hereford & Worcester	0.05	0.01	0.03	0.04	+49.4%	-26.2%
Hampshire	0.03	0.02	0.02	0.05	+111.9%	+69.5%
Nottinghamshire	0.07	0.05	0.03	0.08	+125.0%	+12.5%
Hertfordshire	0.02	0.00	0.01	0.03	+200.0%	+49.9%
Lancashire	0.05	0.03	0.01	0.05	+248.5%	-13.9%
Lincolnshire	0.03	0.04	0.00	0.05	None	+100.0%
<i>Family Group 4 Average</i>	<i>0.03</i>	<i>0.03</i>	<i>0.03</i>	<i>0.04</i>	<i>+32.7%</i>	<i>+7.2%</i>

### Q4 YTD comparison ranked by 2021-22 performance

Rank	Service	2021-22
1	Surrey	0.00
2	Cleveland	0.02
3	Humberside	0.02
4	Hertfordshire	0.03
5	Avon	0.03
6	Cheshire	0.03
7	Staffordshire	0.04
8	Leicestershire	0.04
9	Derbyshire	0.04
10	Hereford & Worcester	0.04
11	Kent	0.04
12	South Wales	0.04
13	N. Ireland	0.04
14	Hampshire	0.05
15	Lancashire	0.05
16	Lincolnshire	0.05
17	Nottinghamshire	0.08
	<i>Family Group 4 Average</i>	<i>0.04</i>



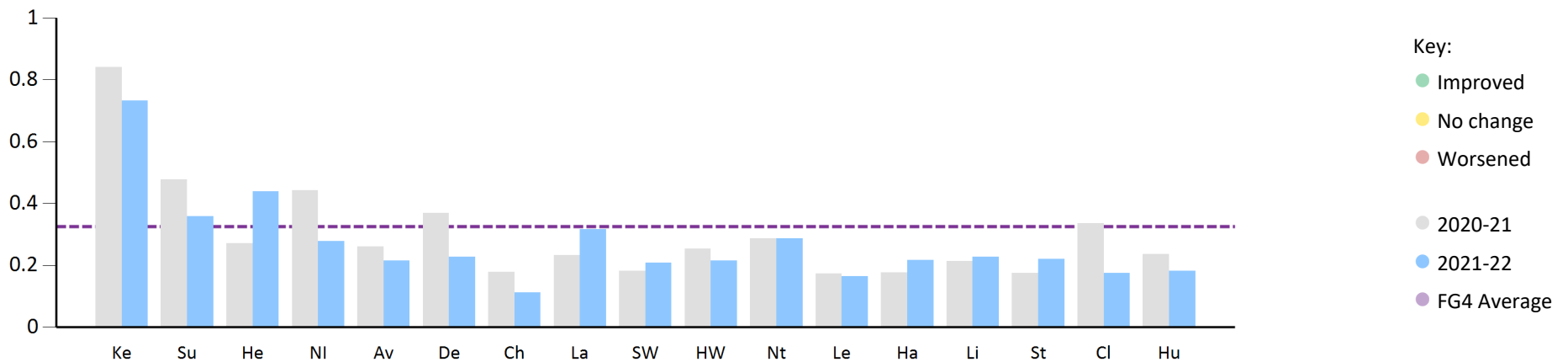
## BV143ii - Injuries in accidental dwelling fires per 100,000 population

### Q4 YTD performance comparison ranked by one-year percentage change

Service	2018-19	2019-20	2020-21	2021-22	One-year change	Three-year change
Cleveland	0.14	0.21	0.34	0.18	-47.7%	+24.2%
Derbyshire	0.37	0.25	0.37	0.23	-38.5%	-38.5%
Cheshire	0.36	0.19	0.18	0.11	-36.8%	-68.7%
N. Ireland	0.46	0.34	0.44	0.28	-37.2%	-40.2%
Surrey	0.53	0.41	0.48	0.36	-24.8%	-32.6%
Humberside	0.12	0.25	0.24	0.18	-22.7%	+54.5%
Avon	0.37	0.32	0.26	0.21	-17.6%	-42.5%
Hereford & Worcester	0.26	0.19	0.25	0.21	-15.3%	-16.3%
Kent	0.88	0.87	0.84	0.73	-13.0%	-17.3%
Leicestershire	0.22	0.32	0.17	0.16	-5.9%	-26.2%
Nottinghamshire	0.25	0.28	0.29	0.29	None	+13.8%
Lincolnshire	0.17	0.24	0.21	0.23	+6.3%	+30.8%
South Wales	0.27	0.30	0.18	0.21	+14.3%	-22.9%
Staffordshire	0.16	0.12	0.18	0.22	+25.0%	+37.8%
Hampshire	0.20	0.20	0.18	0.22	+22.7%	+6.6%
Lancashire	0.28	0.34	0.23	0.32	+36.6%	+15.1%
Hertfordshire	0.47	0.56	0.27	0.44	+62.5%	-7.2%
<i>Family Group 4 Average</i>	<i>0.32</i>	<i>0.32</i>	<i>0.30</i>	<i>0.27</i>	<i>-10.4%</i>	<i>-17.3%</i>

### Q4 YTD comparison ranked by 2021-22 performance

Rank	Service	2021-22
1	Cheshire	0.11
2	Leicestershire	0.16
3	Cleveland	0.18
4	Humberside	0.18
5	South Wales	0.21
6	Avon	0.21
7	Hereford & Worcester	0.21
8	Hampshire	0.22
9	Staffordshire	0.22
10	Lincolnshire	0.23
11	Derbyshire	0.23
12	N. Ireland	0.28
13	Nottinghamshire	0.29
14	Lancashire	0.32
15	Surrey	0.36
16	Hertfordshire	0.44
17	Kent	0.73
	<i>Family Group 4 Average</i>	<i>0.27</i>



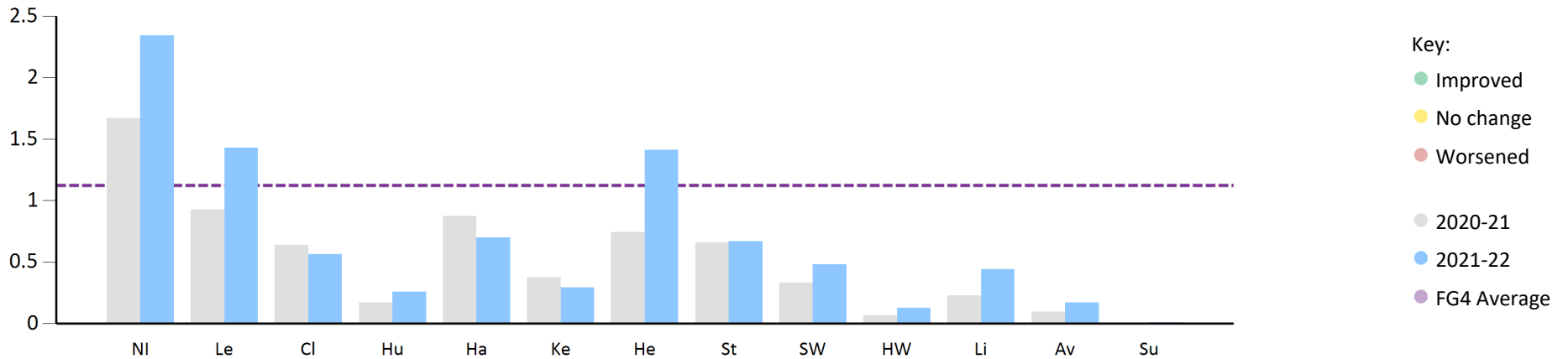
## BV 146i - Malicious false alarms not attended per 1,000 population

### Q4 YTD performance comparison ranked by one-year percentage change

Service	2018-19	2019-20	2020-21	2021-22	One-year change	Three-year change
Kent	1.03	0.68	0.37	0.29	-21.1%	-71.3%
Hampshire	1.13	1.50	0.87	0.70	-19.7%	-38.3%
Cleveland	1.64	1.50	0.64	0.56	-11.7%	-65.8%
Staffordshire	0.87	0.66	0.66	0.67	+1.3%	-23.0%
N. Ireland	3.50	2.70	1.67	2.34	+40.1%	-33.1%
South Wales	0.78	1.30	0.33	0.48	+45.1%	-38.6%
Humberside	1.54	0.30	0.17	0.26	+50.0%	-83.3%
Leicestershire	2.09	1.63	0.92	1.43	+54.5%	-31.6%
Avon	0.16	0.21	0.10	0.17	+79.7%	+4.0%
Hertfordshire	0.97	0.96	0.74	1.41	+89.8%	+45.2%
Lincolnshire	0.41	0.77	0.23	0.44	+94.1%	+6.5%
Hereford & Worcester	0.45	0.23	0.06	0.13	+99.2%	-71.9%
Surrey	0.00	0.00	0.00	0.01	None	None
<i>Family Group 4 Average</i>	<i>1.12</i>	<i>0.96</i>	<i>0.52</i>	<i>0.68</i>	<i>+31.3%</i>	<i>-39.1%</i>

### Q4 YTD comparison ranked by 2021-22 performance

Rank	Service	2021-22
1	Surrey	0.01
2	Hereford & Worcester	0.13
3	Avon	0.17
4	Humberside	0.26
5	Kent	0.29
6	Lincolnshire	0.44
7	South Wales	0.48
8	Cleveland	0.56
9	Staffordshire	0.67
10	Hampshire	0.70
11	Hertfordshire	1.41
12	Leicestershire	1.43
13	N. Ireland	2.34
	<i>Family Group 4 Average</i>	<i>0.68</i>



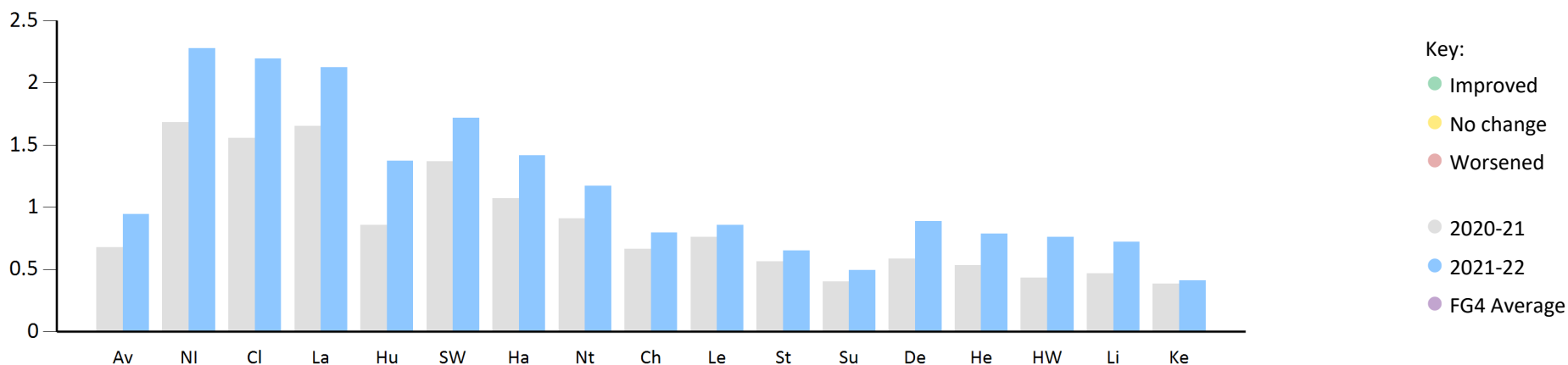
## BV 146ii - Malicious false alarms attended per 1,000 population

### Q4 YTD performance comparison ranked by one-year percentage change

Service	2018-19	2019-20	2020-21	2021-22	One-year change	Three-year change
Kent	0.45	0.54	0.38	0.41	+6.5%	-8.6%
Leicestershire	0.89	0.94	0.76	0.85	+12.5%	-3.6%
Staffordshire	0.84	0.64	0.56	0.65	+15.6%	-22.7%
Cheshire	0.99	0.75	0.66	0.79	+19.7%	-19.8%
Surrey	0.84	0.82	0.40	0.49	+22.5%	-41.1%
South Wales	1.52	1.49	1.37	1.72	+25.6%	+13.3%
Nottinghamshire	1.25	1.22	0.91	1.17	+28.6%	-6.3%
Lancashire	2.11	1.54	1.65	2.12	+28.8%	+0.9%
N. Ireland	2.29	2.15	1.68	2.28	+35.5%	-0.7%
Hampshire	1.49	1.36	1.07	1.41	+32.3%	-5.2%
Avon	48.88	1.48	0.68	0.94	+39.4%	-98.1%
Cleveland	2.19	2.56	1.55	2.19	+41.1%	+0.2%
Hertfordshire	0.63	0.68	0.53	0.78	+47.6%	+24.0%
Derbyshire	0.74	0.63	0.58	0.89	+51.6%	+20.5%
Lincolnshire	0.49	0.55	0.47	0.72	+54.3%	+45.9%
Humberside	1.82	1.41	0.86	1.37	+60.0%	-24.7%
Hereford & Worcester	0.60	0.73	0.43	0.76	+75.8%	+25.7%
<i>Family Group 4 Average</i>	<i>4.00</i>	<i>1.15</i>	<i>0.86</i>	<i>1.15</i>	<i>+34.4%</i>	<i>-71.2%</i>

### Q4 YTD comparison ranked by 2021-22 performance

Rank	Service	2021-22
1	Kent	0.41
2	Surrey	0.49
3	Staffordshire	0.65
4	Lincolnshire	0.72
5	Hereford & Worcester	0.76
6	Hertfordshire	0.78
7	Cheshire	0.79
8	Leicestershire	0.85
9	Derbyshire	0.89
10	Avon	0.94
11	Nottinghamshire	1.17
12	Humberside	1.37
13	Hampshire	1.41
14	South Wales	1.72
15	Lancashire	2.12
16	Cleveland	2.19
17	N. Ireland	2.28
	<i>Family Group 4 Average</i>	<i>1.15</i>



## BV 149i - AFAs in non-domestic premises attended per 1,000 non-domestic premises

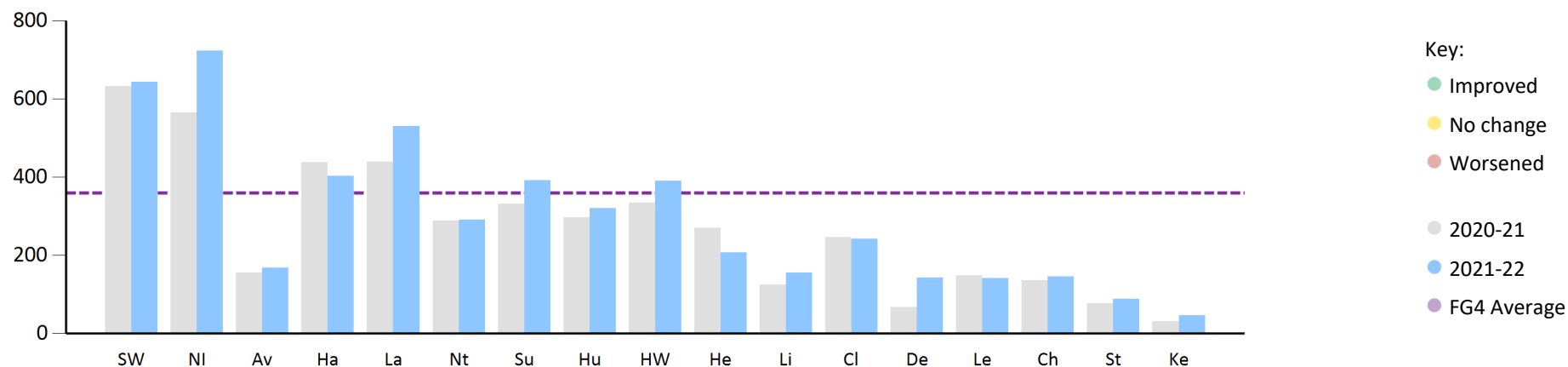
### Q4 YTD performance comparison ranked by one-year percentage change

Service	2018-19	2019-20	2020-21	2021-22	One-year change	Three-year change
Hertfordshire	358.82	347.58	269.58	206.70	-23.3%	-42.4%
Leicestershire	171.29	130.91	148.48	141.36	-4.8%	-17.5%
Nottinghamshire	434.28	321.35	288.11	290.08	+0.7%	-33.2%
South Wales	673.75	674.79	631.18	642.78	+1.8%	-4.6%
Cleveland	325.03	305.59	246.66	242.18	-1.8%	-25.5%
Humberside	409.32	363.71	296.17	320.44	+8.2%	-21.7%
Avon	570.75	583.94	155.22	168.30	+8.4%	-70.5%
Cheshire	139.30	161.24	135.25	145.00	+7.2%	+4.1%
N. Ireland	580.41	636.28	564.55	722.54	+28.0%	+24.5%
Staffordshire	87.76	85.59	76.22	88.10	+15.6%	+0.4%
Hampshire	461.34	460.17	436.88	402.72	-7.8%	-12.7%
Hereford & Worcester	388.75	374.66	333.45	389.96	+16.9%	+0.3%
Surrey	433.23	405.56	330.96	390.93	+18.1%	-9.8%
Lancashire	455.01	478.97	439.08	529.81	+20.7%	+16.4%
Lincolnshire	329.39	315.66	125.09	154.89	+23.8%	-53.0%
Kent	84.63	54.37	30.38	46.65	+53.6%	-44.9%
Derbyshire	195.13	88.23	67.12	143.13	+113.2%	-26.7%
<i>Family Group 4 Average</i>	<i>358.72</i>	<i>340.51</i>	<i>269.08</i>	<i>295.62</i>	<i>+9.9%</i>	<i>-17.6%</i>

### Q4 YTD comparison ranked by 2021-22 performance

Rank	Service	2021-22
1	Kent	46.65
2	Staffordshire	88.10
3	Leicestershire	141.36
4	Derbyshire	143.13
5	Cheshire	145.00
6	Lincolnshire	154.89
7	Avon	168.30
8	Hertfordshire	206.70
9	Cleveland	242.18
10	Nottinghamshire	290.08
11	Humberside	320.44
12	Hereford & Worcester	389.96
13	Surrey	390.93
14	Hampshire	402.72
15	Lancashire	529.81
16	South Wales	642.78
17	N. Ireland	722.54
	<i>Family Group 4 Average</i>	<i>295.62</i>

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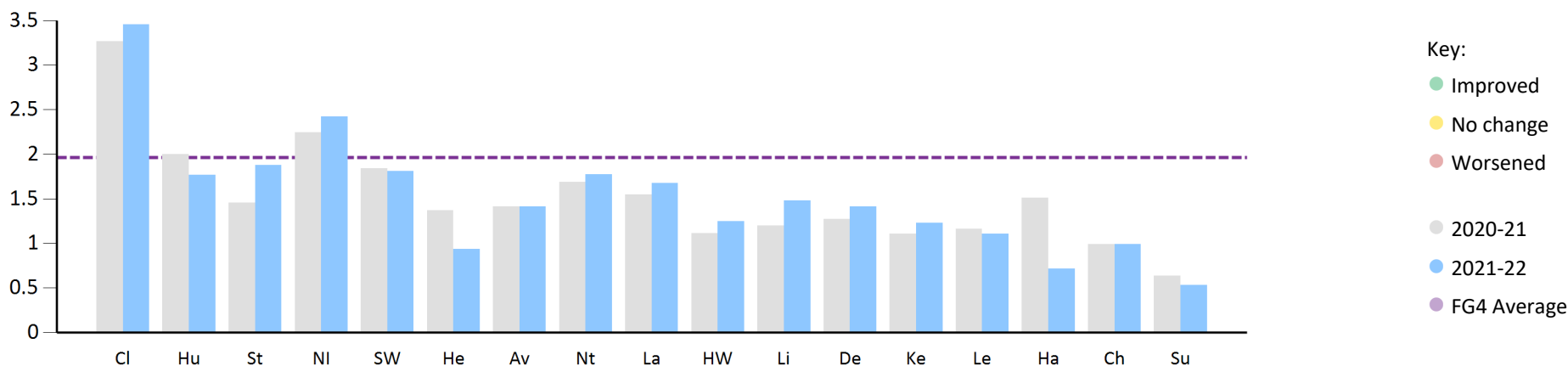
## BV 206i - Deliberate primary fires excluding vehicles per 10,000 population

### Q4 YTD performance comparison ranked by one-year percentage change

Service	2018-19	2019-20	2020-21	2021-22	One-year change	Three-year change
Hampshire	1.42	1.46	1.51	0.72	-52.6%	-49.5%
Hertfordshire	2.09	2.20	1.37	0.94	-31.5%	-55.3%
Surrey	1.13	1.20	0.64	0.53	-16.0%	-52.8%
Humberside	3.18	2.77	2.00	1.77	-11.8%	-44.4%
Leicestershire	1.42	1.34	1.16	1.11	-4.5%	-22.0%
South Wales	2.38	1.89	1.84	1.81	-1.8%	-24.1%
Cheshire	1.16	1.20	0.99	0.99	None	-14.7%
Avon	1.97	1.87	1.41	1.42	+0.1%	-28.2%
Nottinghamshire	1.95	1.85	1.69	1.78	+5.1%	-8.9%
Cleveland	3.41	3.74	3.27	3.46	+5.8%	+1.4%
Lancashire	1.89	2.15	1.54	1.68	+8.5%	-11.4%
N. Ireland	2.56	2.45	2.24	2.42	+8.0%	-5.5%
Derbyshire	1.51	1.46	1.27	1.42	+11.1%	-6.3%
Kent	1.48	1.65	1.10	1.23	+11.2%	-17.3%
Hereford & Worcester	1.72	1.20	1.12	1.25	+12.1%	-27.3%
Lincolnshire	1.53	1.20	1.20	1.48	+23.3%	-3.5%
Staffordshire	2.60	2.09	1.46	1.88	+28.9%	-27.8%
<i>Family Group 4 Average</i>	<i>1.97</i>	<i>1.87</i>	<i>1.52</i>	<i>1.52</i>	<i>+0.2%</i>	<i>-22.6%</i>

### Q4 YTD comparison ranked by 2021-22 performance

Rank	Service	2021-22
1	Surrey	0.53
2	Hampshire	0.72
3	Hertfordshire	0.94
4	Cheshire	0.99
5	Leicestershire	1.11
6	Kent	1.23
7	Hereford & Worcester	1.25
8	Derbyshire	1.42
9	Avon	1.42
10	Lincolnshire	1.48
11	Lancashire	1.68
12	Humberside	1.77
13	Nottinghamshire	1.78
14	South Wales	1.81
15	Staffordshire	1.88
16	N. Ireland	2.42
17	Cleveland	3.46
	<i>Family Group 4 Average</i>	<i>1.52</i>



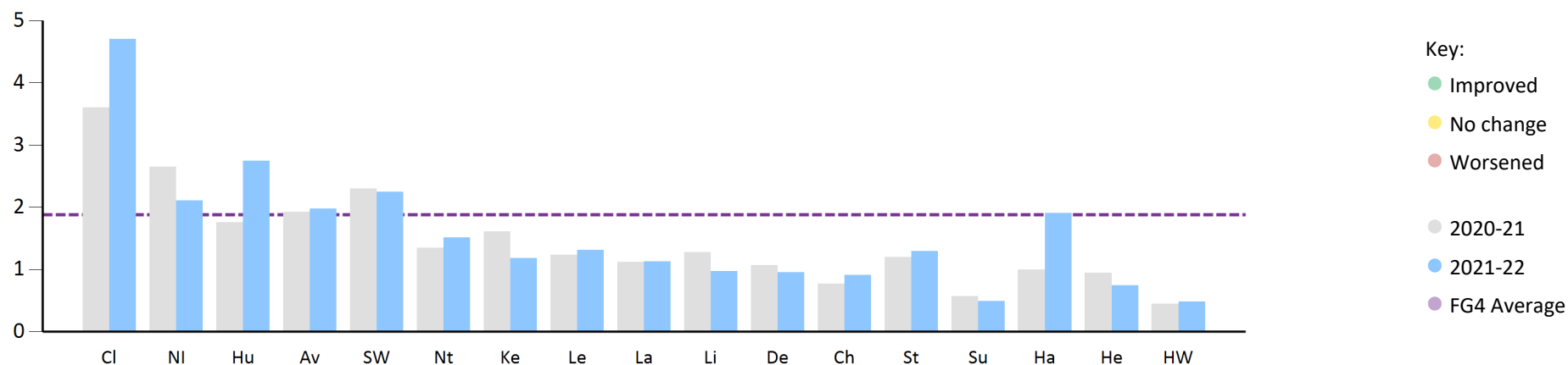
## BV 206ii - Deliberate primary fires in vehicles per 10,000 population

### Q4 YTD performance comparison ranked by one-year percentage change

Service	2018-19	2019-20	2020-21	2021-22	One-year change	Three-year change
Kent	2.15	2.23	1.60	1.18	-26.5%	-45.3%
Lincolnshire	1.37	1.20	1.28	0.97	-24.0%	-29.1%
Hertfordshire	0.94	1.07	0.95	0.74	-21.4%	-20.7%
N. Ireland	3.30	3.02	2.64	2.11	-20.2%	-36.2%
Surrey	1.17	1.09	0.57	0.49	-13.5%	-58.1%
Derbyshire	1.24	1.42	1.07	0.95	-10.6%	-22.9%
South Wales	2.44	2.64	2.30	2.25	-2.3%	-7.9%
Lancashire	1.51	1.76	1.12	1.13	+0.7%	-25.3%
Avon	2.79	2.40	1.92	1.97	+2.9%	-29.2%
Leicestershire	2.00	1.88	1.23	1.31	+6.0%	-34.7%
Staffordshire	1.21	1.62	1.19	1.29	+8.1%	+6.5%
Hereford & Worcester	0.80	0.70	0.44	0.48	+8.1%	-39.7%
Nottinghamshire	2.18	1.54	1.34	1.51	+12.3%	-31.0%
Cheshire	1.22	1.17	0.77	0.91	+18.3%	-25.5%
Cleveland	3.44	4.10	3.60	4.70	+30.5%	+36.6%
Humberside	2.94	2.78	1.76	2.74	+56.1%	-6.9%
Hampshire	1.15	1.11	0.99	1.90	+91.4%	+65.6%
<i>Family Group 4 Average</i>	<i>1.87</i>	<i>1.87</i>	<i>1.46</i>	<i>1.57</i>	<i>+7.5%</i>	<i>-16.4%</i>

### Q4 YTD comparison ranked by 2021-22 performance

Rank	Service	2021-22
1	Hereford & Worcester	0.48
2	Surrey	0.49
3	Hertfordshire	0.74
4	Cheshire	0.91
5	Derbyshire	0.95
6	Lincolnshire	0.97
7	Lancashire	1.13
8	Kent	1.18
9	Staffordshire	1.29
10	Leicestershire	1.31
11	Nottinghamshire	1.51
12	Hampshire	1.90
13	Avon	1.97
14	N. Ireland	2.11
15	South Wales	2.25
16	Humberside	2.74
17	Cleveland	4.70
	<i>Family Group 4 Average</i>	<i>1.57</i>





## BV 206iii - Deliberate secondary fires excluding vehicles per 10,000 population

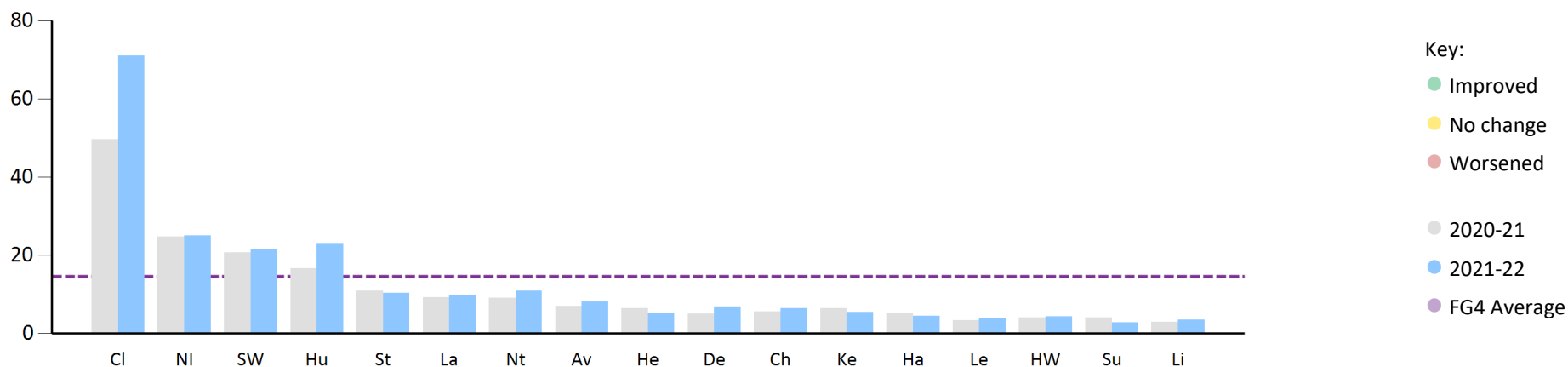
### Q4 YTD performance comparison ranked by one-year percentage change

Service	2018-19	2019-20	2020-21	2021-22	One-year change	Three-year change
Surrey	3.45	3.84	4.10	2.84	-30.6%	-17.6%
Hertfordshire	8.17	6.04	6.38	5.22	-18.3%	-36.2%
Kent	5.94	5.65	6.43	5.50	-14.5%	-7.5%
Hampshire	5.55	5.13	5.21	4.48	-14.0%	-19.2%
Staffordshire	17.26	9.48	10.84	10.37	-4.4%	-39.9%
N. Ireland	31.22	20.37	24.67	24.99	+1.3%	-20.0%
South Wales	28.44	20.22	20.73	21.56	+4.0%	-24.2%
Hereford & Worcester	4.82	3.42	4.12	4.33	+5.1%	-10.2%
Lancashire	13.86	10.98	9.26	9.76	+5.3%	-29.6%
Cheshire	7.78	6.26	5.64	6.39	+13.3%	-17.9%
Leicestershire	5.11	3.60	3.35	3.83	+14.3%	-25.2%
Avon	9.92	7.26	7.04	8.13	+15.5%	-18.0%
Lincolnshire	3.41	3.00	2.97	3.47	+17.0%	+2.0%
Nottinghamshire	13.78	9.49	9.02	10.93	+21.2%	-20.7%
Derbyshire	7.99	5.32	5.05	6.88	+36.3%	-13.9%
Humberside	23.96	21.64	16.69	23.05	+38.1%	-3.8%
Cleveland	57.62	57.81	49.56	71.06	+43.4%	+23.3%
<i>Family Group 4 Average</i>	<i>14.61</i>	<i>11.74</i>	<i>11.24</i>	<i>13.11</i>	<i>+16.6%</i>	<i>-10.3%</i>

### Q4 YTD comparison ranked by 2021-22 performance

Rank	Service	2021-22
1	Surrey	2.84
2	Lincolnshire	3.47
3	Leicestershire	3.83
4	Hereford & Worcester	4.33
5	Hampshire	4.48
6	Hertfordshire	5.22
7	Kent	5.50
8	Cheshire	6.39
9	Derbyshire	6.88
10	Avon	8.13
11	Lancashire	9.76
12	Staffordshire	10.37
13	Nottinghamshire	10.93
14	South Wales	21.56
15	Humberside	23.05
16	N. Ireland	24.99
17	Cleveland	71.06
	<i>Family Group 4 Average</i>	<i>13.11</i>

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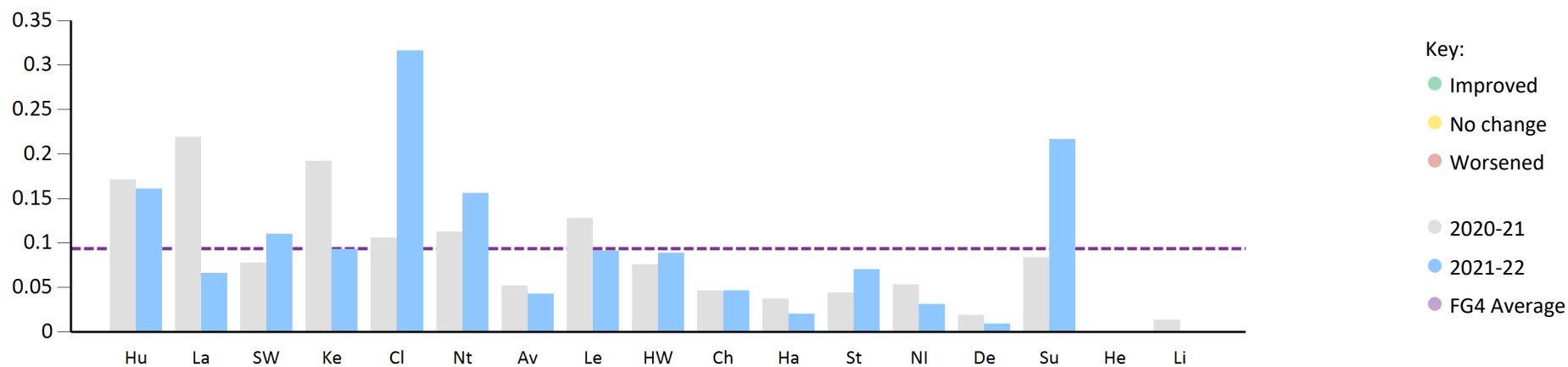
## BV 206iv - Deliberate secondary fires in vehicles per 10,000 population

### Q4 YTD performance comparison ranked by one-year percentage change

Service	2018-19	2019-20	2020-21	2021-22	One-year change	Three-year change
Lincolnshire	0.00	0.00	0.01	0.00	-100.0%	None
Lancashire	0.23	0.23	0.22	0.07	-69.8%	-71.9%
Kent	0.13	0.12	0.19	0.09	-51.7%	-28.8%
Derbyshire	0.02	0.02	0.02	0.01	-50.0%	-50.0%
Hampshire	0.06	0.06	0.04	0.02	-46.2%	-68.6%
N. Ireland	0.04	0.03	0.05	0.03	-41.0%	-28.9%
Leicestershire	0.08	0.14	0.13	0.09	-29.0%	+9.4%
Avon	0.10	0.03	0.05	0.04	-17.6%	-58.8%
Humberside	0.27	0.11	0.17	0.16	-6.2%	-40.0%
Cheshire	0.07	0.07	0.05	0.05	None	-29.3%
Hereford & Worcester	0.08	0.09	0.08	0.09	+16.2%	+14.9%
Nottinghamshire	0.12	0.26	0.11	0.16	+38.5%	+28.6%
South Wales	0.19	0.10	0.08	0.11	+41.7%	-42.1%
Staffordshire	0.04	0.02	0.04	0.07	+60.0%	+58.8%
Surrey	0.02	0.06	0.08	0.22	+159.2%	+1184.2%
Cleveland	0.12	0.11	0.11	0.32	+198.1%	+155.5%
Hertfordshire	0.00	0.00	0.00	0.00	None	None
<i>Family Group 4 Average</i>	<i>0.09</i>	<i>0.08</i>	<i>0.08</i>	<i>0.09</i>	<i>+6.0%</i>	<i>-4.3%</i>

### Q4 YTD comparison ranked by 2021-22 performance

Rank	Service	2021-22
1	Hertfordshire	0.00
1	Lincolnshire	0.00
3	Derbyshire	0.01
4	Hampshire	0.02
5	N. Ireland	0.03
6	Avon	0.04
7	Cheshire	0.05
8	Lancashire	0.07
9	Staffordshire	0.07
10	Hereford & Worcester	0.09
11	Leicestershire	0.09
12	Kent	0.09
13	South Wales	0.11
14	Nottinghamshire	0.16
15	Humberside	0.16
16	Surrey	0.22
17	Cleveland	0.32
	<i>Family Group 4 Average</i>	<i>0.09</i>



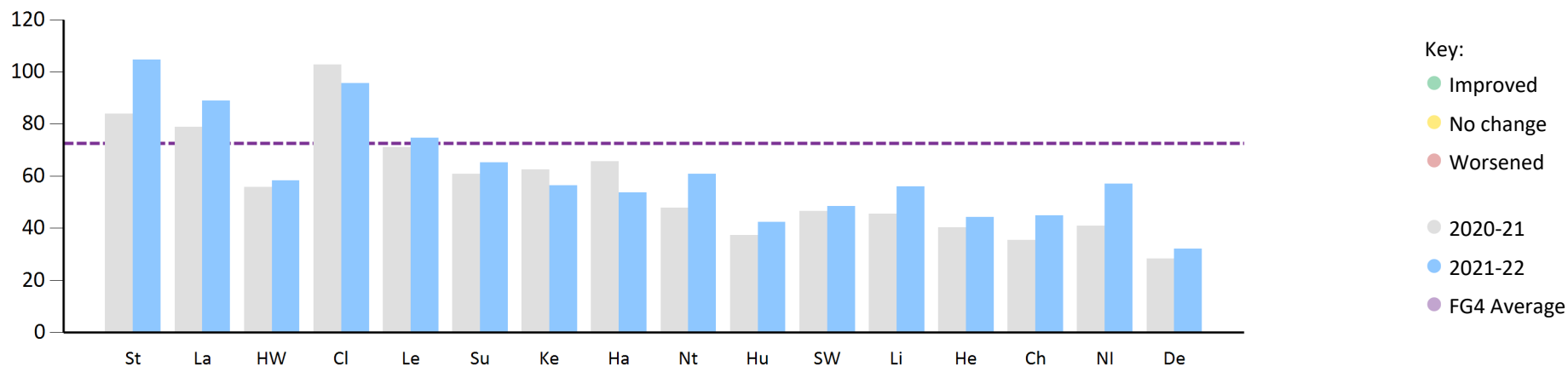
## BV 207 - Fires in non-domestic premises per 1,000 non-domestic premises

### Q4 YTD performance comparison ranked by one-year percentage change

Service	2018-19	2019-20	2020-21	2021-22	One-year change	Three-year change
Kent	81.21	72.10	62.42	56.44	-9.6%	-30.5%
Cleveland	85.66	86.88	102.67	95.51	-7.0%	+11.5%
Hampshire	72.81	79.47	65.57	53.66	-18.2%	-26.3%
South Wales	58.53	55.81	46.60	48.43	+3.9%	-17.3%
Leicestershire	85.49	78.61	71.13	74.68	+5.0%	-12.6%
Hereford & Worcester	89.55	86.43	55.80	58.32	+4.5%	-34.9%
Surrey	81.63	81.69	60.90	65.16	+7.0%	-20.2%
Hertfordshire	56.49	51.03	40.17	44.25	+10.1%	-21.7%
Lancashire	100.67	86.42	78.82	88.92	+12.8%	-11.7%
Humberside	60.52	52.92	37.42	42.39	+13.3%	-30.0%
Derbyshire	37.78	33.34	28.23	32.00	+13.4%	-15.3%
Lincolnshire	57.64	67.84	45.49	56.07	+23.3%	-2.7%
N. Ireland	52.41	53.52	40.97	57.06	+39.3%	+8.9%
Staffordshire	114.31	103.22	83.95	104.67	+24.7%	-8.4%
Nottinghamshire	72.10	77.73	47.88	60.83	+27.1%	-15.6%
Cheshire	53.28	51.03	35.53	44.91	+26.4%	-15.7%
<i>Family Group 4 Average</i>	<i>72.51</i>	<i>69.88</i>	<i>56.47</i>	<i>61.46</i>	<i>+8.8%</i>	<i>-15.2%</i>

### Q4 YTD comparison ranked by 2021-22 performance

Rank	Service	2021-22
1	Derbyshire	32.00
2	Humberside	42.39
3	Hertfordshire	44.25
4	Cheshire	44.91
5	South Wales	48.43
6	Hampshire	53.66
7	Lincolnshire	56.07
8	Kent	56.44
9	N. Ireland	57.06
10	Hereford & Worcester	58.32
11	Nottinghamshire	60.83
12	Surrey	65.16
13	Leicestershire	74.68
14	Lancashire	88.92
15	Cleveland	95.51
16	Staffordshire	104.67
	<i>Family Group 4 Average</i>	<i>61.46</i>



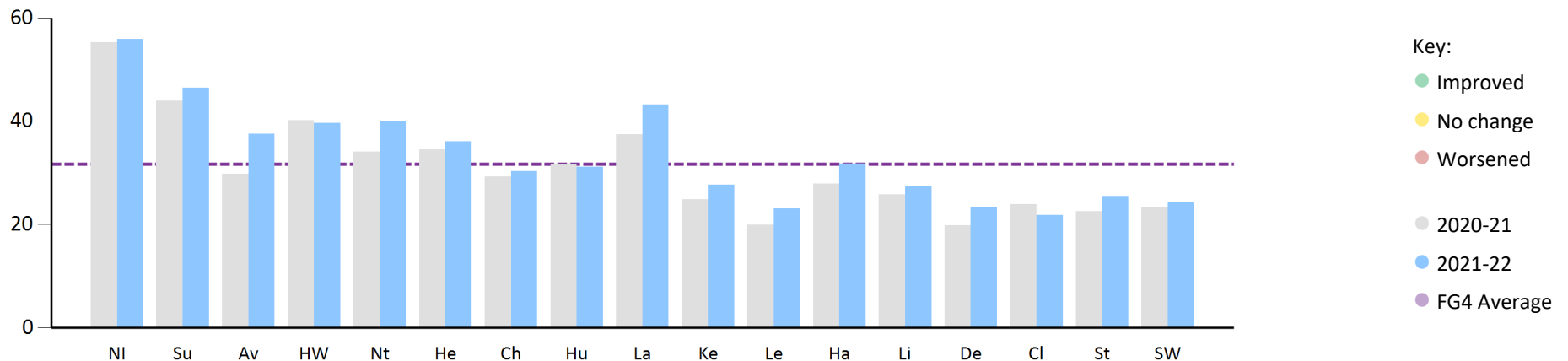
## AFAs in dwellings attended per 10,000 dwellings

### Q4 YTD performance comparison ranked by one-year percentage change

Service	2018-19	2019-20	2020-21	2021-22	One-year change	Three-year change
Cleveland	22.23	23.23	23.91	21.84	-8.7%	-1.7%
Humberside	29.89	32.34	31.52	31.12	-1.3%	+4.1%
Hereford & Worcester	37.75	39.34	40.16	39.59	-1.4%	+4.9%
N. Ireland	64.70	57.60	55.23	55.85	+1.1%	-13.7%
Cheshire	30.38	30.36	29.23	30.32	+3.8%	-0.2%
South Wales	14.74	18.51	23.41	24.36	+4.1%	+65.3%
Hertfordshire	32.47	35.22	34.48	36.06	+4.6%	+11.1%
Lincolnshire	25.02	28.66	25.79	27.37	+6.1%	+9.4%
Surrey	53.00	51.85	43.89	46.43	+5.8%	-12.4%
Kent	27.63	29.06	24.79	27.65	+11.5%	+0.1%
Staffordshire	21.25	25.04	22.51	25.52	+13.4%	+20.1%
Leicestershire	27.02	28.31	19.90	23.05	+15.8%	-14.7%
Lancashire	29.72	34.52	37.45	43.15	+15.2%	+45.2%
Nottinghamshire	33.22	33.96	34.05	39.97	+17.4%	+20.3%
Derbyshire	22.40	23.06	19.77	23.29	+17.8%	+4.0%
Avon	41.60	44.73	29.78	37.53	+26.0%	-9.8%
Hampshire	25.37	29.43	27.85	31.81	+14.2%	+25.4%
<i>Family Group 4 Average</i>	<i>31.67</i>	<i>33.25</i>	<i>30.81</i>	<i>33.23</i>	<i>+7.9%</i>	<i>+4.9%</i>

### Q4 YTD comparison ranked by 2021-22 performance

Rank	Service	2021-22
1	Cleveland	21.84
2	Leicestershire	23.05
3	Derbyshire	23.29
4	South Wales	24.36
5	Staffordshire	25.52
6	Lincolnshire	27.37
7	Kent	27.65
8	Cheshire	30.32
9	Humberside	31.12
10	Hampshire	31.81
11	Hertfordshire	36.06
12	Avon	37.53
13	Hereford & Worcester	39.59
14	Nottinghamshire	39.97
15	Lancashire	43.15
16	Surrey	46.43
17	N. Ireland	55.85
	<i>Family Group 4 Average</i>	<i>33.23</i>



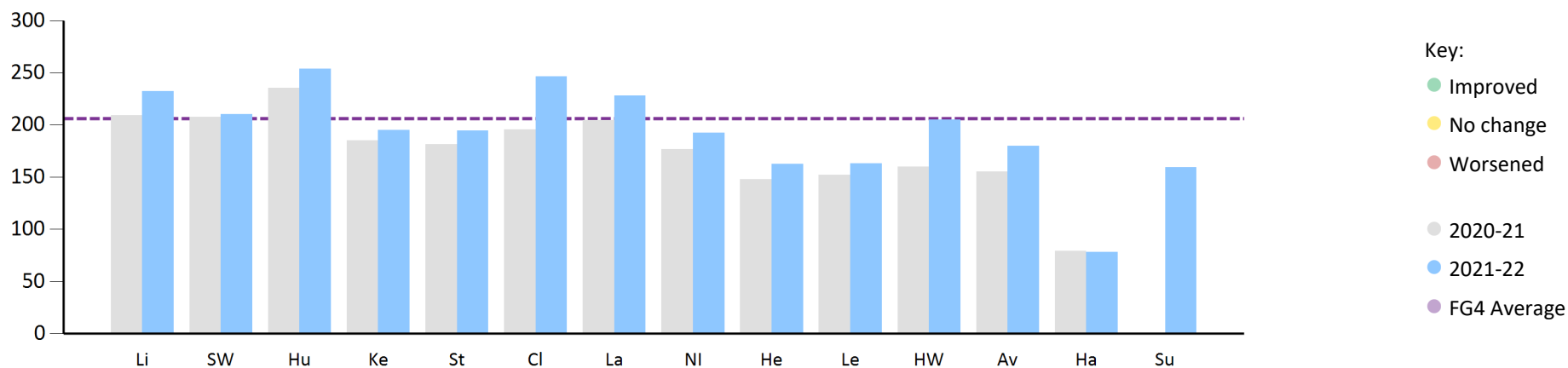
## All emergency calls received per 10,000 population

### Q4 YTD performance comparison ranked by one-year percentage change

Service	2018-19	2019-20	2020-21	2021-22	One-year change	Three-year change
South Wales	252.98	215.58	207.73	210.26	+1.2%	-16.9%
Hampshire	85.11	82.35	79.39	77.86	-1.9%	-8.5%
Kent	236.54	212.38	185.04	195.12	+5.4%	-17.5%
Staffordshire	232.00	183.33	181.50	194.43	+7.1%	-16.2%
Humberside	249.74	256.46	235.46	253.46	+7.6%	+1.5%
Leicestershire	176.84	160.94	152.17	163.05	+7.2%	-7.8%
Hertfordshire	186.10	158.31	147.64	162.56	+10.1%	-12.6%
N. Ireland	212.77	174.97	176.40	192.14	+8.9%	-9.7%
Lincolnshire	274.25	267.41	209.21	231.96	+10.9%	-15.4%
Lancashire	221.65	216.21	204.23	227.84	+11.6%	+2.8%
Avon	152.25	173.68	155.32	179.98	+15.9%	+18.2%
Cleveland	222.52	223.03	195.64	246.43	+26.0%	+10.7%
Hereford & Worcester	176.43	177.99	159.72	204.78	+28.2%	+16.1%
Surrey				159.47		
<i>Family Group 4 Average</i>	<i>206.09</i>	<i>192.51</i>	<i>176.11</i>	<i>192.81</i>	<i>+9.5%</i>	<i>-6.4%</i>

### Q4 YTD comparison ranked by 2021-22 performance

Rank	Service	2021-22
1	Hampshire	77.86
2	Surrey	159.47
3	Hertfordshire	162.56
4	Leicestershire	163.05
5	Avon	179.98
6	N. Ireland	192.14
7	Staffordshire	194.43
8	Kent	195.12
9	Hereford & Worcester	204.78
10	South Wales	210.26
11	Lancashire	227.84
12	Lincolnshire	231.96
13	Cleveland	246.43
14	Humberside	253.46
	<i>Family Group 4 Average</i>	<i>192.81</i>



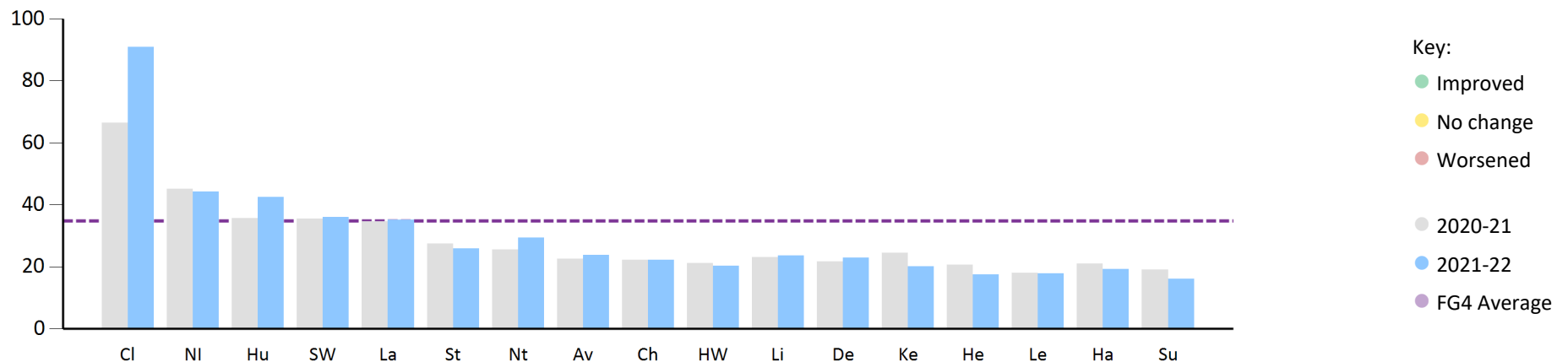
## All fires attended per 10,000 population

### Q4 YTD performance comparison ranked by one-year percentage change

Service	2018-19	2019-20	2020-21	2021-22	One-year change	Three-year change
Kent	24.93	22.99	24.38	20.05	-17.8%	-19.6%
Hertfordshire	24.51	20.80	20.55	17.44	-15.2%	-28.9%
Surrey	21.24	20.09	18.97	16.09	-15.2%	-24.3%
Staffordshire	37.35	26.24	27.51	25.90	-5.9%	-30.7%
Hereford & Worcester	27.91	21.76	21.10	20.27	-3.9%	-27.4%
Hampshire	23.42	21.27	20.95	19.18	-8.5%	-18.1%
N. Ireland	55.45	41.16	45.04	44.24	-1.8%	-20.2%
Cheshire	28.24	22.29	22.16	22.24	+0.4%	-21.2%
Leicestershire	23.68	19.02	17.91	17.89	-0.1%	-24.5%
South Wales	45.27	35.77	35.53	36.07	+1.5%	-20.3%
Lincolnshire	26.94	23.24	23.14	23.55	+1.8%	-12.6%
Lancashire	39.14	33.46	34.58	35.09	+1.5%	-10.3%
Derbyshire	25.29	20.14	21.67	22.81	+5.3%	-9.8%
Avon	29.03	24.31	22.61	23.70	+4.8%	-18.3%
Nottinghamshire	36.29	26.71	25.47	29.35	+15.2%	-19.1%
Humberside	47.84	41.92	35.71	42.49	+19.0%	-11.2%
Cleveland	75.97	75.99	66.43	90.91	+36.9%	+19.7%
<i>Family Group 4 Average</i>	<i>34.85</i>	<i>29.24</i>	<i>28.45</i>	<i>29.84</i>	<i>+4.9%</i>	<i>-14.4%</i>

### Q4 YTD comparison ranked by 2021-22 performance

Rank	Service	2021-22
1	Surrey	16.09
2	Hertfordshire	17.44
3	Leicestershire	17.89
4	Hampshire	19.18
5	Kent	20.05
6	Hereford & Worcester	20.27
7	Cheshire	22.24
8	Derbyshire	22.81
9	Lincolnshire	23.55
10	Avon	23.70
11	Staffordshire	25.90
12	Nottinghamshire	29.35
13	Lancashire	35.09
14	South Wales	36.07
15	Humberside	42.49
16	N. Ireland	44.24
17	Cleveland	90.91
	<i>Family Group 4 Average</i>	<i>29.84</i>



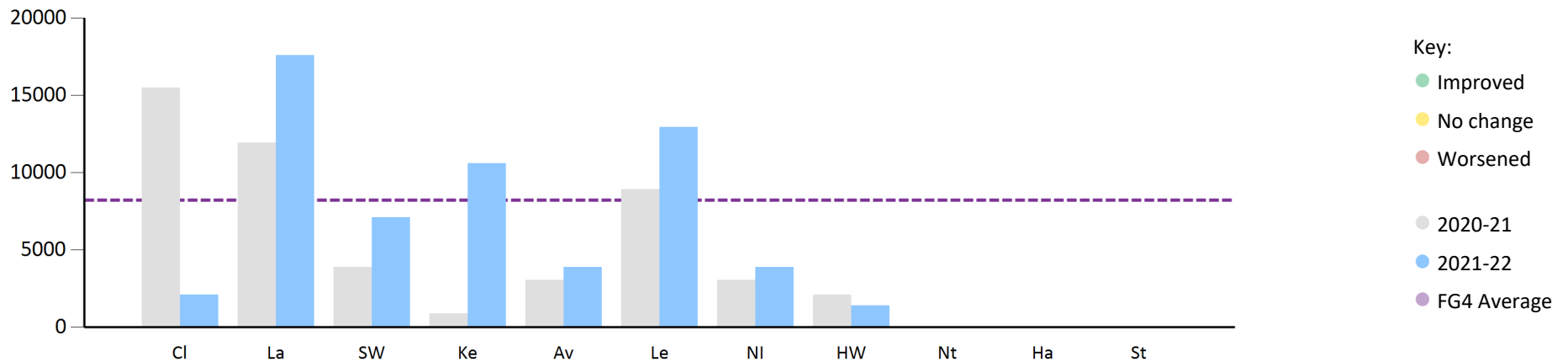
## Home fire safety assessments delivered

### Q4 YTD performance comparison ranked by one-year percentage change

Service	2018-19	2019-20	2020-21	2021-22	One-year change	Three-year change
Kent	11880	9100	891	10596	+1089.2%	-10.8%
South Wales	16992	15814	3889	7085	+82.2%	-58.3%
Lancashire	17524	19589	11906	17591	+47.7%	+0.4%
Leicestershire	7506	6993	8915	12939	+45.1%	+72.4%
N. Ireland	5272	6980	3039	3892	+28.1%	-26.2%
Avon	8162	6444	3027	3871	+27.9%	-52.6%
Hereford & Worcester	4016	3869	2080	1392	-33.1%	-65.3%
Cleveland	18807	17847	15474	2109	-86.4%	-88.8%
Nottinghamshire	74	166	1	0	-100.0%	-100.0%
Hampshire	0	0	0	0	None	None
Staffordshire	0	0	0	0	None	None
<i>Family Group 4 Average</i>	<i>8203</i>	<i>7891</i>	<i>4475</i>	<i>5407</i>	<i>+20.8%</i>	<i>-34.1%</i>

### Q4 YTD comparison ranked by 2021-22 performance

Rank	Service	2021-22
1	Lancashire	17591
2	Leicestershire	12939
3	Kent	10596
4	South Wales	7085
5	N. Ireland	3892
6	Avon	3871
7	Cleveland	2109
8	Hereford & Worcester	1392
9	Hampshire	0
9	Nottinghamshire	0
9	Staffordshire	0
<i>Family Group 4 Average</i>		<i>5407</i>



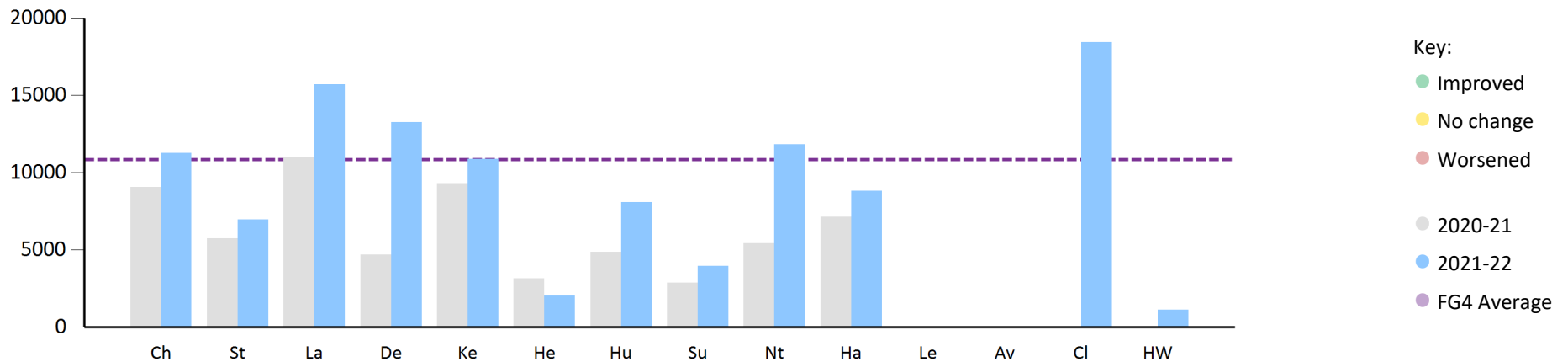
## Safe and well checks delivered

### Q4 YTD performance comparison ranked by one-year percentage change

Service	2018-19	2019-20	2020-21	2021-22	One-year change	Three-year change
Derbyshire	13052	12756	4669	13228	+183.3%	+1.3%
Nottinghamshire	4143	7535	5426	11819	+117.8%	+185.3%
Humberside	5953	6178	4848	8070	+66.5%	+35.6%
Lancashire	15288	17938	10984	15688	+42.8%	+2.6%
Surrey	4786	4824	2881	3954	+37.2%	-17.4%
Cheshire	40959	31758	9055	11268	+24.4%	-72.5%
Hampshire	2528	5078	7142	8797	+23.2%	+248.0%
Staffordshire	24664	26949	5717	6970	+21.9%	-71.7%
Kent	11790	11246	9290	10872	+17.0%	-7.8%
Hertfordshire	6714	7045	3132	2014	-35.7%	-70.0%
Avon	0	0	0	0	None	None
Leicestershire	107	0	0	0	None	-100.0%
Cleveland				18403		
Hereford & Worcester		88		1107		
<b>Family Group 4 Average</b>	<b>10832</b>	<b>10107</b>	<b>5262</b>	<b>8014</b>	<b>+52.3%</b>	<b>-26.0%</b>

### Q4 YTD comparison ranked by 2021-22 performance

Rank	Service	2021-22
1	Cleveland	18403
2	Lancashire	15688
3	Derbyshire	13228
4	Nottinghamshire	11819
5	Cheshire	11268
6	Kent	10872
7	Hampshire	8797
8	Humberside	8070
9	Staffordshire	6970
10	Surrey	3954
11	Hertfordshire	2014
12	Hereford & Worcester	1107
13	Avon	0
13	Leicestershire	0
	<b>Family Group 4 Average</b>	<b>8014</b>





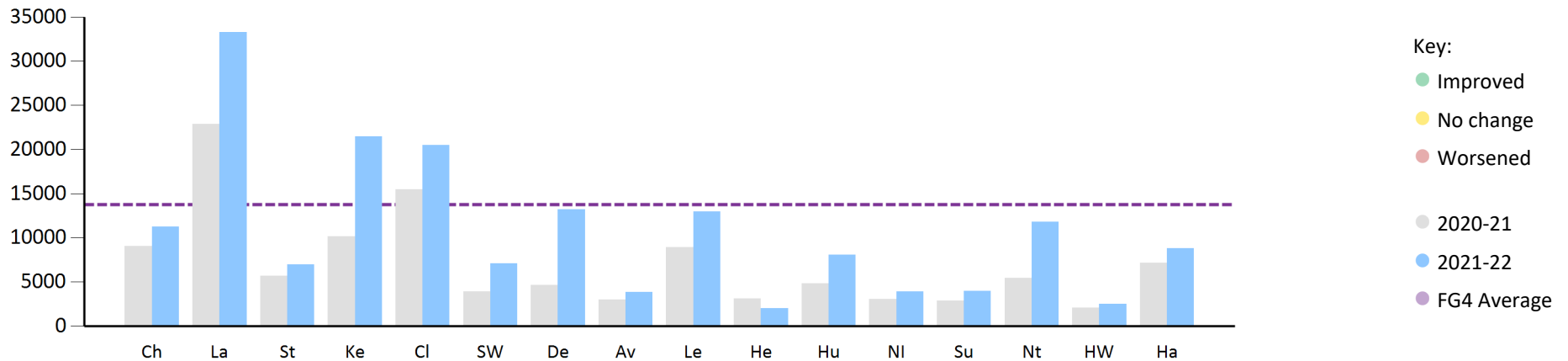
## Total home fire safety and safe and well checks delivered

### Q4 YTD performance comparison ranked by one-year percentage change

Service	2018-19	2019-20	2020-21	2021-22	One-year change	Three-year change
Derbyshire	13052	12756	4669	13228	+183.3%	+1.3%
Nottinghamshire	4217	7701	5427	11819	+117.8%	+180.3%
Kent	23670	20346	10181	21468	+110.9%	-9.3%
South Wales	16992	15814	3889	7085	+82.2%	-58.3%
Humberside	5953	6178	4848	8070	+66.5%	+35.6%
Lancashire	32812	37527	22890	33279	+45.4%	+1.4%
Leicestershire	7613	6993	8915	12939	+45.1%	+70.0%
Surrey	4786	4824	2881	3954	+37.2%	-17.4%
Cleveland	18807	17847	15474	20512	+32.6%	+9.1%
N. Ireland	5272	6980	3039	3892	+28.1%	-26.2%
Avon	8162	6444	3027	3871	+27.9%	-52.6%
Cheshire	40959	31758	9055	11268	+24.4%	-72.5%
Hampshire	2528	5078	7142	8797	+23.2%	+248.0%
Staffordshire	24664	26949	5717	6970	+21.9%	-71.7%
Hereford & Worcester	4016	3957	2080	2499	+20.1%	-37.8%
Hertfordshire	6714	7045	3132	2014	-35.7%	-70.0%
<b>Family Group 4 Average</b>	<b>13764</b>	<b>13637</b>	<b>7023</b>	<b>10729</b>	<b>+52.8%</b>	<b>-22.0%</b>

### Q4 YTD comparison ranked by 2021-22 performance

Rank	Service	2021-22
1	Lancashire	33279
2	Kent	21468
3	Cleveland	20512
4	Derbyshire	13228
5	Leicestershire	12939
6	Nottinghamshire	11819
7	Cheshire	11268
8	Hampshire	8797
9	Humberside	8070
10	South Wales	7085
11	Staffordshire	6970
12	Surrey	3954
13	N. Ireland	3892
14	Avon	3871
15	Hereford & Worcester	2499
16	Hertfordshire	2014
<b>Family Group 4 Average</b>		<b>10729</b>



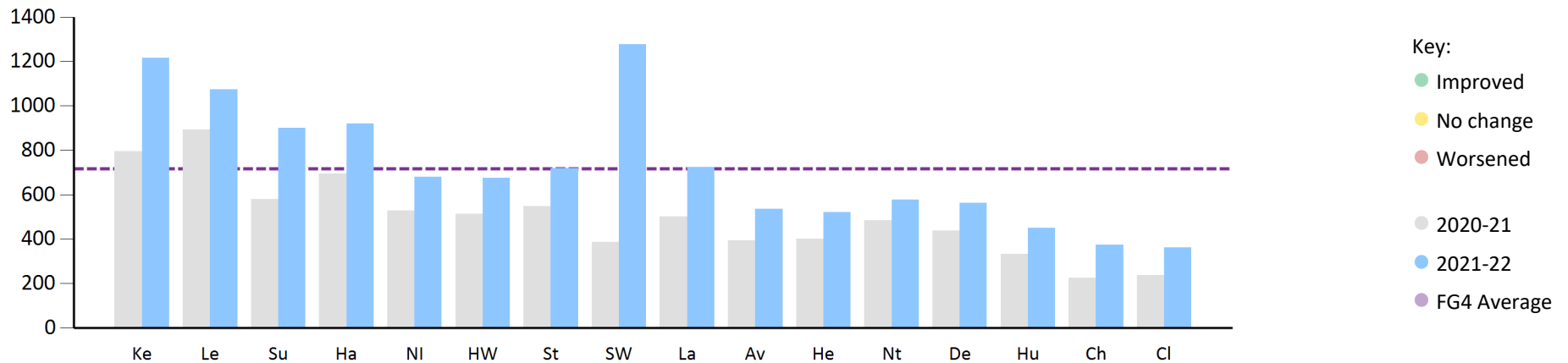
## RTCs attended

### Q4 YTD performance comparison ranked by one-year percentage change

Service	2018-19	2019-20	2020-21	2021-22	One-year change	Three-year change
Nottinghamshire	560	574	485	577	+19.0%	+3.0%
Leicestershire	1217	1182	894	1075	+20.2%	-11.7%
Derbyshire	543	590	439	562	+28.0%	+3.5%
N. Ireland	744	737	528	680	+28.8%	-8.6%
Hertfordshire	594	546	401	521	+29.9%	-12.3%
Staffordshire	691	702	549	718	+30.8%	+3.9%
Hereford & Worcester	706	710	514	675	+31.3%	-4.4%
Hampshire	841	987	694	920	+32.6%	+9.4%
Humberside	506	448	333	450	+35.1%	-11.1%
Avon	611	588	393	535	+36.1%	-12.4%
Lancashire	647	706	502	724	+44.2%	+11.9%
Cleveland	321	324	238	361	+51.7%	+12.5%
Kent	1303	1143	794	1216	+53.1%	-6.7%
Surrey	1139	1002	579	901	+55.6%	-20.9%
Cheshire	373	384	225	374	+66.2%	+0.3%
South Wales	675	845	386	1276	+230.6%	+89.0%
<i>Family Group 4 Average</i>	<i>717</i>	<i>717</i>	<i>497</i>	<i>723</i>	<i>+45.4%</i>	<i>+0.8%</i>

### Q4 YTD comparison ranked by 2021-22 performance

Rank	Service	2021-22
1	Cleveland	361
2	Cheshire	374
3	Humberside	450
4	Hertfordshire	521
5	Avon	535
6	Derbyshire	562
7	Nottinghamshire	577
8	Hereford & Worcester	675
9	N. Ireland	680
10	Staffordshire	718
11	Lancashire	724
12	Surrey	901
13	Hampshire	920
14	Leicestershire	1075
15	Kent	1216
16	South Wales	1276
	<i>Family Group 4 Average</i>	<i>723</i>



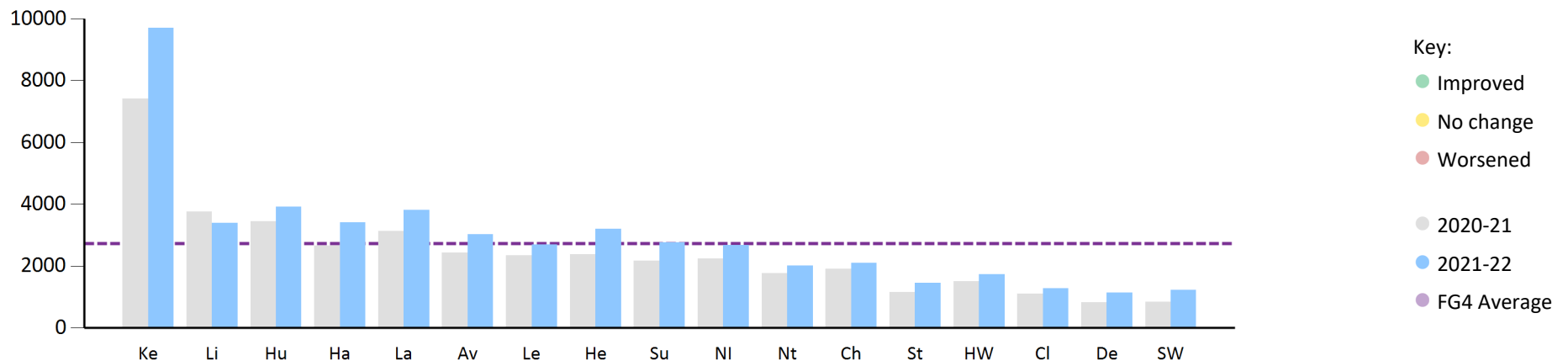
## Other ESS incidents

### Q4 YTD performance comparison ranked by one-year percentage change

Service	2018-19	2019-20	2020-21	2021-22	One-year change	Three-year change
Lincolnshire	5328	4037	3755	3397	-9.5%	-36.2%
Cheshire	1805	2084	1902	2088	+9.8%	+15.7%
Humberside	3398	3356	3438	3910	+13.7%	+15.1%
Hereford & Worcester	1217	2073	1508	1723	+14.3%	+41.6%
Leicestershire	2422	2858	2340	2682	+14.6%	+10.7%
Nottinghamshire	2022	2035	1756	2017	+14.9%	-0.2%
Cleveland	984	1013	1098	1283	+16.8%	+30.4%
N. Ireland	2252	2282	2236	2665	+19.2%	+18.3%
Lancashire	2798	3263	3122	3816	+22.2%	+36.4%
Avon	2642	2762	2420	3016	+24.6%	+14.2%
Staffordshire	1259	1429	1146	1453	+26.8%	+15.4%
Surrey	2283	2427	2173	2765	+27.2%	+21.1%
Hampshire	3142	3178	2653	3400	+28.2%	+8.2%
Kent	11040	9663	7409	9702	+30.9%	-12.1%
Hertfordshire	2319	2549	2372	3195	+34.7%	+37.8%
Derbyshire	814	1082	829	1143	+37.9%	+40.4%
South Wales	485	831	834	1219	+46.2%	+151.3%
<i>Family Group 4 Average</i>	<i>2718</i>	<i>2760</i>	<i>2411</i>	<i>2910</i>	<i>+20.7%</i>	<i>+7.1%</i>

### Q4 YTD comparison ranked by 2021-22 performance

Rank	Service	2021-22
1	Derbyshire	1143
2	South Wales	1219
3	Cleveland	1283
4	Staffordshire	1453
5	Hereford & Worcester	1723
6	Nottinghamshire	2017
7	Cheshire	2088
8	N. Ireland	2665
9	Leicestershire	2682
10	Surrey	2765
11	Avon	3016
12	Hertfordshire	3195
13	Lincolnshire	3397
14	Hampshire	3400
15	Lancashire	3816
16	Humberside	3910
17	Kent	9702
	<i>Family Group 4 Average</i>	<i>2910</i>



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**Status of Report:** Public

**Meeting:** Corporate Governance Committee

**Date:** 13 July 2022

**Subject:** External Audit Strategy Memorandum

**Report by:** The Treasurer

**Author:** Deputy Director of Finance, Leicester City Council

**For:** Information

### **Purpose**

1. The Combined Fire Authority's (CFA's) external auditor, Mazars LLP, has requested that its Audit Strategy Memorandum for the year ended 31 March 2022 is presented to the Corporate Governance Committee for consideration.

### **Recommendation**

2. The Corporate Governance Committee is asked to note the External Audit Strategy Memorandum for the year ended 31 March 2022.

### **Executive Summary**

3. The Audit Strategy Memorandum plan for the 2021/2022 external audit of the CFA (attached at Appendix 1) includes detail of matters such as Mazars' audit scope and approach, significant audit risks and key judgement areas, value for money work and the scale of audit fees. An explanation of their commitment to independence is also provided.
4. Mazars considers that two-way communication with the Committee is key to a successful audit. This includes sharing information and seeking the Committee's views of risks that may affect the audit. This is set out in a letter at page 3 of the Appendix.
5. The audit is expected to complete by November 2022. The CFA will be asked to approve the audited accounts and associated documents by 30 November, in line with the Accounts and Audit Regulations.

### **Report**

#### External Auditor's Progress Report

6. The Audit Strategy Memorandum plan for the 2021/2022 external audit is attached at Appendix 1.

### **Report Implications/Impact**

7. Legal (including crime and disorder)

The Local Audit and Accountability Act 2014 introduced a Code of Audit Practice prescribing the way in which audit functions are to be undertaken. The Code includes an expectation that the auditors should adopt a constructive approach to their work including sharing and agreeing an audit plan at an early stage with the audited body.

8. Financial (including value for money, benefits and efficiencies)

Mazars proposes an audit fee of £34,220, as set out at page 20 of the Appendix. This is in line with 2020/21 fees and the national position.

9. Risk (including corporate and operational, health and safety and any impact on the continuity of service delivery)

External Audit provides reassurance to the general public that the CFA is meeting its statutory obligations. They also work with Internal Audit and the Treasurer in ensuring that effective internal control procedures are in place.

10. Staff, Service Users and Stakeholders (including the Equality Impact Assessment)

None arising directly from the report.

11. Environmental

None arising directly from the report.

12. Impact upon "Our Plan" Objectives

The external audit work will support the Finance and Resources and Governance strategies in demonstrating value for money and providing assurance.

### **Background Papers**

None

### **Appendix**

Audit Strategy Memorandum

### **Officers to Contact**

Alison Greenhill, Treasurer  
[alison.greenhill@leicester.gov.uk](mailto:alison.greenhill@leicester.gov.uk)  
 0116 454 4001

Colin Sharpe, Deputy Director of Finance, Leicester City Council  
[colin.sharpe@leicester.gov.uk](mailto:colin.sharpe@leicester.gov.uk)  
 0116 454 4081

# Audit Strategy Memorandum

Leicester, Leicestershire and Rutland  
Combined Fire Authority

Year ending 31 March 2022



# Contents

- 01 Engagement and responsibilities summary
- 02 Your audit engagement team
- 03 Audit scope, approach and timeline
- 04 Significant risks and other key judgement areas
- 05 Value for money
- 06 Fees for audit and other services
- 07 Our commitment to independence
- 08 Materiality and misstatements

Appendix – Key communication points

This document is to be regarded as confidential to Leicester, Leicestershire and Rutland Combined Fire Authority It has been prepared for the sole use of the Corporate Governance Committee as the appropriate sub-committee charged with governance. No responsibility is accepted to any other person in respect of the whole or part of its contents. Our written consent must first be obtained before this document, or any part of it, is disclosed to a third party.



Members of the Corporate Governance Committee  
Leicester, Leicestershire & Rutland Combined Fire Authority  
12 Geoff Monk Way  
Birstall  
Leicester  
LE4 3BU

27 June 2022

Dear Committee Members

## Audit Strategy Memorandum – Year ending 31 March 2022

We are pleased to present our Audit Strategy Memorandum for Leicester, Leicestershire and Rutland Combined Fire Authority for the year ending 31 March 2022. The purpose of this document is to summarise our audit approach, highlight significant audit risks and areas of key judgements and provide you with the details of our audit team. As it is a fundamental requirement that an auditor is, and is seen to be, independent of its clients, section 7 of this document also summarises our considerations and conclusions on our independence as auditors. We consider two-way communication with you to be key to a successful audit and important in:

- reaching a mutual understanding of the scope of the audit and the responsibilities of each of us;
- sharing information to assist each of us to fulfil our respective responsibilities;
- providing you with constructive observations arising from the audit process; and
- ensuring that we, as external auditors, gain an understanding of your attitude and views in respect of the internal and external operational, financial, compliance and other risks facing the Fire Authority which may affect the audit, including the likelihood of those risks materialising and how they are monitored and managed.

With that in mind, we see this document, which has been prepared following our initial planning discussions with management, as being the basis for a discussion around our audit approach, any questions, concerns or input you may have on our approach or role as auditor. This document also contains an appendix that outlines our key communications with you during the course of the audit,

Client service is extremely important to us and we strive to provide technical excellence with the highest level of service quality, together with continuous improvement to exceed your expectations so, if you have any concerns or comments about this document or audit approach, please get in touch.

Yours faithfully

*Gavin Barker*

Gavin Barker  
Mazars LLP

Mazars LLP – First floor, Two Chamberlain Square, Birmingham, B3 3AX  
Tel: 0121 232 9500 – [www.mazars.co.uk](http://www.mazars.co.uk)

Mazars LLP is the UK firm of Mazars, an integrated international advisory and accountancy organisation. Mazars LLP is a limited liability partnership registered in England and Wales with registered number OC308299 and with its registered office at Tower Bridge House, St Katharine's Way, London E1W 1DD.

We are registered to carry on audit work in the UK by the Institute of Chartered Accountants in England and Wales. Details about our audit registration can be viewed at [www.auditregister.org.uk](http://www.auditregister.org.uk) under reference number C001139861. VAT number: 839 8356 73

Mazars LLP  
The Corner  
Bank Chambers  
26 Moseley Steet  
Newcastle Upon Tyne  
NE1 1DF

# 01

Section 01:

## **Engagement and responsibilities summary**

# 1. Engagement and responsibilities summary

## Overview of engagement

We are appointed to perform the external audit of Leicester, Leicestershire and Rutland Combined Fire Authority for the year to 31 March 2022. The scope of our engagement is set out in the Statement of Responsibilities of Auditors and Audited Bodies, issued by Public Sector Audit Appointments Ltd (PSAA) available from the PSAA website: <https://www.psa.co.uk/managing-audit-quality/statement-of-responsibilities-of-auditors-and-audited-bodies/>. Our responsibilities are principally derived from the Local Audit and Accountability Act 2014 (the 2014 Act) and the Code of Audit Practice issued by the National Audit Office (NAO), as outlined below.

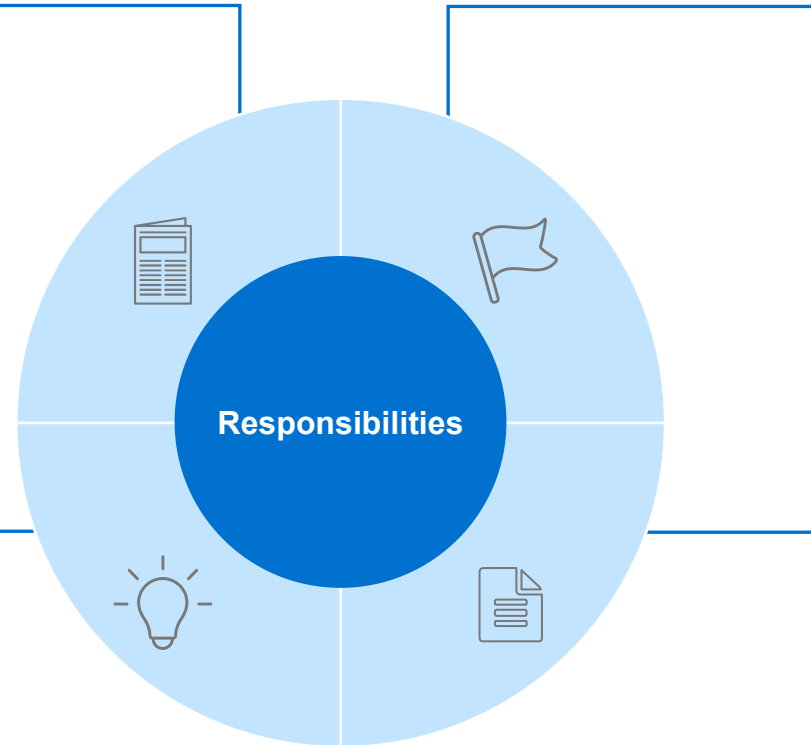
### Audit opinion

We are responsible for forming and expressing an opinion on the financial statements. Our audit does not relieve management or Corporate Governance Committee as those charged with governance, of their responsibilities.

The Treasurer is responsible for the assessment of whether it is appropriate for the Authority to prepare its accounts on a going concern basis. As auditors, we are required to obtain sufficient appropriate audit evidence regarding, and conclude on: a) whether a material uncertainty related to going concern exists; and b) consider the appropriateness of the Treasurer's use of the going concern basis of accounting in the preparation of the financial statements.

### Value for money

We are also responsible for forming a commentary on the arrangements that the Authority has in place to secure economy, efficiency and effectiveness in its use of resources. We discuss our approach to Value for Money work further in section 5 of this report.



### Fraud

The responsibility for safeguarding assets and for the prevention and detection of fraud, error and non-compliance with law or regulations rests with both those charged with governance and management. This includes establishing and maintaining internal controls over reliability of financial reporting.

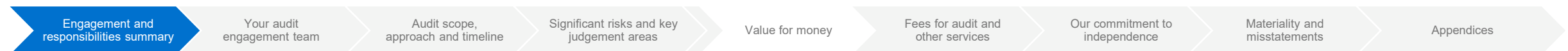
As part of our audit procedures in relation to fraud we are required to enquire of those charged with governance, including key management and Internal audit, as to their knowledge of instances of fraud, the risk of fraud and their views on internal controls that mitigate the fraud risks. In accordance with International Standards on Auditing (UK), we plan and perform our audit so as to obtain reasonable assurance that the financial statements taken as a whole are free from material misstatement, whether caused by fraud or error. However our audit should not be relied upon to identify all such misstatements.

### Wider reporting and electors' rights

We report to the NAO on the consistency of the Authority's financial statements with its Whole of Government Accounts (WGA) submission.

The 2014 Act requires us to give an elector, or any representative of the elector, the opportunity to question us about the accounting records of the Authority and consider any objection made to the accounts. We also have a broad range of reporting responsibilities and powers that are unique to the audit of local authorities in the United Kingdom.

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# 02

Section 02:

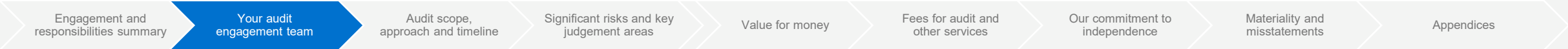
**Your audit engagement team**

# 2. Your audit engagement team

Individual	Role	Contact details
Gavin Barker	Engagement Lead	<a href="mailto:Gavin.barker@mazars.co.uk">Gavin.barker@mazars.co.uk</a> +44 (0) 7896 684 771
Leah Parsons	Audit Manager	<a href="mailto:Leah.parsons@mazars.co.uk">Leah.parsons@mazars.co.uk</a> +44 (0)7387 242 114
David Schofield	Audit Assistant Manager	<a href="mailto:David.Schofield@mazars.co.uk">David.Schofield@mazars.co.uk</a> +44 (0)115 964 4744



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# 03

Section 03:

**Audit scope, approach and timeline**

# 3. Audit scope, approach and timeline

## Audit scope

Our audit approach is designed to provide an audit that complies with all professional requirements.

Our audit of the financial statements will be conducted in accordance with International Standards on Auditing (UK), relevant ethical and professional standards, our own audit approach and in accordance with the terms of our engagement. Our work is focused on those aspects of your activities which we consider to have a higher risk of material misstatement, such as those impacted by management judgement and estimation, application of new accounting standards, changes of accounting policy, changes to operations or areas which have been found to contain material errors in the past.

## Audit approach

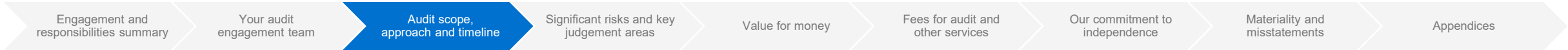
Our audit approach is risk-based and primarily driven by the issues that we consider lead to a higher risk of material misstatement of the accounts. Once we have completed our risk assessment, we develop our audit strategy and design audit procedures in response to this assessment.

If we conclude that appropriately-designed controls are in place then we may plan to test and rely upon these controls. If we decide controls are not appropriately designed, or we decide it would be more efficient to do so, we may take a wholly substantive approach to our audit testing. Substantive procedures are audit procedures designed to detect material misstatements at the assertion level and comprise: tests of details (of classes of transactions, account balances, and disclosures); and substantive analytical procedures. Irrespective of the assessed risks of material misstatement, which take into account our evaluation of the operating effectiveness of controls, we are required to design and perform substantive procedures for each material class of transactions, account balance, and disclosure.

Our audit will be planned and performed so as to provide reasonable assurance that the financial statements are free from material misstatement and give a true and fair view. The concept of materiality and how we define a misstatement is explained in more detail in section 8.

The diagram on the next page outlines the procedures we perform at the different stages of the audit and the indicative timeline at this stage based on the current national timetable proposed by the Department for Levelling Up, Housing and Communities (DLUHC). The specific dates are subject though as always to:

- the timely provision of information by third parties; and
- us being able to fully complete the audit procedures to the required quality standards.



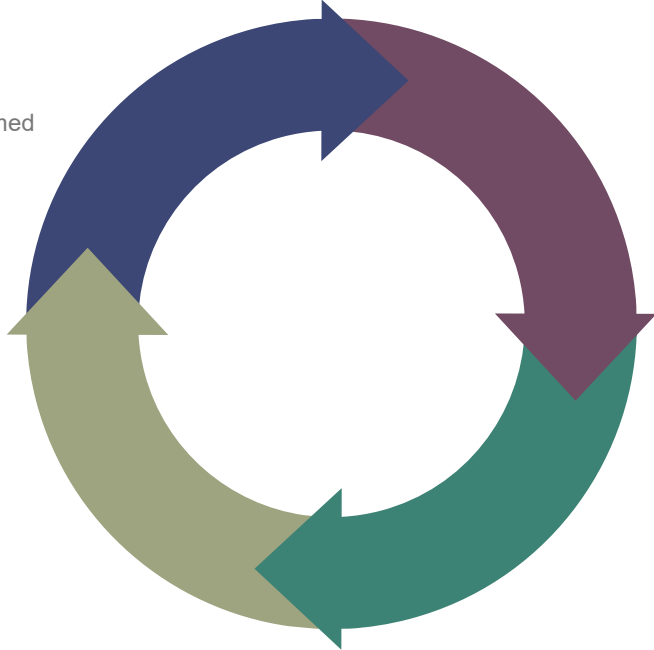
# 3. Audit scope, approach and timeline

## Planning January 2022

- Planning visit and developing our understanding of the Authority
- Initial opinion and value for money risk assessments
- Considering proposed accounting treatments and accounting policies
- Developing the audit strategy and planning the audit work to be performed
- Agreeing timetable and deadlines
- Preliminary analytical review

## Completion By November 2022

- Final review and disclosure checklist of financial statements
- Final Director review
- Agreeing content of letter of representation
- Reporting to the Corporate Governance Committee and Authority
- Signing the auditor’s report
- Issuing the Auditor’s Annual Report

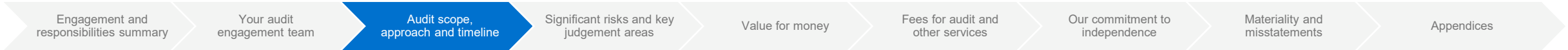


## Interim March 2022

- Documenting systems and controls
- Performing walkthroughs
- Interim controls testing including tests of IT general controls
- Early substantive testing of transactions
- Ongoing value for money risk assessment procedures
- Reassessment of audit plan and revision if necessary

## Fieldwork July and August 2022

- Receiving and reviewing draft financial statements
- Receiving and reviewing the Annual Governance Statement
- Reassessment of audit plan and revision if necessary
- Executing the strategy starting with significant risks and high risk areas
- Ongoing assessment of potential VFM risks
- Communicating progress and issues
- Clearance meeting





# 3. Audit scope, approach and timeline

## Internal audit

We will continue to liaise with internal audit to inform our continual risk assessment.

## Management's and our experts

Management makes use of experts in specific areas when preparing the Authority's financial statements. We also use experts to assist us to obtain sufficient appropriate audit evidence on specific items of account.

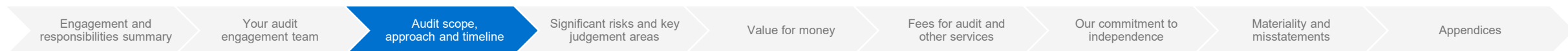
Item of account	Management's expert	Our expert
Land and Buildings	External valuer, Fisher Hargreaves Proctor (FHP)	None.
Pensions	Government Actuary's Department (FFPS) and Hymans Robertson (LGPS)	PWC (Consulting actuary appointed by the National Audit Office).
Financial Instrument disclosures	Treasury management advisors, Arlington Close	None.

## Service organisations

International Auditing Standards (UK) (ISAs) define service organisations as third party organisations that provide services to the Authority that are part of its information systems relevant to financial reporting. We are required to obtain an understanding of the services provided by service organisations as well as evaluating the design and implementation of controls over those services. The table below summarises the service organisations used by the Authority:

Item of account	Service Organisation	Audit approach
Payroll costs and Senior Officer remunerations	Warwickshire County Council (WCC)	We will review the controls operating at the Authority over these transactions and gain an understanding of the services provided by the service organisation.
Pensions	West Yorkshire Pension Fund (WYPF)	We expect to be able to conclude that the Authority has sufficient controls in place over the services provided by WYPF and that we will be able to audit payroll and pensions based on the records held by the Authority.
Treasury Management	Leicester City Council	We expect to conclude that the Authority has sufficient controls in place over the services provided by the City Council. We will write to all organisations with which the Authority has invested to obtain direct confirmation of year end investment balances as at 31 March 2022.

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# 04

Section 04:

**Significant risks and other key judgement areas**

# 4. Significant risks and other key judgement areas

Following the risk assessment approach discussed in section 3 of this document, we have identified risks relevant to the audit of financial statements. The risks that we identify are categorised as significant, enhanced or standard. The definitions of the level of risk rating are given below:

### Significant risk

A significant risk is an identified and assessed risk of material misstatement that, in the auditor’s judgment, requires special audit consideration. For any significant risk, the auditor shall obtain an understanding of the entity’s controls, including control activities relevant to that risk.

### Enhanced risk

An enhanced risk is an area of higher assessed risk of material misstatement at audit assertion level other than a significant risk. Enhanced risks require additional consideration but does not rise to the level of a significant risk, these include but may not be limited to:

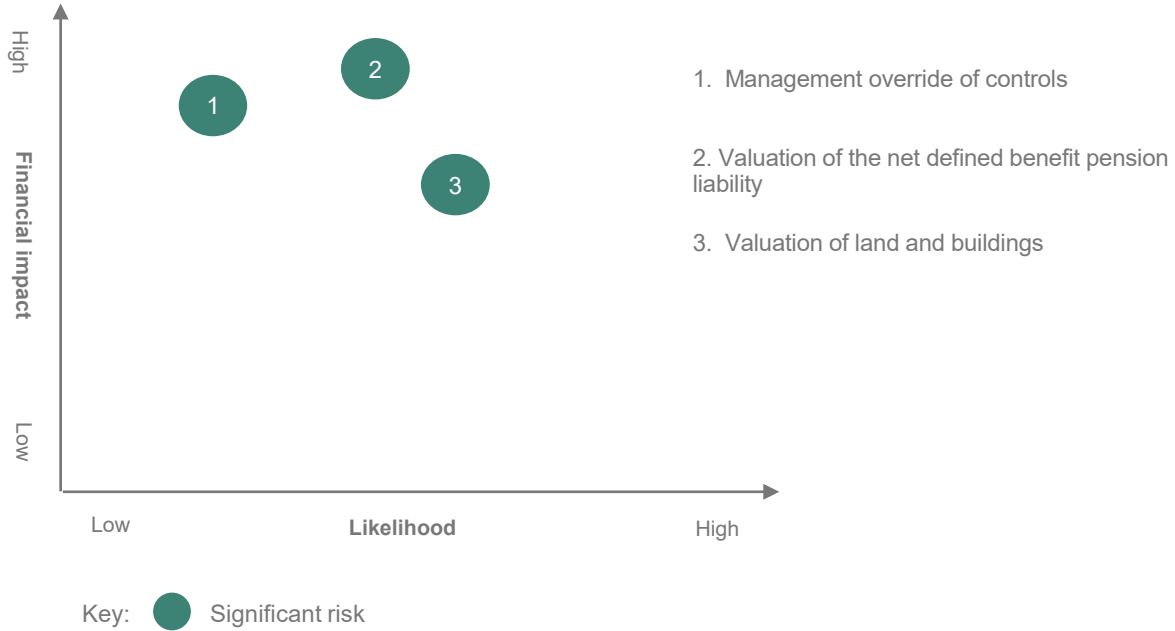
- key areas of management judgement, including accounting estimates which are material but are not considered to give rise to a significant risk of material misstatement; and
- other audit assertion risks arising from significant events or transactions that occurred during the period.

### Standard risk

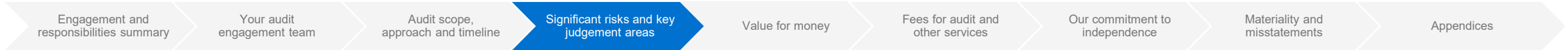
This is related to relatively routine, non-complex transactions that tend to be subject to systematic processing and require little management judgement. Although it is considered that there is a risk of material misstatement (RMM), there are no elevated or special factors related to the nature, the likely magnitude of the potential misstatements or the likelihood of the risk occurring.

### Summary risk assessment

The summary risk assessment, illustrated in the table below, highlights those risks which we deem to be significant and other enhanced risks in respect of the Authority . We have summarised our audit response to these risks on the next page.



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# 4. Significant risks and other key judgement areas

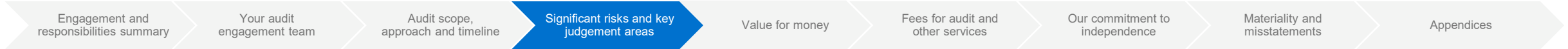
## Specific identified audit risks and planned testing strategy

We have presented below in more detail the reasons for the risk assessment highlighted above, and also our testing approach with respect to significant risks. An audit is a dynamic process, should we change our view of risk or approach to address the identified risks during the course of our audit, we will report this to Corporate Governance Committee.

## Significant risks

	Description	Fraud	Error	Judgement	Planned response
1	<p><b>Management override of controls</b></p> <p>This is a mandatory significant risk on all audits due to the unpredictable way in which such override could occur.</p> <p>Management at various levels within an organisation are in a unique position to perpetrate fraud because of their ability to manipulate accounting records and prepare fraudulent financial statements by overriding controls that otherwise appear to be operating effectively. Due to the unpredictable way in which such override could occur there is a risk of material misstatement due to fraud on all audits.</p>	●	-	-	We plan to address the management override of controls risk through performing audit work over accounting estimates, journal entries and significant transactions outside the normal course of business or otherwise unusual.

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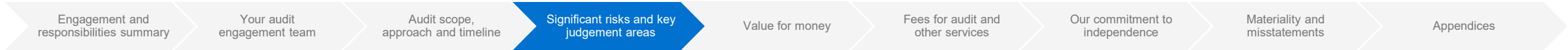


# 4. Significant risks and other key judgement areas

## Significant risks

	Description	Fraud	Error	Judgement	Planned response
2	<p><b>Net defined benefit liability valuation</b></p> <p>The defined benefit liability relating to the Local Government Pension Scheme and the Firefighters Pension Scheme represents a significant balance on the Authority's balance sheet.</p> <p>The Authority uses actuaries for the two schemes to provide an annual valuation of these liabilities in line with the requirements of IAS 19 Employee Benefits.</p> <p>Due to the high degree of estimation uncertainty associated with this valuation, we have determined there is a significant risk in this area.</p>	-	●	●	<p>We plan to address the risk by:</p> <ul style="list-style-type: none"> <li>assessing the competency, objectivity and independence of the actuaries of each Pension Scheme;</li> <li>liaising with the auditors of the Leicestershire Pension Fund to gain assurance over the design and implementation of controls in place. This will include the processes and controls in place to ensure data provided to the actuary by the Pension Fund for the purposes of the IAS 19 valuation is complete and accurate;</li> <li>reviewing the appropriateness of the Pension Asset and Liability valuation methodologies applied by the two Pension Fund Actuaries (as applicable), and the key assumptions included within the valuation. This will include comparing them to expected ranges, utilising information by the consulting actuary engaged by the National Audit Office; and</li> <li>agreeing the data in the IAS 19 valuation reports provided by each actuary for accounting purposes to the pension accounting entries and disclosures in the Authority's financial statements.</li> </ul>

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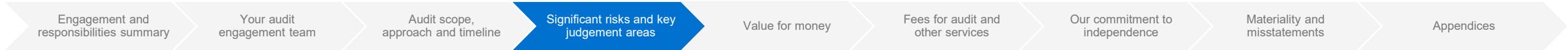


# 4. Significant risks and other key judgement areas

## Significant risks

	Description	Fraud	Error	Judgement	Planned response
3	<p><b>Valuation of land and buildings</b></p> <p>Property related assets are a significant balance on the Authority's balance sheet. The valuation of these properties is complex and is subject to a number of management assumptions and judgements. Due to the high degree of estimation uncertainty associated, we have determined there is a significant risk in this area.</p>	-	●	●	<p>We plan to address this risk by:</p> <ul style="list-style-type: none"> <li>critically assessing the scope of work, qualifications, objectivity and independence of each of the Authority's valuers to carry out the required programme of revaluations;</li> <li>considering whether the overall revaluation methodologies used by the Authority's valuers are in line with industry practice, the CIPFA code of practice and the Authority's accounting policies;</li> <li>assessing whether valuation movements are in line with market expectations by considering valuation trends;</li> <li>critically assessing the approach that the Authority adopts to ensure that assets that are not subject to revaluation in 2021/22 are materially correct, including considering the robustness of that approach in light of the valuation information reported by the Authority's valuers; and</li> <li>considering engaging our own valuation expert to support our work.</li> </ul>

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# 05

Section 05:

**Value for money**

# 5. Value for money

## The framework for Value for Money work

We are required to form a view as to whether the Authority has made proper arrangements for securing economy, efficiency and effectiveness in its use of resources. The NAO issues guidance to auditors that underpins the work we are required to carry out in order to form our view, and sets out the overall criterion and sub-criteria that we are required to consider.

2021/22 will be the second audit year where we are undertaking our value for money (VFM) work under the 2020 Code of Audit Practice (the Code). Our responsibility remains to be satisfied that the Authority has proper arrangements in place and to report in the audit report and/or the audit completion certificate where we identify significant weaknesses in arrangements. Separately we provide a commentary on the Authority's arrangements in the Auditor's Annual Report.

## Specified reporting criteria

The Code requires us to structure our commentary to report under three specified criteria:

1. **Financial sustainability** – how the Authority plans and manages its resources to ensure it can continue to deliver its services
2. **Governance** – how the Authority ensures that it makes informed decisions and properly manages its risks
3. **Improving economy, efficiency and effectiveness** – how the Authority uses information about its costs and performance to improve the way it manages and delivers its services

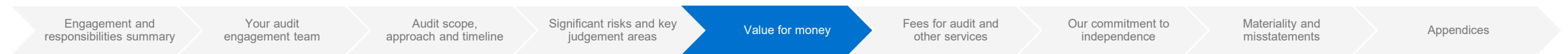
## Our approach

Our work falls into three primary phases as outlined opposite. We need to gather sufficient evidence to support our commentary on the Authority's arrangements and to identify and report on any significant weaknesses in arrangements. Where significant weaknesses are identified we are required to report these to the Authority and make recommendations for improvement. Such recommendations can be made at any point during the audit cycle and we are not expected to wait until issuing our overall commentary to do so.

Our VFM planning and risk assessment work is an ongoing process and to date, no risks of significant weaknesses in arrangements have been identified. We will report any further identified risks to the Corporate Governance Committee on completion of our planning and risk identification work.



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# 06

Section 06:

**Fees for audit and other services**

## 6. Fees for audit and other services

### Fees for work as the Authority's appointed auditor

Details of the 2020/21 Actual and indicative 2021/22 Audit fees in line with PSAA and other reporting mechanisms are set out below.

Area of work	2021/22 Proposed Fee	2020/21 Actual Fee
Scale audit fee	£22,520	£22,520
Fee variations:		
Additional work in relation to responding to increased regulatory challenge in auditing the IAS19 pension figures contained within the financial statements.	£1,400 <sup>1</sup>	£1,382
Additional work in relation to responding to increased regulatory challenge in auditing the PPE figures contained within the financial statements.	£1,700 <sup>1</sup>	£1,612
ISA540 - additional work in relation to auditing accounting estimates and related disclosure	£1,900 <sup>2</sup>	£1,900
Increased FRC challenge	£1,700	£1,612
<b>Sub-total</b>	<b>£29,220</b>	<b>£29,026</b>
Work undertaken in relation to VFM commentary	£5,000 <sup>3</sup>	£5,000
<b>Grand Total</b>	<b>£34,220 <sup>4</sup></b>	<b>£34,026</b>

We continue to liaise with PSAA regarding fee variations and sector-wide adjustments to the scale fee.

<sup>1</sup> As previously reported to you, the scale fee has been adjusted to take into account the additional work required as a result of increased regulatory expectations in these areas.

<sup>2</sup> For 2020/21, new auditing standards have been introduced which will lead to additional audit work not reflected in the scale fee.

<sup>3</sup> As explained in section 5, the revised Code of Audit Practice has led to a substantial amount of additional audit work to support the new value for money conclusion and the changes in reporting requirements. The final fee will take into account the extent and complexity of any significant weaknesses in arrangements we identify.

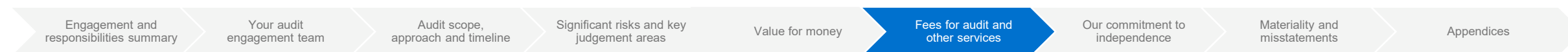
<sup>4</sup> This is a proposed fee for 2021/22 at the point of the issue of our ASM. This figure is subject to change and additional costs will be discussed with management.

### Fees for non-PSAA work

There is no 2021/22 non-audit fee work planned at this stage.

Before agreeing to carry out any additional work, we would consider whether there were any actual, potential or perceived threats to our independence.

Further information about our responsibilities in relation to independence is provided in section 7.



# 07

Section 07:

**Our commitment to independence**

# 7. Our commitment to independence

We are committed to independence and are required by the Financial Reporting Council to confirm to you at least annually in writing that we comply with the FRC’s Ethical Standard. In addition, we communicate any matters or relationship which we believe may have a bearing on our independence or the objectivity of the audit team.

Based on the information provided by you and our own internal procedures to safeguard our independence as auditors, we confirm that in our professional judgement there are no relationships between us and any of our related or subsidiary entities, and you and your related entities creating any unacceptable threats to our independence within the regulatory or professional requirements governing us as your auditors.

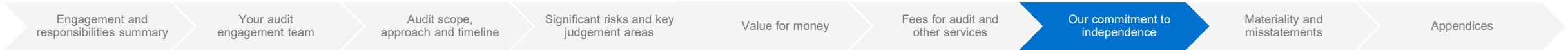
We have policies and procedures in place which are designed to ensure that we carry out our work with integrity, objectivity and independence. These policies include:

- all partners and staff are required to complete an annual independence declaration;
- all new partners and staff are required to complete an independence confirmation and also complete computer based ethical training;
- rotation policies covering audit engagement partners and other key members of the audit team; and
- use by managers and partners of our client and engagement acceptance system which requires all non-audit services to be approved in advance by the audit engagement partner.

We confirm, as at the date of this document, that the engagement team and others in the firm as appropriate, Mazars LLP are independent and comply with relevant ethical requirements. However, if at any time you have concerns or questions about our integrity, objectivity or independence please discuss these with Gavin Barker in the first instance.

Prior to the provision of any non-audit services Gavin Barker will undertake appropriate procedures to consider and fully assess the impact that providing the service may have on our auditor independence.

Any emerging independence threats and associated identified safeguards will be communicated in our Audit Completion Report.



# 08

Section 08:

## **Materiality and misstatements**

# 8. Materiality and misstatements

## Summary of initial materiality thresholds

Threshold	Initial threshold £'000s
Overall materiality	1,101
Performance materiality	881
Specific materiality – Senior Officers Remuneration (Note 32 in the 2020/21 financial statements)	5
Trivial threshold for errors to be reported to Corporate Governance Committee	33

## Materiality

Materiality is an expression of the relative significance or importance of a particular matter in the context of financial statements as a whole.

Misstatements in financial statements are considered to be material if they, individually or in aggregate, could reasonably be expected to influence the economic decisions of users taken on the basis of the financial statements.

Judgements on materiality are made in light of surrounding circumstances and are affected by the size and nature of a misstatement, or a combination of both. Judgements about materiality are based on consideration of the common financial information needs of users as a group and not on specific individual users.

The assessment of what is material is a matter of professional judgement and is affected by our perception of the financial information needs of the users of the financial statements. In making our assessment we assume that users:

- have a reasonable knowledge of business, economic activities and accounts;

- have a willingness to study the information in the financial statements with reasonable diligence;
- understand that financial statements are prepared, presented and audited to levels of materiality;
- recognise the uncertainties inherent in the measurement of amounts based on the use of estimates, judgement and the consideration of future events; and
- will make reasonable economic decisions on the basis of the information in the financial statements.

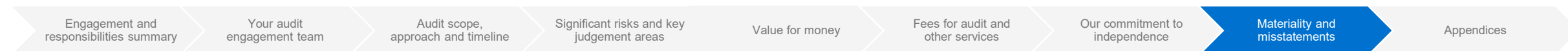
We consider materiality whilst planning and performing our audit based on quantitative and qualitative factors.

Whilst planning, we make judgements about the size of misstatements which we consider to be material and which provides a basis for determining the nature, timing and extent of risk assessment procedures, identifying and assessing the risk of material misstatement and determining the nature, timing and extent of further audit procedures.

The materiality determined at the planning stage does not necessarily establish an amount below which uncorrected misstatements, either individually or in aggregate, will be considered as immaterial.

We revise materiality for the financial statements as our audit progresses should we become aware of information that would have caused us to determine a different amount had we been aware of that information at the planning stage.

Our provisional materiality is set based on a benchmark of gross revenue expenditure. We will identify a figure for materiality but identify separate levels for procedures designed to detect individual errors, and also a level above which all identified errors will be reported to Corporate Governance Committee. We consider that the gross revenue expenditure remains the key focus of users of the financial statements and, as such, we base our materiality levels around this benchmark.



# 8. Materiality and misstatements

## Materiality (continued)

We expect to set a materiality threshold at 2% of Gross Revenue Expenditure at Surplus/deficit on Provision of Services level. Based on prior year financial statements we anticipate the overall materiality for the year ending 31 March 2022 to be in the region of £1.1m.

After setting initial materiality, we continue to monitor materiality throughout the audit to ensure that it is set at an appropriate level.

## Performance Materiality

Performance materiality is the amount or amounts set by the auditor at less than materiality for the financial statements as a whole to reduce, to an appropriately low level, the probability that the aggregate of uncorrected and undetected misstatements exceeds materiality for the financial statements as a whole. Our initial assessment of performance materiality is based on low inherent risk, meaning that we have applied 80% of overall materiality as performance materiality.

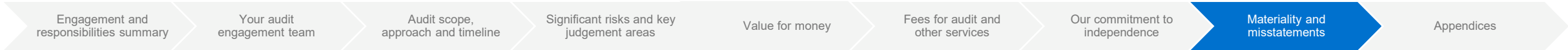
## Misstatements

We accumulate misstatements identified during the audit that are other than clearly trivial. We set a level of triviality for individual errors identified (a reporting threshold) for reporting to Corporate Governance Committee that is consistent with the level of triviality that we consider would not need to be accumulated because we expect that the accumulation of such amounts would not have a material effect on the financial statements. Based on our preliminary assessment of overall materiality, our proposed triviality threshold is £33k based on 3% of overall materiality. If you have any queries about this please do not hesitate to raise these with us.

## Reporting to Corporate Governance Committee

The following three types of audit differences above the trivial threshold will be presented to the Corporate Governance Committee summary of adjusted audit differences;

- summary of adjusted audit differences;
- summary of unadjusted audit differences; and
- summary of disclosure differences (adjusted and unadjusted).





## Appendix: Key communication points



# Appendix: Key communication points

We value communication with Those Charged With Governance as a two way feedback process at the heart of our client service commitment. ISA 260 (UK) 'Communication with Those Charged with Governance' and ISA 265 (UK) 'Communicating Deficiencies In Internal Control To Those Charged With Governance And Management' specifically require us to communicate a number of points with you.

Relevant points that need to be communicated with you at each stage of the audit are outlined below.

## Form, timing and content of our communications

We will present the following reports:

- Audit Strategy Memorandum;
- Audit Completion Report; and
- Auditor's Annual Report

These documents will be discussed with management prior to being presented to yourselves and their comments will be incorporated as appropriate.

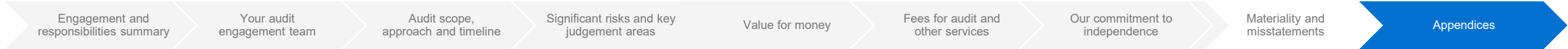
## Key communication points at the planning stage as included in this Audit Strategy Memorandum

- Our responsibilities in relation to the audit of the financial statements;
- The planned scope and timing of the audit;
- Significant audit risks and areas of management judgement;
- Our commitment to independence;

- Responsibilities for preventing and detecting errors;
- Materiality and misstatements; and
- Fees for audit and other services.

## Key communication points at the completion stage to be included in our Audit Completion Report

- Significant deficiencies in internal control;
- Significant findings from the audit;
- Significant matters discussed with management;
- Our conclusions on the significant audit risks and areas of management judgement;
- Summary of misstatements;
- Management representation letter;
- Our proposed draft audit report; and
- Independence.

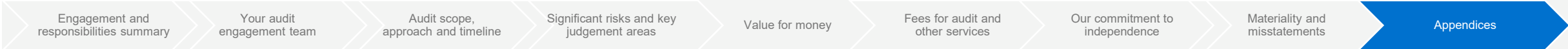


# Appendix: Key communication points

ISA (UK) 260 'Communication with Those Charged with Governance', ISA (UK) 265 'Communicating Deficiencies In Internal Control To Those Charged With Governance And Management' and other ISAs (UK) specifically require us to communicate the following:

Required communication	Where addressed
Our responsibilities in relation to the financial statement audit and those of management and those charged with governance.	Audit Strategy Memorandum
The planned scope and timing of the audit including any limitations, specifically including with respect to significant risks.	Audit Strategy Memorandum
With respect to misstatements: <ul style="list-style-type: none"> <li>• uncorrected misstatements and their effect on our audit opinion;</li> <li>• the effect of uncorrected misstatements related to prior periods;</li> <li>• a request that any uncorrected misstatement is corrected; and</li> <li>• in writing, corrected misstatements that are significant.</li> </ul>	Audit Completion Report
With respect to fraud communications: <ul style="list-style-type: none"> <li>• enquiries of Corporate Governance Committee to determine whether they have a knowledge of any actual, suspected or alleged fraud affecting the entity;</li> <li>• any fraud that we have identified or information we have obtained that indicates that fraud may exist; and</li> <li>• a discussion of any other matters related to fraud.</li> </ul>	Audit Completion Report and discussion at Corporate Governance Committee, Audit planning and clearance meetings
Significant matters arising during the audit in connection with the entity's related parties including, when applicable: <ul style="list-style-type: none"> <li>• non-disclosure by management;</li> <li>• inappropriate authorisation and approval of transactions;</li> <li>• disagreement over disclosures;</li> <li>• non-compliance with laws and regulations; and</li> <li>• difficulty in identifying the party that ultimately controls the entity.</li> </ul>	Audit Completion Report

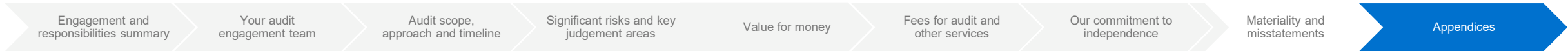
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# Appendix: Key communication points

Required communication	Where addressed
Significant findings from the audit including: <ul style="list-style-type: none"> <li>our view about the significant qualitative aspects of accounting practices including accounting policies, accounting estimates and financial statement disclosures;</li> <li>significant difficulties, if any, encountered during the audit;</li> <li>significant matters, if any, arising from the audit that were discussed with management or were the subject of correspondence with management;</li> <li>written representations that we are seeking;</li> <li>expected modifications to the audit report; and</li> <li>other matters, if any, significant to the oversight of the financial reporting process or otherwise identified in the course of the audit that we believe will be relevant to Corporate Governance Committee in the context of fulfilling their responsibilities.</li> </ul>	Audit Completion Report
Significant deficiencies in internal controls identified during the audit.	Audit Completion Report
Where relevant, any issues identified with respect to authority to obtain external confirmations or inability to obtain relevant and reliable audit evidence from other procedures.	Audit Completion Report
Audit findings regarding non-compliance with laws and regulations where the non-compliance is material and believed to be intentional (subject to compliance with legislation on tipping off) and enquiry of Corporate Governance Committee into possible instances of non-compliance with laws and regulations that may have a material effect on the financial statements and that Corporate Governance Committee may be aware of.	Audit Completion Report and Corporate Governance Committee meetings
With respect to going concern, events or conditions identified that may cast significant doubt on the entity’s ability to continue as a going concern, including: <ul style="list-style-type: none"> <li>whether the events or conditions constitute a material uncertainty;</li> <li>whether the use of the going concern assumption is appropriate in the preparation and presentation of the financial statements; and</li> <li>the adequacy of related disclosures in the financial statements.</li> </ul>	Audit Completion Report
Indication of whether all requested explanations and documents were provided by the entity	Audit Completion Report

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Gavin Barker – Director

[gavin.barker@mazars.co.uk](mailto:gavin.barker@mazars.co.uk)

## Mazars

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26 Mosley Street  
Newcastle upon Tyne  
NE1 1DF

Mazars is an internationally integrated partnership, specialising in audit, accountancy, advisory, tax and legal services\*. Operating in over 90 countries and territories around the world, we draw on the expertise of 40,400 professionals – 24,400 in Mazars' integrated partnership and 16,000 via the Mazars North America Alliance – to assist clients of all sizes at every stage in their development.

\*where permitted under applicable country laws.

**Status of Report: Public**

**Meeting: Corporate Governance Committee**

**Date: 13 July 2022**

**Subject: Service Development Programme and 'Our Plan 2020-24' – Appendix A tasks**

**Report by: Callum Faint, Chief Fire and Rescue Officer**

**Author: Chris Moir, Planning Manager**

**For: Information**

### **Purpose**

1. The purpose of this report is to inform the Corporate Governance Committee (CGC) of progress made since March 2022 in the delivery of projects within the Service Development Programme and the tasks included in Appendix A of Our Plan 2020-24.

### **Recommendation**

2. The Corporate Governance Committee is asked to note the progress made since March 2022 in the delivery of projects within the Service Development Programme and the tasks that are included in Our Plan 2020-24.

### **Executive Summary**

3. Progress is reported in respect of 14 projects that are currently in various stages of development or implementation. The report also includes progress against the 20 tasks from Appendix A of Our Plan 2020-24.

### **Background**

4. A summarised update is provided on the status of the projects that are currently being delivered by staff and officers.

### **Service Development Programme - Project Updates**

#### Emergency Services Network (ESN)

5. The ESN project is still delayed and significant deliverables are still constrained by a lack of progress by the Government programme. Locally activity has been minimal although LFRS will continue to participate in regional and national activities when they arise.

6. The scope of the ESN project will be influenced by a Tri-Service project to replace the current mobilisation system. When that project has been initiated the scope of this project will be reduced.

#### Views Replacement

7. The project will replace the decommissioned 'views system' used for performance management and will seek to implement additional planning, risk management and project monitoring capability within the system.
8. Work to update the data warehouse was completed in May 2022. A period of testing is now taking place and the re-routing of existing reports to the new data warehouse. Once completed, it is anticipated that additional dashboards, with data from others systems can start to be created from September 2022.
9. Work to capture and review user requirements is ongoing to ensure the needs of all departments are understood and considered.

#### High Reach Appliance Replacement

10. This project has been created to procure and deliver a high reach appliance to replace one of the existing Aerial Ladder Platform vehicles.
11. Emergency One has been appointed to undertake the work. The vehicle build is expected to be completed by October 2022.
12. Work is ongoing in relation to the training needs analysis and devising a training approach.

#### FireWatch Project

13. A project had been undertaken to develop and improve the functionality of FireWatch, the HR and personnel recording system.
14. Following an agreed pause, the project activity has recommenced. Focus will now concentrate on the completion of the stage 2 deliverables alongside implementation of the latest version of the on-premises software. Both elements are due to be completed by the end of December 2022.

#### Learning Management System (Oracle) Project

15. This is a project to develop a comprehensive Learning Management System.
16. A number of outstanding deliverables have been recently achieved, including the build of reporting dashboards for training, qualification and competence and delivery of the 2022/23 Personal Development Discussions and related Core Code of Ethics organisational goals framework. Work continues on two Service procedures and development of the Training Course pages, which will lead to the ability to self-book. Of the list of 34 'in scope' actions requiring attention to improve the user experience 27 have been completed with just seven in

progress which are due to be completed by the planned project closure date of the end of June 2022.

#### Fleet Replacement Project 2020-2021

17. The procurement of three Director cars, nine Fire Protection Officer cars and the non-specialist replacement vehicles (station and workshop vans) was successfully completed at the end of December 2020.
18. The minibus, fogging unit, the welfare vehicle and the rope rescue vehicle have all been completed and are operationally available.
19. Ford has confirmed the three additional Fire Protection cars are still due to be available in July 2022.

#### Microsoft 365 Migration Programme

20. This is a Programme of three projects to migrate LFRS to cloud based Microsoft 365 in the Cloud. The individual projects are:
  - Exchange Migration
  - Microsoft 365 Information Architecture and Governance
  - SharePoint Migration, OneDrive and Teams
21. The three projects will be governed by the same Programme Board and each of the projects will have an individual Project Initiation Document (PID) and separate project teams appropriate to the project. The programme is due to be completed by July 2023.
22. The Exchange 365 Migration Project has already been successfully completed.

#### Microsoft Information Architecture and Governance Project

23. A project to identify and categorise LFRS data and define the Information Architecture and Governance for Microsoft 365 content.
24. Stage 1, which involves procurement of third party consultants, documented outcomes from end user engagements, an Information Architecture for Microsoft 365 document, a Microsoft 365 governance document and a Microsoft licence agreement is ongoing and was due to be completed by the end of May 2022. Unfortunately, this date has not been achieved due to issues securing suitable suppliers and their recommended revised approach to the facilitation of end user engagement workshops. Stage 1 is now due to be completed by the end of August 2022.

#### Corporate Workwear Project

25. A project to procure replacement corporate workwear and undress uniform provision. The existing workwear contract has been extended from May 2022 to December 2022 in line with the project planned completion date.
26. The corporate workwear supplier selection mini completion commenced on 1 June and runs until 13 July.
27. The undress uniform procurement process has been completed. The contract with the chosen supplier 'Hunter Apparel' commenced on 1 May. The onboarding process in relation to the undress uniform provision and how it is requested is currently being worked on. It is anticipated that there will be a 22 week lead time regarding undress uniform availability.

#### Fleet Replacement Project 2021/2022

28. This project includes five new appliances, a van for the rescue dog and a replacement car for driver training.
29. The Project Board, in conjunction with Driver Training, has made a decision not to purchase the driver training car, instead aligning it with the Ford Kuga replacement in 2024/25.
30. The dog transportation van has had air conditioning fitted and is currently with the kennel fitters who are installing the dog cages.
31. Five Replacement Pumping Appliances have been built and 'signed off' and are expected in Service in July 2022. Following receipt of the appliances further work will be required to install radios and mobilising equipment.
32. The Service placed an order for two Variable Response Vehicles to operate on a trial basis. These vehicles are due to be delivered to the suppliers 'Emergency One' by September 2022 for the build to take place. Final delivery to the Service is expected to be Spring 2023 but may be earlier if current progress is maintained. The Health and Safety department are engaged in the project and further meetings are taking place to establish vehicle equipment requirements.

#### Evaluation Project

33. This is a project to develop and embed the practice of assessing the efficiency and effectiveness of services and activities delivered to the public.
34. The first project stage, which involved the research and discovery elements of the project was successfully completed at the end of February 2022. Stage 2 is underway which involves development of the evaluation tool and is due to be completed by the end of August 2022.

#### CFRMIS Transformation Project



35. This is a project to transform the Community Fire Risk Management Information System (CFRMIS), which is the principal system for managing site-specific risks and risks to vulnerable people.
36. Stage 2 of the project involved two primary deliverables: cloud migration and mapping and gazetteer integration. The stage was due to be completed by the end of June 2022 but this is unlikely to be achieved as further end user engagement is required due to the complexities of the cloud migration.
37. The Gazetteer and GIS integration work was however successfully completed and implemented on 15 June. The full system improvements are anticipated to be complete by 31 December 2022, with project closure expected by 31 January 2023.

#### Data Warehouse Development Project

38. This is a project to develop a reporting data warehouse.
39. The primary deliverable of stage 4 was the documented security and permissions model which was successfully completed at the end of May 2022.
40. The final stage 5 involves user acceptance testing, creation of a data warehouse data dictionary, a fire query tool and a plan for cloud migration. The stage has been extended to ensure the testing is robust and the current dashboards are successfully transitioned onto the new data warehouse. The stage completion and therefore the project closure date is now the end of August 2022.

#### Western Station Redevelopment Project

41. This is a project to refurbish Western Fire and Rescue Station to update and futureproof facilities.
42. The pre-build stage, which included detailed designs and completion of the equality impact assessment was successfully completed at the end of May 2022.
43. The 'build' stage will include planning permission approval where required, the supplier selection process and the actual build process which is currently due for completion by the end of November 2022. However, an accurate completion date can only be confirmed once the contractors are appointed and a more realistic date is likely to be quarter 1 2023.

### **Our Plan Action Plan 2020-24 - Appendix A Tasks**

#### **Aim 1 – We want to achieve fewer incidents with lower impact**

Continue to undertake our education and enforcement activities, targeting those most at risk.

44. The achievement of Prevention and Protection targets through education and enforcement activities demonstrates the increased effectiveness and efficiency in the Community Safety and Fire Protection departments.
45. A continued increase in the number of Home Safety Checks (HSC) was recorded within Community Safety; this is the number of HSC's completed by the Community Educators (CE's). There was also an increase in the number of 'follow up' visits being completed. These are an important element of ensuring a person centred approach to engagement, and ensuring the person receives continued interaction, advice and referrals to partner agencies if appropriate.
46. The partner referral process identifies and interacts with the most vulnerable members of the community. The CE Team continues to focus on delivering HSC's to the most vulnerable members of the community, whilst Operational Response carries out HSC's at premises with lower vulnerability.
47. The Fire Protection Department has benefitted from an increase in the size of the team of Fire Safety Inspecting Officers. This is in recognition of the importance of the work being carried out by the team and demonstrates an increase in capability and capacity of the Fire Protection function within the Service. Additional funding from the Home Office has been partly used to facilitate the increase in the Fire Protection Department establishment. The annual Risk Based Inspection Programme (RBIP) Fire Safety Audit target number will be increased each year to reflect the increase in the size of the team.
48. The Home Office Protection Uplift funding also continues to be used to fund Fire Safety Level 3 qualifications for all operational Watch and Crew Managers. This qualification will increase their knowledge and understanding of the built environment as well as enable them to 'hazard spot' at premises whilst carrying out routine activities.
49. A dedicated week of community safety training is now being delivered to new wholtime firefighters. Theory and practical activities are being undertaken to embed a comprehensive knowledge and understanding of all aspects of community safety work for the new recruits.

Deliver the required improvements identified in the reports following the Grenfell fire.

50. LFRS community safety staff have visited nine of the 18 higher risk premises (non-compliant building materials) completing 78 Home Safety Checks. Public fire safety advice has been provided at three more of these premises. Community safety staff are linking in with Fire Protection department colleagues to engage with residents at all 18 of the premises as appropriate to offer reassurance, advice and fire safety in the home messages.
51. In May 2022, LFRS led on two multi-agency exercises in the City Centre. These exercises tested new procedures to manage the transition from a 'Stay put' policy to 'evacuate'. This live exercise included Police, local authority and

engaging with residents. Further exercises are to be completed to ensure lessons identified become lessons learned.

Undertake staff health and safety training at all levels and introduce a reference holder at each location.

52. Health and Safety training has been rolled out at all levels and is part of business as usual arrangements. This item is now complete.

Effective management and communication of our tall building risk profile.

53. In order to proactively manage and progress the direct outcome of the Phase 1 Grenfell Towers Inquiry (GTI), together with the monitoring of the Building Risk Review Programme, the Premises Risk Collaboration Group (PRCG) was formed. The PRCG being made up of members of the Fire Protection Department, Operational Risk Department, Learning and Development Department and Fire Control.
54. The PRCG primary aim is to oversee the GTI progress and to identify, review and monitor any premises that have 'interim measures' in place, for example a change in evacuation strategy for a building due to current fire protection concerns.
55. The PRCG ensures a collaborative approach to managing the risk profile of tall buildings within Leicester, Leicestershire and Rutland (LLR), as well as being proactive in providing guidance and advice to those 'Responsible Persons' in control of premises and who are accountable for managing fire safety and mitigating risks as part of the Fire Safety Act 2021.

**Aim 2 – Respond effectively to incidents**

Use our fire engines flexibly, aiming to attend life threatening incidents in an average of 10 minutes.

56. During the year 2021/22 the average response time, to a total of 857 life risk incidents, was 10 minutes and 23 seconds. This is an increase of 14 seconds on the year 2020/21. Appliances were moved from their usual base to another location on 1,772 occasions for an average of 140 minutes at a time.

Use our firefighters efficiently and flexibly to maximise our appliance availability.

57. During the same period, firefighters were relocated from their usual base to an alternative location to maintain appliance availability on a total of 5,005 occasions. The average period staff were at the alternative location was for 12 hours. On-Call staff worked at wholtime stations on 593 occasions. Wholtime staff worked at On-Call stations on 196 occasions and wholtime staff worked at alternative wholtime stations on 4,216 occasions.

Implement alternative crewing arrangements in the event of the Service moving away from the current Day Crewing Plus (DCP) duty system.

58. Alternative working arrangements, that had been shared with CFA members and staff, are under review following the clarification of budgets for 2022/23 and 2023/24. Further alternatives are being explored and these will be consulted upon prior to implementation as part of a 2024 Community Risk Management Plan.

Increase the availability of our On-Call appliances to respond to incidents.

59. The on-call improvement project highlighted four main areas of focus; Recruitment, Retention, Appliance availability, Learning and development.
60. The project provided 30 recommendations, of which 18 were approved for implementation. Five have been completed and include self-rostering of shifts, contracted hours of availability based upon establishment numbers (which is less rigid than the previous fixed contracts), a charter award for businesses that allows staff to work as On-Call firefighters, Tactical Response Vehicles at stations where a standard appliance availability is low and development shifts for On-Call staff to work at wholetime stations.
61. Four further tasks are completed awaiting sign off and another five are currently in progress. The remaining tasks which are yet to be started are delayed due to their dependency on other pieces of work, primarily the enhancement and upgrade of internal ICT systems: FireWatch, the human resource management system and Systel, the Control mobilising system. Completion of all of the tasks is being managed by the On-Call task and finish group.

**Aim 3 – Deliver value for money quality services**

Purchase a second high reach appliance to replace the older one of the two vehicles.

62. The CFA approved the procurement of a replacement high reach appliance in February 2020 as proposal three of the 2020-2024 Integrated Risk Management Plan (IRMP). Project progress is outlined in paragraphs 10-12 above.

Relocate and centralise our Learning and Development facilities.

63. A report outlining the current progress was presented to the CFA at its meeting on 15 June 2022.

Procure replacement Personal Protective Equipment (PPE) for our firefighters.

64. This work has been successfully completed with all firefighter personal protective equipment replaced at the end of March 2021.

Continue to collaborate with other blue light services and our partner agencies to

support our purpose of safer people, safer places.

65. Work continues on managing the risks associated with patient movements, including those classed as Bariatric. The Health and Safety Team at East Midlands Ambulance Service (EMAS), as well their Operations Managers, are meeting regularly with LFRS to discuss implications. Some control measures are already implemented, including limiting when the Service is contacted to support them when incidents are complex. There is a commitment to use joint data to inform the effectiveness of the control measures implemented.
66. The Risk and Resilience Manager is now part of the National Working Group that is engaging with the Home Office to advise on planning and preparations for widespread power outage as well as the Chair of the Local Resilience Forum Risk Assessment Working Group.
67. There is farm safety collaborative working between LFRS, Leicestershire Police, National Farmers Union and the Farming Community Network focusing on rural fire safety, arson prevention, security, crime reporting and farmers wellbeing.

Develop the bistro area of the headquarters building to maximise office space and explore opportunities for leasing the space to generate income.

68. A report detailing the proposal to develop the canteen area at the Headquarters building into Learning and Development facilities was approved by the CFA at its meeting on 2 December 2021. Plans for the development work have been created.

#### **Aim 4 – An engaged and productive workforce**

Design and deliver learning and development interventions that ensure we have a competent, professional workforce who can help our communities.

69. The Service has recently concluded a consultation to restructure the Learning and Development team to create a Leadership and Organisational Development Team. The purpose of creating this function is to:
  - Support workforce planning activities to ensure that the right people, with the right skills, are in the right place at the right time at the right cost. This includes a focus on defining career pathways that support career progression.
  - Introduce succession planning and refine promotion processes, both of which aim to employ people who can perform in role and create a workforce representative of the communities within LLR.
  - Provide a range of behavioural development interventions, often referred to as “soft skills” – for example, personal leadership and management

development, coaching and mentoring, and Performance and Development Discussions (PDD's).

Implement improvements based on the staff survey results to improve the employee experience.

70. The Service has continued to deliver on the commitment to run an annual promotion process for Crew Manager, Watch Manager, Station Manager and Group Manager roles. There has also been an Area Manager process with a talent pool being created.
71. The PDDs process launched on 20 May 2022. All staff are required to have at least one conversation about performance (measured against the Core Code of Ethics) before the end of July 2022.
72. The next round of Principal Office station visits has commenced. These involve Principal Officers visiting teams with an Area Manager to discuss anything they wish to raise. The approach for Support departments has changed for 2022, inviting all departments to book their own individual visits.

Give leaders the skills to engage and motivate their teams.

73. Over the last few months, People and Organisational Development (POD) has been focussing on developing the skills required to have effective performance and development conversations. 198 members of staff have so far attended a session that covered coaching, setting goals and understanding personal motivation.
74. A suite of short, bite size, videos has been developed that cover leadership topics covered in the workshops delivered by the POD facilitator between October 2021 and April 2022. These include self-awareness and team development and are available on the learning management system, Oracle.

Introduce a range of interventions that prevent workplace stress and help people manage stressful situations.

75. In May 2022 a Health and Wellbeing launch day took place that formally introduced the Health and Wellbeing lead to the Service. This event also saw the launch of OK9, two wellbeing dogs available to assist members of staff in dealing with stress and anxiety and help their general wellbeing.
76. A Peer Support programme was also launched, where one member of each team will be encouraged to access some additional development in order to support their colleagues with their wellbeing.
77. A baseline survey that aimed to check the physical and mental health of the workforce has been undertaken. The results from this survey will be used to map progress and help identify future interventions that will add value.

**Aim 5 – Provide assurance**

Implement the findings from the multiculturalism and fire safety research.

78. Further resource has been committed to assist in the continued implementation of the academic research completed in conjunction with the University of Leicester. Once in place this resource will continue to embed the training and engagement approach and work to establish permanent relationships across multiple communities.
79. The Service is actively using the improved library of images in corporate documentation and on social media. The person centred approach is designed to build trust, assist with engagement and better represent the diverse communities within Leicester, Leicestershire and Rutland.

Implement our HMICFRS Improvement Plan.

80. The latest HMICFRS inspection commenced week beginning 9 May 2022, running for a period of 7 weeks ending on 23 June 2022. In addition to the 136 separate pre-inspection document requests, a further 84 pieces of evidence were provided.
81. The HMICFRS staff survey closed on the 20 May 2022. 22% of the workforce responded, which included 12% from the On-Call establishment. The response rate is an improvement from the Round 1 inspection staff survey. Three representative bodies also contributed by submitting responses. The results of the survey will accompany the final report.
82. Following completion, the HMICFRS Service Liaison Lead will spend approximately four weeks completing a report. A pre-publication check will then be shared with the Chief Fire Officer. This serves as an opportunity to feedback on any factual inaccuracies, with no opportunity for any additional evidence to be submitted. The report will then be moderated against the results from the other tranche 3 Service inspections, with the final gradings being shared towards the end of 2022.
83. The published action plan from Round 1 identified 88 areas for improvement. The inspectorate triangulated evidence of compliance during their scheduled inspection interviews and focus groups to measure how well the previous implementation plan had been completed.

Achieve compliance with the fire standards approved by the Fire Standards Board.

84. The role of the Fire Standards Board is to oversee the identification, organisation, development and maintenance of professional standards for Fire and Rescue Services in England. Eleven fire standards have been published.
85. Leicestershire Fire and Rescue Service recognises these professional standards and is currently assessing compliance. Any identified areas for development will be added to an improvement plan. The standards are now

being referenced within corporate documentation. Further standards are forthcoming with Service Leadership, Developing Leaders and Service Management all scheduled for the second half of 2022.

Improve engagement with our communities.

86. TikTok was launched and in April, seven videos were uploaded. Within the first month the account had 958 followers. There are now 1,402 followers and 16 videos uploaded. One of these is a video asking communities what they would like to see on TikTok; their answers will be used to inform future videos.
87. A 'Test it Tuesday' video was launched on TikTok which has now reached 12.8k views. The video featured colleagues from across the service, and prompted questions which were answered helping to promote the service, for example about vehicles and jobs. It also led to some comments from people who were then booked in for home safety checks, for instance an individual commented that they don't like the sound of smoke alarms, another commented that their parents can't afford smoke alarms. The two-way engagement from this video helped to promote home safety checks, and the general use of smoke alarms.
88. Four proactive press releases have been published during this period – Firefighters 'Chase the Sun' cycling challenge, Harshad Saujani being awarded an MBE, Long Service Awards, Coalville's Open Day and On-Call Recruitment.
89. Social media has also been utilised to promote community events and news, such as Birstall's Car Wash, Chase the Sun Charity Ride, new recruits, high rise exercise at Gordon House, OK9 Wellbeing Dogs, Parkrun, Mental Health Awareness Week, Post Incident Response, Deaf Awareness Week and the Firefighters Memorial Day.

**Report Implications/Impact**

90. Legal (including crime and disorder)

Legal issues are dealt with within each project or task. There are no legal impacts arising from this report.

91. Financial (including value for money, benefits and efficiencies)

Financial issues are dealt with within each project or task. There are no financial impacts arising from this report.

92. Risk (including corporate and operational, health and safety and any impact on the continuity of service delivery)

None.



93. Staff, Service Users and Stakeholders (including the Equality Impact Assessment)

Stakeholder engagement is considered within the delivery of each project or task. An Equality Impact Assessment will be undertaken where necessary on all activities.

94. Environmental

Environmental impacts are considered within the delivery of each project or task. There are no environmental impacts arising from this report.

95. Impact upon Our Plan Objective

These projects and tasks are designed to assist the CFA in meeting all of the objectives detailed in 'Our Plan 2020-24'.

### **Background Papers**

None.

### **Officers to Contact**

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**Status of Report: Public**

**Meeting: Corporate Governance Committee**

**Date: 13 July 2022**

**Subject: Head of Internal Audit Service Annual Report 2021-22**

**Report by: The Treasurer**

**Author: Neil Jones (Head of Internal Audit and Assurance Service,  
Leicestershire County Council)**

**For: Information only**

### **Purpose**

1. To provide the Corporate Governance Committee the opportunity to review the Head of Internal Audit Service Annual Report 2021-22.

### **Recommendation**

2. It is recommended that the Committee notes the Head of Internal Audit Service Annual Report 2021-22 and makes any observations.

### **Executive Summary**

3. An effective internal audit function is a mandatory statutory requirement for the Combined Fire Authority (CFA).
4. The internal audit activity for the CFA is currently outsourced to Leicestershire County Council's Internal Audit Service (LCCIAS), led by the Head of Internal Audit and Assurance Service, who fulfils the role of the CFA's Head of Internal Audit Service (HoIAS). The Public Sector Internal Audit Standards (PSIAS) specifically require that when an external service provider serves as the internal audit activity, the provider (LCCIAS) must make the organisation (CFA) aware that it has the responsibility for maintaining an effective internal audit activity.
5. The CFA Constitution records that one of the functions of the Corporate Governance Committee is to monitor the adequacy and effectiveness of the internal audit service and to monitor progress against the internal audit plan through the receipt of periodic progress reports and an annual Internal Audit report.
6. The PSIAS apply to all internal audit service providers. They require the HoIAS to provide an annual report to 'the Board' (for the CFA this is defined as the Committee) timed to support the annual review of the effectiveness of the CFA's governance framework undertaken when compiling the Annual Governance Statement (AGS). The annual report is to include:

- i. an opinion on the overall adequacy and effectiveness of the CFA's control environment (its framework of governance; risk management; and internal control);
  - ii. a summary of the audit work from which the opinion is derived;
  - iii. a comparison of work actually undertaken with work that was planned including a summary of the performance of the internal audit function;
  - iv. a statement on conformance with the PSIAS and review of the quality improvement programme; and
  - v. any issues the HoIAS judges relevant to the preparation of the AGS.
7. Headlines from the report are: -
- i. The HoIAS was able to conclude a reasonably positive opinion.
  - ii. Only one audit received a lower assurance rating. This area will continue to be subjected to further internal audit scrutiny.
  - iii. One audit is awaiting a response from the client and two audits are being reviewed. It's unlikely their outcomes will change the overall opinion.
  - iv. Days provided were as planned.
  - v. The charge was as per budget.
  - vi. Relevant information and guidance was routinely shared
  - vii. The HoIAS self-assessed that LCCIAS continues to 'generally conform' (the top rating) to the PSIAS. The review of the quality improvement plan (QAIP) revealed some extensions required to actions.
  - viii. The internal audit team continues to be trained and developed in new and emerging risks, technologies and working practices.

## Background

8. The Head of Internal Audit Service Annual Report 2021-22 is included at the Appendix.
9. Detail behind how the opinion was formed is found in **Annex 1**. For 2021-22 the HoIAS gives reasonable assurance that overall the control environment was adequate and effective. Whilst there were isolated high risk rated weaknesses identified in some areas, controls to mitigate key risks are generally operating effectively. The HoIAS was on the whole satisfied with management's response to resolving identified issues and welcomed the Committee's support and engagement over them.
10. A list of the audit work from which the sub-opinions are derived containing the scope, recommendations and individual assignment opinions is found in **Annex 2**. The HoIAS will ensure that any audits containing high importance (HI) recommendations and/or partial assurance ratings will be followed up with specific retesting and will stay in the Committee's domain until the HoIAS is satisfied the recommendations have been implemented and controls embedded.

11. In April 2018, LCCIAS was graded 'generally conforms', the top rating, following an independent external quality assessment of conformance to the PSIAS. **Annex 3** (see link on the last page) shows the HoIAS' June 2022 self-assessment of LCCIAS conformance to the PSIAS. Notes supporting the self-assessment, and other changes, are reported in bold font.
12. The PSIAS require the HoIAS to develop and maintain a Quality Assurance and Improvement Programme (QAIP). The HoIAS undertook a review of the QAIP and found that some action dates needed extending. See **Annex 4** (see link on the last page). Note: the date at the foot of the document hadn't been altered.

### Report Implications/Impact

13. Legal (including crime and disorder)

Section 112 of the Local Government Finance Act 1988 requires that the CFA '...shall make arrangements for the proper administration of its financial affairs' and to ensure that '...one of its officers has responsibility for the administration of those affairs'. At the CFA this officer is the Treasurer.

Part 2 'Internal Control' of the Accounts and Audit Regulations 2015 require, 'A relevant authority (including fire authorities) must undertake an effective internal audit to evaluate the effectiveness of its risk management, control and governance processes, taking into account public sector internal auditing standards or guidance'.

14. Financial (including value for money, benefits and efficiencies)

The Service Level Agreement in place for 2021-22 scheduled LCCIAS to provide 85 days of internal audit time at a cost of £25,075. Actual charge was £26,740 to allow for pay inflation.

As a result of the work carried out, assurances regarding the operation of key financial systems are gained and there would be an expectation that implementing Internal Audit recommendations could improve effectiveness, efficiency and economy. - Colin Sharpe, Deputy Director of Finance, Leicester City Council, 0116 454 4081

15. Risk (including corporate and operational, health and safety and any impact on the continuity of service delivery)

Internal audit provides reassurance that effective governance, risk management and internal control procedures are in place. Internal audit reports are used to inform the Treasurer and the Chief Fire and Rescue Officer of the detailed findings of the audit and highlight actions that are required to safeguard the CFA's interests.

16. Staff, Service Users and Stakeholders (including the Equality Impact Assessment)

There are no staff, service user or stakeholder implications arising from this report.

17. Environmental

There are no environmental implications arising from this report.

18. Impact upon Our Plan Objective

Within the CFA's priority of Finance and Resources is the aim of providing a value for money service. The provision of an internal audit function assists both effective and efficient management and good corporate governance. It also externally validates the CFA's progress in this area.

### Background Papers

Internal Audit Plan 2021-22 - Corporate Governance Committee 10 March 2021

<https://leics-fire.gov.uk/wp-content/uploads/2021/03/item-9-internal-audit-plan.pdf>

<https://leics-fire.gov.uk/wp-content/uploads/2021/03/item-9-iap-appendix.pdf>

### Appendices

Appendix	The Head of Internal Audit Service Annual Report 2021-22
Annex 1	The Head of Internal Audit Service Annual Opinion on the overall adequacy and effectiveness of the control environment 2021-22
Annex 2	IA work supporting the HoIAS 2021-22 opinion
Annex 3	Summary self-assessment of conformance with PSIAS – June 2022 <a href="https://politics.leics.gov.uk/documents/s169966/Annex%203%20-%20Summary%20-%20Self-assessment%20of%20conformance%20with%20PSIAS%20-%20June%202022%20final.pdf">https://politics.leics.gov.uk/documents/s169966/Annex%203%20-%20Summary%20-%20Self-assessment%20of%20conformance%20with%20PSIAS%20-%20June%202022%20final.pdf</a>
Annex 4	Self-assessment against the Quality Assurance and Improvement Programme – June 2022 <a href="https://politics.leics.gov.uk/documents/s169993/Annex%204%20-%20LCCIAS%20QAIP%20with%20action%20plan%20-%20June%202022.pdf">https://politics.leics.gov.uk/documents/s169993/Annex%204%20-%20LCCIAS%20QAIP%20with%20action%20plan%20-%20June%202022.pdf</a>

### Officers to Contact

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**Combined Fire Authority  
Head of Internal Audit Service  
Annual Report 2021-22**

**Neil Jones CPFA,  
Head of Internal Audit & Assurance Service, Leicestershire  
County Council**

**28<sup>th</sup> June 2022**

**Combined Fire Authority**  
**Head of Internal Audit Service**  
**Annual Report 2021-22**

**Background**

1. A common set of Public Sector Internal Audit Standards (PSIAS) was adopted in April 2013 and revised from April 2017. The PSIAS encompass the mandatory elements of the Global Institute of Internal Auditors (IIA Global) International Professional Practices Framework (IPPF) as follows: -
  - i. The Mission of Internal Audit
  - ii. Definition of Internal Auditing
  - iii. Core Principles for the Professional Practice of Internal Auditing
  - iv. Code of Ethics
  - v. International Standards for the Professional Practice of Internal Auditing
2. Additional requirements and interpretations for the local government sector have been inserted into the PSIAS and all principal local authorities must make provision for internal audit in accordance with the PSIAS.
3. The objectives of the PSIAS are to: -
  - a. define the nature of internal auditing within the UK public sector
  - b. set principles for carrying out internal audit in the UK public sector
  - c. establish a framework for providing internal audit services, which add value to the organisation, leading to improved organisational processes and operations
  - d. establish the basis for the evaluation of internal audit performance and to drive improvement planning
4. The PSIAS require the Head of Internal Audit Service (HoIAS) to provide an annual report to 'the Board' (for the CFA this is defined as the Corporate Governance Committee) timed to support the annual governance statement.
5. The PSIAS state that the annual report must include:
  - a. an annual internal audit opinion on the overall adequacy and effectiveness of the CFA's governance, risk and control framework (i.e. the control environment) and disclosure of any qualifications to the opinion, together with the reasons for the qualification
  - b. a summary of the audit work from which the opinion is derived (including reliance placed on work by other assurance bodies) and disclosure of any impairments or restriction in scope
  - c. a comparison of the work actually undertaken with the work that was planned, including a summary of the performance of the internal audit function against its performance measures and targets
  - d. a statement on conformance with the PSIAS and the results of the internal audit Quality Assurance and Improvement Programme (QAIP) and progress against any improvement plans resulting from a QAIP external assessment.
  - e. any issues the HoIAS judges particularly relevant to the preparation of the annual governance statement



**The Annual Internal Audit Opinion on the Adequacy and Effectiveness of the Combined Fire Authority's Control Environment**

6. **Annex 1** provides detail on how the annual internal audit opinion was formed, explains the types of audits undertaken, the components of the control environment and what it is designed to achieve, and provides a caveat on any opinions reached.

Based on an objective assessment of the results of individual audits undertaken and actions by management thereafter; the work of the Corporate Governance Committee; the professional judgement of the HoIAS based on his knowledge, experience and evaluation of other related activities and assurances given from other functions, the results of the above, when combined.

**For 2021-22 the HoIAS gives reasonable assurance that overall the control environment was adequate and effective. Whilst there were isolated high risk rated weaknesses identified in some areas, controls to mitigate key risks are generally operating effectively. The HoIAS was on the whole satisfied with management's response to resolving identified issues and welcomed the Committee's support and engagement over them.**

**A summary of the audit work from which the opinion is derived**

7. **Annex 2** lists the audits and other work undertaken during the year and where appropriate contains the individual audit opinion.
8. Twelve audits were originally planned, the majority of them being 'assurance' audits defined as '*An objective examination of evidence for the purpose of providing an independent assessment*'. Eleven audits were undertaken (see paragraph 15 for information on the cancelled audit). Of the eleven completed, five returned substantial assurance ratings meaning the controls in place to reduce exposure to risks to achieving the system's objectives were well designed and were being operated effectively. On the occasions when there were recommendation(s) to bring about improvements, they did not have a high importance (HI) rating signifying a particularly serious control weakness had been identified.
9. Two reports resulted in partial assurance ratings and progress in addressing the recommendations within these two audits will be reported to this committee until they are addressed.
10. We are awaiting client clearance of one draft audit report. A further two audit reports are currently being reviewed by the Audit Manager. Disregarding their outcome the overall opinion will not change.
11. Work on the National Fraud Initiative was completed
12. There were two legacy HI recommendations remaining from 2020/21 (Key Financials Recs & Balances and Contract Procedure Rules). Our testing in 2021/22 confirmed that the Reconciliations & Balances matters were addressed, however the Contract Procedure rules were not and these will

again be followed up in 22/23 along with the in year BACS partial opinion report.

13. The PSIAS require that the HoIAS should disclose where reliance is placed on work by other assurance bodies. For 2021-22 no reliance was obtained.

**A comparison of work undertaken with work planned, including a summary of the performance of the internal audit function**

14. The tables below show performance both in terms of number of audits and days allocated.

**Table 1: Overall performance against 2022-23 internal audit plan**

<b>Audit type</b>	<b>Planned</b>	<b>Postponed/ Cancelled</b>	<b>Draft or Not Cleared</b>	<b>Complete or Cleared</b>
Governance	1	-	1	0
Risk management	1	-	-	1
Internal control	9	-	1	8
Emerging issues	1	1	-	-
<b>Total</b>	<b>12</b>	<b>1</b>	<b>2</b>	<b>9</b>
<b>Legacy F/u</b>	<b>2</b>	<b>1</b>	<b>-</b>	<b>1</b>

15. Internal audit plans are increasingly short-term statements of intent rather than guaranteed coverage and need to be flexible and retain contingency to adapt to changes in risk and priorities. The 2021-22 plan contained one potential area for audit (in respect of emerging issues) which didn't come to fruition due to more time being required to complete audits that resulted in a partial opinion.
16. Total 'productive' days spent on work relating to the CFA (and the annual charge) were slightly above planned but were absorbed in the price agreed. Results were: -

<b>Function</b>	<b>21-22 days</b>	<b>Change to previous</b>
Audits (assurance, consulting, investigations)	75	-2
Client management – includes committees	10	-3
<b>Total</b>	<b>85</b>	<b>-5</b>

17. Out of three customer satisfaction questionnaires issued, two were returned and both scored full satisfaction with the internal audit process.

**A statement on conformance with the PSIAS and the results of the internal audit Quality Assurance and Improvement Programme (QAIP)**

18. The HoIAS undertook a self-assessment of LCCIAS's conformance to the PSIAS to confirm that the County Council's internal audit activity generally conforms with the International Standards for the Professional Practice of Internal Auditing. Notes supporting the self-assessment, and other changes, are reported in **Annex 3**.

19. The HoIAS also reviewed the service's Quality Assurance and Improvement Programme (QAIP). Some action dates have had to be extended and are reported at the end of **Annex 4**
20. There were no significant deviations from the PSIAS.

**Any issues the HoIAS judges particularly relevant to the preparation of the Annual Governance Statement (AGS)**

21. For the year 2021-22, nothing has been brought to the HoIAS' attention that he considers relevant to the preparation of the AGS.

Neil Jones CPFA  
Head of Internal Audit & Assurance Service  
LCCIAS

28<sup>th</sup> June 2022.

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**Leicester, Leicestershire, and Rutland Combined Fire Authority**

**The Head of Internal Audit Service's Annual Opinion  
on the overall adequacy and effectiveness  
of the control environment  
2021-22**

**Neil Jones CPFA, Head of Internal Audit & Assurance Service,  
Leicestershire County Council**

**28<sup>th</sup> June 2022**

## Background

Leicestershire County Council's Internal Audit Service (LCCIAS) provides the internal audit function for the Leicester, Leicestershire, and Rutland Combined Fire Authority (the CFA). LCCIAS was externally independently assessed in April 2018 as generally conforming (the top rating) to the Public Sector Internal Audit Standards (the PSIAS) revised from April 2017. The PSIAS require the Head of Internal Audit Service (HoIAS) to give an annual opinion on the overall adequacy and effectiveness of the CFA's control environment i.e. its framework of governance, risk management and control. The PSIAS definition of the control environment is to be found at the end of this document, along with further explanation from the Institute of Internal Auditors about what an effective system of internal control facilitates.

The HoIAS annual opinion is macro-assurance over a defined period of time (financial year 2021-22) and combines: -

- an objective assessment based on the results of individual audits undertaken and actions taken by management thereafter. Individual opinions on what level of assurance can be given as to whether risk is being identified and adequately managed are formed by applying systematic grading to remove any elements of subjectivity. An explanation of the ratings applied is also to be found in the definitions at the end of this document. **Annex 2** lists the audits undertaken during the year in the respective control environment components (governance, risk management and internal control). The list also contains the individual audit opinion (where applicable) and whether there were any high importance recommendations. Individual audit engagements provide targeted micro-assurance.
- The HoIAS' role in preparing for, attending, reporting to and his observations of the work of the Corporate Governance Committee (the Committee) including its engagement in specific training provided by officers
- Professional judgement of the HoIAS based on his knowledge, experience and evaluation of other related activities. This provides a holistic, strategic insight into the CFA's control environment.

The results of the above, when combined, form the basis for the overall opinion on the CFA's control environment. Individual audits are assigned a rating because it is possible to gather and test evidence for a specific audit topic. The overall opinion reflects that it isn't possible to provide audit coverage over all systems and processes. The caveat at the very end of this document explains what internal control cannot do. i.e., no system of internal control can provide absolute assurance against material misstatement or loss, nor can LCCIAS give absolute assurance, especially given its limited resource. The work of LCCIAS is intended only to provide assurance on the adequacy of the control environment based on the work undertaken and known facts.

## **Governance related internal audit work**

A governance themed audit of Workshop Services was completed but remains under review by the Audit Manager. Elements of the annual key ICT controls audit reviews governance matters.

The HoIAS (or the Audit Manager) attended Corporate Governance Committee meetings to present internal audit plans and reports. This enabled him to gauge 'good governance' at Member and senior management level at first hand.

The HoIAS provided the Committee with an update report on developments in local (external) audit arrangements and provided information that CIPFA was conducting a major internal audit research project and (following advice from DLUHC) was revising its guidance on Audit Committees.

The HoIAS and Audit Manager hold regular discussions with the LFRS Senior Management Team, the Treasurer and the Monitoring Officer (MO) on governance issues and related audit aspects.

### **Risk management related internal audit work**

In general terms, internal audits planned and conducted are 'risk based' i.e. ensuring that the CFA's management identifies, evaluates and manages risk to achieving its objectives i.e. ensuring sufficient and adequate controls are in place to reduce risk exposure.

A specific risk management review returned substantial assurance. Management of ICT risk by LFRS was covered within the annual audit of ICT controls.

### **Financial (and ICT) Controls related internal audit work**

Nine internal control themed audits (including work on the National Fraud Initiative) were undertaken. One audit of BACS returned a partial assurance rating.

### **Information Sharing**

The HoIAS routinely shares information and guidance that comes into his domain with relevant officers. Examples are shown at the end of Annex 2.

### **Head of Internal Audit Service Opinion**

**For 2021-22 the HoIAS gives reasonable assurance that overall the control environment was adequate and effective. Whilst there were isolated high risk rated weaknesses identified in some areas, controls to mitigate key risks are generally operating effectively. The HoIAS was on the whole satisfied with management's response to resolving identified issues and welcomed the Committee's support and engagement over them**

## Definitions

The revised 2017 Public Sector Internal Audit Standards (the PSIAS) define the following: -

### Assurance audit

An objective examination of evidence for the purpose of providing an independent assessment on governance, risk management and control processes for the organisation. Examples may include financial, performance, compliance, system security and due diligence engagements.

Assurance audits have four gradings: -

#### Outcome of the audit

#### Assurance rating

No (or only a few minor) recommendations

**Full assurance**

A number of recommendations made but none considered to have sufficient significance to be denoted as **HI** (high importance)

**Substantial assurance**

Includes at least one **HI** recommendation, denoting that (based upon a combination of probability and impact) a significant weakness either exists or potentially could arise and therefore the system's objectives are seriously compromised. Management should quickly address **HI** recommendations and implement an agreed action plan without delay.

**Partial assurance**

Alternatively, whilst individually none of the recommendations scored a HI rating, collectively they indicate that the level of risk to is sufficient to emphasise that prompt management action is required.

The number and content of the **HI** recommendations made are sufficient to seriously undermine any confidence in the controls that are currently operating.

**Little or no assurance**

### Consulting audit

Advisory and related client service activities, the nature and scope of which are agreed with the client, are intended to add value and improve an organisation's governance, risk management and control processes without the internal auditor assuming management responsibility. Examples include counsel, advice, facilitation and training.



## **Control**

Any action taken by management, the board and other parties to manage risk and increase the likelihood that established objectives and goals will be achieved. Management plans, organises and directs the performance of sufficient actions to provide reasonable assurance that objectives and goals will be achieved.

## **Control Environment**

The attitude and actions of the board and management regarding the importance of control within the organisation. The control environment provides the discipline and structure for the achievement of the primary objectives of the system of internal control. Elements are: -

- Integrity and ethical values
- Management's philosophy and operating style
- Organisational structure.
- Assignment of authority and responsibility.
- Human resource policies and practices.
- Competence of personnel.

The Institute of Internal Auditors further explains that the control environment is the foundation on which an effective system of internal control is built and operated in an organisation that strives to achieve its strategic objectives, provide reliable financial reporting to internal and external stakeholders, operate its business efficiently and effectively, comply with all applicable laws and regulations, and safeguard its assets.

## **Caveat**

The Financial Reporting Council in an Auditing Practices Board briefing paper, 'Providing Assurance on the Effectiveness of Internal Control' explains what internal control cannot do, namely: -

'A sound system of internal control reduces, but cannot eliminate, the possibility of poor judgement in decision making, human error, control processes being deliberately circumvented by employees or others, management overriding controls and the occurrence of unforeseen circumstances. A sound system of internal control therefore provides reasonable, but not absolute assurance that an organisation will not be hindered in achieving its objectives, or in the orderly and legitimate conduct of its business, by circumstances which may reasonably be foreseen. A system of internal control cannot, however, provide protection with certainty against an organisation failing to meet its objectives, or all material errors, losses, fraud or breaches of laws and regulations'.

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## Annex 2 – IA work supporting the HoIAS opinion 2021-22

*Audits marked (\*) may be utilised by the external auditor in their annual assessment of the likelihood of material misstatement in the Authority's financial accounts so the detailed scope will be subject to the External Auditor's (EA's) approach*

*ToE – terms of engagement*

*HI – high importance recommendation*

### **Institute of Internal Auditors definitions: -**

- The first line of defence – functions that own and manage risk
- The second line of defence – functions that oversee or specialise in risk management, compliance
- The third line of defence – functions that provide independent assurance, including internal audit.

**Work completed (to at least draft report issued stage or complete for the financial year)**

No.	Category	Auditable area	Potential assurance requirements....	Position at 18/06	Summary recommendations	Opinion
22/2	Risk Management	Risk Management Review	<ul style="list-style-type: none"> <li>Continuous improvement of the risk management framework</li> </ul>	Final Report Issued Feb 2022	Improvements recommended in the following areas: <ul style="list-style-type: none"> <li>Policy update (including roles and responsibilities)</li> <li>Adding a risk owner to the risk register</li> <li>Consideration of section registers feeding into the organisational one</li> <li>Consider further the reporting of risks to the Senior Management Team &amp; Corporate Governance (including 'deep dive' into specific risks)</li> </ul>	Substantial Assurance
22/3	Internal Control	Key Financial Systems – Reconciliations and Balances (*)	<ul style="list-style-type: none"> <li>Key reconciliations and other agreed in scope processes are undertaken accurately and promptly</li> </ul>	Draft Report Issued June 22 – awaiting client	TBC	TBC

			<ul style="list-style-type: none"> <li><i>(Note, where applicable this will include follow up of any material internal control weaknesses defined in the International Standard on Auditing (ISA260) report).</i></li> </ul>			
22/4	Internal Control	Key Financials Payroll (*)	<p>Payroll Starters, leavers and variations to pay are valid and accurately accounted for</p> <p>Note: the service provider changed during 2020-21</p>	Final report issued June 22	<ul style="list-style-type: none"> <li>Suggested changes to method/details in variations to pay notifications</li> <li>Advice from the pensions provider re checking pensions contributions</li> <li>Contract performance monitoring</li> </ul>	Substantial Assurance
22/5	Internal Control	Key Financials Pensions (*)	<p>To provide assurance regarding operational processes for Fire Fighter Pensions. Topic area(s) will be risk assessed and then selected from the following:</p> <ul style="list-style-type: none"> <li>Starters, leavers and variations to pension are accurately accounted for in respect of pensionable</li> </ul>	Final report issued June 22	N/A – No recommendations made	Substantial Assurance

			<p>adjustments required.</p> <ul style="list-style-type: none"> <li>• Contribution banding, pensions increases, and dependants' pension requirements are correctly applied.</li> <li>• To review the validity and accuracy of calculations with regard to payments for new pensions and lump sums</li> </ul> <p><b>Note: the service provider changed during 2020-21</b></p>			
22/6	Internal Control	Key ICT Controls 2020/21 (*)	<ul style="list-style-type: none"> <li>• Robustness and integrity of the ICT infrastructure and associated applications that either directly or indirectly contribute to the production of the financial statements or associated management decision making</li> </ul> <p><i>(Note: This is to complete our 20/21 coverage</i></p>	Final Report Issued Sept 2021	<p>Improvements recommended in the following areas</p> <ul style="list-style-type: none"> <li>• Annual Performance Reviews</li> <li>• Approval of ICT Strategy and Associated Performance Reporting</li> <li>• Updating/Creation of various Policies/documentation</li> <li>• Asset Information Reconciliation</li> <li>• Recording and Reporting of IT Health Checks</li> <li>• Server Monitoring</li> </ul>	Substantial Assurance

			<p><i>including addressing the high importance recommendation remaining within the Corporate Governance Committee arena)</i></p> <p>Note: This replaced audit 21/08 in 20/21</p>		<ul style="list-style-type: none"> <li>• Disaster Recovery Policy/Testing</li> <li>• Deletion of disabled network accounts</li> <li>• Identity Management Solution</li> </ul>	
22/8	Internal Control	National Fraud Initiative	<ul style="list-style-type: none"> <li>• To ensure that data requirements are matches identified as part of the 2020/21 NFI submission have all been adequately investigated and concluded and action taken where appropriate.</li> </ul>	Final report issued Aug 2021	<ul style="list-style-type: none"> <li>• Be assured that a segregation of duties existed in the checking of the reports</li> <li>• Ensure any lessons learned/mitigating controls required from the two duplicate payments found are identified and promptly implemented</li> <li>• Seek legal advice regarding recovery of the one outstanding duplicate payment where the vendor is no longer trading</li> <li>• Reaffirm code of conduct procedures and ensure one employee makes a declaration</li> </ul>	No opinion - consulting work

22/9	Internal Control	Contract Procedure Rules and associated Policies and Processes	<ul style="list-style-type: none"> <li>• Follow up of partial assurance report</li> <li>• Note the degree of detailed testing required for this specific audit means this cannot be absorbed from the allocation of time further below</li> </ul>	Final Report issued  Feb 22	<ul style="list-style-type: none"> <li>• Holding all contract documentation on a single blue light database</li> <li>• Holding copies of all contracts electronically</li> <li>• Training on revised procedures for all procuring managers/administrators</li> <li>• Periodic benchmarking/ market testing when purchasing multi-items from a single supplier with no contract.</li> </ul>	Partial Assurance
22/10	Internal Control	Segregation of duties within the finance function	<ul style="list-style-type: none"> <li>• To ensure that an adequate segregation of duties exists within the restructured finance function</li> <li>•</li> </ul>	Final Issued June 2022	<ul style="list-style-type: none"> <li>• Operational Finance Manual/Policy</li> <li>• Review of access to bankline payment system</li> <li>• E-form to request access to applications</li> <li>• Obtaining audit trails/key change reports from Unit4/Agresso</li> <li>• Fraud awareness training</li> <li>• Procedure notes for bank account changes inc secondary checks</li> <li>• Bank coordinate validation</li> </ul>	Substantial Assurance



22/11	Internal Control	Accounts Receivables – BACS Payment Process	<ul style="list-style-type: none"> <li>BACS runs, and Direct Debit payments made are valid, accurate and complete and that they are processed in a timely and secure manner with due regard for segregation of duties.</li> </ul>	Final Report Issued November 2021	<ul style="list-style-type: none"> <li>Process documentation covering additional/ urgent BACS runs.</li> <li>Ensure that adequate Segregation of Duties exists between those that can create a file on Unit 4 Business World and those that can process/approve the file on Autopay <b>(HI)</b></li> <li>Reduction in generic accounts set up</li> <li>locking down the payments file while it resides on the Finance Shared Drive.</li> <li>Prompt secondary check to verify all new bank accounts and bank account changes <b>(HI)</b></li> <li>Feasibility and practicality of enforced segregation of duties</li> <li>The validity of the payment file (SU11A) should be evidenced on the relevant documentation</li> </ul>	Partial Assurance
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					<p>by two separate officers as per the process.</p> <ul style="list-style-type: none"> <li>• The Payments checklist completed by the Finance Team should be reviewed and updated and then fully completed as part of the process</li> <li>• Business Continuity arrangements for the BACS processes in the event of any system downtime should be documented within the relevant Business Continuity Plan(s).</li> </ul>	
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**Work in progress**

No.	Category	Auditable area	Potential assurance requirements....	Position at 18/02	Summary recommendations	Opinion
22/1	Governance	Workshop Services	<ul style="list-style-type: none"> <li>Work undertaken delivers value for money and is undertaken by suitably qualified staff.</li> </ul> <p><i>(This audit straddles the two financial years of 20/21 and 21/22)</i></p>	<ul style="list-style-type: none"> <li>Draft report with Audit Manager for review</li> </ul>	<b>N/A</b>	<b>N/A</b>
22/7	Internal Control	ICT Controls 2021/22 (*)	<ul style="list-style-type: none"> <li>Robustness and integrity of the ICT infrastructure and associated applications that either directly or indirectly contribute to the production of the financial statements or associated management decision making</li> </ul>	<ul style="list-style-type: none"> <li>Draft report with Audit Manager for review</li> </ul>	<b>N/A</b>	<b>N/A</b>

**Audits not completed**

No.	Category	Auditable area	Potential assurance requirements....	Position at 28/06	Summary recommendations	Opinion
22/12	Various	Emerging Issues	Emerging issues affecting the service e.g. Forge Health, Residual Brexit Issues, Climate Change, New Legislation etc	N/A	N/A	N/A

**Follow up testing of high importance recommendations**

N/A	Various	High Importance Recs	Position		See immediately below for detail	
HI	Internal Control	Contract Procedure Rules (legacy)	Whilst progress has been made, there are still areas to complete in order to close the partial assurance rating and so this will form part of our 22/23 Internal Audit coverage and a further update will therefore be made once the 22/23 audit has been timetabled and completed		<p>The areas to complete relate to:</p> <ul style="list-style-type: none"> <li>• All contract documentation being held on the Blue Light Database (BLPD).</li> <li>• All contracts located or a copy obtained from the supplier</li> <li>• Hold records electronically on the database.</li> <li>• Train procuring managers and administrators</li> <li>• Monitor successful delivery of training</li> <li>• Periodic benchmarking or market testing is completed and retained to ensure value for money when purchasing multi items from a single supplier with no contract.</li> </ul>	Outstanding

HI	Internal Control	Key Financial Systems – Reconciliations and Balances (legacy)	From our 21/22 testing it was ascertained that these specific recommendations have been addressed		The recommendation in respect of the Reconciliation of on cost control accounts remained outstanding but was retested as part of our 21/22 Key Reconciliations and Balances Audit currently being undertaken'	Cleared
HI	Internal Control	Accounts Receivables – BACS Payment Process (in year)	From our 21/22 testing it was ascertained that one recommendation has been addressed but one remains outstanding and will be re-tested		Evidence that an Adequate Segregation of Duties has been established within the BACS process The secondary check has been introduced to verify new/changes to bank account details.	Cleared  Outstanding

**Information shared by the HoIAS**

Redcar & Cleveland cyber-attack lessons learned
Centre for Governance & Scrutiny - Audit & Scrutiny - opportunities for collaboration
Centre for Governance & Scrutiny - Scrutiny survey 2020-21
Public Accounts Committee - Gov't fraud & error report
Audit Scotland - fraud risks & case studies
Public Accounts Committee - articles on scathing LG audit report
Zero trust - cyber security
National Audit Office - Guidance Managing the commercial lifecycle
MHCLG - consultation on local audit proposals
Introductory guide to risk appetite
Potential fraud re GDPR compliance

Risk Management Partners - Procurement risk management guide
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CIPFA - Advisory Note on Governance
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**Status of Report: Public**

**Meeting: Corporate Governance Committee (CGC)**

**Date: 13 July 2022**

**Subject: Sickness Analysis – April 2021 to March 2022**

**Report by: Callum Faint, Chief Fire and Rescue Officer**

**Author: Mark Wilkinson, Performance Co-ordinator**

**For: Information Only**

### **Purpose**

1. The purpose of this report is to present the Corporate Governance Committee (CGC) with an update on sickness analysis for Leicestershire Fire and Rescue Service (LFRS) for the period April 2021 to March 2022.

### **Recommendations**

2. The CGC is asked to note the sickness analysis for the period April 2021 to March 2022.

### **Executive Summary**

3. Sickness performance data is provided on a quarterly and annual basis for both wholetime and support members of staff. The sickness analysis looks at performance against previous years for both the total number of days/shifts lost and also the number of days/shifts lost on average per person. The analysis provided in Appendix 1 breaks sickness down by station/department and looks into the differences between short term and long term sickness and the reasons for absence. Analysis on the figures with and without the effect of Covid-19 are included.

### **Background**

4. Overall sickness has increased for both wholetime staff and support staff when comparing against last year. The total number of days/shifts lost for wholetime staff has increased by 36% and for support staff by 42%. If Covid-19 sickness data was included, wholetime staff sickness would have increased by 26% when comparing the number of day/shifts lost and support staff sickness would have increased by 46%.
5. The average number of days/shifts lost per person was 6.37 for both wholetime and support staff. Including Covid-19, this figure rose to 10.16 for wholetime staff and 9.74 for support staff.
6. Wholetime sickness – There are increases for wholetime staff on both short term sickness and long term sickness, when compared against the previous year.

There are a number of stations - Market Harborough, Birstall, Eastern, Central and Hinckley - which have recorded only minor levels of sickness. The stations showing a higher number of days/shifts lost per person are Melton and Western, both with high levels of long term sickness.

7. There were 741.10 wholetime short term days/shifts lost, compared to 434.56 days/shifts lost last year. Looking into the number of days/shifts lost to short term sickness, there were 162.09 days/shifts lost from April to June, 180.34 days/shifts during July to September, 223.84 days/shifts during October to December and 174.83 days/shifts during January to March.
8. Of the 741.10 wholetime short term sickness days/shifts lost, 199.00 days/shifts lost were recorded as musculo/skeletal. There have been 308 periods of short term sickness recorded, compared to 172 last year.
9. There were 1,608.51 wholetime long term days/shifts lost, compared to 1,295.12 days/shifts lost the previous year. Looking into the number of days/shifts lost to long term sickness, there were 492.71 days/shifts lost from April to June, 450.70 days/shifts during July to September, 410.43 days/shifts during October to December and 254.67 days/shifts during January to March.
10. Of the 1,608.51 wholetime long term days/shifts lost, 563.70 days/shifts lost were recorded as musculo/skeletal, compared to 365.34 days/shifts the previous year. There were 526.12 days/shifts attributed to mental health/stress compared to 563.98 days/shifts the previous year and there were 223.02 days/shifts lost to surgery, compared to 147.84 days/shifts the year before. There have been 67 periods of long term sickness recorded, compared to 54 last year.
11. Support sickness – There has been an increase in the number of days/shifts lost for support staff on short term sickness and long term sickness, when compared against the previous year.
12. There were 193.40 support short term days/shifts lost, compared to 89.11 days/shifts lost last year. There were 41.00 days/shifts lost from April to June, 60.59 days/shifts lost during July to September, 74.67 days/shifts lost during October to December and 17.14 days/shifts lost during January to March.
13. Of the 193.40 days/shifts lost in total, 46.56 days/shifts were recorded as other: viral, flu or cold, compared to 6.50 days/shifts last year. There have been 90 periods of short term sickness recorded, compared to 45 the previous year.
14. There were 559.40 long term support days/shifts lost, compared to 442.34 days/shifts last year. There were 96.66 days/shifts lost from April to June, 130.49 days/shifts during July to September, 115.00 days/shifts during October to December and 217.25 days/shifts during January to March.
15. Of the 559.40 long term support days/shifts lost, 231.37 days/shifts lost were recorded as all mental health/stress, compared to 153.81 days/shifts last year and 166.00 days/shifts were recorded as all respiratory, compared to 48.00 days/shifts last year. There have been 21 periods of long term sickness recorded, compared to 14 last year.
16. It should be noted that the number of periods of sickness occurring has increased for both wholetime and support staff in the last 12 months. However,

last year was affected by Covid-19 with the number of periods of sickness reducing significantly. This year has seen an increase back to pre-pandemic levels for both wholetime and support staff.

17. For wholetime there were 1,394.88 days/shifts lost to Covid-19, with 784.18 days/shifts recorded as confirmed. For support there were 397.23 days/shifts lost to Covid-19, with 217.09 days/shifts recorded as confirmed.
18. There were 432 periods of sickness attributable to Covid-19 for wholetime staff, compared to 309 last year and 100 periods of sickness attributable to Covid-19 for support staff, compared to 37 last year.
19. Appendix 2 is a report which is produced by Cleveland Fire and Rescue Service and concentrates on comparing national statistics in relation to Fire and Rescue Service's sickness data. The first section of the report provides a national picture regarding the number of days lost and the reasons for sickness, the second section shows how individual Service data compares against others. The report clearly shows that the rate of sickness in LFRS compares very favourably against the national position, showing the Service is consistently in the lower quartile of Services who have submitted data.

### **Report Implications / Impact**

20. Legal (including crime and disorder)

The timely production of relevant performance information and the achievement of continuous improvement is a statutory duty as described in the Local Government Act 1999.

21. Financial (including value for money, benefits and efficiencies)

None arising from this report.

22. Risk (including corporate and operational, health and safety and any impact on the continuity of service delivery)

Effective performance management including the reporting, monitoring and analysis of performance indicators enables proactive control measures to be implemented to reduce risk and demand.

23. Staff, Service Users and Stakeholders (including the Equality Impact Assessment)

Any identified action plans will be developed and delivered by relevant managers and staff.

24. Environmental

None arising from this report.

25. Impact upon Our Plan Objectives

Active monitoring of performance indicators allows the Service to assess the effectiveness of delivering its corporate objectives, influencing changes to

strategies and policies where necessary.

26. **Background Papers**

None.

27. **Appendices**

Appendix 1 – Sickness Information Pack – April 2021 to March 2022

Appendix 2 – National Fire and Rescue Service Sickness Absence Report April 2021 to March 2022

**Officers to Contact**

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Wholetime Sickness - April 2021 to March 2022

Location		Wholetime Sickness - April 2021 to March 2022			
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	159.50	50.00	209.50	30.75	6.81
23 - Eastern	52.50	26.00	78.50	37.58	2.09
24 - Western	90.50	262.50	353.00	21.92	16.11
1 30 - Central	50.50	50.50	101.00	38.92	2.60
40 - Southern	61.00	127.00	188.00	23.50	8.00
Total	414.00	516.00	930.00	152.67	6.09
DC					
21 - Melton	11.30	295.10	306.40	11.17	27.44
36 - Market Harborough	5.47	0.00	5.47	10.17	0.54
37 - Lutterworth	29.86	83.31	113.17	11.00	10.29
Total	46.63	378.41	425.04	32.33	13.15
DCP					
1 18 - Castle Donington	12.12	40.01	52.13	10.58	4.93
1 19 - Birstall	11.77	11.01	22.78	11.42	2.00
1 25 - Coalville	29.73	30.61	60.34	9.00	6.70
31 - Wigston	27.08	20.69	47.77	9.92	4.82
33 - Oakham	23.20	80.44	103.64	10.50	9.87
38 - Hinckley	16.57	11.34	27.91	10.25	2.72
Total	120.47	194.10	314.57	61.67	5.10
Control	80.50	289.50	370.00	25.42	14.56
Non Station	79.50	230.50	310.00	96.67	3.21
Total Operational	741.10	1608.51	2349.61	368.75	6.37

Wholetime Sickness including COVID 19 - April 2021 to March 2022

Total Sickness Days/Shifts Lost	Total Sickness Days/Shifts Lost to COVID 19	Total Sickness Days/Shifts Lost	Average FTE	Average No of Days/Shifts Lost per person
209.50	119.50	329.00	30.75	10.70
78.50	158.50	237.00	37.58	6.31
353.00	85.50	438.50	21.92	20.01
101.00	193.50	294.50	38.92	7.57
188.00	83.00	271.00	23.50	11.53
930.00	640.00	1570.00	152.67	10.28
306.40	40.63	347.03	11.17	31.08
5.47	20.56	26.03	10.17	2.56
113.17	42.48	155.65	11.00	14.15
425.04	103.67	528.71	32.33	16.35
52.13	21.49	73.62	10.58	6.96
22.78	26.36	49.14	11.42	4.30
60.34	40.99	101.33	9.00	11.26
47.77	28.89	76.66	9.92	7.73
103.64	21.73	125.37	10.50	11.94
27.91	40.68	68.59	10.25	6.69
314.57	180.14	494.71	61.67	8.02
370.00	113.50	483.50	25.42	19.02
310.00	357.57	667.57	96.67	6.91
2349.61	1394.88	3744.49	368.75	10.15

Location	Wholetime FTE - Apr 2021 - Mar 2022												
Wholetime	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Average FTE
20 - Loughborough	33.00	31.00	31.00	29.00	29.00	30.00	30.00	30.00	31.00	31.00	33.00	31.00	30.75
23 - Eastern	41.00	39.00	37.00	35.00	34.00	34.00	35.00	36.00	38.00	39.00	41.00	42.00	37.58
24 - Western	21.00	23.00	23.00	23.00	23.00	21.00	21.00	19.00	21.00	20.00	24.00	24.00	21.92
30 - Central	40.00	40.00	40.00	39.00	39.00	39.00	38.00	38.00	39.00	40.00	37.00	38.00	38.92
40 - Southern	25.00	24.00	24.00	22.00	22.00	22.00	21.00	22.00	25.00	25.00	25.00	25.00	23.50
Total	160.00	157.00	155.00	148.00	147.00	146.00	145.00	145.00	154.00	155.00	160.00	160.00	152.67
DC													
21 - Melton	11.00	11.00	12.00	12.00	11.00	10.00	11.00	11.00	11.00	10.00	12.00	12.00	11.17
36 - Market Harborough	11.50	11.50	11.50	11.50	10.50	9.50	8.50	8.50	8.50	10.50	9.50	10.50	10.17
37 - Lutterworth	11.00	11.00	11.00	11.00	11.00	11.00	11.00	11.00	11.00	11.00	11.00	11.00	11.00
Total	33.50	33.50	34.50	34.50	32.50	30.50	30.50	30.50	30.50	31.50	32.50	33.50	32.33
DCP													
18 - Castle Donington	12.00	11.00	11.00	11.00	11.00	11.00	10.00	10.00	10.00	10.00	10.00	10.00	10.58
19 - Birstall	12.00	12.00	12.00	12.00	12.00	11.00	11.00	11.00	11.00	11.00	11.00	11.00	11.42
25 - Coalville	12.00	10.00	10.00	10.00	9.00	9.00	8.00	8.00	8.00	8.00	8.00	8.00	9.00
31 - Wigston	12.00	12.00	12.00	10.00	10.00	10.00	10.00	10.00	9.00	8.00	8.00	8.00	9.92
33 - Oakham	14.00	12.00	11.00	9.00	10.00	10.00	10.00	10.00	10.00	10.00	10.00	10.00	10.50
38 - Hinckley	11.00	11.00	11.00	11.00	11.00	11.00	11.00	10.00	10.00	10.00	9.00	7.00	10.25
Total	73.00	68.00	67.00	63.00	63.00	62.00	60.00	59.00	58.00	57.00	56.00	54.00	61.67
Control	26.00	26.00	26.00	26.00	26.00	25.00	25.00	25.00	25.00	25.00	25.00	25.00	25.42
Non Station	75.00	76.00	96.00	105.00	104.00	105.00	108.00	110.00	101.00	97.00	92.00	91.00	96.67
Total Operational	367.50	360.50	378.50	376.50	372.50	368.50	368.50	369.50	368.50	365.50	365.50	363.50	368.75

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# National Fire and Rescue Service Sickness Absence Report



**April 2021 — March 2022**

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### Data Quality Statement:

The data provided by each service has not been validated. It has been assumed that the figures provided by the participating Fire and Rescue Services have been validated using their quality assurance processes and calculated in accordance with the definitions provided



## Services that provided data:

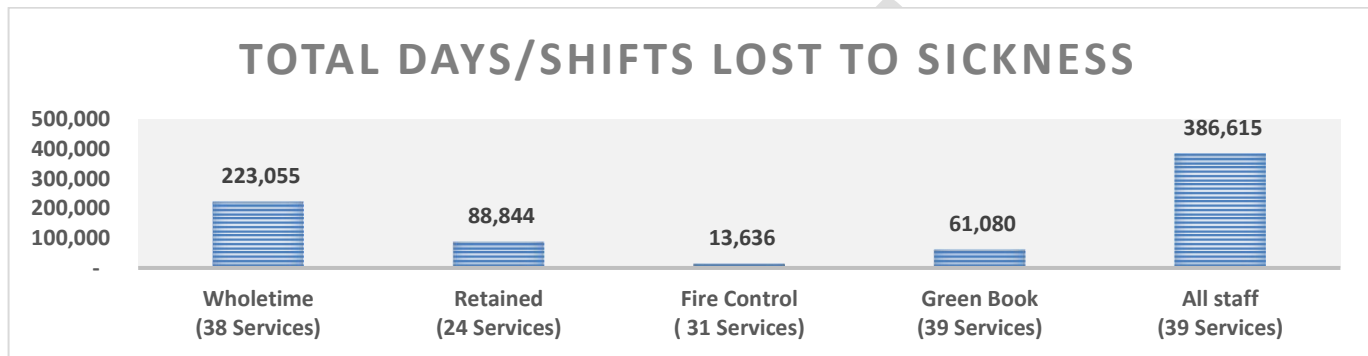
- Avon FRS
- Bedfordshire FRS
- Buckinghamshire FRS
- Cambridgeshire FRS
- Cheshire FRS
- Cleveland Fire Brigade
- Cornwall FRS
- Cumbria FRS
- Derbyshire FRS
- Devon & Somerset FRS
- Dorset & Wiltshire FRS
- Durham & Darlington FRS
- East Sussex FRS
- Essex FRS
- Greater Manchester FRS
- Hereford & Worcester FRS
- Hertfordshire FRS
- Humberside FRS
- Lancashire FRS
- Leicestershire FRS
- London Fire Brigade
- Merseyside FRS
- North West Fire Control
- North Yorkshire FRS
- Northamptonshire FRS
- Northern Ireland
- Northumberland FRS
- Nottinghamshire FRS
- Oxfordshire FRS
- Royal Berkshire FRS
- Shropshire FRS
- South Wales FRS
- Staffordshire FRS
- Surrey FRS
- Tyne & Wear FRS
- Warwickshire FRS
- West Sussex FRS
- West Yorkshire FRS

**Note:** Some Brigades have only provided part of the data – this must be borne in mind when using the information provided in the report for comparator purposes.

## Sickness Absence – National Total Data

Please note owing to recording mechanisms and sickness absence policies within the various FRS' Covid 19 Sickness for some FRS' has not been included. This must therefore be borne in mind when comparing sickness levels.

The graph below shows the total days/shifts lost to sickness nationally (only for those services which provided data) for the period April 2021– March 2022. In 2020/21, 39 Fire and Rescue Services provided either all or part of the data requested. The number of participating FRS for the same period in 2021/22 has decreased to 38 (Including North West Fire Control).



Thirty eight FRS' (including North West Fire Control) submitted data for the period April 2021 – March 2022.

During this period, from the Fire Services who submitted data, there have been 386,615 shifts lost to sickness absence arising from 37,979 separate occurrences for all staff groups equating to **11.27** shifts per member of staff.

There are 3 main causes of sickness absence for all staff groups; Musculo-Skeletal (121,030 shifts) accounting for 31% of all sickness absence followed by Mental Health (86,335 shifts) which accounts for 22% of sickness absence and Virus/Infectious Diseases (60,695 shifts) accounting for 16% of sickness absence.

The following sections analyse sickness absence into the 4 main categories of employees within the Fire and Rescue Services; Wholetime, Retained, Fire Control and Green Book.

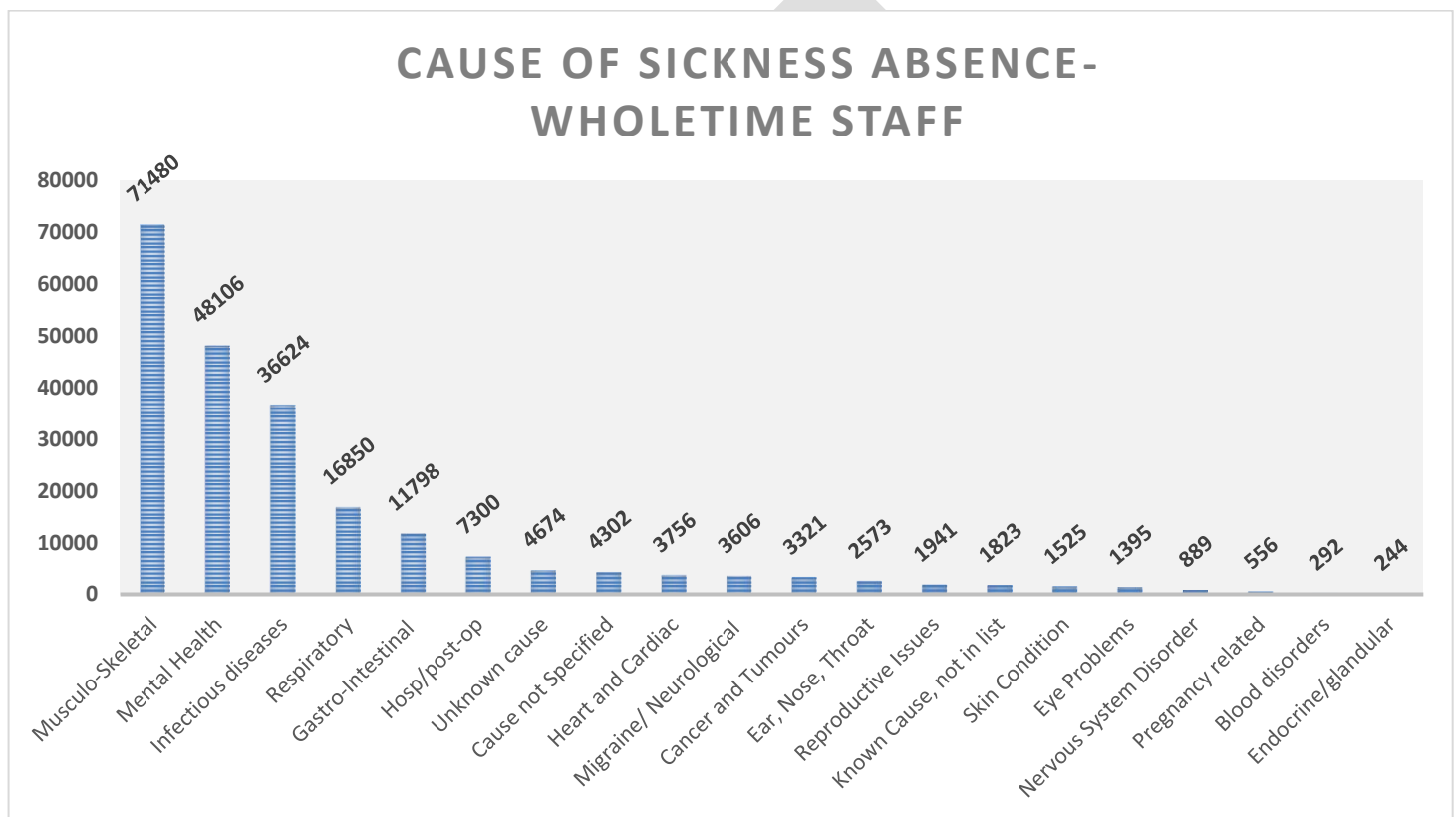
# Sickness Absence – National Total Data Wholetime

## Causes of Sickness Absence - Wholetime Staff

(37 of 37 Services submitted data)

The graph below shows all causes of sickness absence and the number of days/shifts lost to each cause in ranked order from highest to lowest.

*Data Health Warning:* Of the 37 responses received for Wholetime sickness data, 23 FRS' (62% of all Wholetime returns) indicated that they include COVID 19 sickness absence data in the main causal breakdowns provided. Owing to individual recording mechanisms within the various FRS', 14 FRS's currently do not include this data/did not indicate whether it is included therefore when comparing sickness levels, it must be noted that not all returns include COVID 19 data.

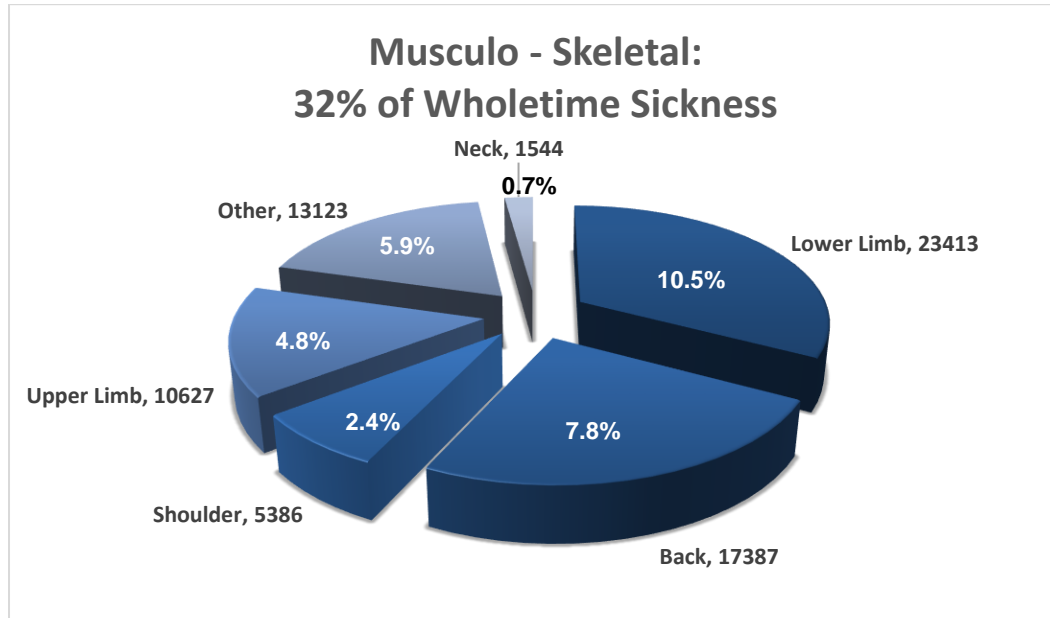


A total of 223,055 days/shifts were lost to sickness absence during the financial year 2021/22 with the top three causes of sickness for Wholetime staff identified to be Musculo Skeletal, Mental Health and Infectious Diseases. These three causes accounted for 70% (156,210) of all sickness absence for Wholetime staff nationally.

During the same reporting period 2020/21, Wholetime sickness recorded 160,166 shifts lost due to sickness absence therefore showing that during the current financial year 2021/22, there has been a 39% increase in Wholetime sickness absence nationally.

# Sickness Absence – National Total Data Wholetime

Musculo-Skeletal, Mental Health and Respiratory causes have a number of sub categories, with a breakdown of these categories provided in the following graphs:

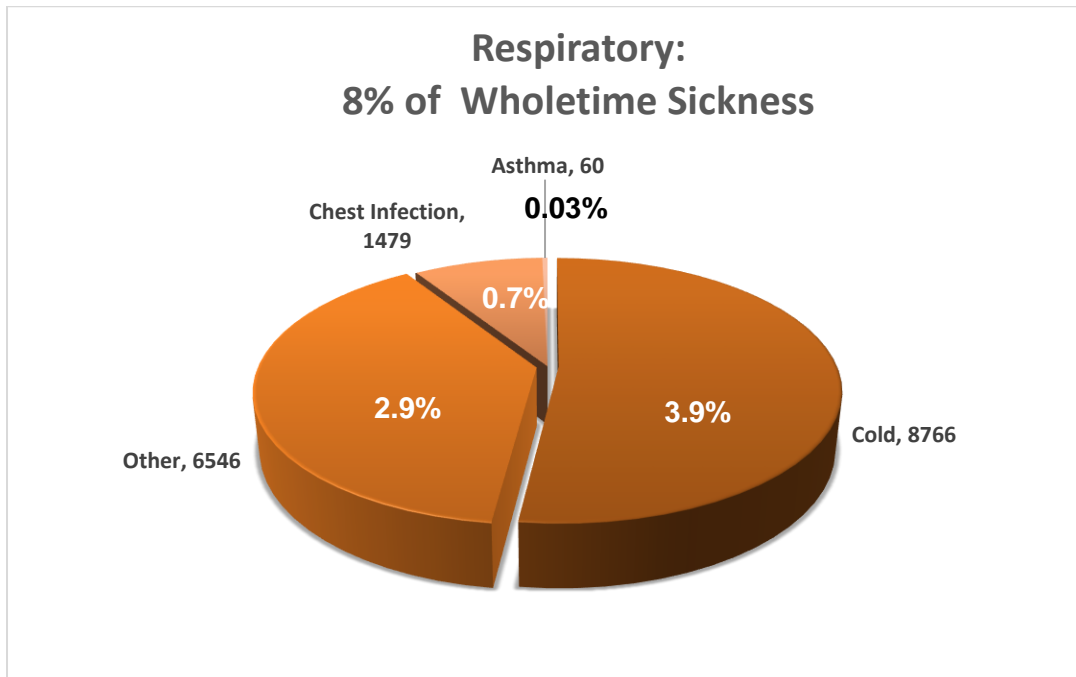


Musculo-Skeletal related absence accounts for 32% (71,480 shifts lost) of the total absence for Wholetime staff. Lower Limb is recorded as the highest, with 10.5% (23,413 shifts lost) followed by Back issues with 7.8% (17,387 shifts lost). For the same period in the previous year, Musculo-Skeletal accounted for 37% (55,398) shifts lost.



Mental Health reasons for sickness absence accounted for 22% (48,106 shifts lost) for Wholetime personnel absence and is the second highest reason for absence after Musculo-Skeletal. For the same period in the previous year, Mental Health accounted for 27% (40,383 shifts) of sickness absence.

# Sickness Absence – National Total Data Wholetime



Respiratory reasons for sickness in wholetime staff accounts for 8% (16,850 shifts), which is the fourth highest cause of all Wholetime sickness during the reporting period. The common cold accounts for the highest absence within the Respiratory group with 8,766 shifts lost. During the previous financial year of 2020/21, Respiratory reasons for sickness accounted for 4% with 5,580 day/shifts lost.

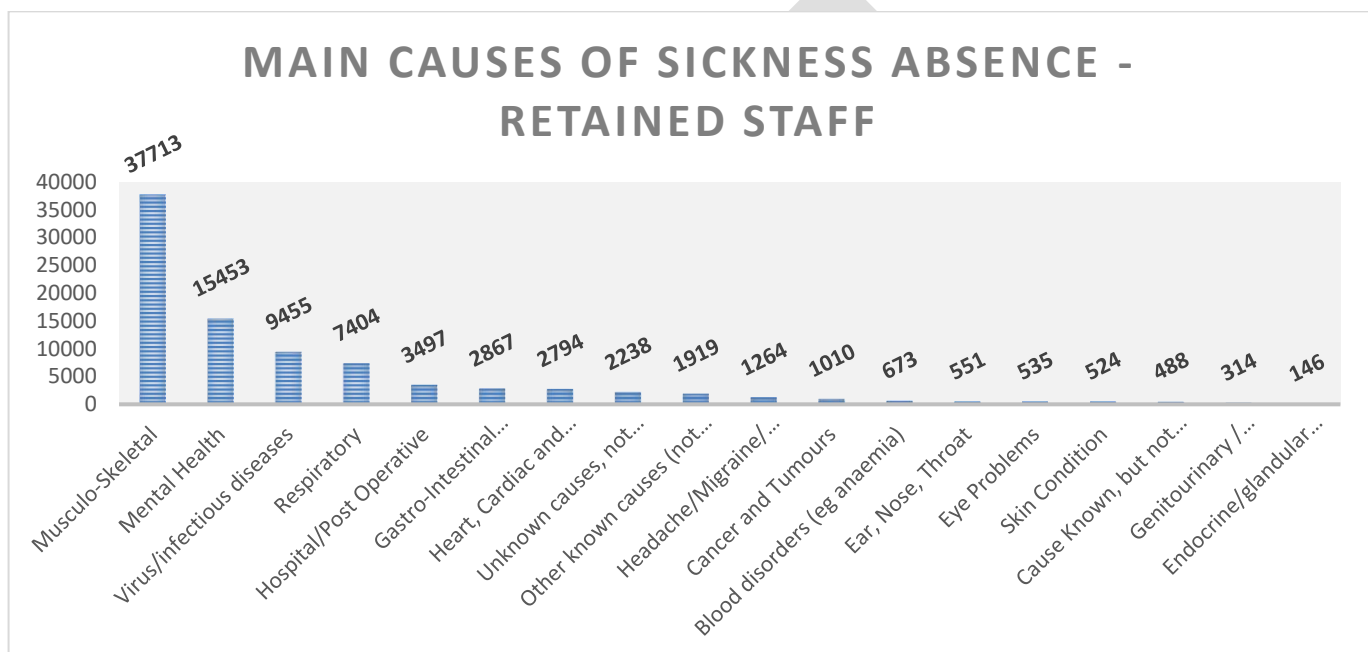
## Sickness Absence – National Total Data Retained

### Causes of Sickness Absence - Retained Staff

(23 of 26 Services submitted data)

The graph below shows all causes of sickness absence recorded for Retained Staff and the number of days/shifts lost to each cause ranked in order from highest to lowest.

*Data Health Warning:* Of the 23 responses received for Retained sickness data, 18 FRS' (78% of all Retained returns) indicated that they include COVID 19 sickness absence data in the main causal breakdowns provided. Owing to individual recording mechanisms within the various FRS', 5 FRS's currently do not include this data/did not indicate whether it is included therefore when comparing sickness levels, it must be noted that not all returns include COVID 19 data.

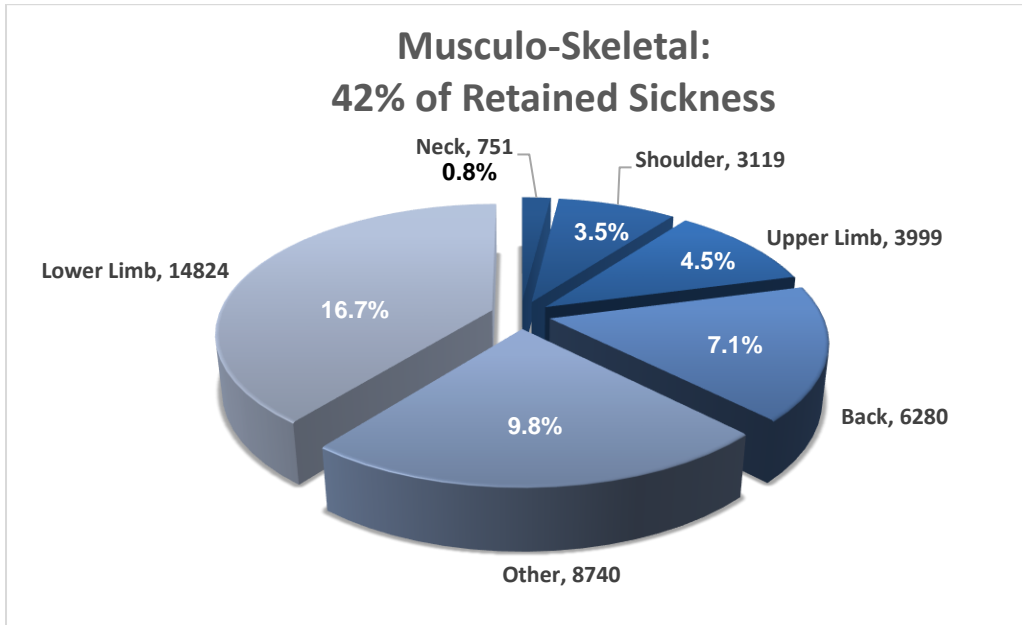


A total of 88,844 days/shifts were lost to sickness absence during the financial year 2021/22 with the top three causes of sickness for Retained staff identified to be Musculo Skeletal, Mental Health and Infectious Diseases. These three causes accounted for 70% (62,622) of all sickness absence for Retained staff nationally.

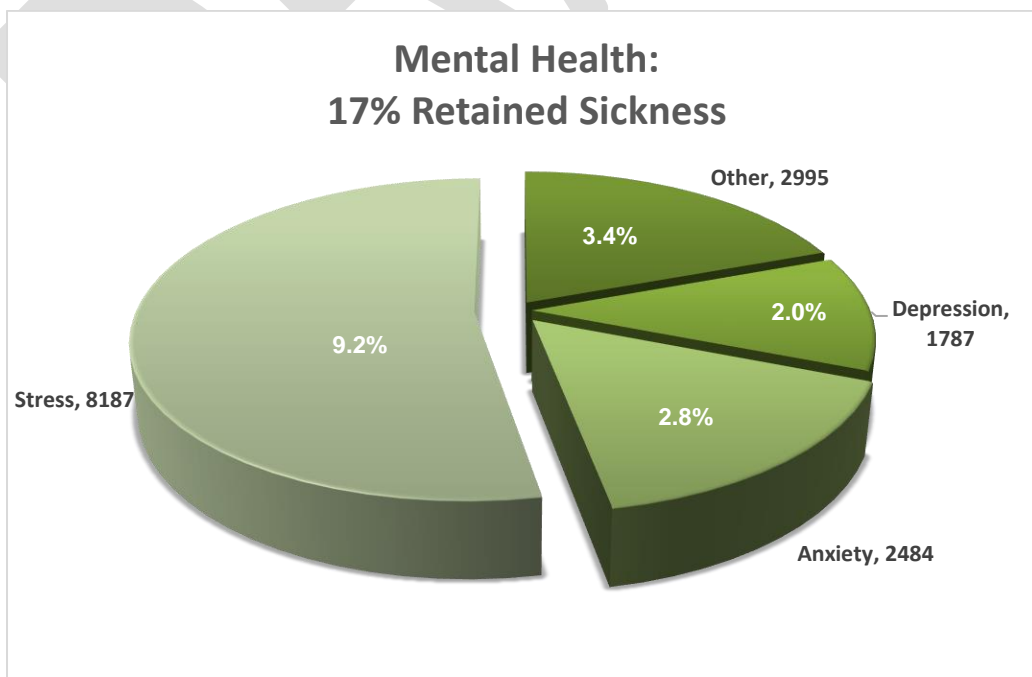
During the same reporting period 2020/21, Retained sickness recorded 64,679 shifts lost due to sickness absence, therefore showing that during the current financial year 2021/22 there has been a 37% increase in Retained sickness absence nationally.

# Sickness Absence – National Total Data Retained

Musculo-Skeletal, Mental Health and Respiratory causes have a number of sub categories, with a breakdown of these categories provided in the following graphs:

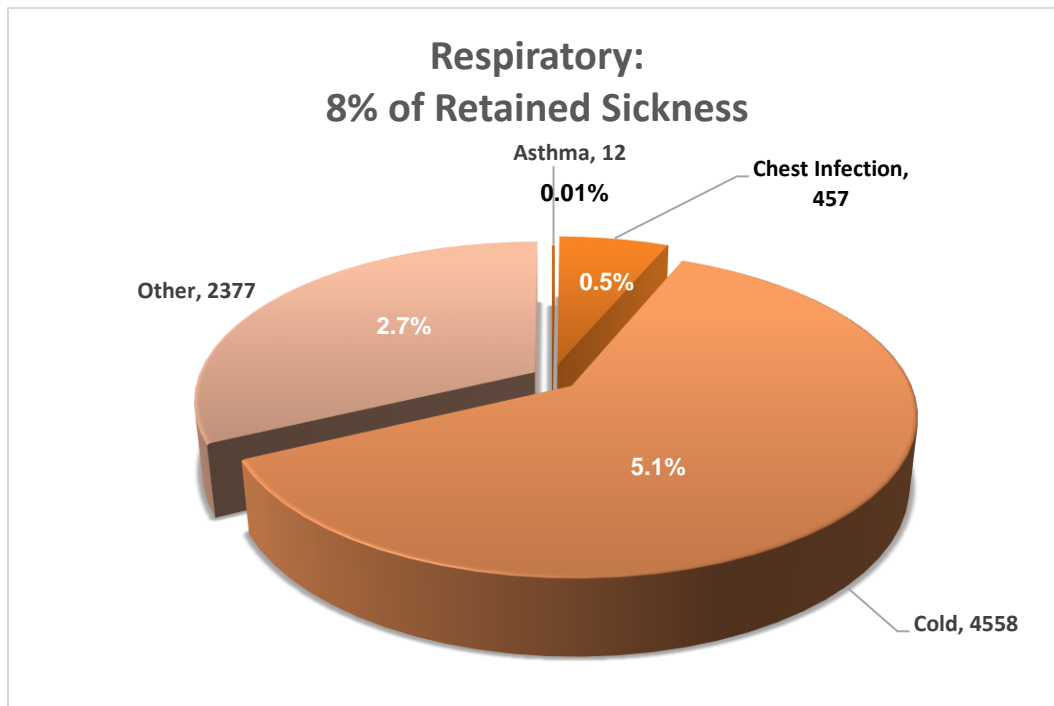


Musculo-Skeletal related absence accounts for 42% (37,713 shifts lost) of the total absence for Retained staff. Lower Limb is recorded as the highest with 16.7% (14,824 shifts lost) followed by Other Musculo-Skeletal accounting for 9.8% (8,740 shifts lost). Lower Limb reasons for absence are higher than all other causes of absence recorded. For the same period in the previous year Musculo-Skeletal accounted for 48% (30,468) shifts lost, showing that in 2021/22 we saw a 23% increase in shifts/days lost to Musculo-Skeletal



## Sickness Absence – National Total Data Retained

Mental Health reasons for sickness absence accounts for 17% (15,453 shifts lost) of Retained personnel absence and is the second highest reason for absence after Musculo-Skeletal. Stress, which is a sub category of the mental health group of reasons, accounts for 9.2% of Retained sickness absence and falls third in the rankings for Retained staff sickness. For the same period in the previous year, Mental Health accounted for 17% (10,971 shifts) of Retained sickness absence, which shows that there has been a 40% increase year on year in Retained shifts/days lost due to Mental Health.



Respiratory related absence for Retained staff accounts for 8% (7,404 shifts). When comparing this to the same period in the previous year, Respiratory reasons accounted for 3% of Retained sickness recorded with a total of 2,229 shifts lost, therefore demonstrating a year on year increase of 232% in Retained sickness absences due to Respiratory issues.



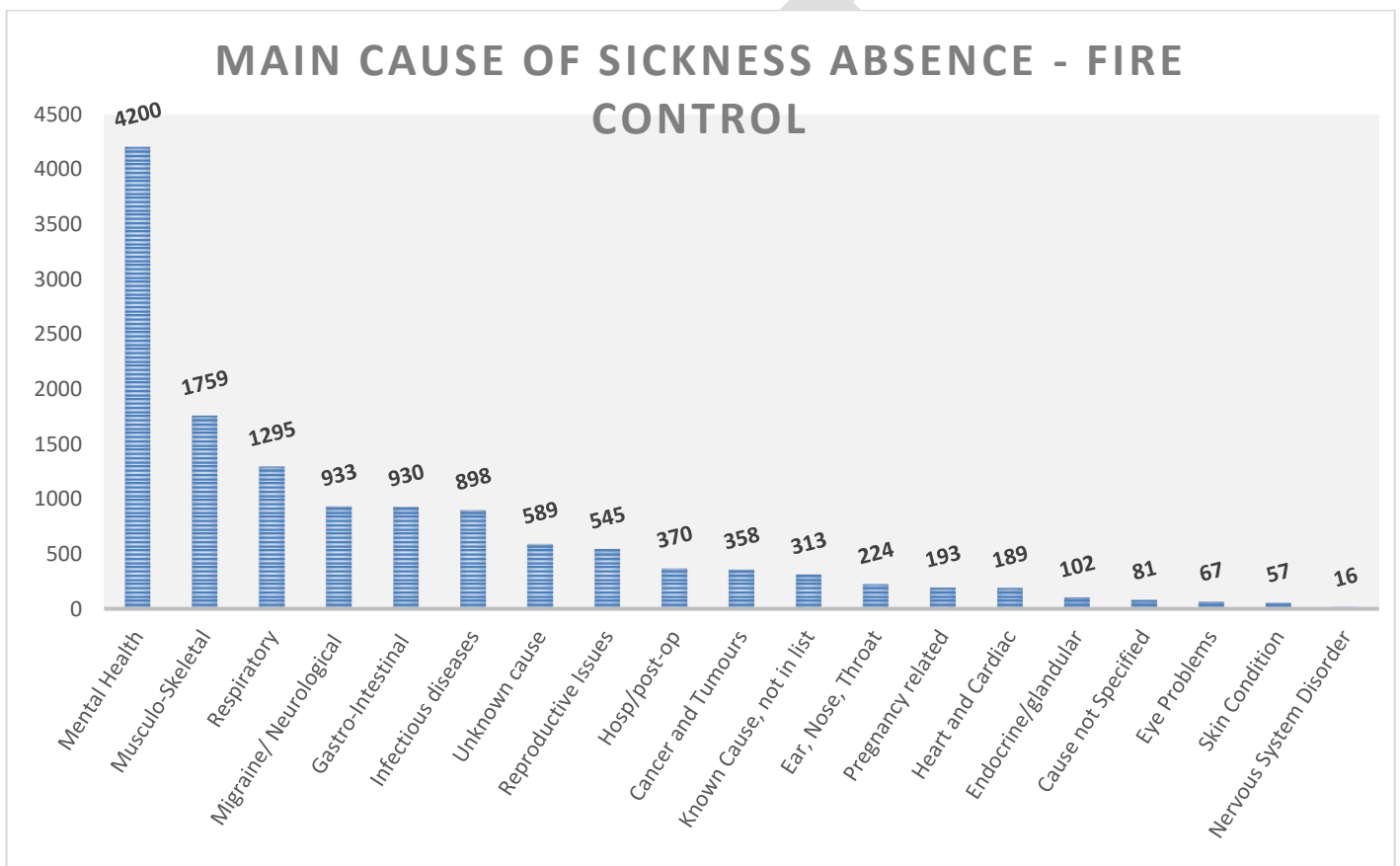
# Sickness Absence – National Total Data Fire Control

## Causes of Sickness Absence – Fire Control

(30 of 30 Services submitted data)

The graph below shows all causes of sickness absence and the number of days/shifts lost to each cause.

*Data Health Warning:* Of the 30 responses received for Fire Control sickness data, 15 FRS' (50% of all Fire Control returns) indicated that they include COVID 19 sickness absence data in the main causal breakdowns provided. Owing to individual recording mechanisms within the various FRS', 15 FRS's currently do not include this data/did not indicate whether it is included therefore when comparing sickness levels it must be noted that not all returns include COVID 19 data.

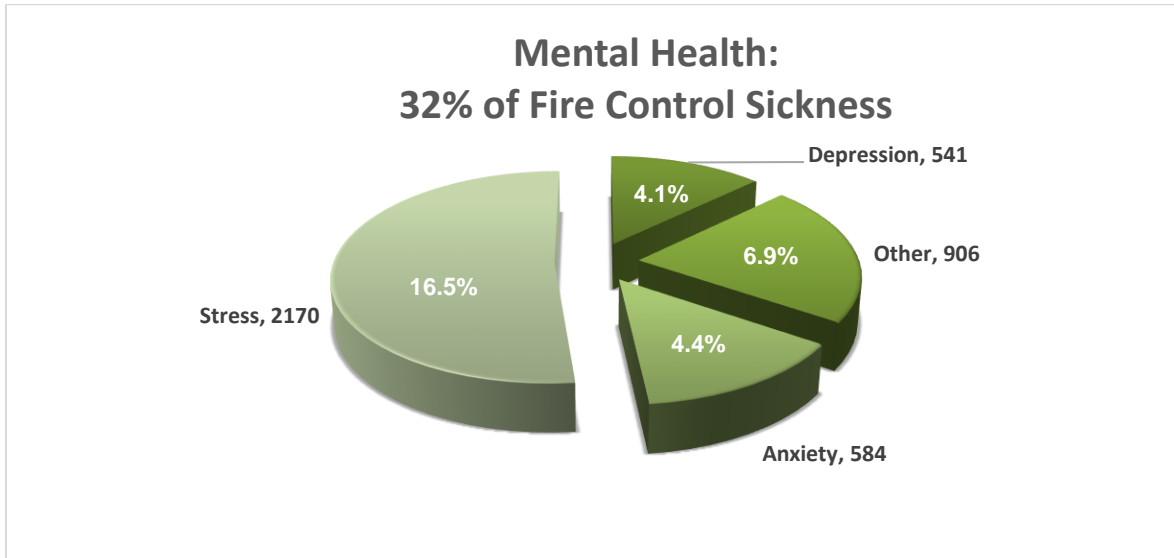


A total of 13,656 days/shifts were lost to sickness absence during the financial year 2021/22 with the top three causes of sickness for Fire Control staff identified to be Mental Health, Musculo Skeletal and Respiratory. These three causes accounted for 53% (7,254) of all sickness absence for Fire Control staff nationally.

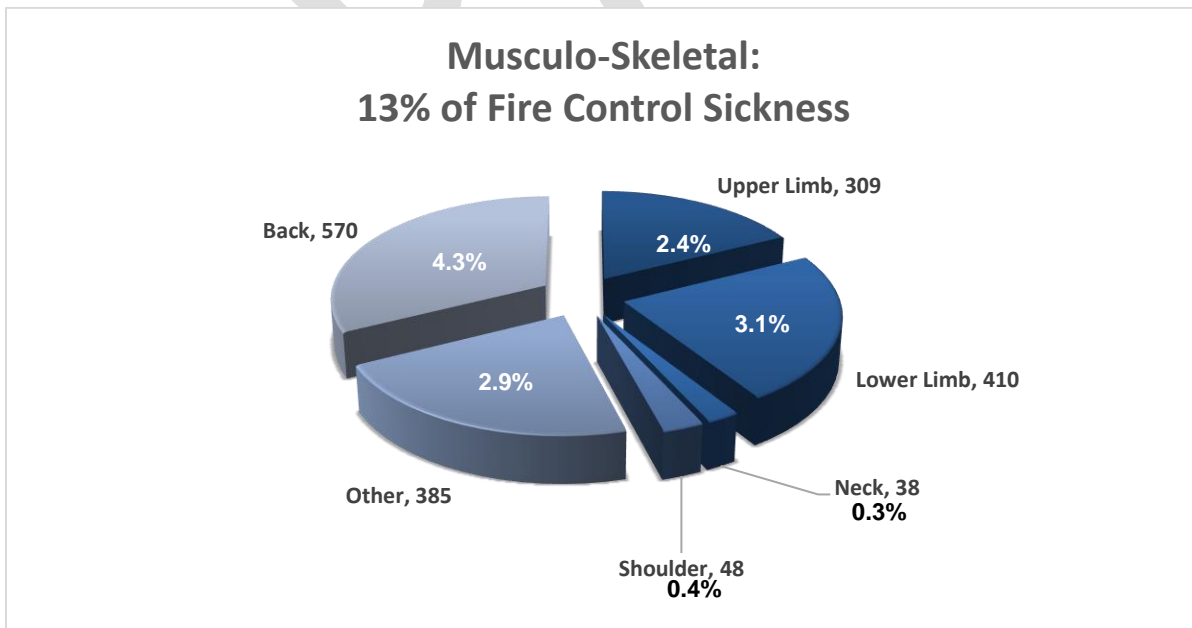
During the same reporting period 2020/21, Fire Control sickness recorded 8,877 shifts lost due to sickness absence, therefore showing that during the current financial year 2021/22 there has been a 54% increase in Fire Control sickness absence nationally.

# Sickness Absence – National Total Data Fire Control

Musculo-Skeletal, Mental Health and Respiratory causes have a number of sub categories, with a breakdown of these categories provided in the following graphs:

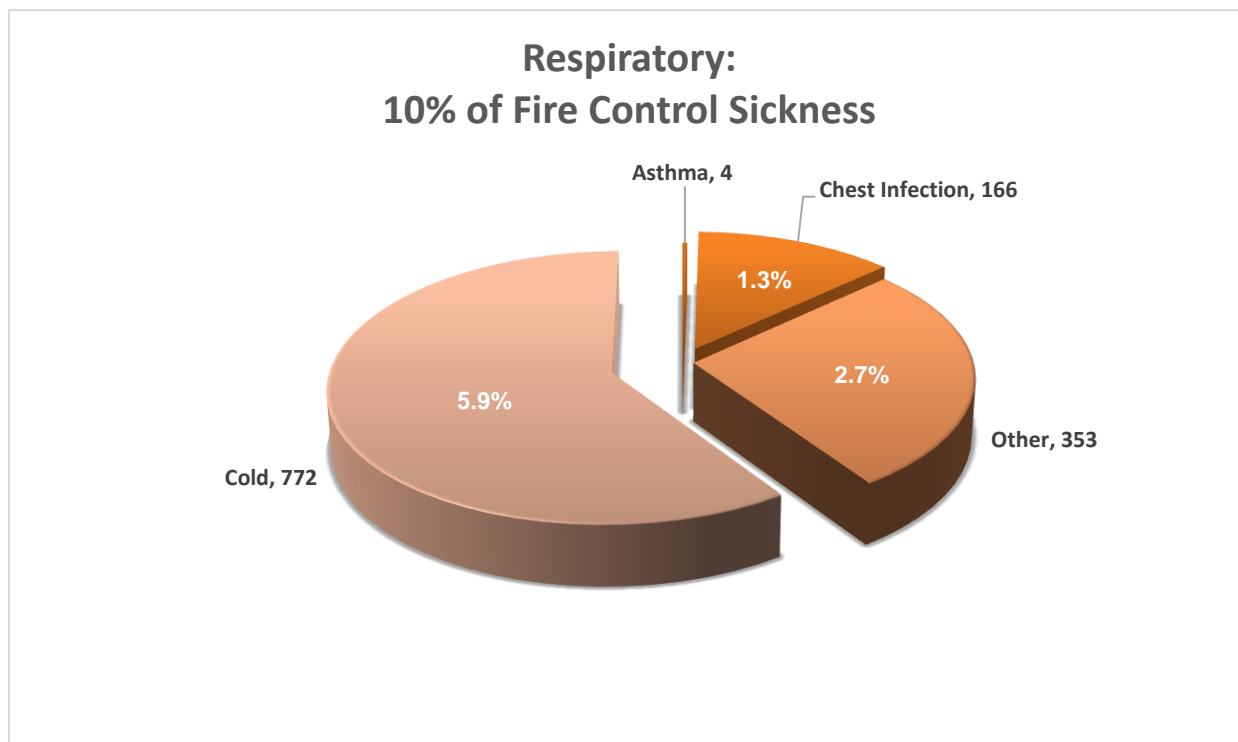


Mental Health reasons for sickness absence accounts for 32% (4,200 shifts lost) for Fire Control staff and is the main cause of sickness. Stress, which is a sub category of the Mental Health group of causes, accounts for 16.5% (2,170 shifts) identifying this as the main contributing factor to Fire Control sickness absence. For the same period the previous year, Mental Health accounted for 39% (3,292 shifts), highlighting that year on year sickness absence for Fire Control staff due to Mental Health has increased by 28% (908 shifts/days).



Musculo-Skeletal related absence accounts for 13% (1,759 shifts lost) of the total absence for Fire Control staff. Back injuries were the main factor recorded with 4.3% (570 shifts lost). For the same period in the previous year, Musculo-Skeletal accounted for 12% (1,036) shifts lost, highlighting a 70% increase (723 shifts/days) in sickness absence of this type in 2021/22 when comparing 2020/21.

# Sickness Absence – National Total Data Fire Control



Respiratory related absence for Fire Control staff accounts for 10% (1,295 shifts). Comparing this data to the same period in the previous year, Respiratory reasons accounted for 5% of Fire Control sickness recorded with a total of 430 shifts/days lost, highlighting a year on year increase of 201%.

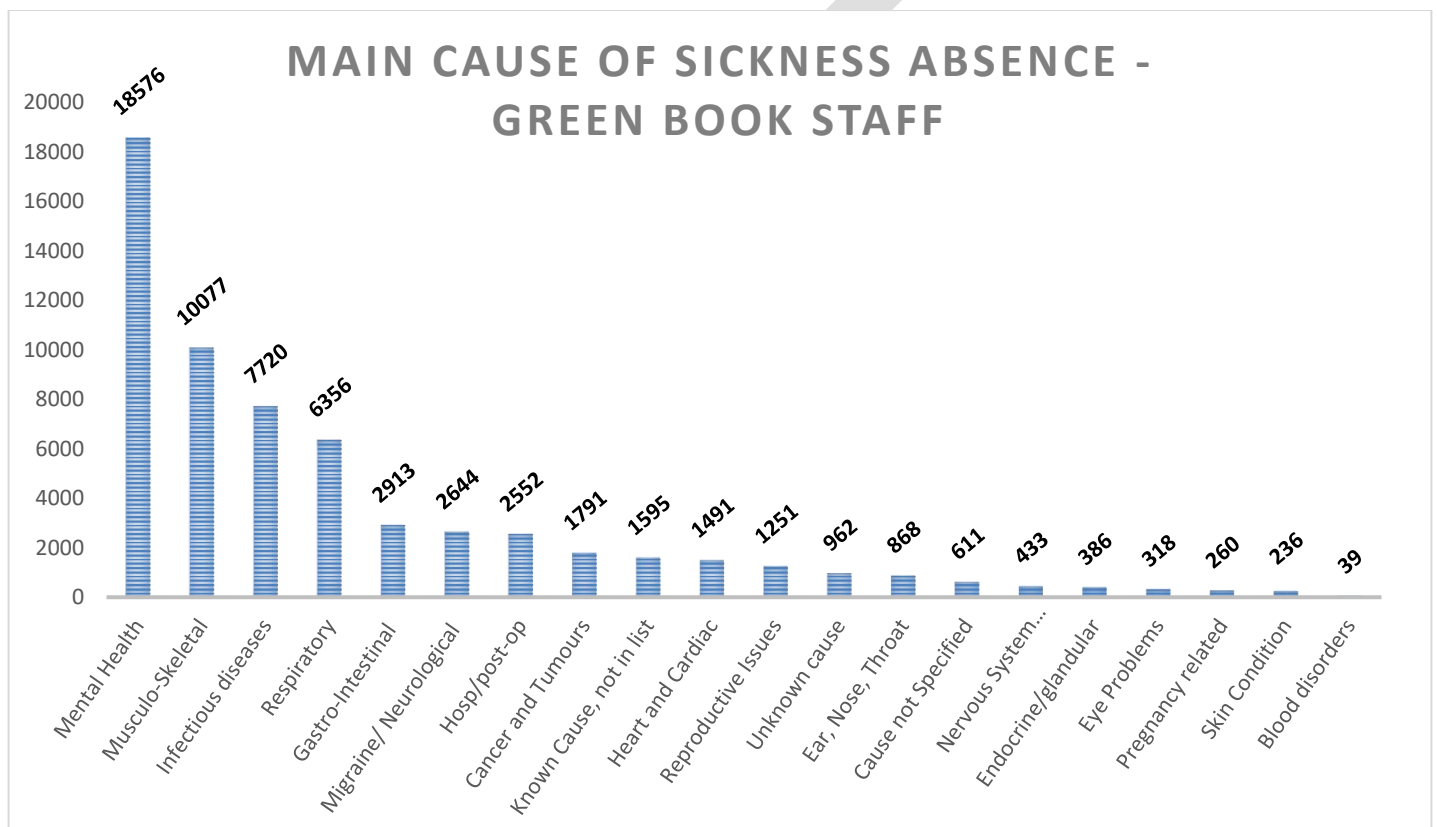
# Sickness Absence – National Total Data Green Book

## Causes of Sickness Absence – Green Book Staff

(38 of 38 Services submitted data)

The graph below shows all causes of sickness absence and the number of days/shifts lost to each.

*Data Health Warning:* Of the 38 responses received for Green Book sickness data, 23 FRS' (61% of all Green Book returns) indicated that they include COVID 19 sickness absence data in the main causal breakdowns provided. Owing to individual recording mechanisms within the various FRS', 15 FRS's currently do not include this data/did not indicate whether it is included therefore when comparing sickness levels it must be noted that not all returns include COVID 19 data.

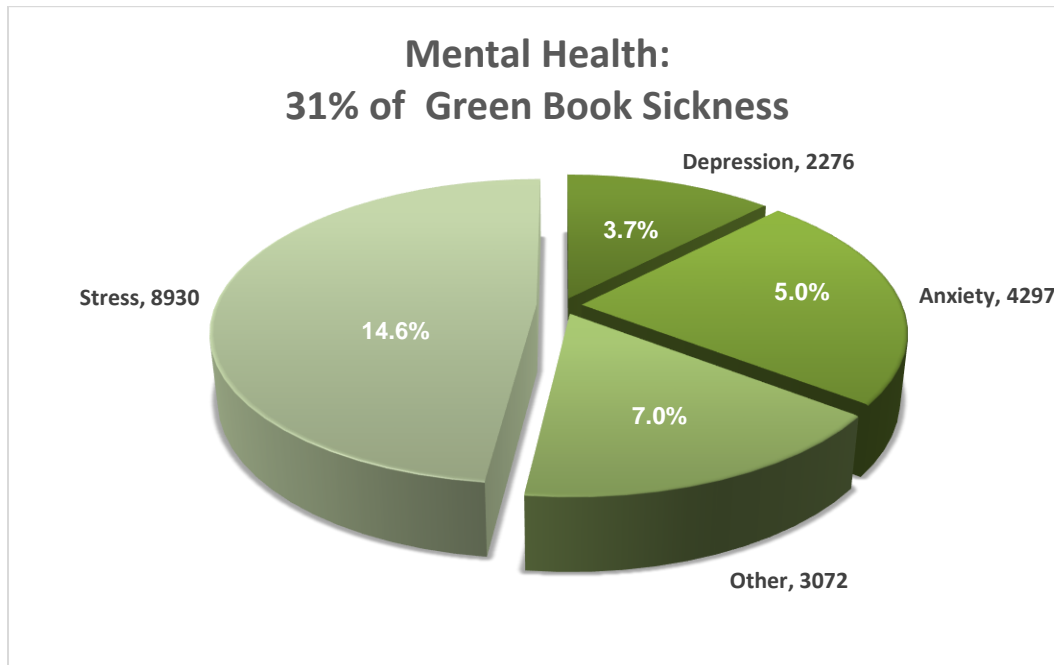


A total of 61,079 days/shifts were lost to sickness absence during the financial year 2021/22, with the top three causes of sickness for Green Book staff identified to be Mental Health, Musculo Skeletal and Infectious Diseases. These three causes accounted for 60% (36,373) of all sickness absence for Green Book staff nationally.

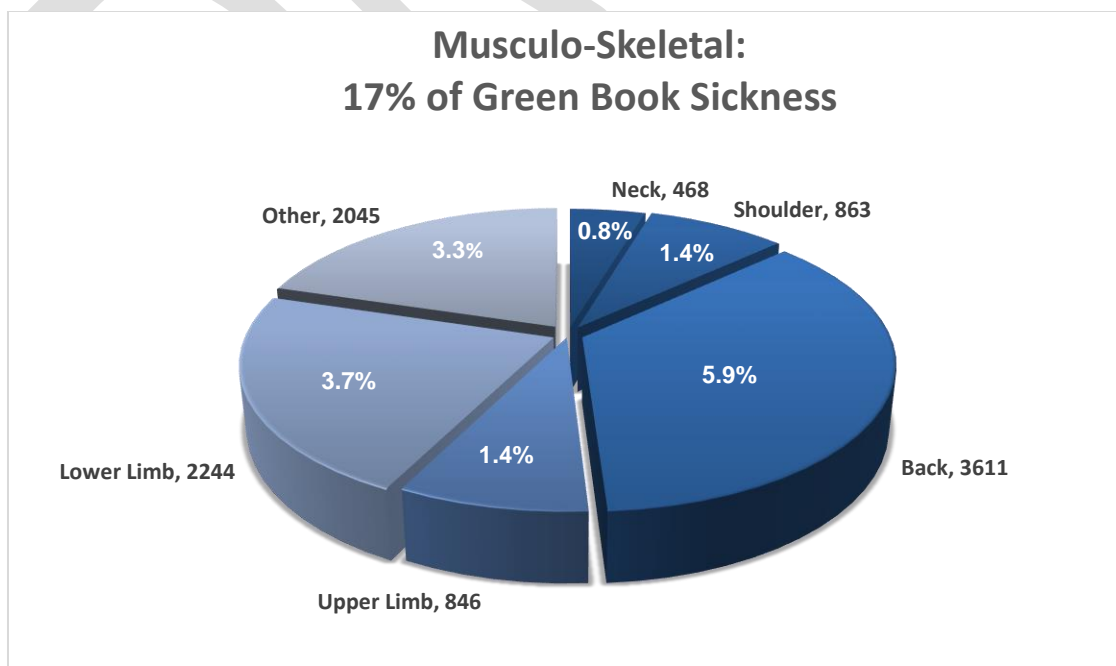
During the same reporting period 2020/21, Green Book sickness saw 43,727 shifts/days lost due to sickness absence therefore showing that during the current financial year 2021/22 there has been a 40% increase in Green Book sickness absence nationally.

# Sickness Absence – National Total Data Green Book

Musculo-Skeletal, Mental Health and Respiratory causes have a number of sub categories, with a breakdown of these categories provided in the following graphs:

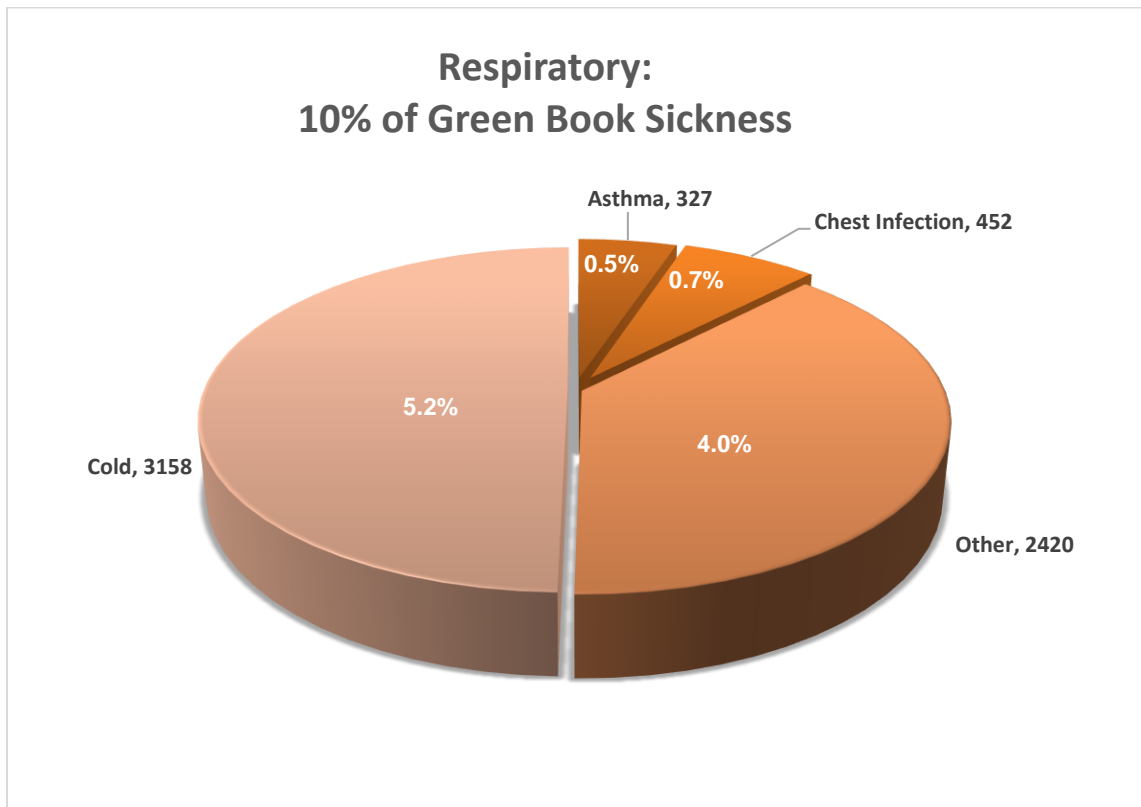


Mental Health sickness absence accounts for 31% (18,576 shifts/days lost) of Green Book staff absence, with its sub category Stress being the highest cause of sickness absence for Green Book during 2021/22 with 14.6% (8,930 shifts/days) being attributed to this category. During the same period 2020/21, Mental Health accounted for 39% (15,819 shifts) which highlights that although Mental Health accounts for a lower percentage of Green Book sickness overall this year, there has still been an increase in shifts/days lost to Mental Health of 17% (2,757).



## Sickness Absence – National Total Data Green Book

Musculo-Skeletal related sickness absence accounts for 17% (10,007 shifts/days lost) of the total absences for Green Book staff, with Back issues recording the highest number of absences at 5.9% (3,611 shifts/days). When comparing this to the previous financial year 2020/21, Musculo-Skeletal absences accounted for 16% (6,540) shifts lost. Therefore, during financial year 2021/22 there has been an increase in sickness absences attributed to Musculo-Skeletal of 53% (3467 shifts/lost).



Respiratory related absence for Green Book staff accounts for 10% (6,356 shifts). Comparing this to the same period in the previous year, Respiratory reasons accounted for 5% of Green Book sickness recorded with a total of 1,970 shifts lost, highlighting an increase in shifts/days lost to Respiratory causes year on year of 227% (4,386).

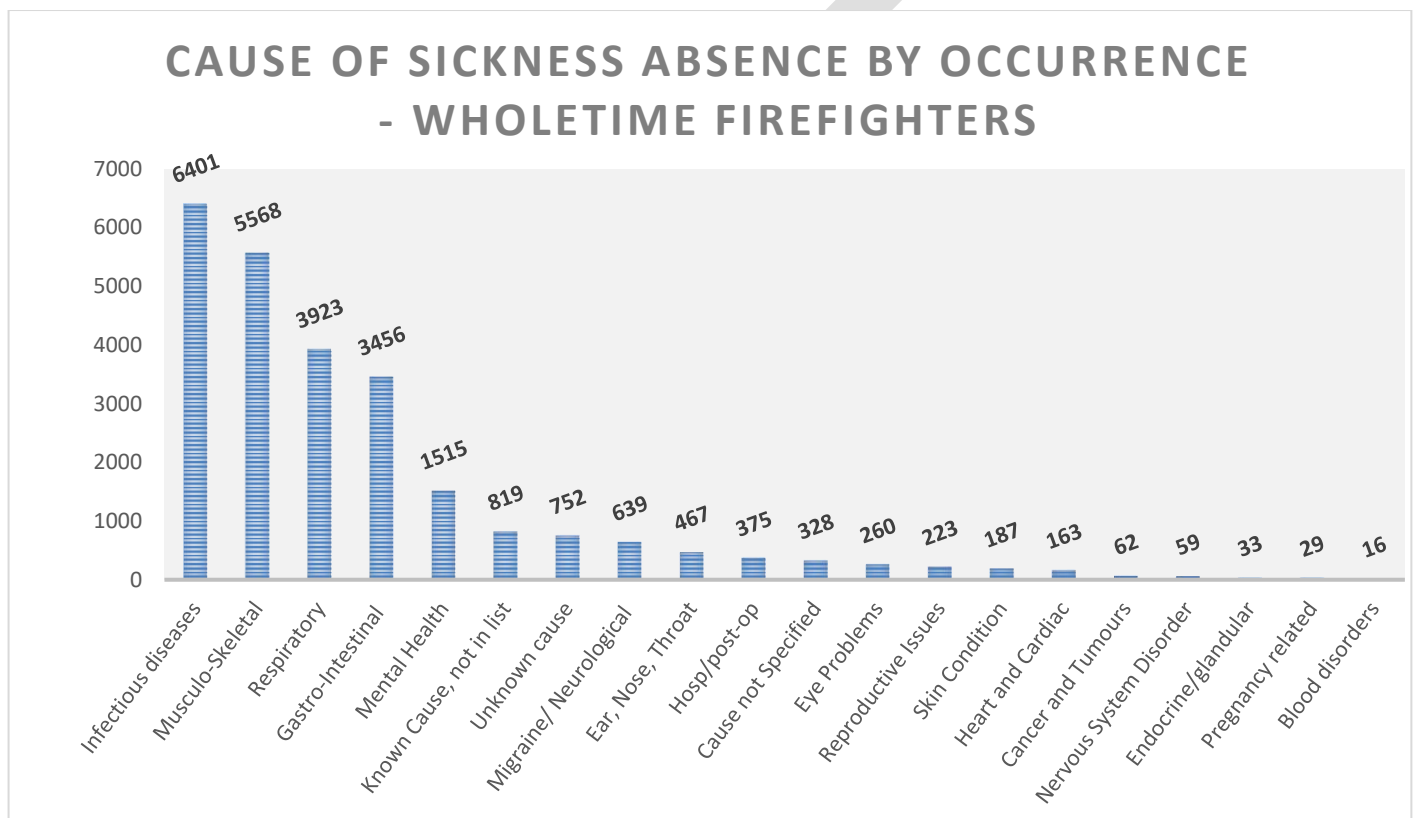
# Sickness Absence by Occurrence – National Total Data: Wholetime Staff

## Causes of Sickness Absence by occurrence - Wholetime Staff

(37 of 37 Services submitted data)

*Data Health Warning:* Of the 37 responses received for Wholetime sickness data, 23 FRS' (62% of all Wholetime returns) indicated that they include COVID 19 sickness absence data in the main causal breakdowns provided. Owing to individual recording mechanisms within the various FRS', 14 FRS's currently do not include this data/did not indicate whether it is included therefore when comparing sickness levels it must be noted that not all returns include COVID 19 data.

The graph below shows the causes of sickness absence against the number of occurrences:



A total of 25,275 separate instances of sickness absence occurred during the financial year 2021/22 for Wholetime staff, with the top three causes of separate instances of sickness identified to be Infectious Diseases, Musculo Skeletal and Respiratory.

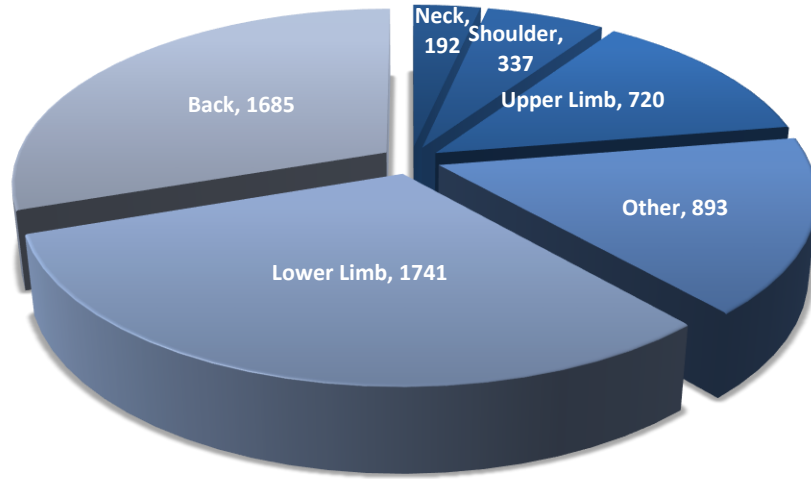
During the same reporting period 2020/21, Wholetime sickness saw 13,546 occurrences of sickness absence. This shows that during 2021/22, occurrences of sickness have increased by 87% amongst Wholetime staff nationally (11,729 more occurrences).

Musculo-Skeletal, Mental Health and Respiratory causes have a number of sub categories, with a breakdown of these categories provided in the following graphs:

# Sickness Absence by Occurrence – National Total Data: Wholetime Staff

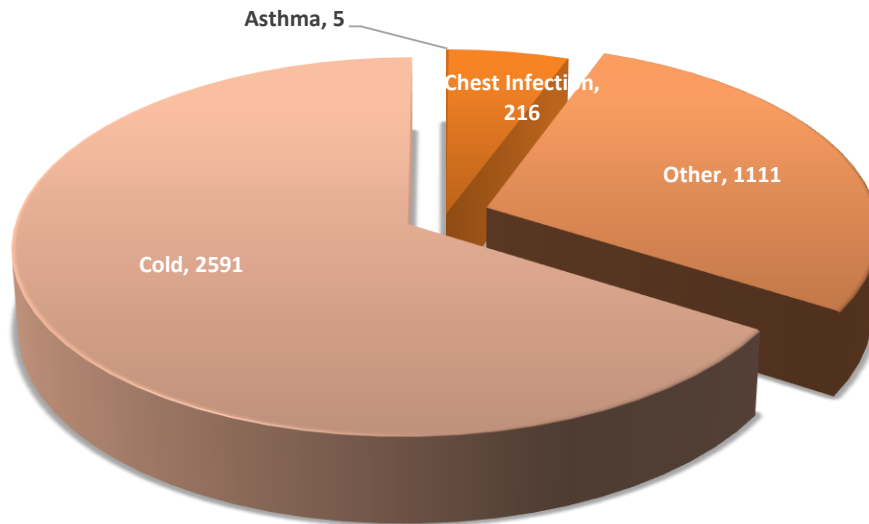
248

## Musculo-Skeletal: Number of Occurrences Wholetime



Musculo-Skeletal issues have recorded the second highest number of separate occurrences with 6,401. Lower Limb issues have the highest number of occurrences of absence of the Musculo Skeletal categories with 1,741 (27%) closely followed by Back issues with 1,685 (26%) of Musculo-Skeletal occurrences. In 2020/21, Musculo-Skeletal issues accounted for 4,499 occurrences, showing an increase during 2021/22 of 42% year on year.

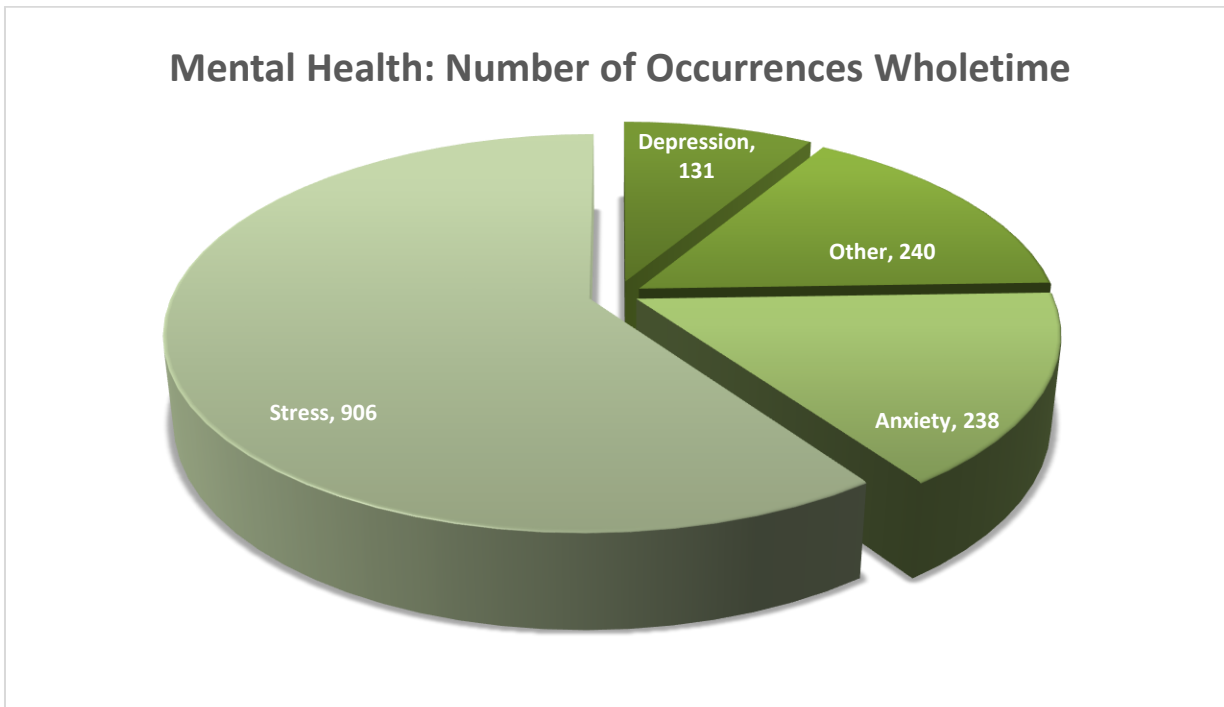
## Respiratory: Number of Occurrences Wholetime





# Sickness Absence by Occurrence – National Total Data: Wholetime Staff

Respiratory issues have recorded 3,923 separate occurrences of absence, with the common cold being recorded as the highest sub category with 2,591 separate occurrences (66%). In 2020/21, Respiratory issues accounted for 1,172 sickness occurrences within Wholetime staff, therefore when comparing last year with the same period 2021/22 there has been an increase of 235% in occurrences of sickness involving Respiratory sub categories.



Mental Health has recorded 1,515 separate occurrences of absence amongst Wholetime staff, with Stress the highest cause within this group with 906 separate occurrences (60% of all Mental Health). Mental Health sickness occurrences for Wholetime staff in 2020/21 saw 1,285 occurrences, therefore when comparing year on year there has been an 18% increase in occurrences of sickness involving Mental Health.

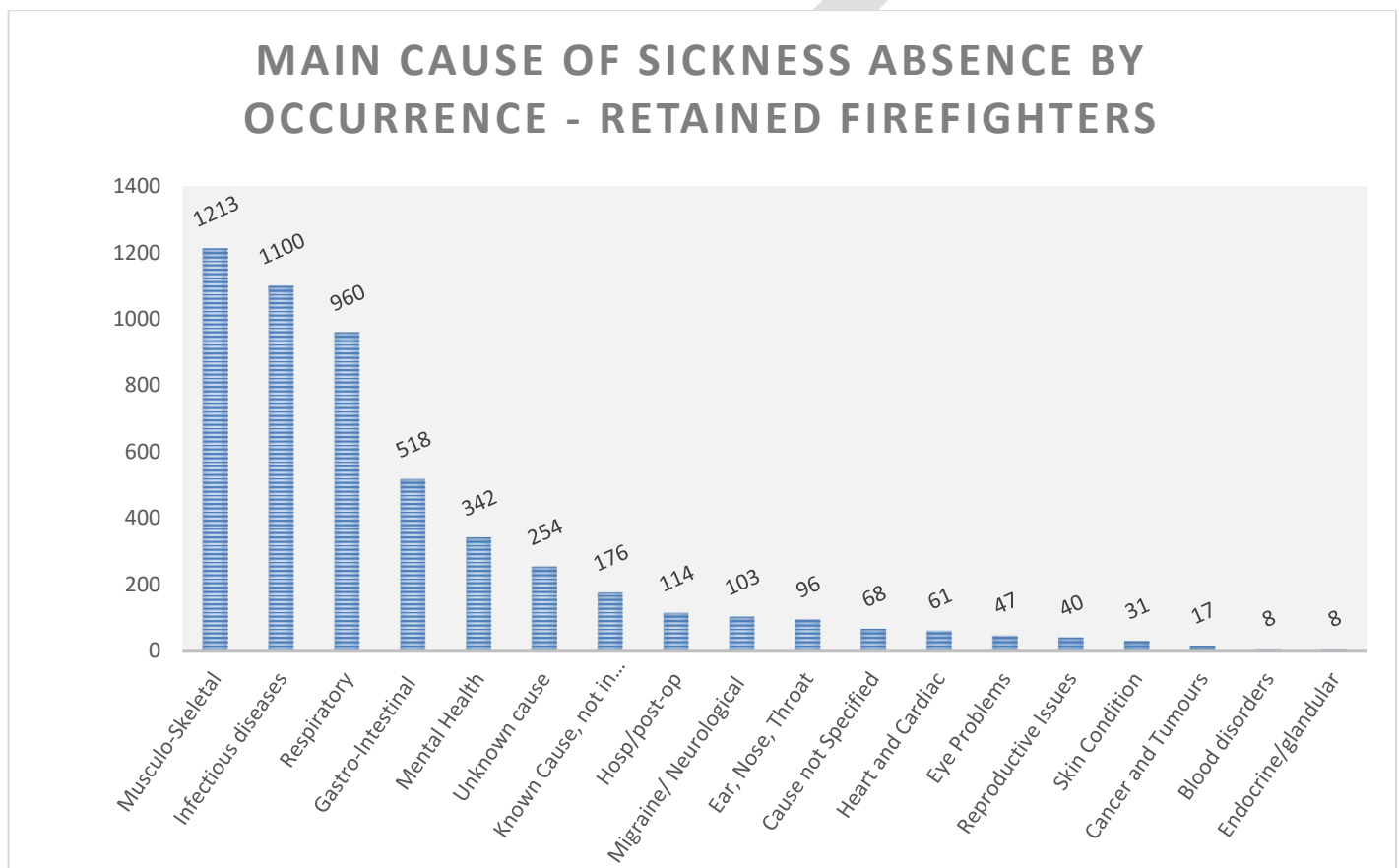
# Sickness Absence by Occurrence – National Total Data: Retained Stations

## Causes of Sickness Absence by occurrence - Retained Personnel

(23 of 26 Services submitted data)

*Data Health Warning:* Of the 23 responses received for Retained sickness data, 18 FRS' (78% of all Retained returns) indicated that they include COVID 19 sickness absence data in the main causal breakdowns provided. Owing to individual recording mechanisms within the various FRS', 5 FRS's currently do not include this data/did not indicate whether it is included therefore when comparing sickness levels it must be noted that not all returns include COVID 19 data.

The graph below shows the main causes of sickness absence and the number of occurrences.



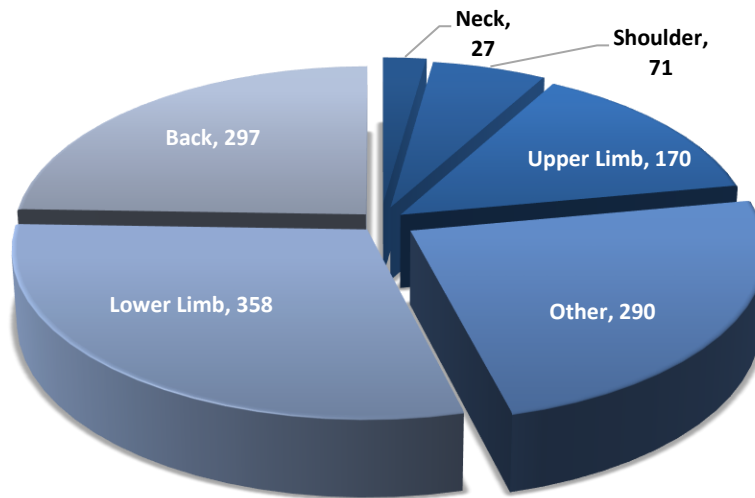
A total of 5,156 separate instances of sickness absence occurred during the financial year 2021/22 for Retained staff, with the top three causes of separate instances of sickness identified to be Musculo Skeletal, Infectious Diseases and Respiratory.

During the same reporting period 2020/21, Retained sickness saw 2,988 occurrences of sickness absence. This shows that during 2021/22, occurrences of sickness absence have increased by 73% in Retained staff nationally (2,168 more occurrences) when comparing year on year.

Musculo-Skeletal, Mental Health and Respiratory causes have a number of sub categories, with a breakdown of these categories provided in the following graphs:

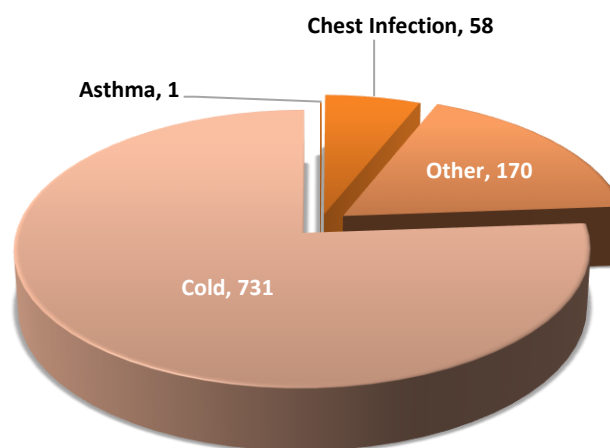
# Sickness Absence by Occurrence – National Total Data: Retained Stations

## Musculo-Skeletal: Number of Occurrences Retained



Musculo –Skeletal issues has recorded the highest number of separate occurrences with 1,213. Lower Limb issues have the highest number of occurrences of absence amongst the Musculo-Skeletal sub categories, with 358 occurrences (30% of all Musculo-Skeletal). In 2020/21, Musculo–Skeletal issues accounted for 1,123 occurrences, showing a slight increase during 2021/22 of 8% year on year.

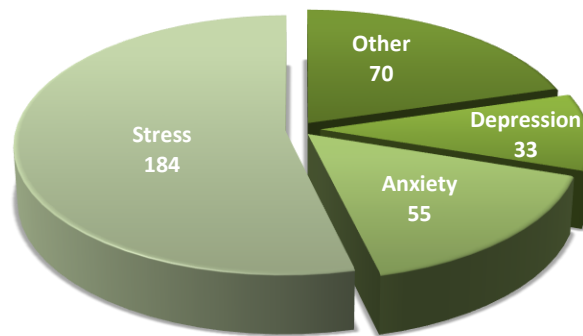
## Respiratory: Number of Occurrences Retained



## Sickness Absence by Occurrence – National Total Data: Retained Stations

Respiratory issues have recorded 960 separate occurrences of absence, during 2021/22 with the common cold being recorded as the highest sub category within this group with 731 separate occurrences (76% of Respiratory occurrences). In 2020/21, Respiratory issues accounted for 316 occurrences, showing an increase during 2021/22 of 204% year on year.

### Mental Health: Number of Occurrences Retained



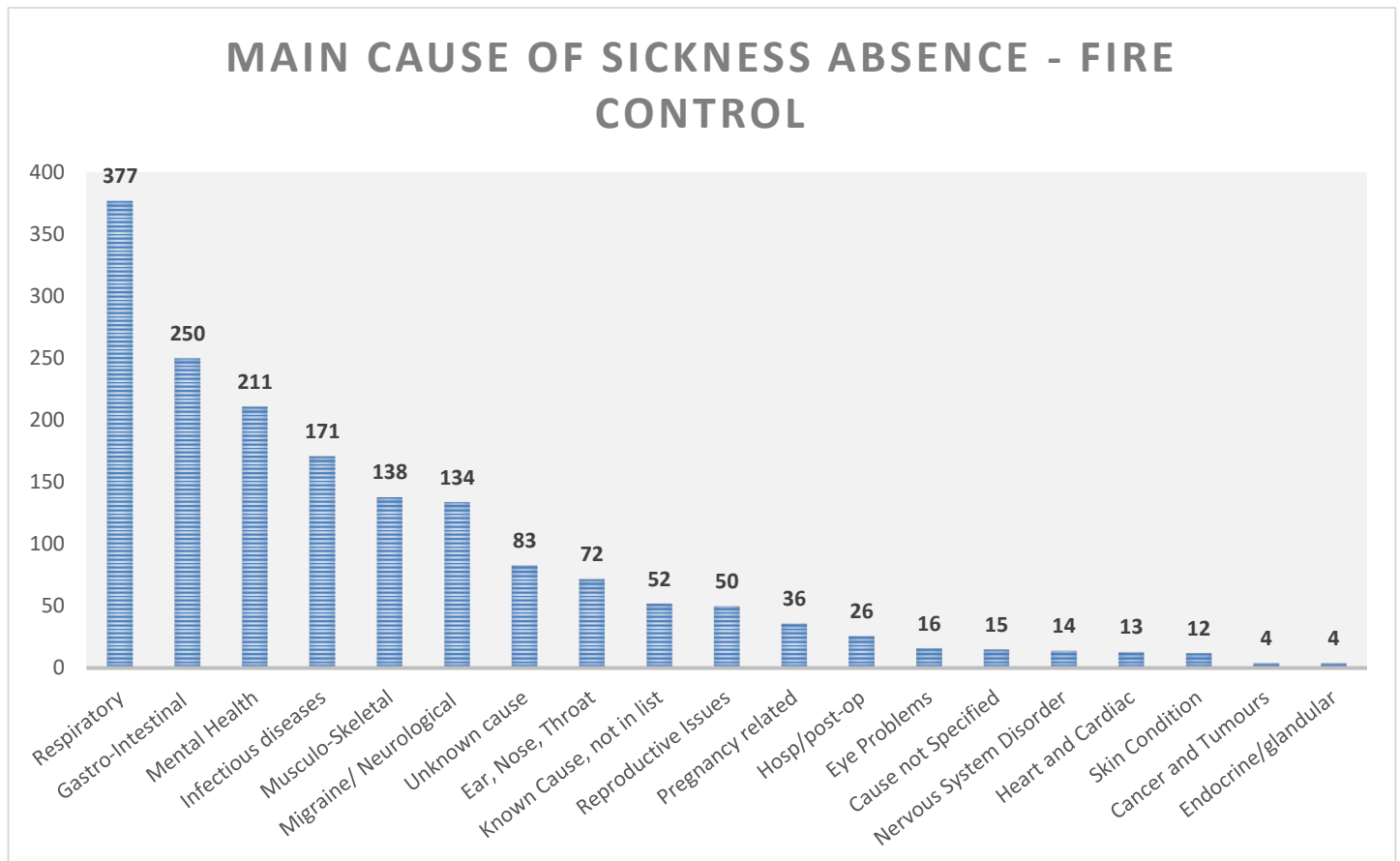
Mental health has recorded 342 separate occurrences of absence. Stress is ranked as the highest within this sub group, with 184 separate occurrences of absence recorded (54% of all Mental Health occurrences). In 2020/21, Mental Health issues accounted for 230 occurrences, showing an increase during 2021/22 of 49% year on year.

# Sickness Absence by Occurrence – National Total Data: Fire Control

## Causes of Sickness Absence by occurrence – Fire Control

(30 of 30 Services submitted data)

*Data Health Warning:* Of the 30 responses received for Fire Control sickness data, 15 FRS' (50% of all Fire Control returns) indicated that they include COVID 19 sickness absence data in the main causal breakdowns provided. Owing to individual recording mechanisms within the various FRS', 15 FRS's currently do not include this data/did not indicate whether it is included therefore when comparing sickness levels it must be noted that not all returns include COVID 19 data.



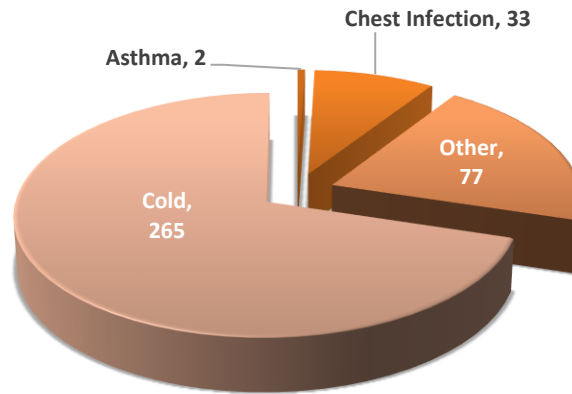
A total of 1,679 separate instances of sickness absence occurred during the financial year 2021/22 for Fire Control staff, with the top three causes of separate instances of sickness identified to be Respiratory, Gastro-Intestinal and Mental Health.

During the same reporting period 2020/21, Fire Control sickness saw 1,146 occurrences of sickness absence. This shows that during 2021/22, occurrences of sickness absence have increased by 47% in Fire Control staff nationally (533 more occurrences) when comparing year on year.

Musculo-Skeletal, Mental Health and Respiratory causes have a number of sub categories, with a breakdown of these categories provided in the following graphs:

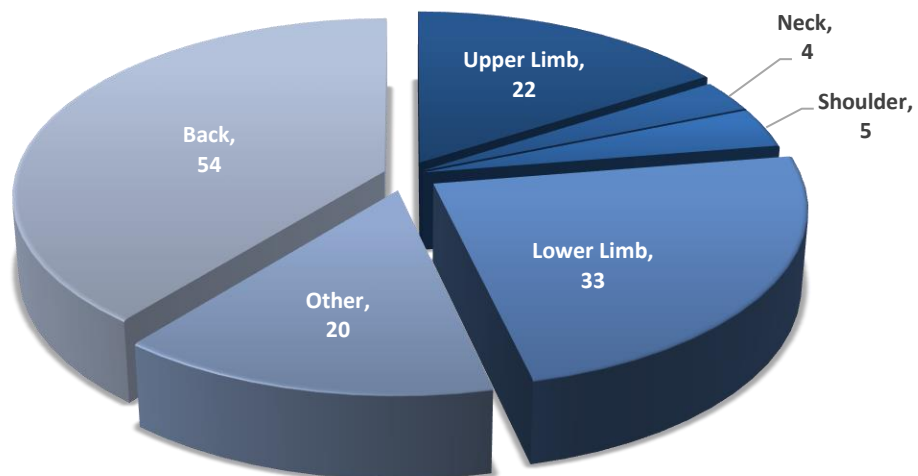
# Sickness Absence by Occurrence – National Total Data: Fire Control

## Respiratory: Number of Occurrences Fire Control



Respiratory issues have recorded 377 separate occurrences of absence, with the common cold being recorded as the highest sub category of this group with 265 separate occurrences (70% of all Respiratory occurrences). In 2020/21, Respiratory issues accounted for 105 occurrences, showing an increase during 2021/22 of 259% year on year.

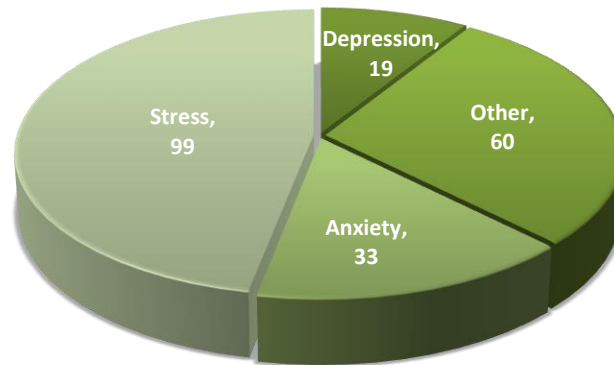
## Musculo-Skeletal: Number of Occurrences Fire Control



## Sickness Absence by Occurrence – National Total Data: Fire Control

Musculo–Skeletal issues have recorded 138 separate occurrences, with Back issues being recorded as the highest number of occurrences of Musculo-Skeletal absence with 54 occurrences (39%). In 2020/21, Musculo–Skeletal issues accounted for 123 occurrences, showing a slight increase during 2021/22 of 12% year on year.

### Mental Health: Number of Occurrences Fire Control



Mental Health has 211 separate occurrences of absence. Stress is ranked as the highest within this group with 99 (47%) separate occurrences of absence recorded. In 2020/21, Mental Health issues accounted for 192 occurrences of absence, showing a slight increase during 2021/22 of 10% year on year.

# Sickness Absence by Occurrence – National Total Data

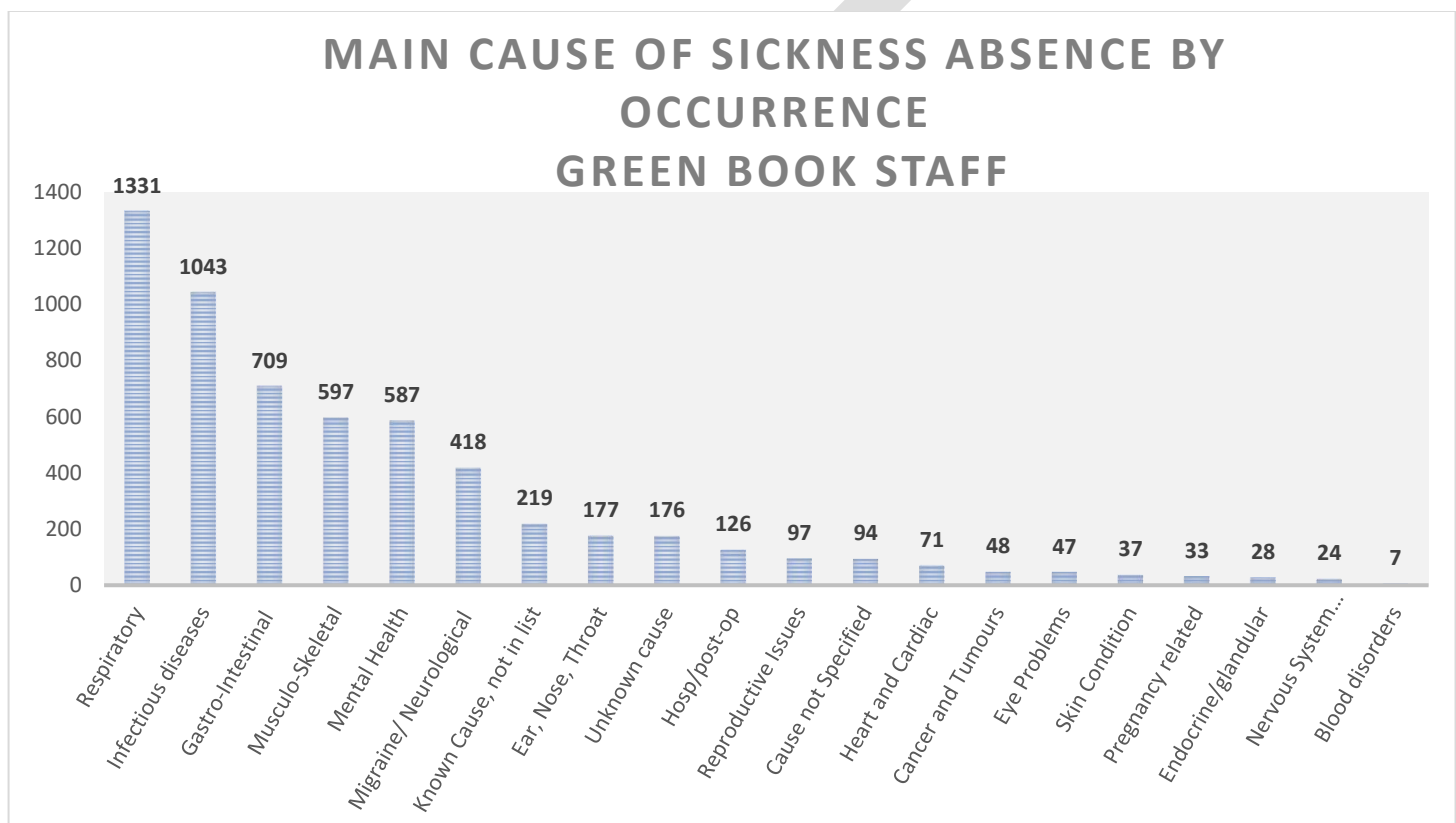
## Green Book

### Causes of Sickness Absence by Occurrence - Green Book Staff

(38 of 38 Services submitted data)

*Data Health Warning:* Of the 38 responses received for Green Book sickness data, 23 FRS' (61% of all Green Book returns) indicated that they include COVID 19 sickness absence data in the main causal breakdowns provided. Owing to individual recording mechanisms within the various FRS', 15 FRS's currently do not include this data/did not indicate whether it is included therefore when comparing sickness levels it must be noted that not all returns include COVID 19 data.

The graph below shows the main causes of sickness absence and the number of occurrences.



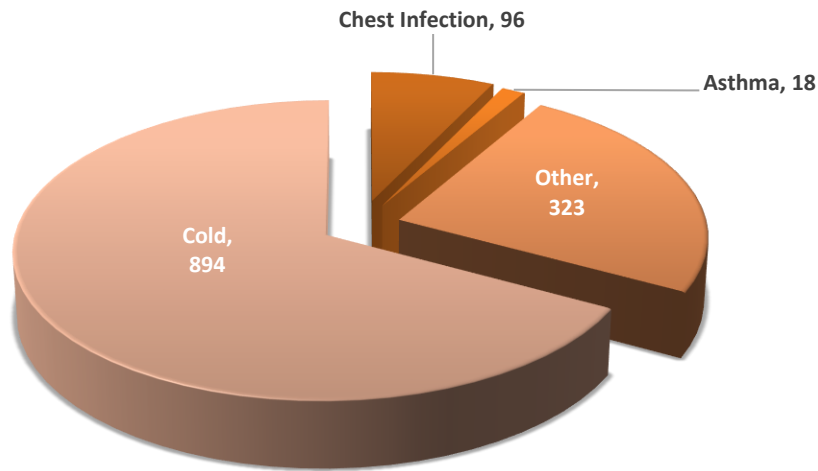
A total of 5,869 separate instances of sickness absence occurred during the financial year 2021/22 for Green Book staff, with the top three causes of separate instances of sickness identified to be Respiratory, Infectious Diseases and Gastro-Intestinal.

During the same reporting period 2020/21, Fire Control sickness saw 3,109 separate occurrences of sickness absence. This shows that during 2021/22, occurrences of sickness absence have increased by 89% in Green Book staff nationally (2,760 more occurrences) when comparing year on year.

Musculo-Skeletal, Mental Health and Respiratory causes have a number of sub categories, with a breakdown of these categories provided in the following graphs:

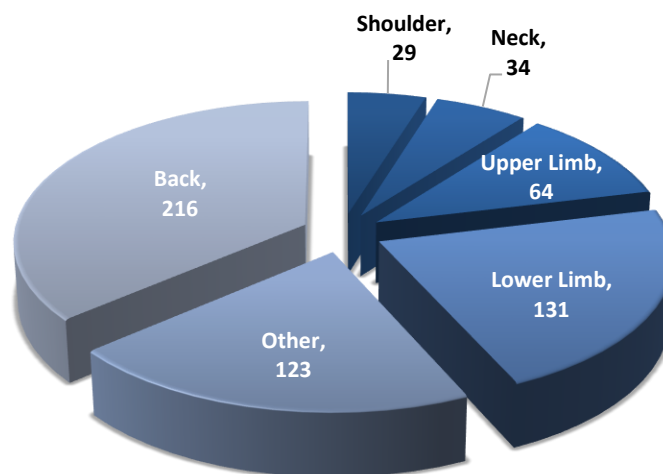


### Respiratory: Number of Occurrences Green Book



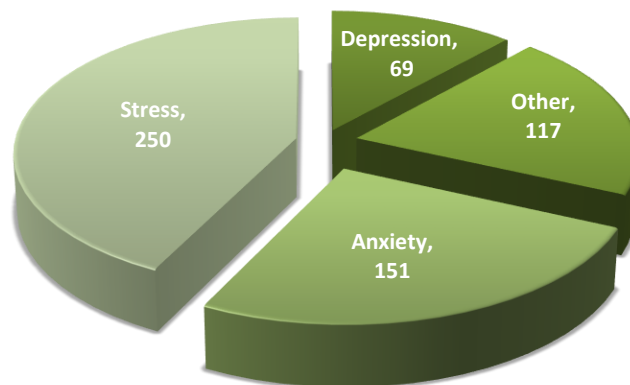
Respiratory issues have recorded 1,331 separate occurrences of absence, with the Common Cold being recorded as the highest sub category of this group with 894 separate occurrences (67% of all Respiratory occurrences). In 2020/21, Respiratory issues accounted for 369 occurrences, showing an increase during 2021/22 of 261% year on year.

### Musculo-Skeletal: Number of Occurrences Green Book



Musculo–Skeletal issues have recorded 597 separate occurrences, with Back issues being recorded as the highest number of occurrences of Musculo-Skeletal absence with 216 occurrences (36%). In 2020/21, Musculo–Skeletal issues accounted for 423 occurrences, showing an increase during 2021/22 of 41% year on year.

### Mental Health: Number of Occurrences Green Book



Mental Health has 587 separate occurrences of absence. Stress is ranked as the highest factor within this group with 250 (43%) separate occurrences of absence recorded. In 2020/21, Mental Health issues accounted for 525 occurrences of absence, showing a slight increase during 2021/22 of 12% year on year.

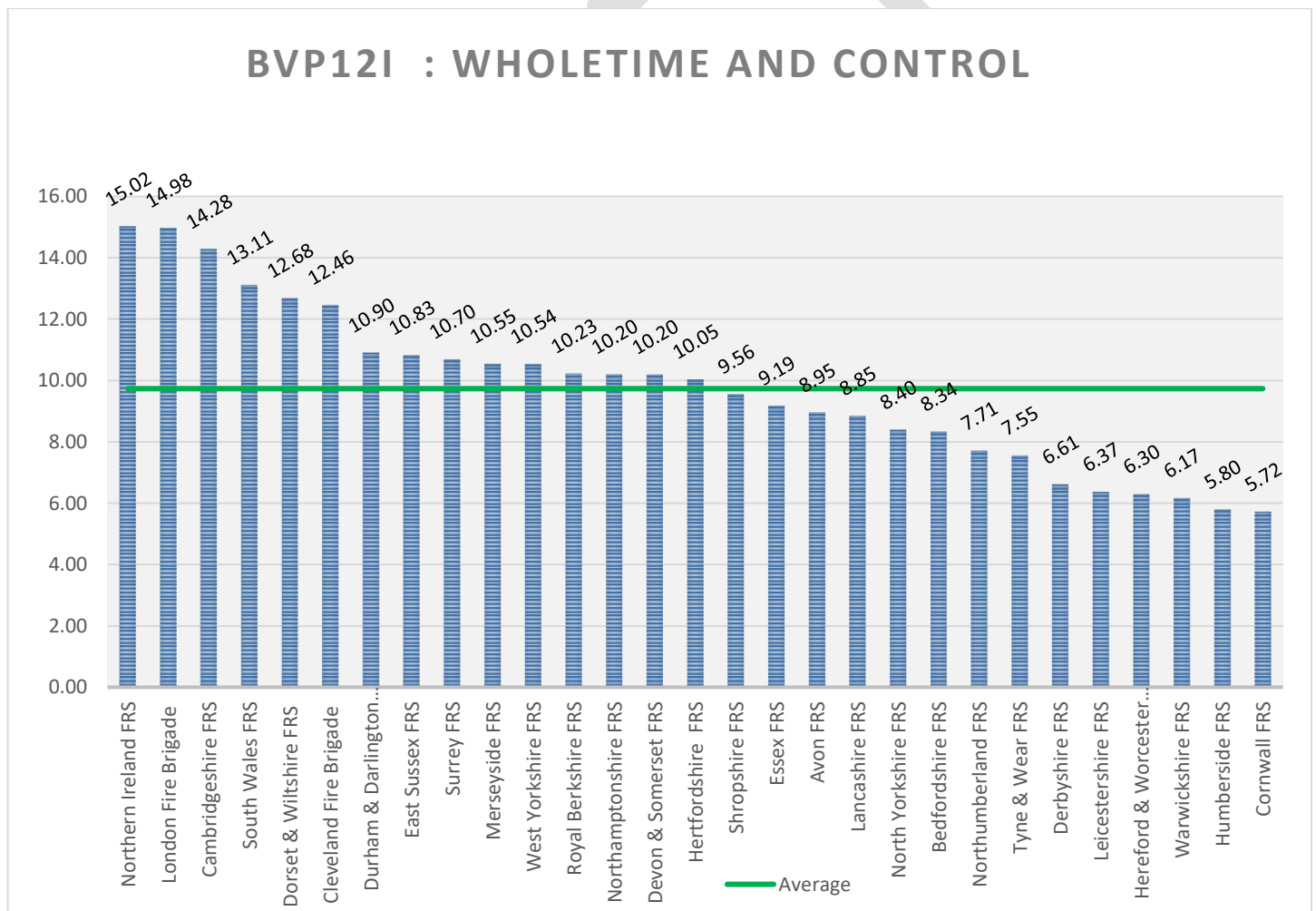
# Sickness Absence – BVP12i, BVPI12ii

The following graph represents the number of duty days lost to sickness absence for both Wholetime and Control personnel (the former BV12i).

Of the Brigades that submitted data, 29 have been included within this analysis as nine FRS' have not provided separately identifiable sickness data for Wholetime/Control Room staff.

From the information shown in the following chart, Northern Ireland FRS has the highest number of duty days lost (15.02) and Cornwall FRS has the lowest with 5.72 duty days lost per staff member.

The average is 9.73 duty days sickness absence per staff member. During the same period in 2020/21, the average duty days sickness absence was 7.02, highlighting that nationally there has been an average of 2.71 additional duty days lost per staff member during 2021/22.



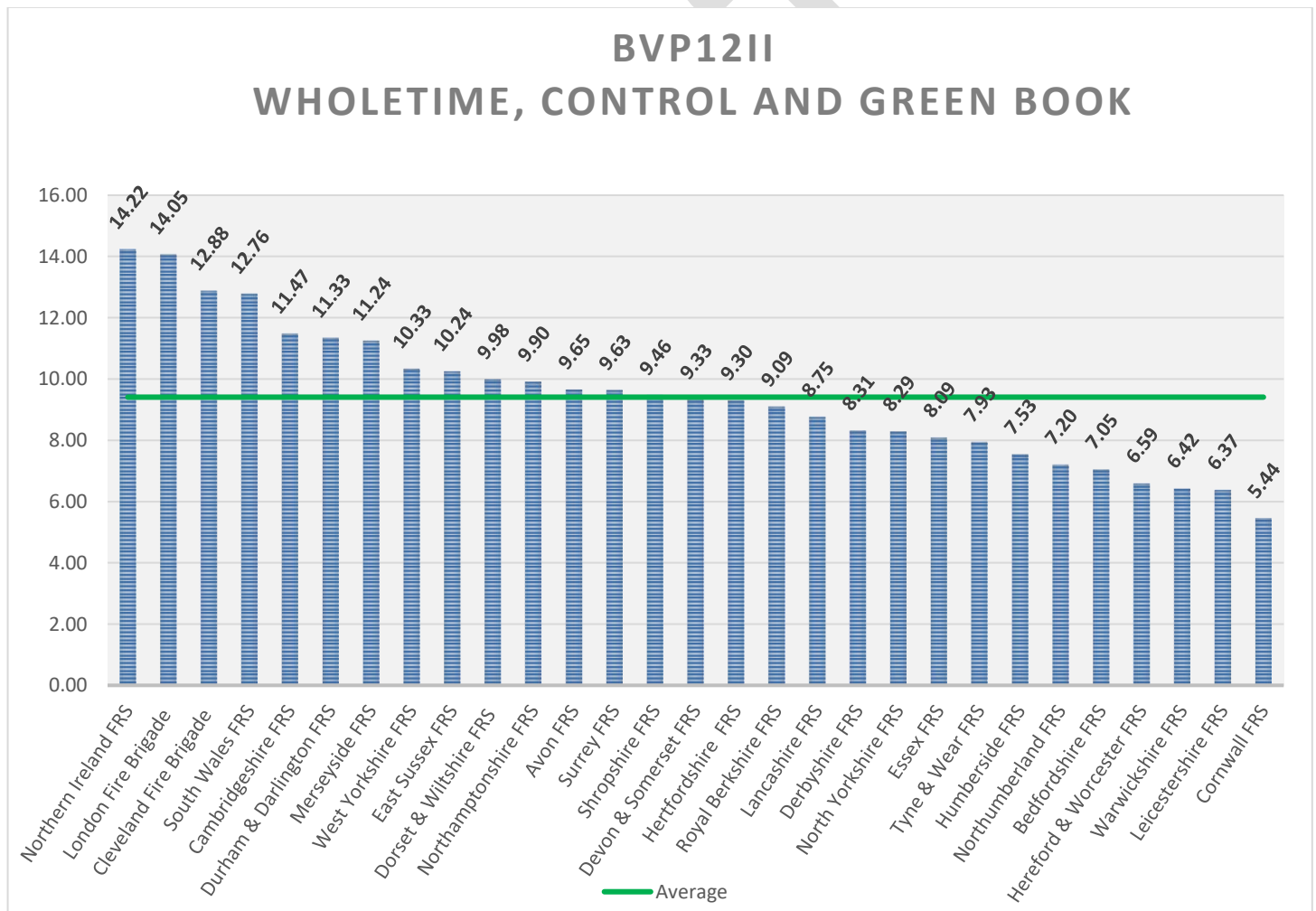
## Sickness Absence – BVP12i, BVPI12ii

The following graph represents the number of duty days lost to sickness absence for Wholetime, Control and Green Book staff combined (the former BV12ii).

Of the Brigade's that submitted data, 29 have been included within this analysis as 9 FRS' do not meet the full criteria as they do not have either Wholetime or Control staff.

Northern Ireland FRS recorded the highest number of shifts lost to sickness with 14.22 per staff member and Cornwall FRS recorded the lowest with 5.44 duty days per staff member to sickness absence.

The average is 9.41 duty days sickness absence per staff member. During the same period in 2020/21, the average duty days sickness absence was 6.83, highlighting that nationally there has been an average of 2.58 additional duty days lost per staff member during 2021/22.

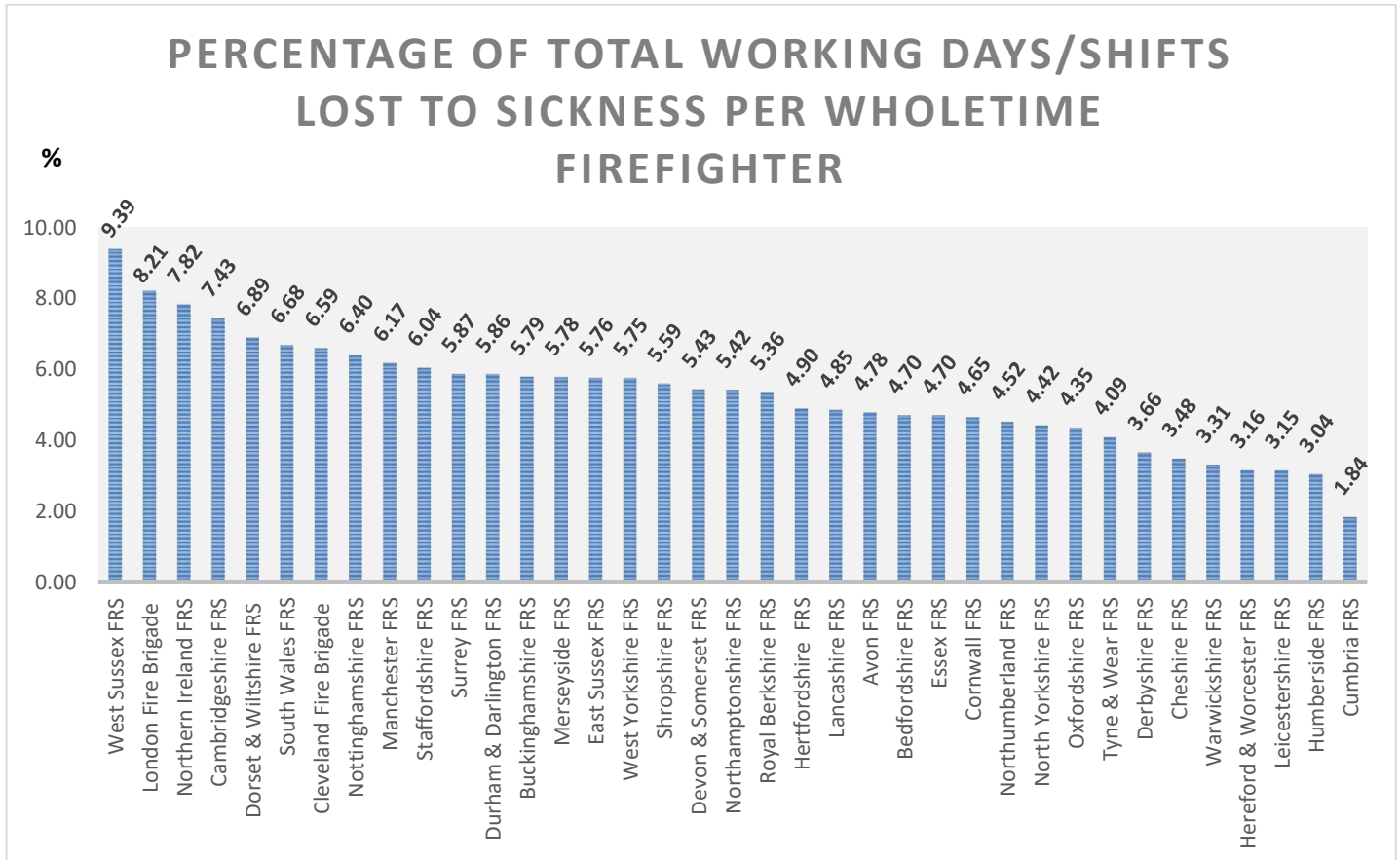


# Sickness Absence – Percentage of Duty Days Lost

The following graphs show the percentage of total working days lost to sickness for Wholetime Personnel, Fire Control Operators and Green Book Staff.

In order to calculate this, the total working days **per annum** used in this calculation is 183 for Grey Book (Wholetime and Control) and 261 for Green Book employees.

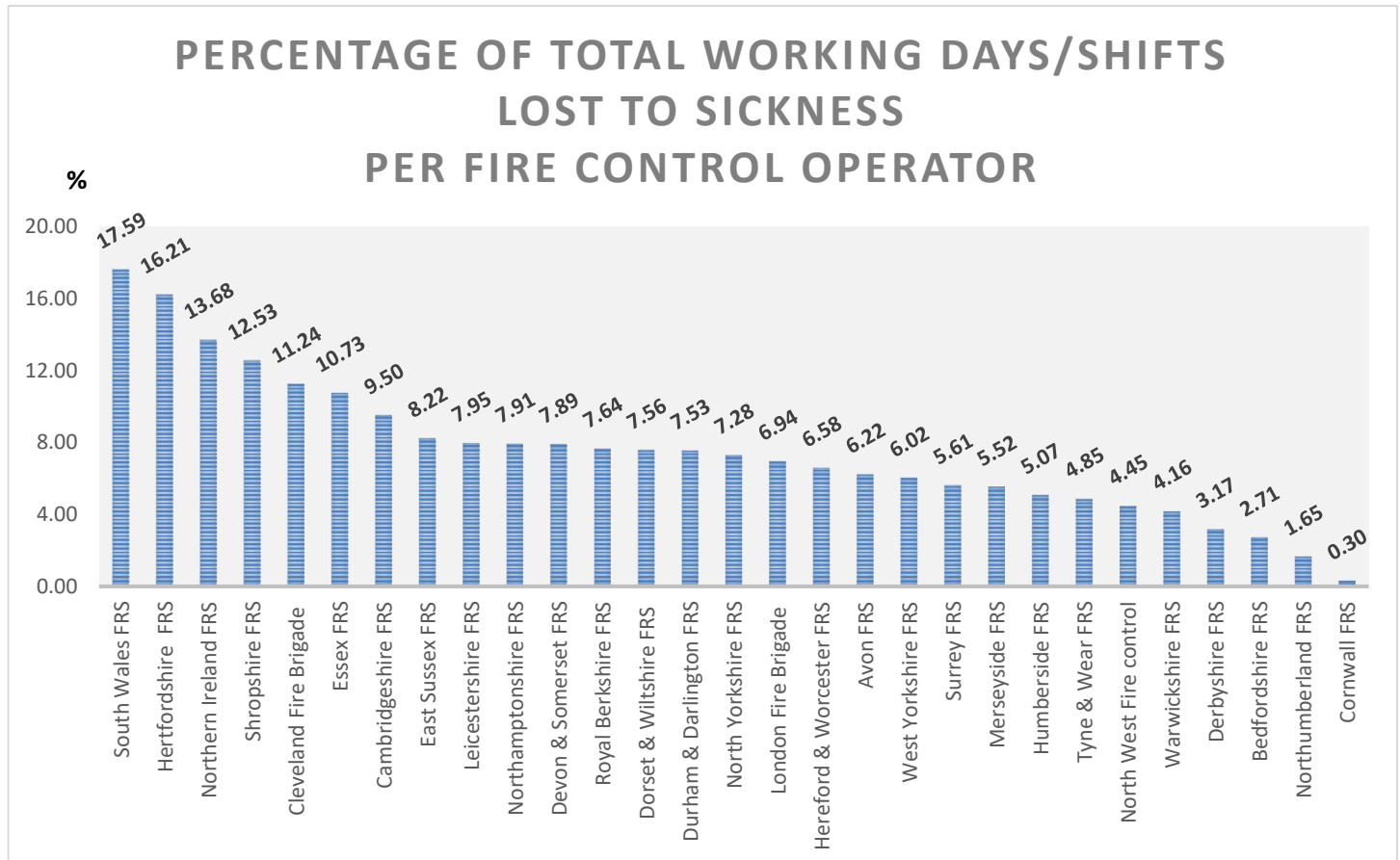
## Wholetime Personnel



- West Sussex FRS has the highest percentage of duty days/shifts lost to sickness per Wholetime Personnel with 9.39%. During the same period in 2020/21, Shropshire FRS was the highest with 5.69%.
- Cumbria FRS reported the lowest percentage of duty days with 1.84%. During the same period in 2020/21, Warwickshire FRS was the lowest with 1.84%.
- The average percentage of duty days/shifts lost to sickness per Wholetime Personnel during April 2021 to March 2022 is 6.1%.

# Sickness Absence – Percentage of Duty Days Lost

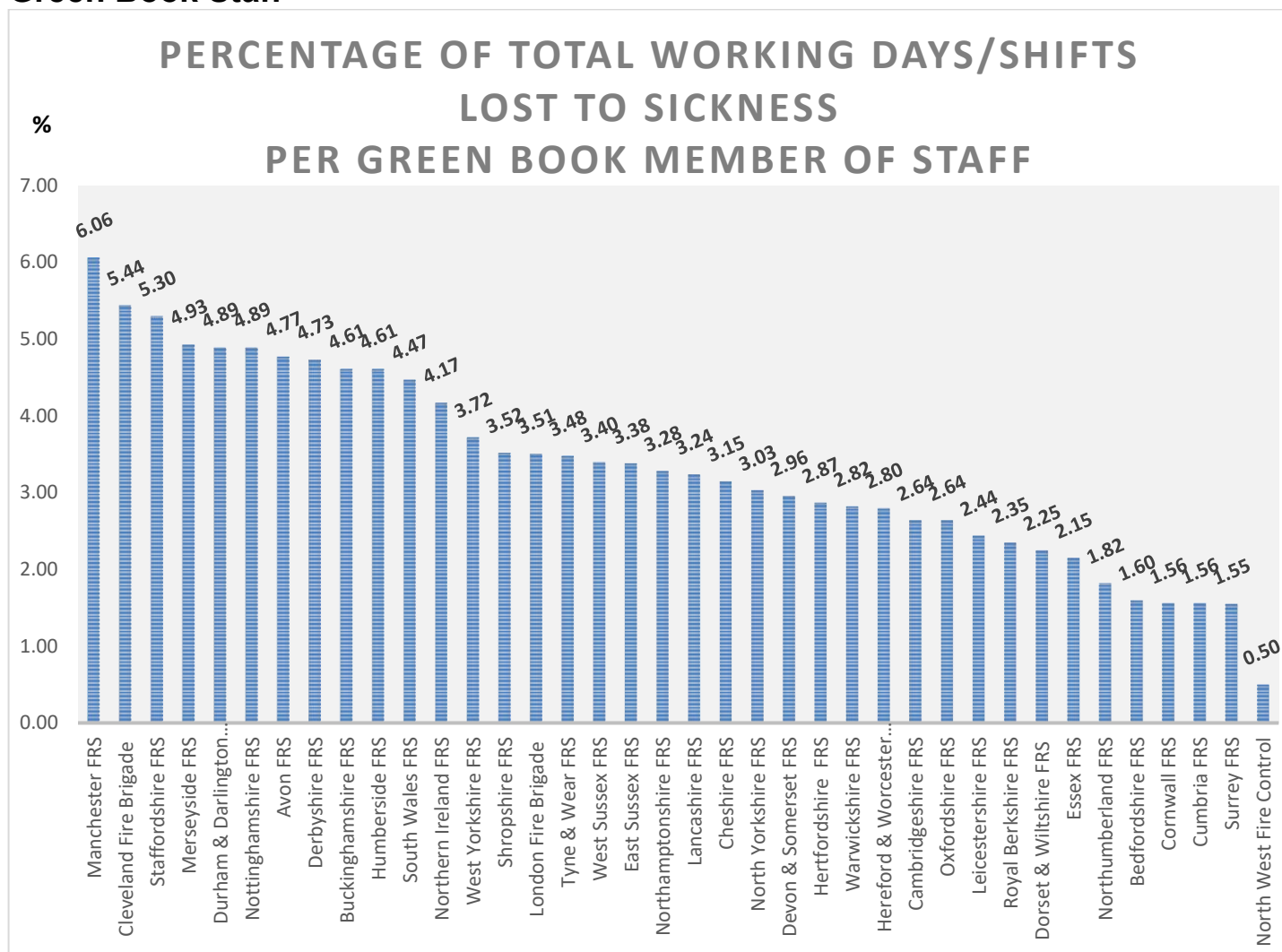
## Fire Control Staff



- South Wales FRS has the highest percentage of working days/shifts lost to sickness per Fire Control Operator with 17.59%. During the same period in 2020/21, Hampshire FRS was the highest with 9.97%.
- Lancashire recorded 0 instances of sickness absence for Fire Control staff, although it should be considered that they have 1 FTE member of Control Room staff within the organisation. Excluding Lancashire, Cornwall FRS had the lowest percentage of working days/shifts lost to sickness per Fire Control Operator with 0.30%. During the same period in 2020/21, Cornwall FRS recorded the lowest percentage of shifts lost with 0.40%.
- The average percentage of duty days/shifts lost to sickness per Fire Control Operator during the period April 2021 to March 2022 was 7.0%.

# Sickness Absence – Percentage of Duty Days Lost

## Green Book Staff

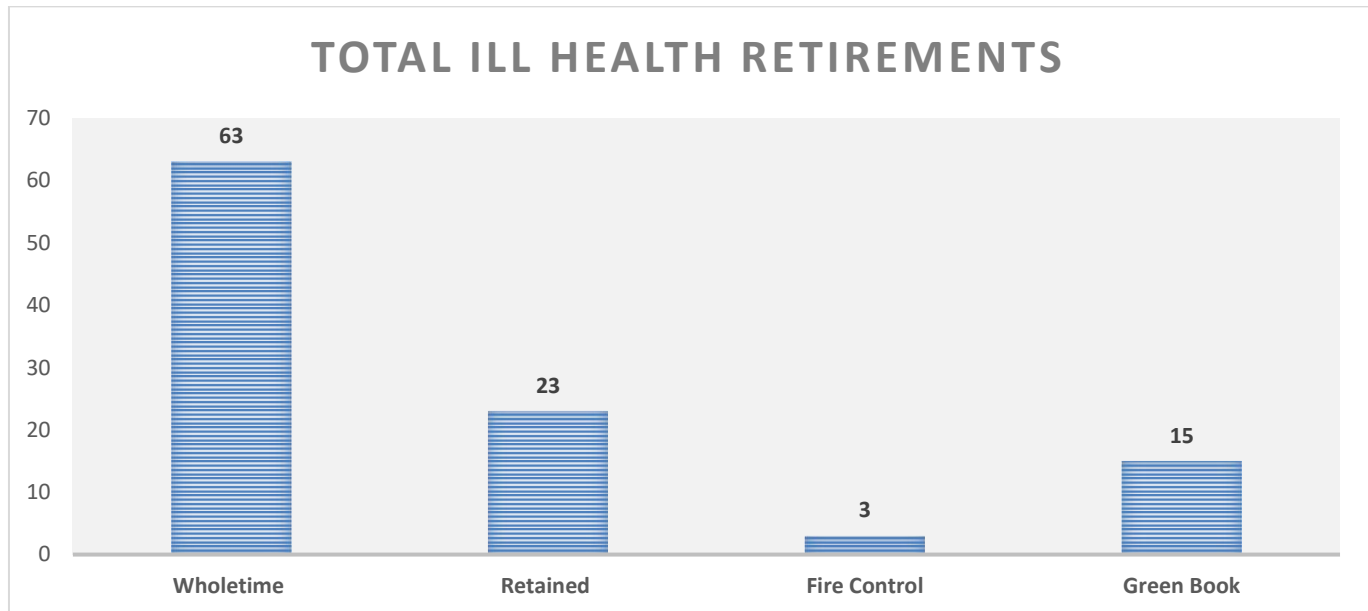


- Greater Manchester FRS has the highest percentage of working days/shifts lost to sickness per Green Book member of staff with 6.06%. During the same period in 2020/21, Northern Ireland FRS had the highest with 4.58%.
- North West Fire Control recorded the lowest percentage of working days/shifts lost to sickness with 0.50% but it needs to be noted the FTE for green book staff is 7.74. Surrey FRS recorded 1.55% absence for Green Book. During the same period in 2020,21 North West Fire Control also recorded the lowest number of working days/shifts lost to absence with 0.15% and Oxfordshire was the next lowest recording 0.60%.
- The average percentage of duty days/shifts lost to sickness per Green Book member of staff during April 2021 to March 2022 was 3.6%.

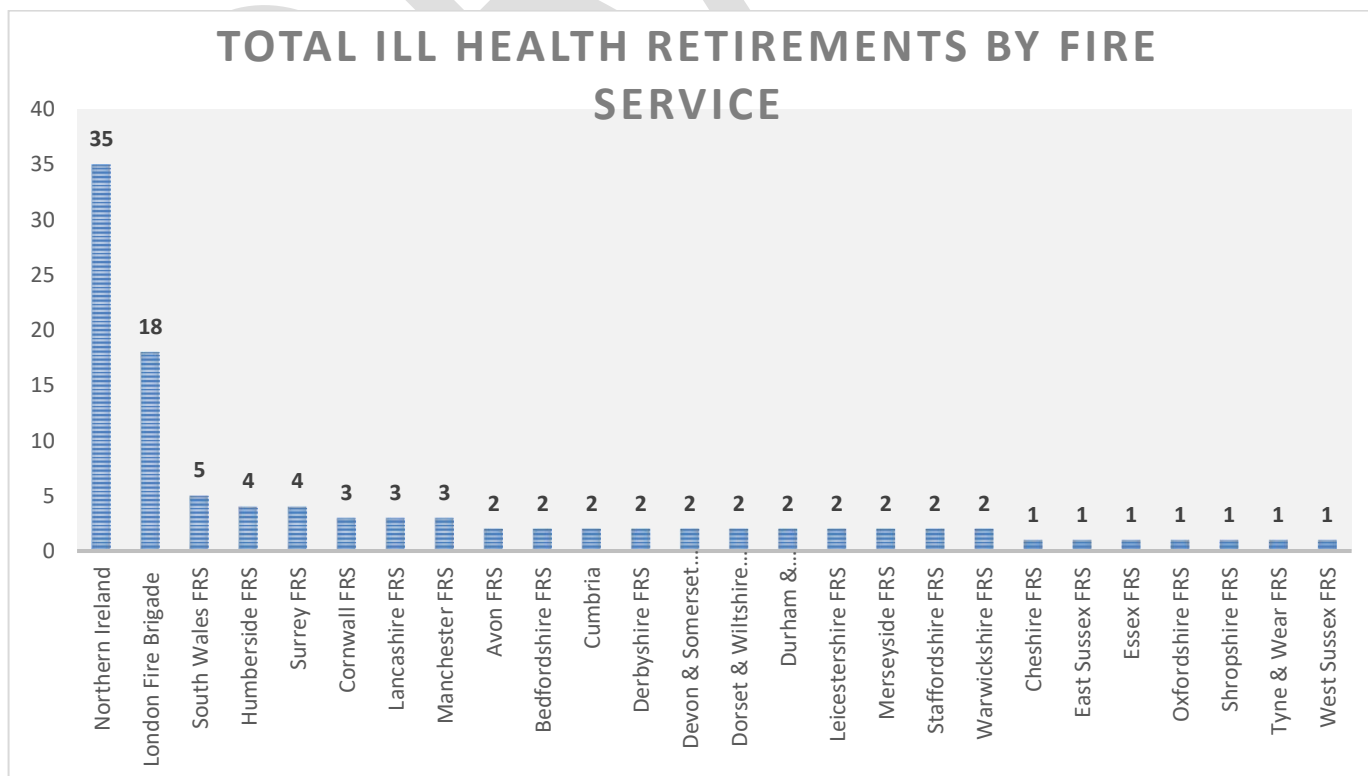
## III Health Retirements

The following graphs show the total III Health Retirements nationally (only for those services which provided data).

There was a total of 104 III Health Retirements recorded during the period April 2021 to March 2022, which is a reduction of 2 (-2%) for the same period in 2020/21 when there were 106.



Of the 38 Fire Services (including North West Fire Control) that provided data for the period April 2021 to March 2022, 12 have recorded zero III Health Retirements. When comparing to the previous year, of the 39 FRS' submitting data, 14 recorded zero III Health Retirements.





## Ill Health Retirements

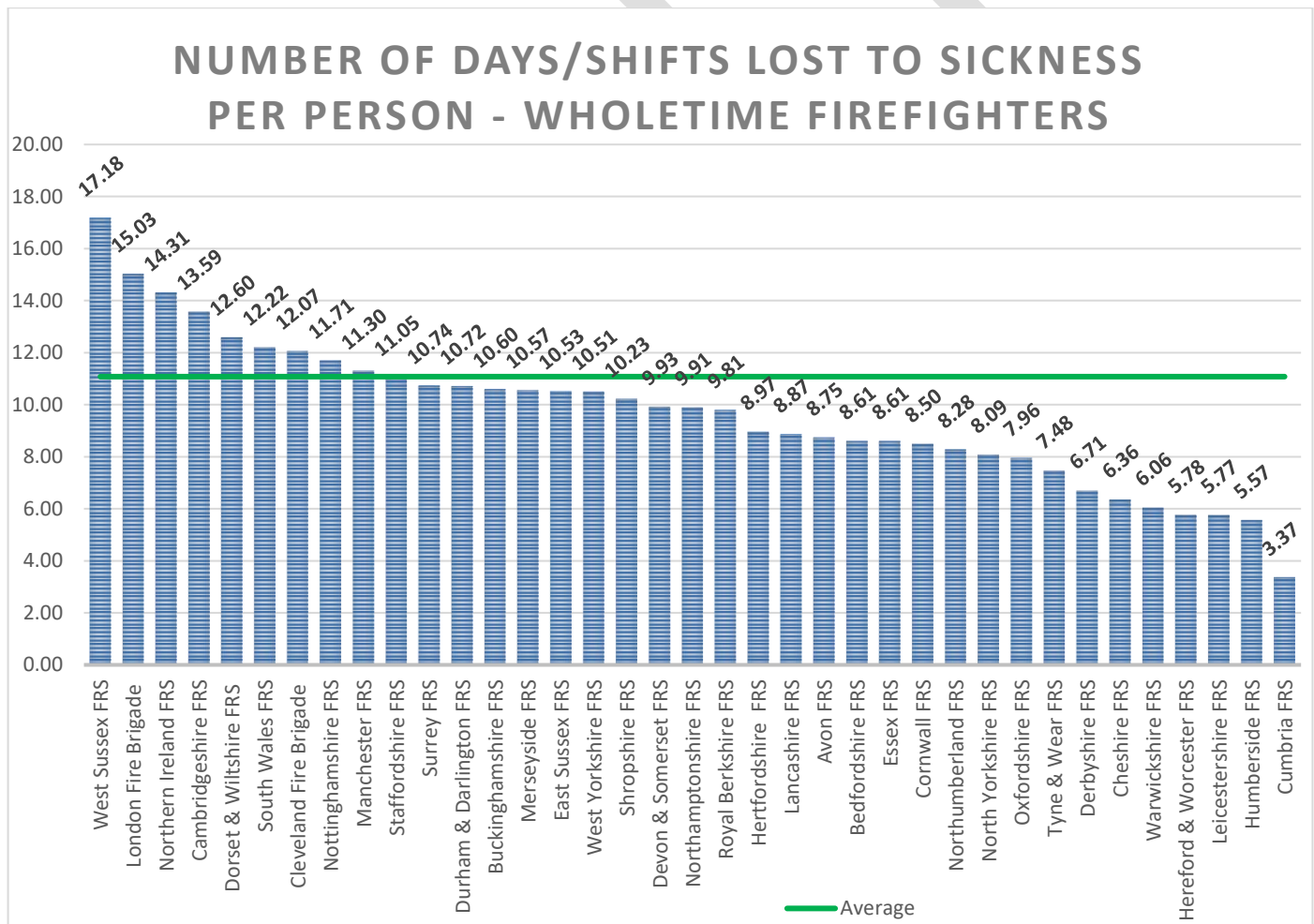
Northern Ireland FRS recorded the highest number of Ill Health Retirements during the period April 2021 to March 2022 with 35 Ill Health retirements. Northern Ireland FRS also recorded the highest during 2020/21, with 31 Ill Health Retirements recorded.

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## Analysis: Wholetime Personnel

During the period April 2021 to March 2022, the total days/shifts lost to sickness for Wholetime staff was 223,055.

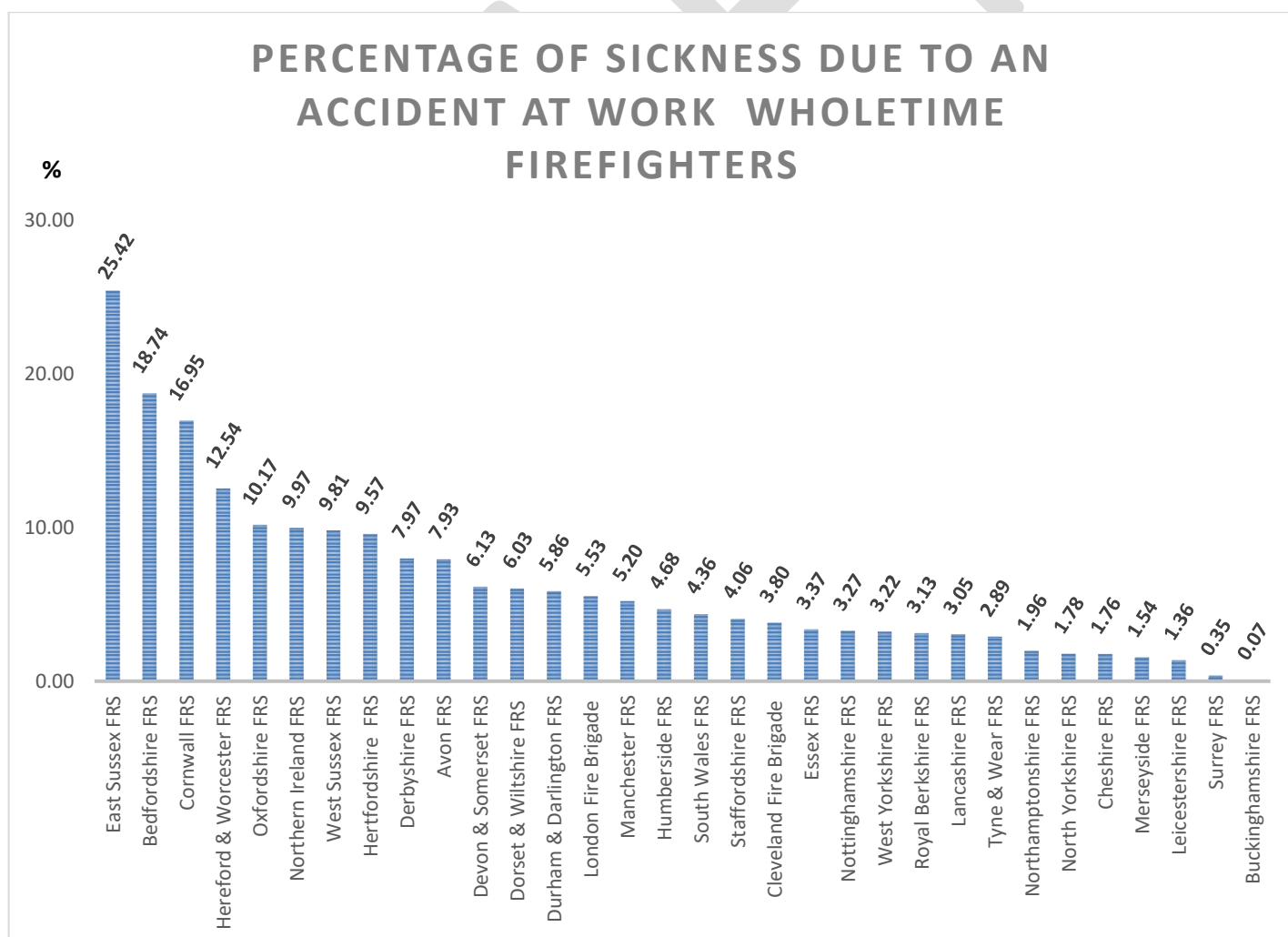
- West Sussex FRS has the highest days/shifts lost to sickness per Wholetime Personnel with 17.18 duty days lost. During the previous year, Shropshire FRS was the highest with 10.41 duty days lost.
- Cumbria FRS has the lowest days/shifts lost to sickness per Wholetime Personnel with 3.37 duty days lost. During the same period the previous year, Warwickshire FRS recorded the lowest with 3.37.
- The average number of duty days lost per Wholetime Personnel is 11.08 duty days. During the same period the previous year, the average was 7.5 duty days lost per employee therefore during 2021/22 a total of 3.58 extra days/shifts were lost per person to sickness absence.



## Analysis: Wholetime Personnel

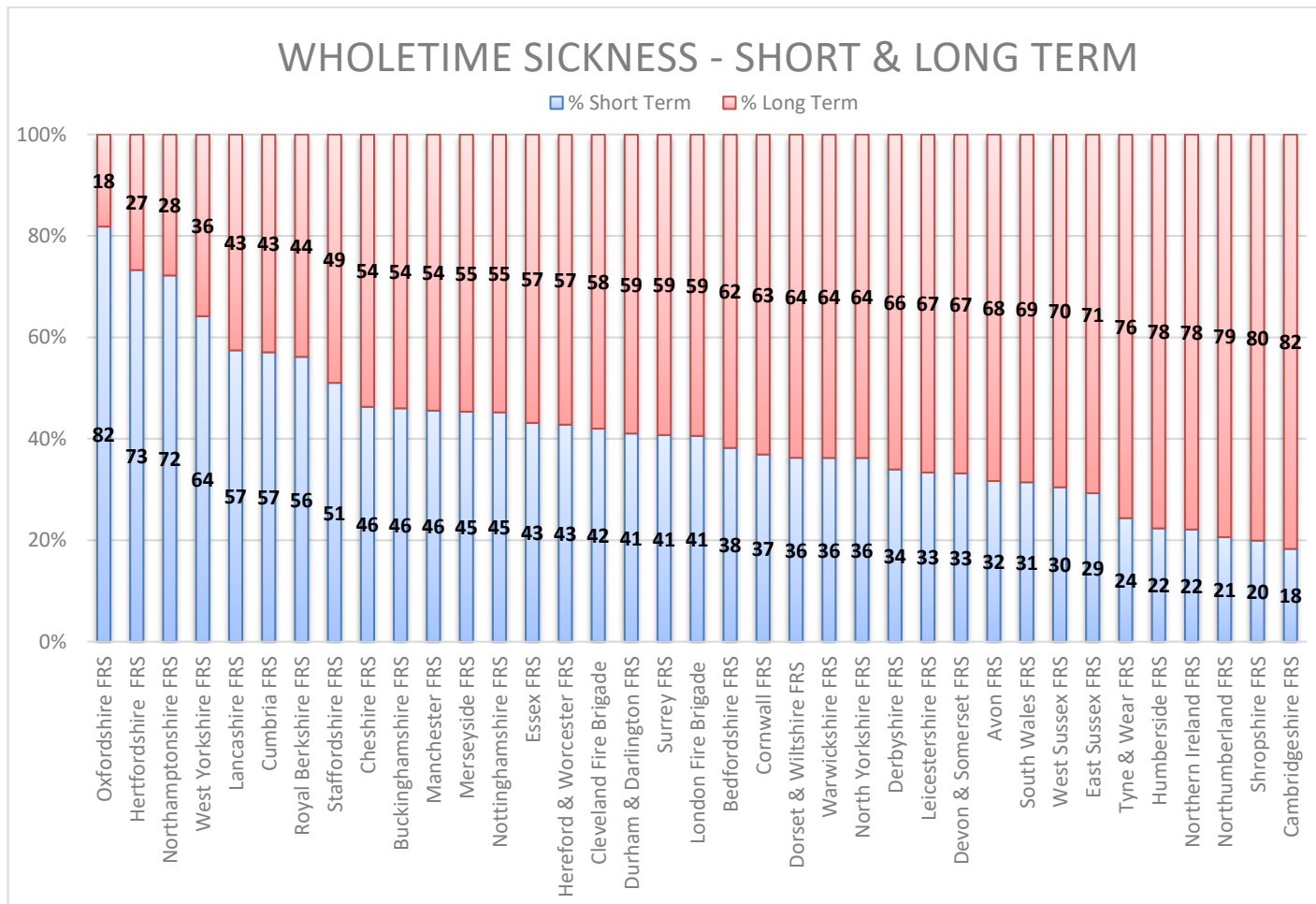
The following graph shows the percentage of sickness that is a result of an accident at work for Wholetime personnel.

- 36 FRS' provided data on sickness due to an accident at work for Wholetime Personnel (North West Fire Control do not have any Wholetime staff and Cambridgeshire did not have this data available). Of the 36 returns, 4 FRS' recorded 0 shifts lost due to accidents at work amongst Wholetime staff (Cumbria, Northumberland, Shropshire and Warwickshire).
- East Sussex FRS has the highest percentage of sickness due to an Accident at work for Wholetime Personnel (25.42%) with Buckinghamshire FRS recording the lowest (0.07%), excluding those mentioned above that recorded 0.
- 5 of the 36 FRS' who submitted a return for this period include absence due to Mental Health issues (stress/depression) where it is perceived to be work related, this equates 14% of Fire and Rescue Services submitting data. However, the recording mechanism for this report does not identify whether stress related absence is actually included in the accident at work sickness figures.



# Analysis: Wholetime Personnel

All Fire Services who submitted a return provided details of short and long term sickness. The Graph below illustrates this split.

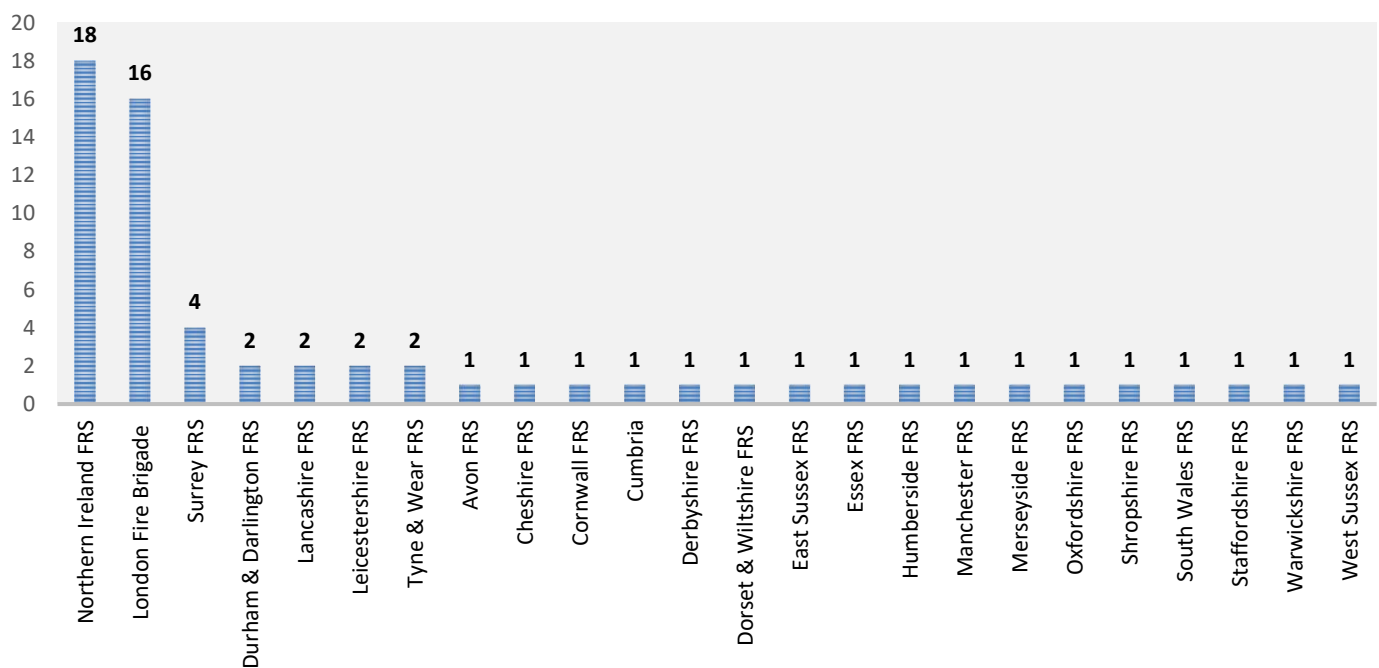


## Analysis: Wholetime Personnel

Thirty-Seven Fire and Rescue Services reported data on Ill Health Retirements for Wholetime personnel during the period April 2021 to March 2022.

- Of the 37 reporting FRS', there were a total of 63 Ill health retirements from 24 Services during the period for Wholetime personnel. During the same period in the previous year, there were 48 Ill Health Retirements from 16 Services reported.
- 13 FRS' reported zero Ill Health Retirements for Wholetime personnel during the period April 2021 to March 2022. During the same period in 2020/21, 17 Services recorded zero Ill Health Retirements.

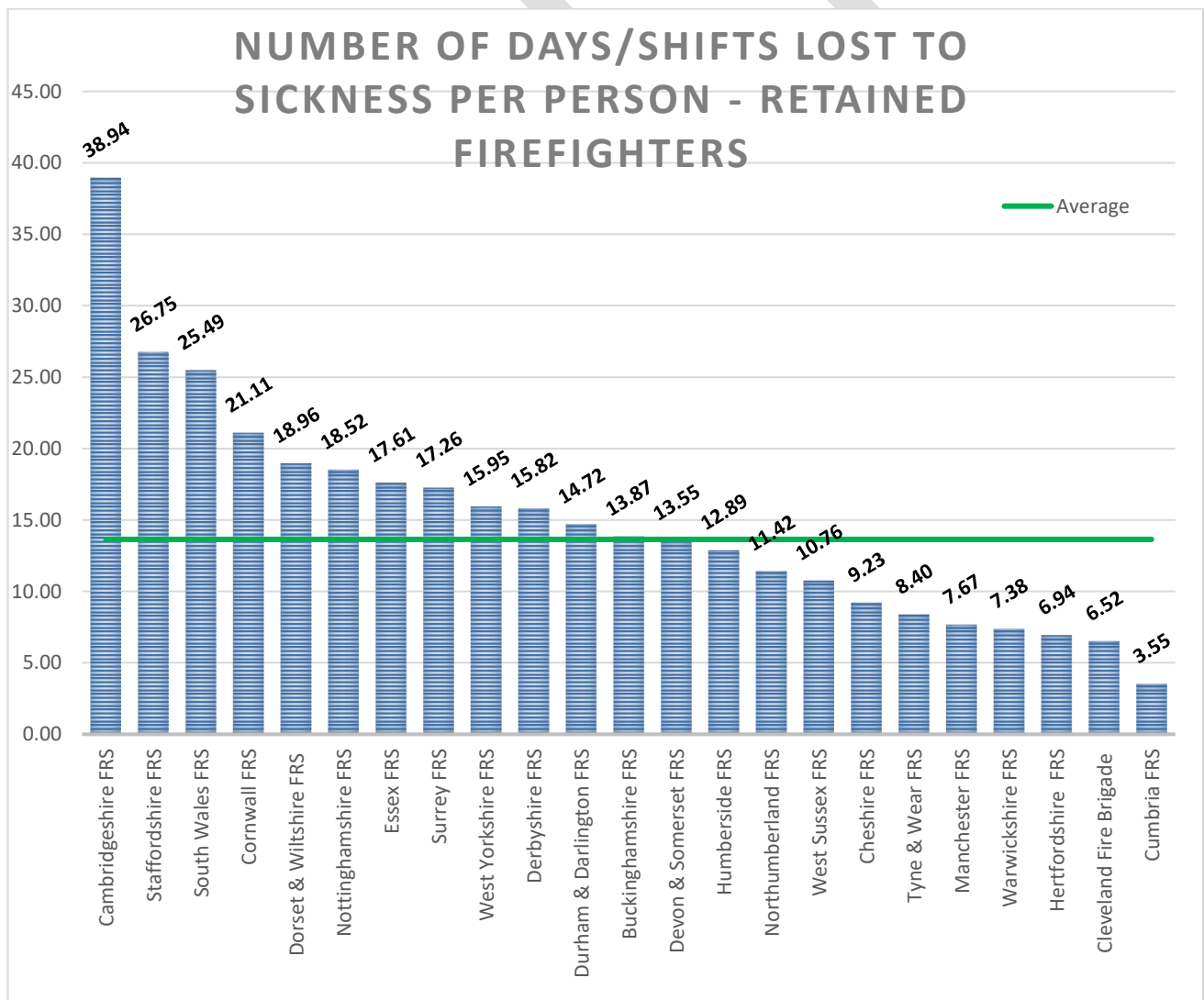
### NUMBER OF ILL HEALTH RETIREMENTS - WHOLETIME FIREFIGHTERS



## Analysis: Retained Personnel

For the period April 2021 to March 2022 there was a total of 88,844 days/shifts lost to sickness from the 23 returns received.

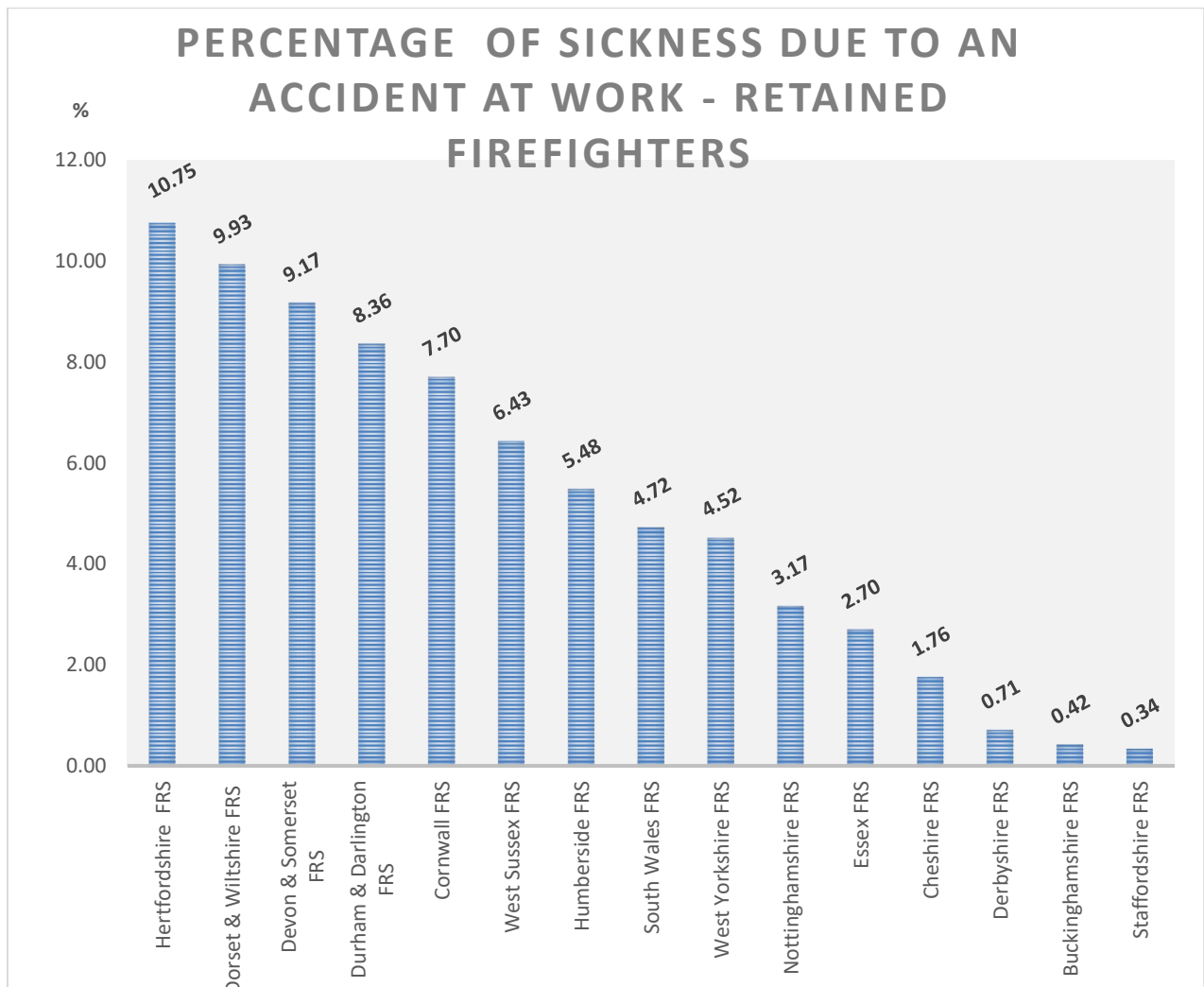
- Cambridgeshire FRS has the highest days/shifts lost to sickness per Retained Personnel with 38.94 shifts. During the same period the previous year, Cornwall FRS was the highest with 15.12 duty days.
- Cumbria FRS recorded the lowest shifts lost with 3.55 per Retained Personnel. During the same period in 2020/21, Greater Manchester FRS was the lowest with zero however, their FTE for retained personnel was 6. The second lowest was Tyne & Wear FRS with 2.67 shifts per Retained Personnel.
- The average number of duty days lost per Retained Personnel is 13.64. The average for the same period the previous year was 8.71, which equates to an increase of 4.93 duty days lost per Retained member of staff.



## Analysis: Retained Personnel

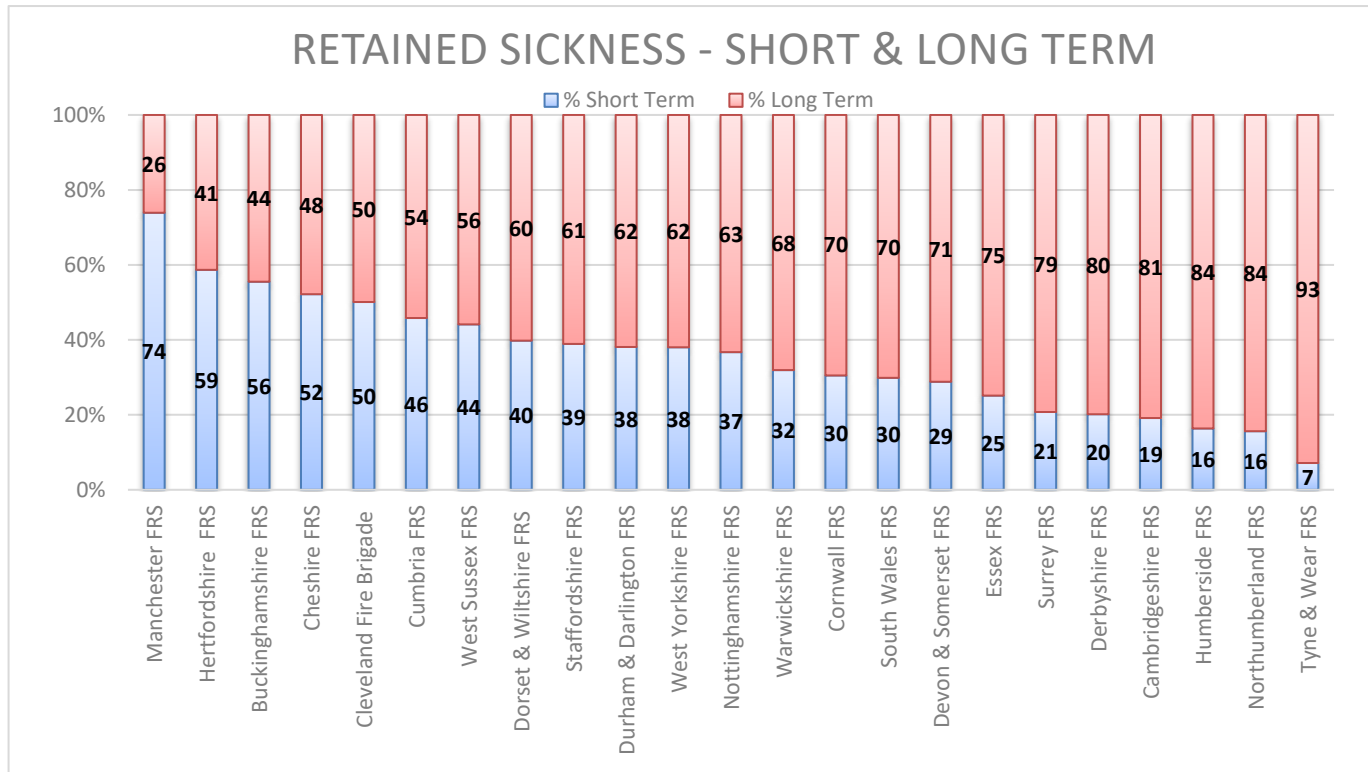
The following graph shows the percentage of sickness that is a result of an accident at work for Retained Personnel.

- Fifteen FRS' reported sickness due to an accident at work for Retained members of staff. From the 15 reporting, FRS' Hertfordshire FRS has the highest percentage of sickness due to an accident at work for Retained Personnel (10.75%) with Staffordshire FRS the lowest (0.35%). Lincolnshire FRS reported the highest percentage during the same period in 2020/21 (21.07%) with Staffordshire FRS again reporting the lowest (0.07%).



## Analysis: Retained Personnel

Twenty-three Fire Services provided details of Short and Long Term sickness. The graph below illustrates this split.

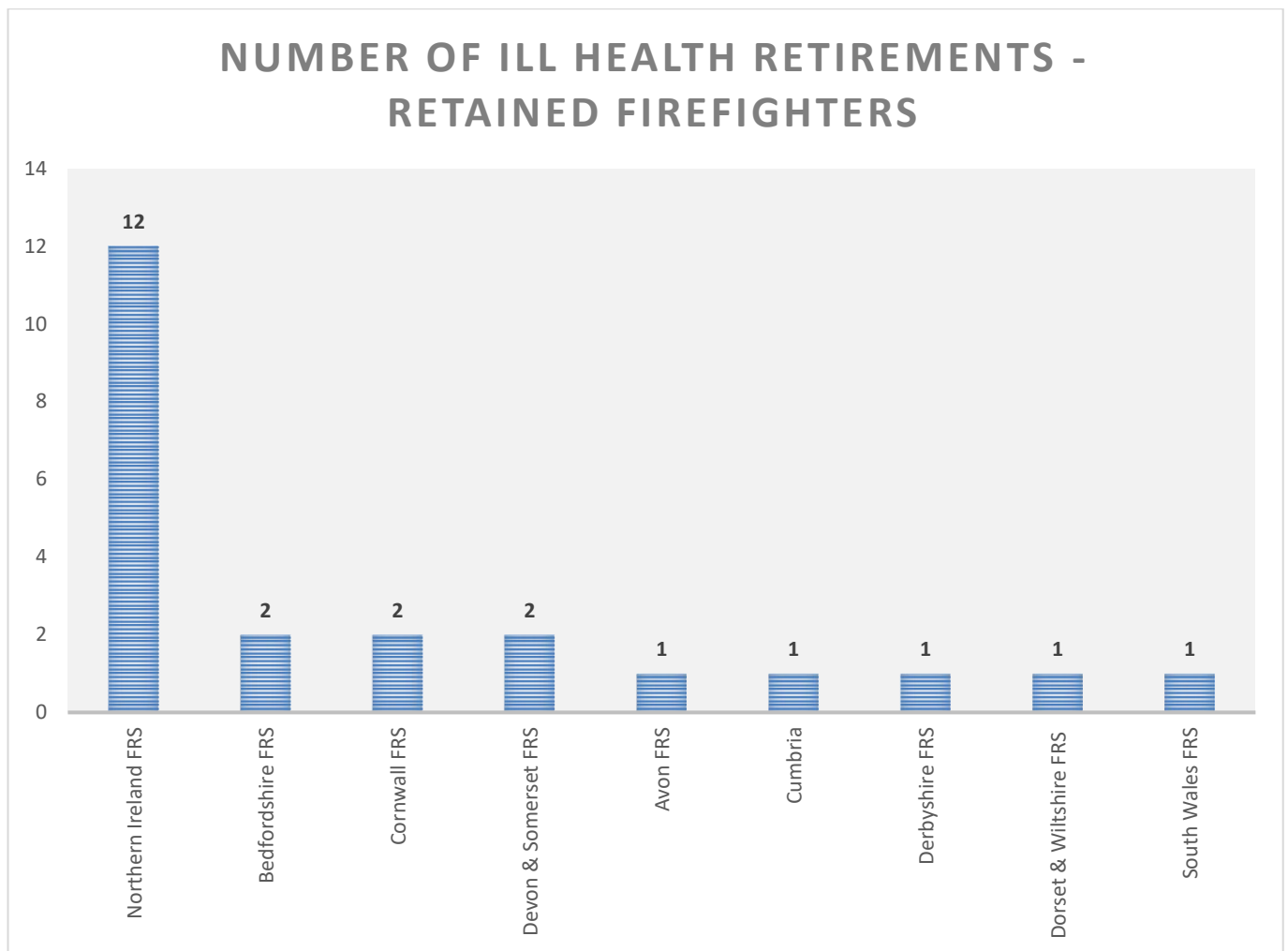


- Twenty-six\* Services reported data on Ill Health Retirements for the period April 2021 to March 2022. Of the 26, there were a total of 23 Ill Health Retirements (9 Services) during the period reported. During the same period in 2020/21, there were 33 Ill Health Retirements reported by 13 Services.
- Seventeen Services reported zero Ill Health Retirements for Retained personnel during the period April 2021 to March 2022. During the same period in 2020/21, there were 20 Services which recorded zero Ill Health Retirements.

\*Avon, Bedfordshire and Northern Ireland reported on Ill Health Retirement for Retained Duty Staff but did not provide other data on their Retained Staff.



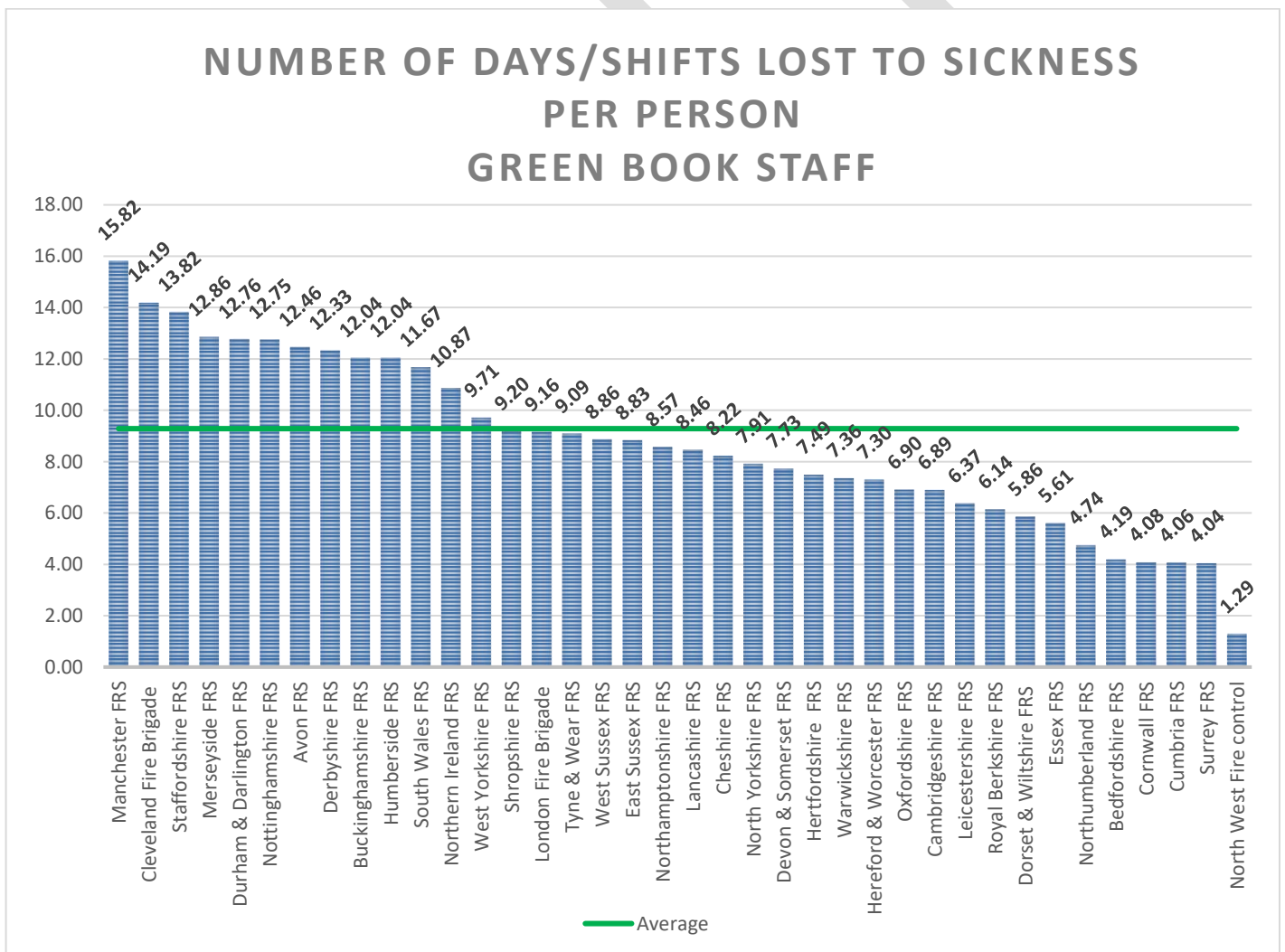
## Analysis: Retained Personnel



# Analysis: Green Book Employees

During the period April 2021 to March 2022, there were a total of 61,080 days/shifts lost to sickness for Green Book staff.

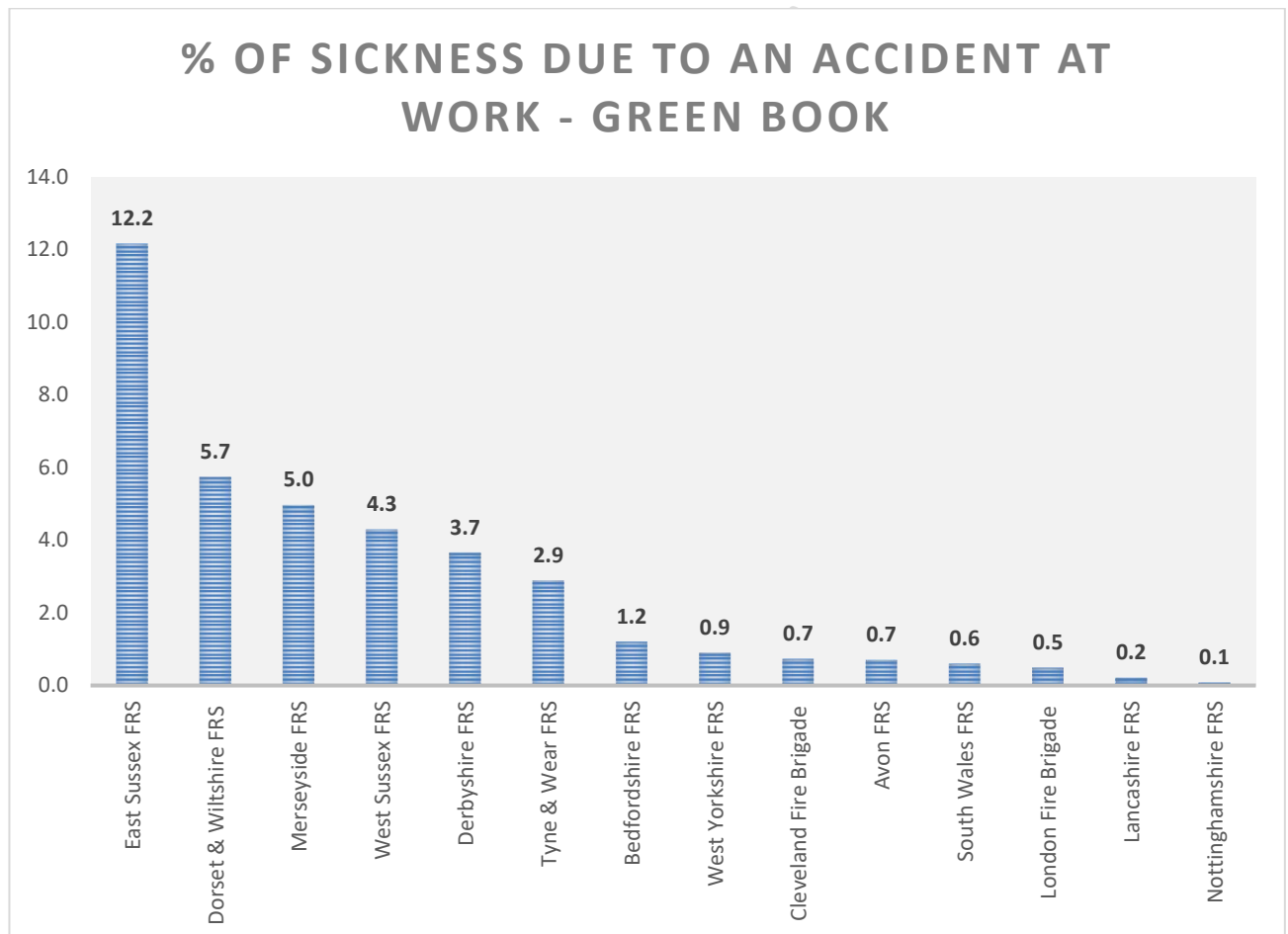
- Greater Manchester FRS has the highest days/shifts lost to sickness per Green Book employee with 15.82 shifts Northern Ireland FRS recorded the highest during the same period in 2020/21 with 11.96.
- North West Fire Control had the lowest days/shifts lost to sickness per Green Book employee with 1.29 shifts, although it should be noted that the FTE for Green Book at North West Control is 7.74. Surrey FRS was the next lowest with 4.04 shifts/days lost per Green Book employee. During the same period in 2020/21, North West Fire Control were the lowest with 0.40 shifts/days lost per Green Book staff, followed by Oxfordshire FRS with 1.57 shifts/days lost.
- The average number of duty days lost per Green Book employee is 9.28 days/shifts compared to 6.78 days for the same period in the previous year, an increase of 2.50 shifts per person.



## Analysis: Green Book Employees

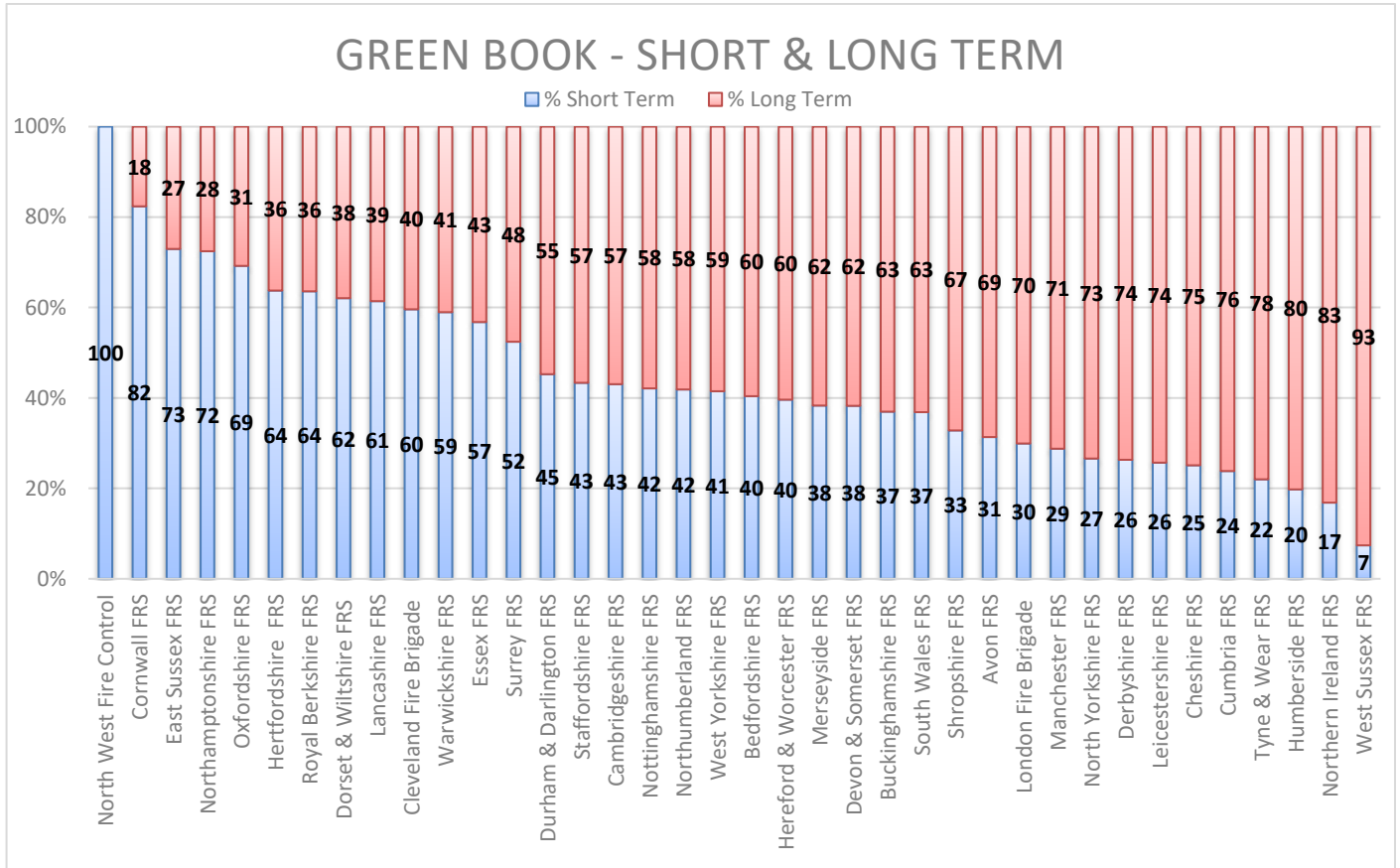
The following graph shows the percentage of sickness that is a result of an accident at work for Green Book staff.

- Fourteen FRS' reported sickness due to an accident at work for Green Book staff members. Of the 14, East Sussex FRS has the highest percentage of sickness due to an accident at work for Green Book employees (12.2%) with Nottinghamshire FRS' recording the lowest (0.1%). During the same period in the previous year, East Sussex FRS was also the highest (16.6%) and Greater Manchester FRS was the lowest (0.1%).



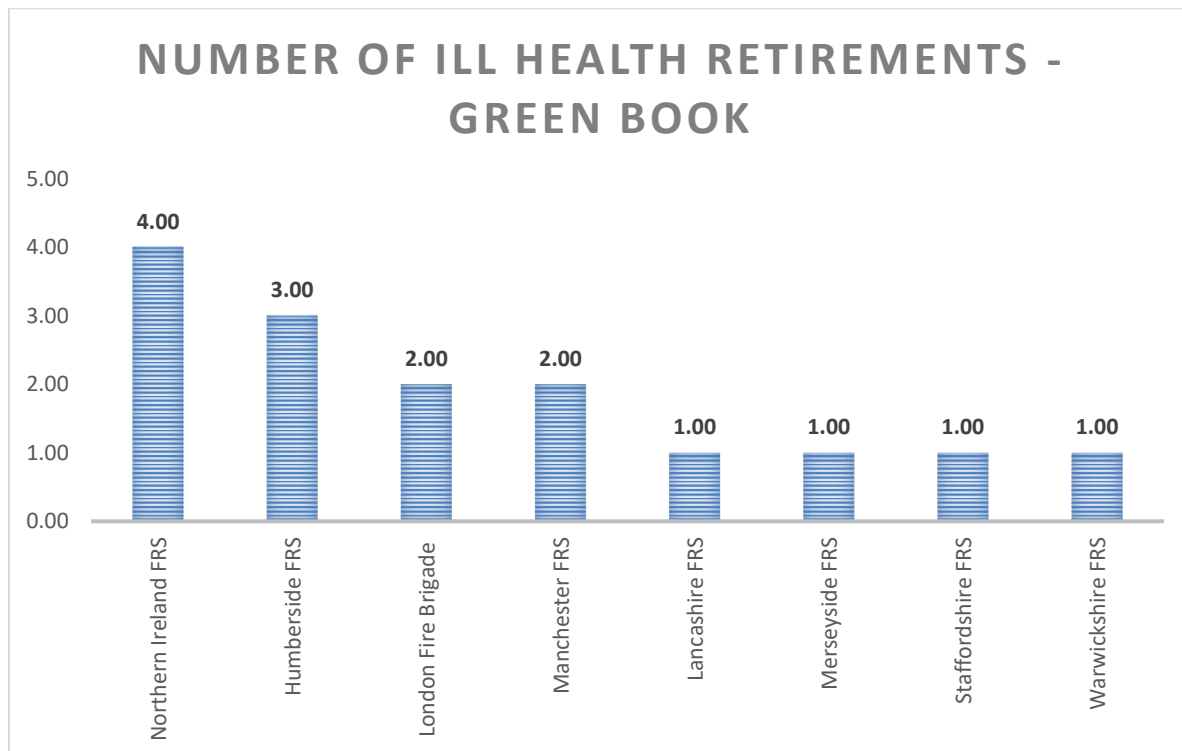
# Analysis: Green Book Employees

Thirty-eight Fire Services provided their split between Short and Long Term sickness. The graph below illustrates this split.



## Analysis: Green Book Employees

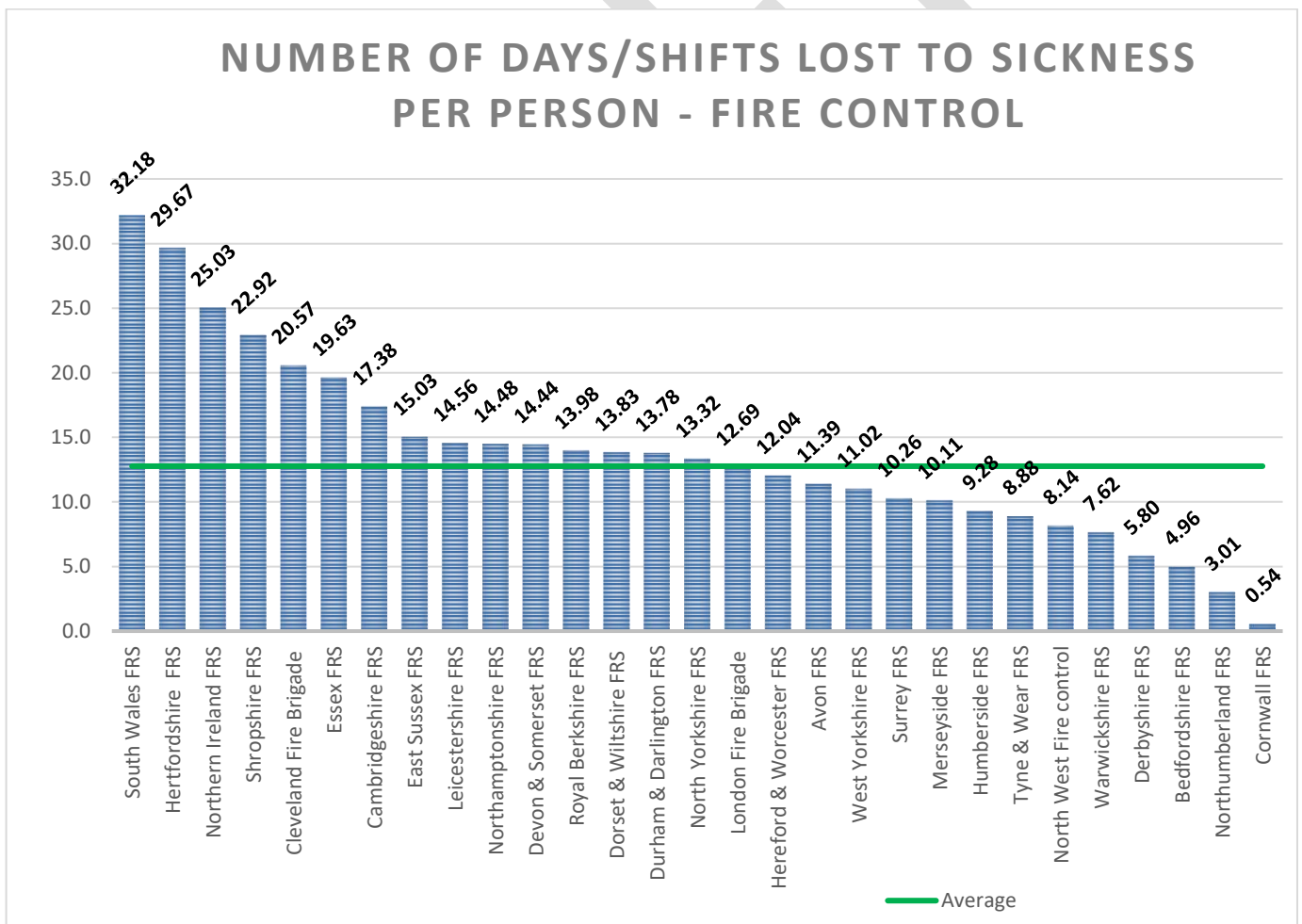
- Thirty-eight Fire and Rescue Services reported data on Ill Health Retirements for Green Book employees during the period April 2021 to March 2022. Of the 38 FRS', there were 15 Ill Health Retirements. During the same period for the previous year, there were 14 Ill Health Retirements.
- Thirty services reported zero Ill Health Retirements for Green Book employees. During the same period the previous year, thirty-one Services reported zero Ill Health Retirements.



## Analysis: Fire Control

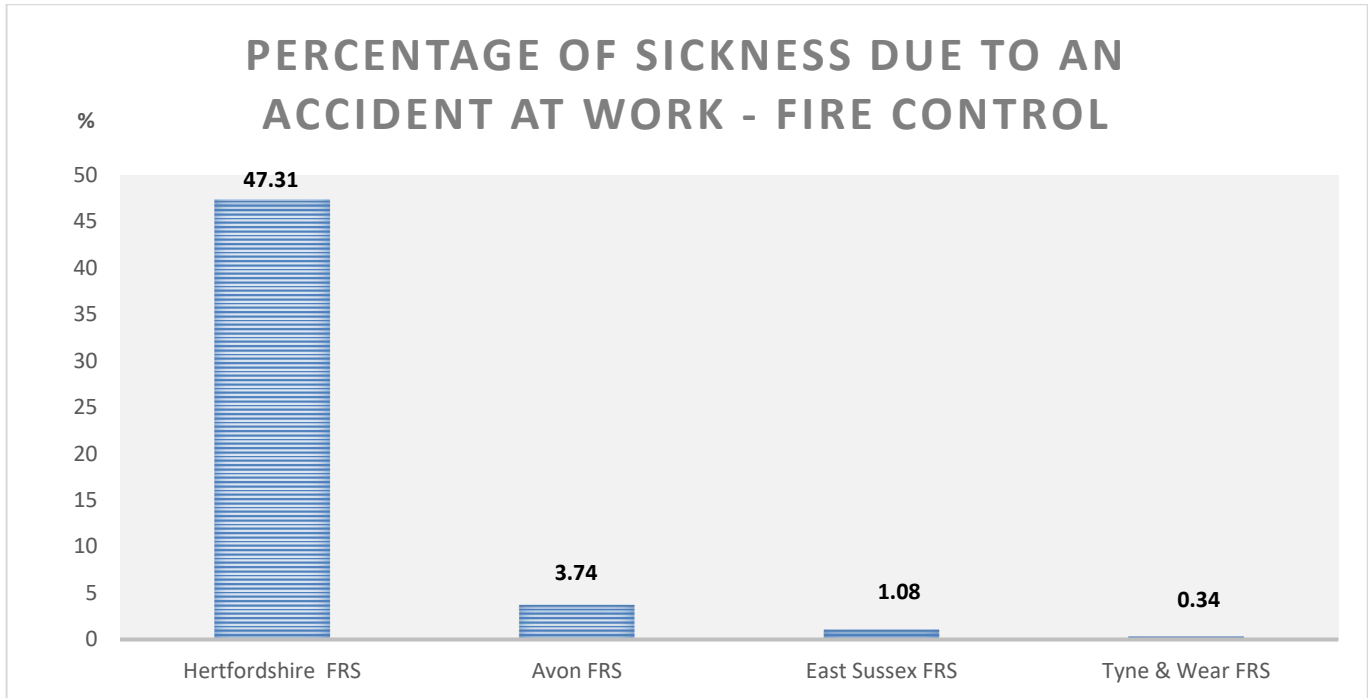
During the period April 2021 to March 2022 there was a total of 13,636 days/shifts lost to sickness.

- South Wales FRS has the highest days/shifts lost to sickness per Fire Control employees with 32.18 shifts. During the same period the previous year, Dorset & Wiltshire was the highest with 16.33 shifts.
- Lancashire FRS recorded zero days/shifts lost to sickness for Fire Control employees, however it should be noted that the FTE for Fire Control is 1. The lowest number of days/shifts recorded after this is Cornwall FRS with 0.54 shifts/days lost per Fire Control employee. Cornwall FRS reported the lowest during the same period in 2020/21 with 0.73 shifts.
- The average number of duty days lost per Fire Control employee is 12.77 shifts per operator compared to 8.04 duty days during the same period in 2020/21. This is an increase of 4.73 duty days per member of Fire Control.

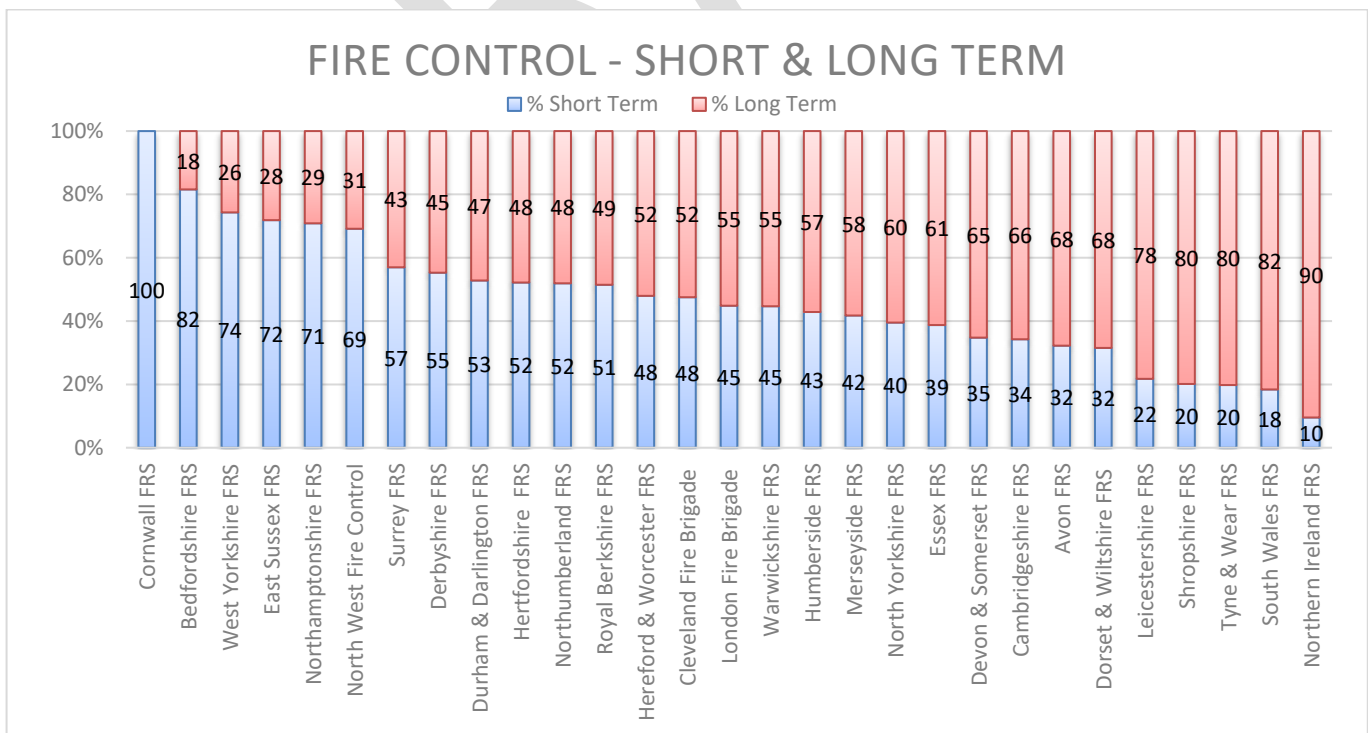


# Analysis: Fire Control

Four FRS' have recorded sickness absence due to an Accident at Work for Fire Control Personnel for the period April 2021 – March 2022.



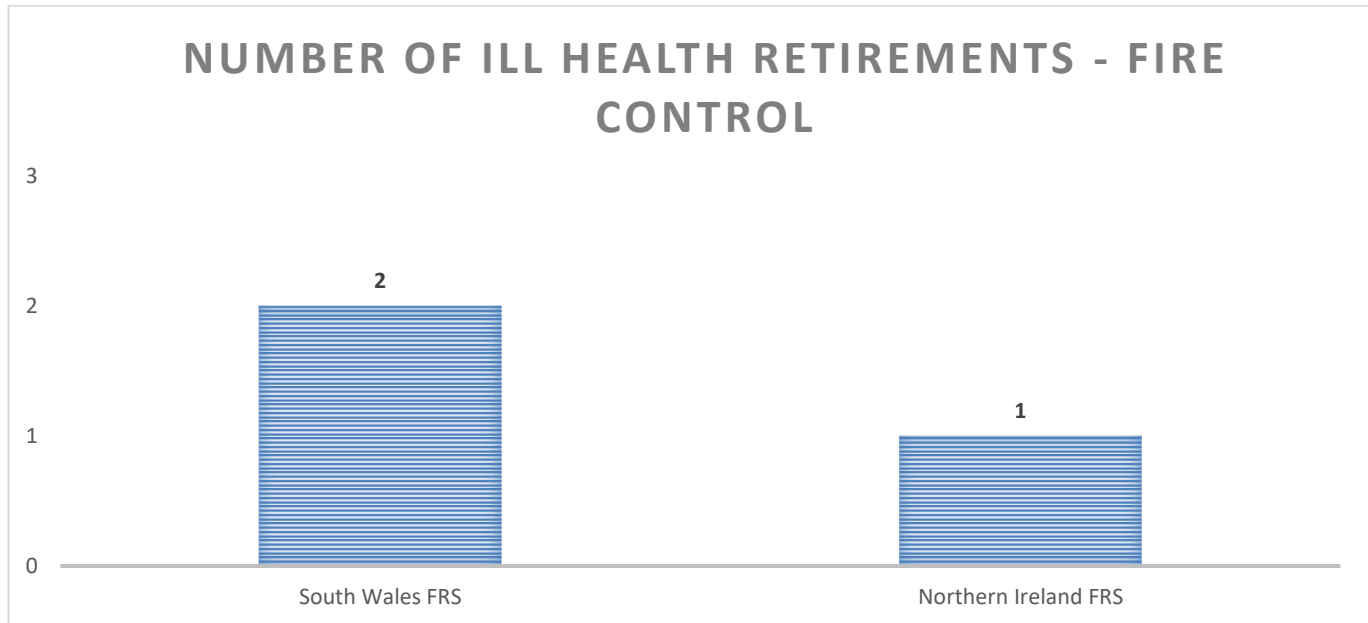
Thirty-one Fire Services provided their split between Short and Long Term sickness. The graph below gives an illustration of the split. Lancashire FRS are not on the graph as they have recorded zero absences for Fire Control staff.



## Analysis: Fire Control

### Ill Health Retirements

- South Wales FRS recorded 2 and Northern Ireland FRS recorded one Ill Health Retirement for Fire Control Staff. During the same period for 2020/21, there was one Ill Health Retirement each reported by London Fire Brigade, Humberside and Northern Ireland FRS' respectively.



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**Contact Details:**

Risk & Performance Department  
Cleveland Fire Brigade  
Training & Administration Hub  
Queens Meadow Business Park  
Hartlepool TS25 5TH  
**Telephone No** 01429 874030



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communities

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**Status of Report:** Public

**Meeting:** Corporate Governance Committee

**Date:** 13 July 2022

**Subject:** Procurement and Waivers Annual Report

**Report by:** Callum Faint, Chief Fire and Rescue Officer

**Author:** Mick Rogers, Area Manager Business Support

**For:** Information

### **Purpose**

1. The purpose of the report is to inform the Corporate Governance Committee of procurement related activity and compliance for the financial year 2021/22.

### **Recommendation**

2. The Committee is asked to note the summary of procurement activity in 2021/22, as required by Rule 19.2 of the Contracts Procedure Rules 2018.

### **Executive Summary**

3. The Combined Fire Authority (CFA) agreed an updated set of Contract Procedure Rules in December 2018, which included a requirement at Rule 19.2 for the Corporate Governance Committee to receive an annual report on the following procurement activity:
  - i. EU Contract Procurement over the preceding 12 months
  - ii. Compliance with these rules, including a summary of waivers
  - iii. Any changes to these rules.

### **Background**

4. Leicester City Council, led by its Head of Procurement, continued to provide strategic oversight and support at an additional charge to the CFA.
5. Significant procurement activities for this reporting period are:
  - i. Replacement Fire Appliances and fleet vehicles purchased through a number of frameworks, totalling £1.67 million.
  - ii. Various operational firefighting equipment (Air bags/ gastight suits and hose branches) £191,700.00.
6. There have been no Procurement Policy Notices issued since the last reporting period (July 2021).

7. No breaches of the Contracts Procedure Rules have been identified and there has been no legal action taken against the CFA as a result of procurement activities.

### Waivers

8. The Contract Procedure Rules require a summary of waivers to be presented. The table below shows an analysis of the waivers during the financial year 2021/22 and is shown by department

Reason for Waiver	Supplier	Quantity	Value	Department
Time Limited Opportunity	Darktrace Enterprise Immune System	1	£67,200	ICT
Required as contract is over 3 years	Esdebe Consultancy Ltd	1	£18,135	ICT
Interim Contract to determine future organisational needs	6 Stages Limited	1	£20,144	ICT
Limited supply in UK	Jaam Automation Ltd	1	£11,853	ICT
Contract Renewal	3TC Software	1	£24,640	ICT
Time Limited Cost Saving Opportunity	Sensible Computing Solutions	1	£48,220	ICT
Cost Saving Opportunity	Idox Software Ltd	1	£64,965	ICT
Variation of existing contract by direct negotiation	Virgin Media Business Ltd	1	£48,775	ICT
Wholetime Recruitment Time Saving	HR Solutions Hub	1	£11,000	People & Org Dev
<b>Total:</b>		<b>9</b>	<b>£314,931.91</b>	

### Report Implications/Impact

9. Legal (including crime and disorder)

- I. The Contract Procedure Rules form part of the constitution of the CFA; therefore, this report satisfies the constitution requirements in relation to reporting and procurement procedures.
- II. Each procurement process will need to follow due process in accordance with internal and legislative requirements.

10. Financial (including value for money, benefits and efficiencies)

Contracting activity on the procurement plan is a statement of intent and is subject to the necessary funding being available. The plan provides a strategic approach to achieving value for money through major procurement activities.

11. Risk (including corporate and operational, health and safety and any impact on the continuity of service delivery)

Ineffective procurement can lead to an inability to achieve value for money, efficiency and effectiveness, is open to fraud and loss of reputation.

12. Staff, Service Users and Stakeholders (including the Equality Impact Assessment)

Procurement is used to drive wider social value, i.e to bring about improvements in economic, social and environmental wellbeing.

13. Environmental

There are no environmental implications arising from this report.

14. Impact upon Our Plan Objective

An effective procurement contributes to the Finance and Resources Strategy of achieving value for money and increased efficiency and effectiveness.

## Background Papers

Annual expenditure report:

<https://leics-fire.gov.uk/your-fire-service/what-we-spend/procurement-and-contracts/>

## Appendices

None

## Officers to Contact

Callum Faint.  
Chief Fire and Rescue Officer.  
[Callum.faint@leics-fire.gov.uk](mailto:Callum.faint@leics-fire.gov.uk)  
07581188884

Mick Rogers  
[Michael.rogers@leics-fire.gov.uk](mailto:Michael.rogers@leics-fire.gov.uk)  
07800 709845

**Status of Report: Public**

**Meeting: Corporate Governance Committee**

**Date: 13 July 2022**

**Subject: Governance update**

**Report by: The Monitoring Officer**

**Author: Lauren Haslam, Monitoring Officer**

**For: Information Only**

### **Purpose**

1. The purpose of this report is to update and provide assurance to the Corporate Governance Committee (CGC) on governance and ethical issues.

### **Recommendation**

2. It is recommended that the Committee notes the update provided on governance and ethical issues.

### **Executive Summary**

3. The report updates the Committee on the operation of core governance policies and how these are monitored on behalf of the CFA.

### **Background**

#### The Role of the Monitoring Officer

4. The Constitution of the CFA vests certain functions in the Monitoring Officer including maintaining the Constitution, ensuring lawfulness of decision making and maintaining various registers in relation to members' and officers' interests, gifts and hospitality, whistleblowing and politically restricted posts. The purpose of this is to promote high standards and public confidence in the CFA's governance and ethical arrangements.
5. There have been no occasions where the Monitoring Officer has had reason to believe that there was a likelihood that the CFA was about to take a decision that would be unlawful or give rise to maladministration. Consequently, no reports have been issued to the CFA under Sections 5(2) of the Local Government and Housing Act 1989.

#### The Register of Members interests

6. The Localism Act 2011 requires members to register their Disclosable Pecuniary Interests and the Constitution of the CFA requires the registration of defined personal interests within 28 days of appointment to office as a member.

The Register is maintained by the Democratic Services Officer supporting the CFA. The declaration signed by members contains an acknowledgement that failure to disclose a personal interest constitutes a criminal offence under the relevant legislation and that the failure to provide accurate information regarding a disclosable pecuniary interest and a personal interest constitutes a breach of the Members Code of Conduct. There is also an acknowledgement of the obligation to keep the declaration up to date in light of any change in a member's circumstances during the period in office.

7. The Register of members' interests (attached at Appendix A) has been completed by all members of the CFA, as required.

#### The Register of Officer's interests

8. The CFA Constitution recognises that an officer must not allow their private interests to conflict with their public duty and the CFA has adopted a Service Policy (Code of Conduct for Directors, managers and employees) on the registration and declaration of officers' interest which sets out the arrangements for this. The register of interests is reviewed at regular intervals by the Area Manager, Service Assurance and the Monitoring Officer. In addition, the register is periodically subject to review by officers from the Internal Audit and Assurance Service. Officers are alerted to the requirements in the register as part of the induction process and periodic regular reminders. The CFA takes part in the biennial National Fraud Initiative (NFI) which matches electronic data within and between public and private sector bodies to prevent and detect fraud. These bodies include police authorities, local probation boards, fire and rescue authorities as well as local councils and several private sector bodies. If any matches are identified these can be cross checked back to the register to confirm they have been declared and are addressed on a case-by-case basis with the officer concerned. The NFI was last undertaken in 2020/21 with the outcomes reported in Summer 2021. No instances of fraudulent activity were noted from the work undertaken and investigations made although there were two cases of error noted (duplicate payments) one of which was rectified and the other of which has been referred to legal services for advice on follow up and recovery action. There was also a failure to declare a business interest which has now been addressed with the employee in question.

#### The Register of Gifts and Hospitality

9. As above, the CFA Constitution requires that officers comply with the CFA's policy on the acceptance of gifts and hospitality. The CFA's policy has been updated and approved by SMT and the staff consultation forum. The Policy sets out the principles on when a gift/hospitality may be accepted and arrangements for this. In accordance with the policy the register is reviewed at regular intervals by the Area Manager, Service Assurance and the Monitoring Officer. Where issues are identified these are addressed on a case-by-case basis with the officer concerned. As set out above, steps are taken to remind officers of the obligations in relation to this issue at regular intervals and since this approval, an article has been produced for Service Matters (staff communication) and computer screen savers are being used to remind staff of



their responsibilities. This method is being adopted rather than utilising the traditional method of posters on noticeboards as it is believed to be a more certain way of ensuring the message is received.

### Whistleblowing

10. The service operates a whistleblowing Policy and continues to promote access to Protect (formerly Public Concern at Work) which is an independent whistleblowing charity providing free, confidential advice to workers on whether or how to raise a public interest concern. The policy has been reviewed and approved by SMT, in May 2021 and the Staff Consultation Forum in June 2021. Since this approval, an article has been produced for Service Matters and computer screen savers have been used to remind staff of their responsibilities.
11. Over the period 2021-22 there have been no whistleblowing referrals received.

### Politically Restricted Posts

12. A small number of posts are subject to political restriction by operation of law under the Local Government and Housing Act 1989 which disqualifies the post holder from undertaking certain political activities. For those officers affected, their contracts of employment incorporate the restriction and a list of politically restricted posts (attached at Appendix B) is maintained by the Monitoring Officer and reviewed regularly.

### Standards Issues and Complaints

13. The Constitution confers responsibility on this Committee for the promotion and maintenance of high standards of conduct by members of the CFA. That obligation is achieved through the maintenance of a Member Code of Conduct. There have been no complaints in relation to members under the Code during the period 2020-21. The CFA at its meeting on 15<sup>th</sup> June 2022 adopted the new LGA model code of conduct and the Constitution will be amended accordingly.
14. In 2020/21 there have been no complaints made to the Local Government and Social Care Ombudsman.

### Core Code of Ethics

15. In May 2021, in response to Sir Thomas Winsor's recommendation in the State of Fire report 2019, a new Core Code of Ethics for fire and rescue services was launched by the Local Government Association, the National Fire Chiefs Council and the Association of Police and Crime Commissioners. Developed in consultation with the sector, the Core Code is designed to help FRS employees act in the best way towards each other and while serving the public. The Core Code sets out five ethical principles, based on the Seven Principles of Public Life, which provide a basis for promoting good behaviour and challenging inappropriate behaviour.

16. The Code is supported by guidance and examples of how the ethics can be demonstrated. The Fire Standards is an organisation that is producing standards for the Fire Sector nationally. These standards will then be inspected by Her Majesty's Inspectorate of Constabulary and Fire and Rescue Services (HMICFRS) when they carry out their inspection of LFRS in spring/summer 2022. The Code of Ethics Policy has been introduced into seminars such as the Tactical Managers Forum and the Middle Managers Forum and across the service.. ,

## Future arrangements

### (a) Local Audit requirements

17. At the end of May, the Government provided its detailed response to recommendations from 'The Independent review into the oversight of local audit and the transparency of local authority financial reporting', (the Redmond Review). One key response is that the Government is intending to mandate audit committees and also make it a statutory requirement for FRAs as with councils in England to have at least one independent member on the audit committee as part of local (external) audit reforms. This committee performs the functions of the audit committee for the CFA. .
18. The Government considers it proportionate to establish a simple principle that FRAs and LAs should have an audit committee, with at least one independent member. It also considers that mandating for audit committees would ensure widespread take-up, along with improved public accountability. It will continue to consult with partners on how the proposed changes should be implemented, but at present the timescale for the introduction of the relevant legislation is not clear.
19. In the interim, the government is encouraging FRAs and LAs to establish their arrangements in line with CIPFA's revised guidance. In its revised position statement issued in May 2022 CIPFA advised: -
- 'The audit committees of local authorities should include co-opted independent members in accordance with the appropriate legislation. Where there is no legislative direction to include co-opted independent members, CIPFA recommends that each authority audit committee should include at least two co-opted independent members to provide appropriate technical expertise.'*
20. A report considering the approach to co-opting independent members in advance of any statutory requirement and an assessment of any impact of the Government's other responses to Redmond, will be brought to a future committee and will take account of the approach of the constituent members of the CFA to this issue .

### (b) Governance

21. The Home Secretary has issued a consultation document entitled '*Reforming Our Fire and Rescue Service: Government Consultation*'. The consultation is wide ranging covering

- Deployment flexibility and the wider health /public safety agenda
- Business continuity requirements/ industrial action
- Pay negotiation
- Entry requirements for the service, talent management and leadership programme
- Data priorities and research
- reform and strengthening of fire and rescue services in England. This builds on fire and building safety system reform in recent years and the government response to the fire at Grenfell Tower.
- Modern working practices
- Creation of an independent College of Fire and Rescue to lead the professionalisation of fire and rescue services
- Funding
- Demarcation of responsibility between the political (executive) leader and the chief fire officer

22. In the governance area in particular the consultation addresses:

- the potential for the creation of a statutory code of ethics
- placing the duty to ensure services act in accordance with the proposed statutory code of ethics on operationally independent chief fire officers and making enforcement of the proposed statutory code an employment matter for chief fire officers
- the creation of a fire and rescue service oath and whether this is mandatory and an employment matter
- Whether the Government should transfer responsibility for fire and rescue services in England to a single elected individual / police and crime commissioners and what factors should be considered if so / or other options.
- Strengthening the legal basis of the FRAs.

23. The response has to be submitted by 26 July and at the point of writing this report is being developed and will be circulated to members of the CFA.

### **Report Implications/Impact**

24. Legal (including crime and disorder)

The governance requirements above are underpinned by legislation in the Localism Act 2011 and Local Government and Housing Act 1989, constitutional requirements and best practice.

25. Financial (including value for money, benefits and efficiencies)

The controls and measures referred to in this report help the CFA to manage its financial obligations and reduce the risk of fraud.

26. Risk (including corporate and operational, health and safety and any impact on the continuity of service delivery)

The controls and measures referred to in this report help the CFA to manage its risk in the areas identified.

27. Staff, Service Users and Stakeholders (including the Equality Impact Assessment)

The obligations affect all staff and members. There are no equality implications.

28. Environmental

There are no environmental implications arising from this report.

29. Impact upon "Our Plan" Objectives

The CFA is responsible for delivering an effective fire and rescue service to Leicester, Leicestershire and Rutland and to provide clear leadership for residents and communities. The governance and ethical measures in place provide assurance that the Service operates with transparency and accountability.

## Background Papers

<https://www.gov.uk/government/publications/local-authority-financial-reporting-and-external-audit-government-response-to-the-redmond-review>

<https://www.gov.uk/government/consultations/reforming-our-fire-and-rescue-service>

## Appendices

Appendix A - Register of Members' Interests

Appendix B - Register of politically restricted posts

## Officers to Contact

Callum Faint

Chief Fire and Rescue Officer

[Callum.Faint@leics-fire.gov.uk](mailto:Callum.Faint@leics-fire.gov.uk)

0116 210 5770

Lauren Haslam

Monitoring Officer

[Lauren.haslam@leics.gov.uk](mailto:Lauren.haslam@leics.gov.uk)

0116 305 6240

LEICESTER, LEICESTERSHIRE AND RUTLAND COMBINED FIRE AUTHORITY

REGISTER OF MEMBERS' INTERESTS - 2022/23

NAME OF MEMBER	EMPLOYMENT	SPONSORSHIP	CONTRACTS	LAND	LICENCES	CORPORATE TENANCIES	SECURITIES	OTHER INTERESTS			DATE RECEIVED BY THE MONITORING OFFICER
								APPOINTMENTS TO OUTSIDE BODIES BY THE CFA	MEMBERSHIP OF OTHER PUBLIC BODIES, CHARITIES AND POLITICAL/COMMUNITY ORGANISATIONS	GIFTS AND HOSPITALITY (at least £25)	
RUSHTON, N	Dunkin Rushton Limited / James Rushton & Son / Castlegate House (Ashby) Limited / Fish2let.com Ltd/ Fish2sell.com Ltd / Leicestershire County Council / NW Leicestershire District Council/ Green Leaps Ltd / Drum & Monkey Ltd/Ashby BID Company Ltd	North West Leicestershire Conservative Association	None	Hendon House, 3 Kilwardby Street, Ashby de la Zouch / Hood House, 19 Lower Church Street, Ashby de la Zouch / Nos 1,2, 3,4,5 and 6 Kilwardby Mews, Kilwardby Street, Ashby de la Zouch / Car parking and rights of way, Somerfield Car Park, Ashby / The Vine House, Bath Street, Ashby de la Zouch / Ashby House, Bath Street, Ashby LE65 2FH includes all retail units, all offices and all car parking /Castlegate House, Bath Street, Ashby LE65 2FH includes 12 flats, 4 shops, all roadways and car parking /Rushtons Yard, Market Street, Ashby includes 17 retail units and car parking to rear /Market Street, Ashby, Shops etc. nos. 16, 18, 20, 27, 29, 36, 38, 63A, 63B, 63C, 66, 68, 74A, 90, 100A, 100B plus flats at 27A, 29A, 36A, 36B, 100A and 100B plus garages and car parks at rear / Bakery Court Shops 1, 2, 3, 4, 5 & 6 and car parking / Holywell Mill, 3, 5, 15, 17 Millstone Drive, Ashby de la Zouch LE65 2AU / Spice, High Street, Measham – plus 4 flats over and car parking /38, 40, 42 and 44 Wood Street, Ashby de la Zouch /4 Grenalmond Drive, Ashby de la Zouch /8 and 10 Tamworth Road, Ashby de la Zouch / Ashby House Offices, retail and parking /23A and 23B flats, Market Street, Ashby /Car park and land rear of New Look, 12-14 Market Street, Ashby / The Royal Mews, Station Road, Ashby de la Zouch – Flats 1 to 55 includes car park and gardens /Knighthorpe and Mile Knoll, Moira Road, Ashby LE65 2TU /181 Leicester Road, Ashby de la Zouch / 102 Smisby Road, Ashby de la Zouch LE65 2JN / 13 Upper Church Street, Ashby de la Zouch LE65 1BX / Land to rear of 17-31 Normanton Road, Packington (plan on register) / 15 Lower Church Street, Ashby de la Zouch	Ashby Town Hall - 100 year lease	None	Dunkin Rushton Ltd / James Rushton & Son /Fish2let.com Ltd/ Fish2sell.com / Drum and Monkey Ltd (co. No. 12444466) / Green Leaps Ltd (Co. No. 12669387)/Castlegate House (Ashby) Ltd	Chairman of the Leic, Leics & Rutland Combined Fire Authority	Conservative Councillors Association / Ashby de la Zouch Town Council / NW Leicestershire District Council / Ashby Civic Society / Ashby Chamber of Trade / East Midlands Councils / Breedon and Cloud Hill Liaison Committee / Lount Landfill Liason Committee / Grace Dieu Priory Trust, Belton / Valley Community Forum / NWL Conservatives / Midlands Engine Development Corporation Oversight Group / Midlands Connect / Leicestershire County Council/The Bradgate Park and Swithland Woods Trust/Ashby BID Ltd	26/09/18 - Leicester City Football Club (2 x tickets for Leicester City v Manchester City Football match at King Power Stadium - £600 +VAT) - Accepted / 12/05/19 - Leicester City Football Club (2 x tickets for Leicester City v Chelsea City at King Power Stadium (£600+VAT) - accepted / 15/05/21 - Leicester City Football Club (2 x tickets for FA Cup Final (Chelsea v Leicester City) at Wembley (£145) - accepted/22/05/22 - Leicester City Football	15/06/22
BANNISTER, N	Crown Prosecution Service, East Midlands; Councillor Leicestershire County Council; Councillor Harborough District Council	None.	None.	56 Macaulay Road, Lutterworth, Leics LE17 4XB	None.	None.	None.	Fire Services Commission; Leicestershire Safer Communities Strategy Board.	Member of the Trustees of the Baron Smith Almshouses Trust, Frolesworth, Leicestershire Member of the Trustees of the Carlton Hayes Mental Health Charity, Leicester. I am a member of the Conservative Party. I am currently Chairman of the South Leicestershire Conservative Association	30/04/22 - Ticket	26/06/22
BARTON, S	Honorary Visiting Research Fellow at De Montfort University / Occasional freelance	None.	None.	Home address - included on hard copy of Register held by the Monitoring Officer	None.	None.	None.	None.	Leicester Children's Holiday Centre - Trustee. Wyggeston's Hospital - Trustee and governor.	None.	15/06/22
BOOL, K	None	None	None	Glebe House, 4 Church Farm Close, Exton, LE15 9TA	None	None	None	None	Vice President - Rutland and Melton Conservative Association / Trustee of Rutland and Melton Conservative Association / Member of the Conservative Party / Clerk to the Lord Lieutenant of Rutland /	None	28/06/22

BYRNE, A	Leicester City Council	None.	None.	None	None.	None.	None.	None.	Leicester City Council.	None.	15/06/22
BRAY, S	Customer Care Team Leader, Raymond James Caravans	Bosworth Liberal Democrats	None.	26 Netherley Court, Hinckley	None.	None.	None.	None.	Hinckley & Bosworth Borough Council, Burbage Parish Council, Leicestershire County Council.	None.	05/07/22
CHAMPION, B	Engineering Design Consultatn - freelance; Harborough District Council, member for MH-m Great Bowden & Arden Ward	Election expenses paid by Harborough Conservative Association.	None.	36 Alvington Way, Market Harborough LE16 7NF	None.	None.	None.	None.	Chairman, Harborough Conservative Association	None.	20/06/22
FONSECA, L	None	None	None	Property at Bushby Road, Leicester	None.	None	None	None	Chair of Not For Profit Voluntary Organisation - "Daman Community of Leicester" / membership of the Labour Party / Councillor at Leicester City Council. A Trustee at Garment and Textiles Industry Trust		15/06/22
GAMBLE, D	M&S/Leicestershire County Council/Oadby and Wigston Borough Council	Liberal Democrat	None	4 Frensham Close, Oadby, Leicestershire LE2 5WF	None.	None	None	None	Oadby and Wigston Borough Council	None	16/06/22
GHATTORAYA, K	None	None	None	None	None	None	None	None.	Memembr of Conservative Party, member of Oadby and Wigston Borough Council	None	30/06/22
GRIMLEY, D	Self employed, Corporate Architecture Ltd	Charnwood Conservative Association, election costs; Julian Howe, Election costs; Iain Bentley, Election Costs.	None.	14 The Banks, Queniborough, Leicester, LE7 3DQ	License to park at The Banks, Queniborough	None.	None.	None.	Councillor Charnwood Borough Council; Counciloor Leicestershire County Council; Charnwood Conservative Association; Diabetes UK.	None.	30/06/22

HILLS, R	Associate Dentist at Bosworth Dental Practice and BUPA Long Eaton	None.	None.	None.	None.	None.	None.	None.	None.	Conservative Party, British Dental Association, Patchwork Foundation.	None.	29/06/22
LOVEGROVE, B	Agricultural Consultant and farmer	None.	None.	Hill Top Farm house with 50 acres of land. Joint owner of Cedarwood, Lag Lane, Thorpe Arnold together with three siblings.	None.	None.	None.	None.	None.	Long Clawson Village Hall; Leicestershire and Rutland Young Farmers' Club.	None.	17/06/22
NEWTON, B	Retired	None	None	24 Blackbrook Close, Shepshed, Loughborough, LE12 9LD	None	None	None	None	None	Labour Party Member, County Councillor, Pax Christi, Co-operative Party Member	None	29/06/22
ORSON, J	Farmer, Member Melton Borough Council, Member Leicestershire County Council	Member allowances from Leicestershire County Council and Melton Borough Council	None	600 acres of farming land, Old Dalby; Orchard View, 7a Church Lane, Old Dalby, Leicestershire LE14 3LB; North Lodge Farm, Old Dalby; Upper Grange Farm, Old Dalby	None	None	None	Chair of the CFA Local Pension Board.	Member Leicestershire County Council, Leader Melton Borough Council, Member National Farmers' Union, Conservative Party Member	None.	29/06/22	
RAE BHATIA, H	Barclays Bank	None.	None.	None.	None.	None.	None.	None.	None.	Labour Party.	None.	16/06/22
VALAND, M	None.	None.	None.	34, Hunter Road, Leicester, LE4 5GH	None.	None.	None.	None.	None.	Councillor Leicester City Council and Leicestershire County Council / Shree Limbachia Gnati Mandal Leicester / Shree Limbachia Gnati Federation UK.	None.	29/06/22

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Leicester Leicestershire and Rutland Combined Fire Authority

Post	Post holder
Chief Fire and Rescue Officer	Callum Faint
Assistant Chief Fire and Rescue Officer	Paul Weston
Assistant Chief Fire and Rescue Officer (interim)	Karl Bowden
Treasurer	Alison Greenhill
Monitoring Officer	Lauren Haslam
Area Manager Response	Matthew Cane
Area Manager Community Risk	Mick Grewcock
Area Manager Service Assurance (temporary)	Andy Galway
Area Manager People and Organisational Development	Georgina Coop
Area Manager Business Support (Temporary)	Michael Rogers

**POLITIC  
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July  
2022**


**Leicestershire Fire and Rescue Service**
**Headquarters, 12 Geoff Monk Way, Birstall, Leicester LE4 3BU**
**Tel** 0116 2105555

**Fax** 0116 2271330

**Email** [info@leics-fire.gov.uk](mailto:info@leics-fire.gov.uk)
[leics-fire.gov.uk](http://leics-fire.gov.uk)
**Follow** @LeicsFireRescue


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