

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
KCI 1	Incidents Attended															
I.1	Total incidents	707	609	716	726	628	758	732	766	653	604	624	736	8259	8245	14
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
KCI 2	Fatalities and casualties															
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	I to I'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
KCI 3 Level of emergency response service provision																
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
KCI 4 Home Fire Safety Checks																
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%
KCI 5 Fire Protection and Enforcement																
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%
KCI 6 Capacity, staff and availability																
6.1	Average number of days/shifts lost to sickness by operational staff per person (inc COVID 19)		1.78 (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
1.1	Total incidents	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.

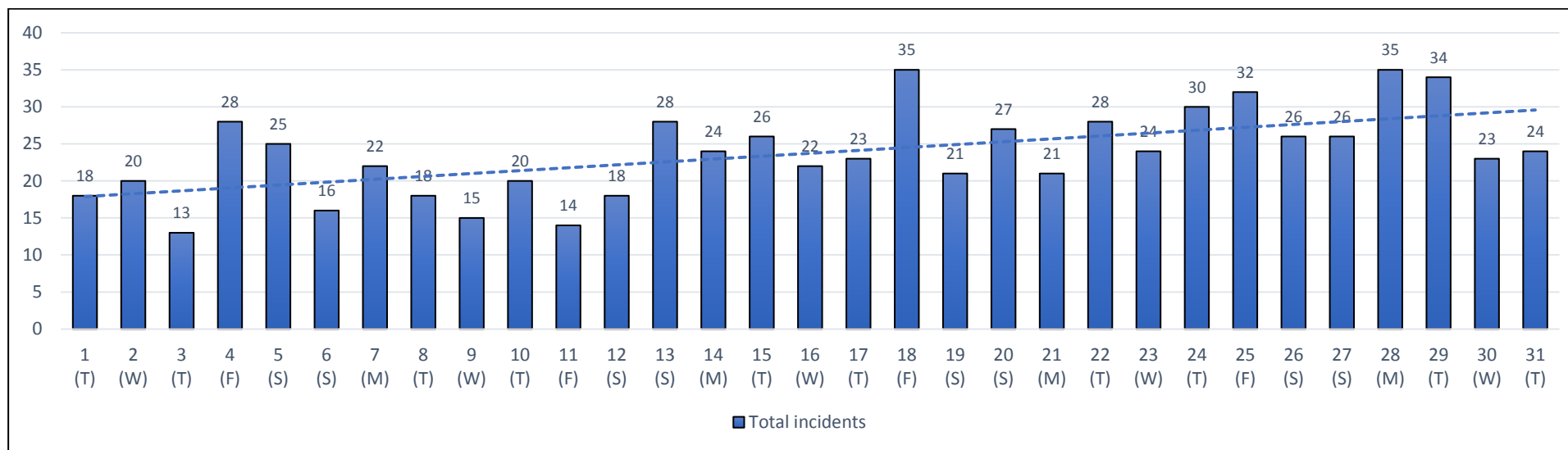
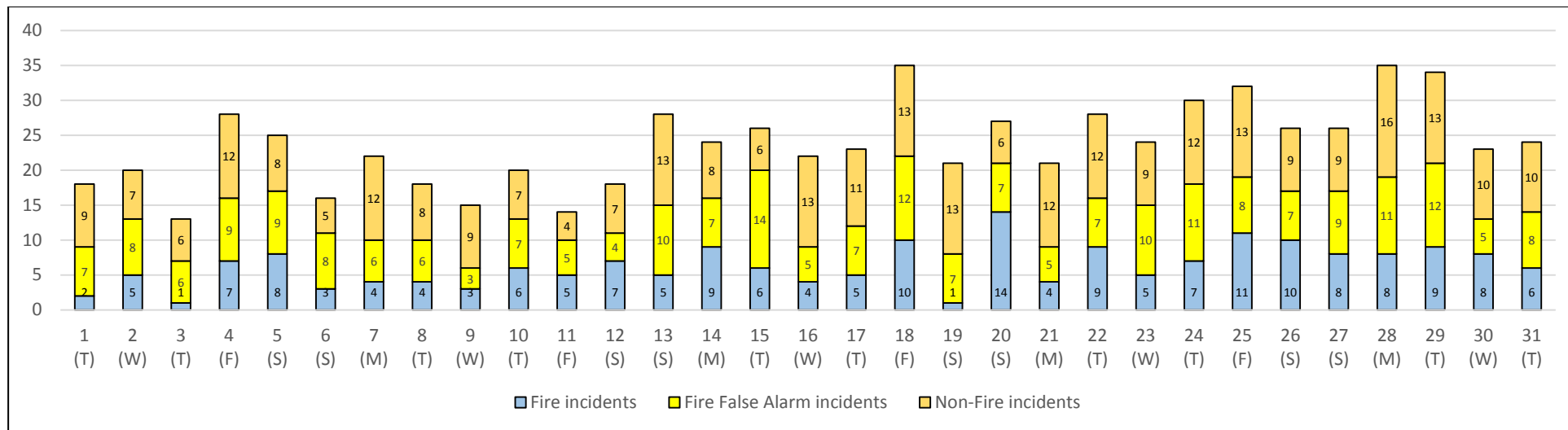


Chart 2: The total number of incidents broken down by type and day in March 2022 shows the 35 incidents on the 18 March broken down into 10 fire incidents, 12 fire false alarm incidents and 13 non-fire incidents. The 35 incidents on the 28 March are broken down into 8 fire incidents, 11 fire false alarm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

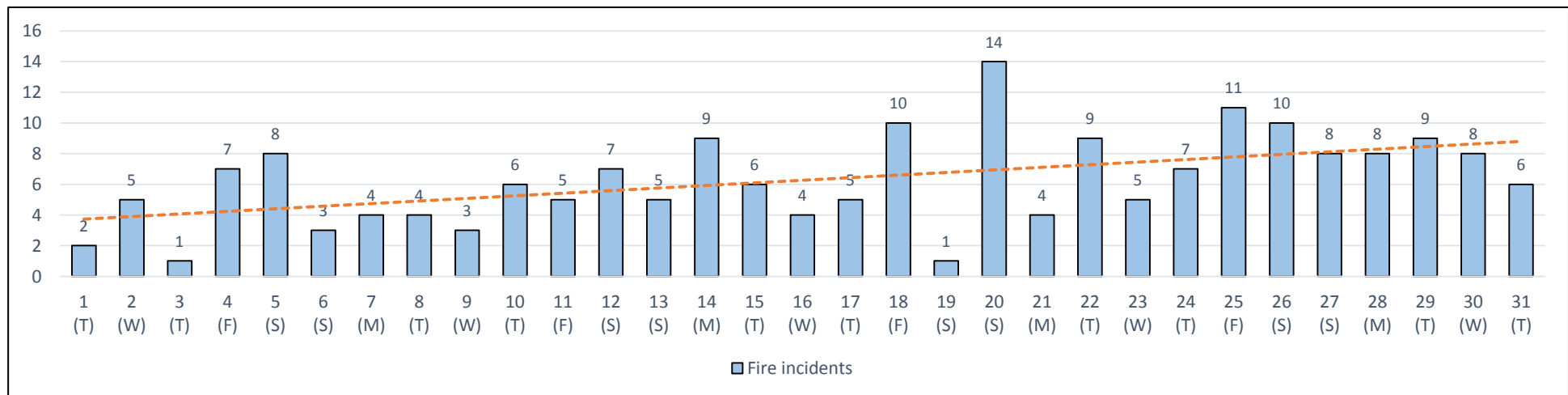
Of the 194 incidents in March, 97 (50%) were primary fires, 91 (47%) were secondary fires and 6 (3%) were chimney fires. Most incidents occurred in Charnwood, Western and Eastern. This is an increase of 63 incidents from February (131). March is the second highest month

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

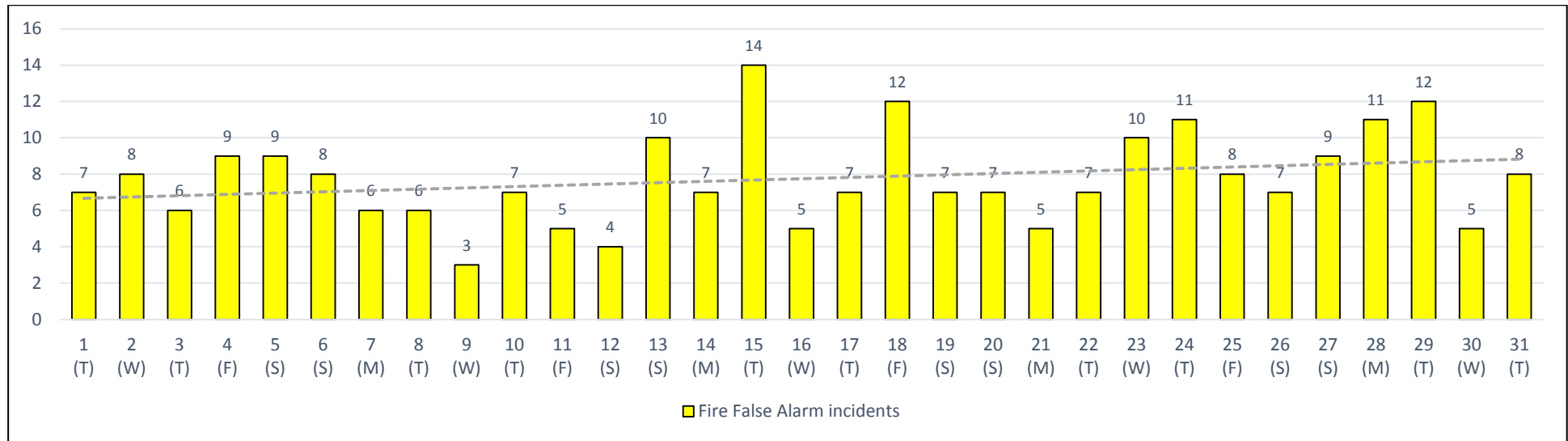
March 2022

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

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

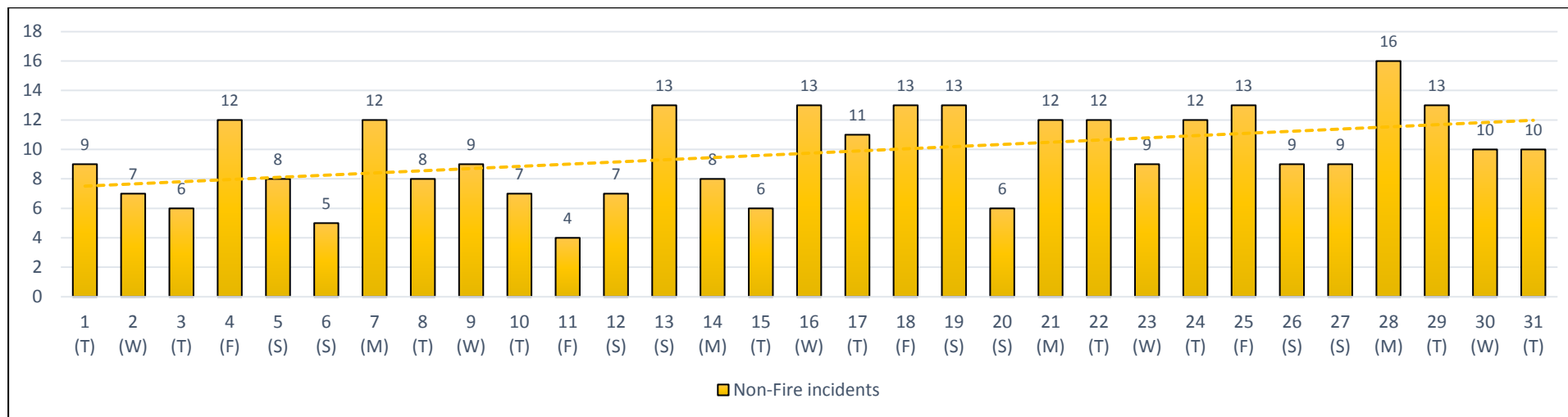
March 2022

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.

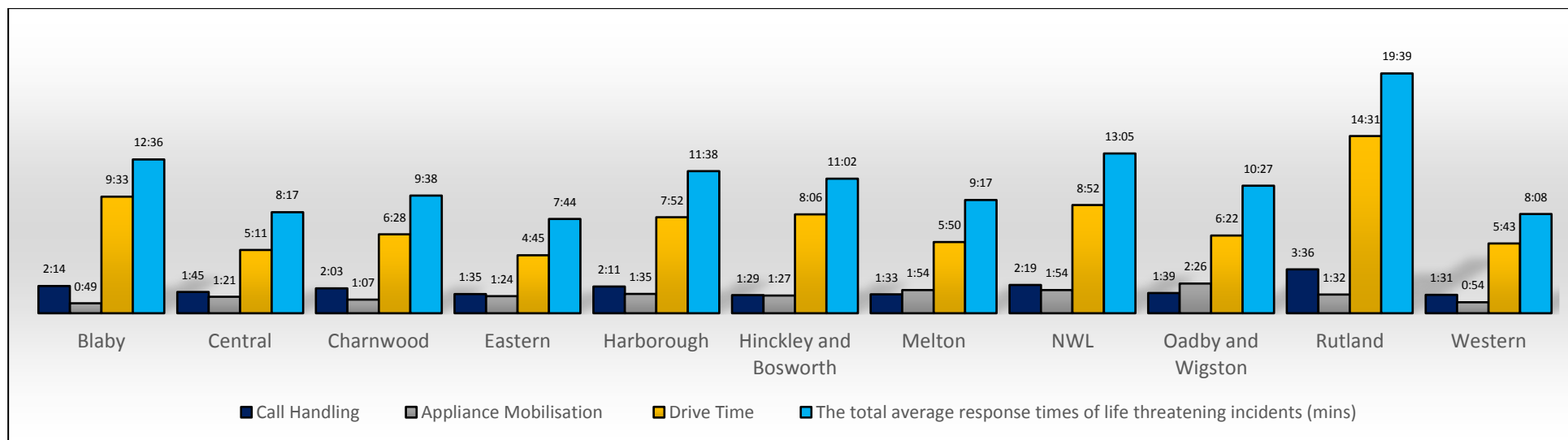
Please note that small numbers are being analysed here.

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

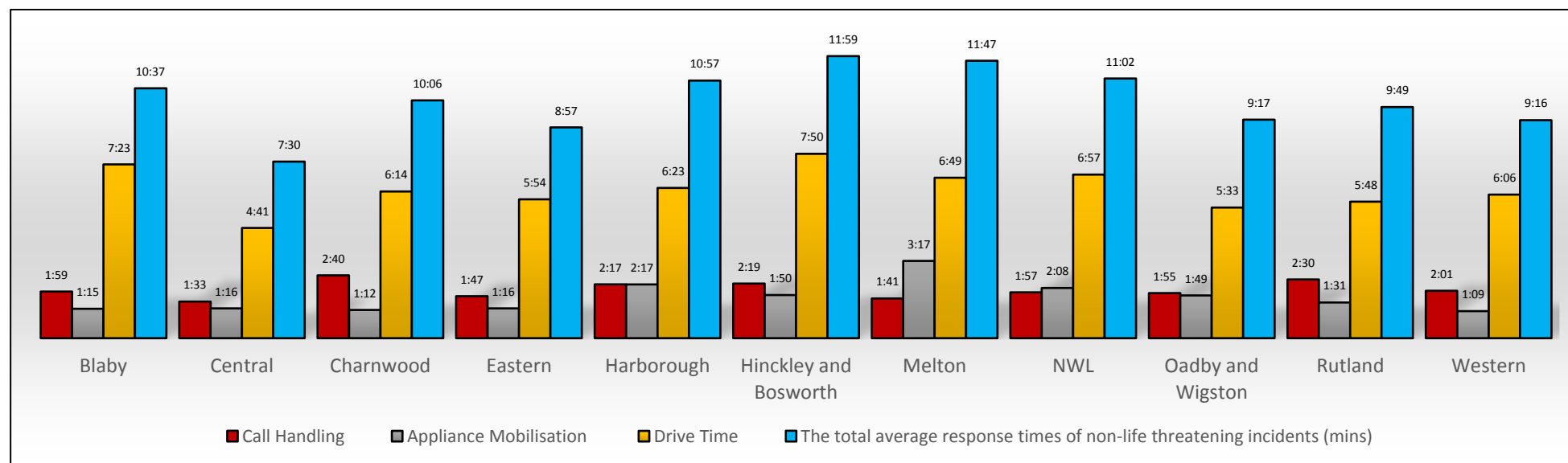
There have been 650 incidents classed as non-life risk by Control in March. This is 89 more than February (561).
 The total average response time for the 650 incidents was 9 minutes 52 seconds, compared to 9 minutes 27 seconds in February.

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).

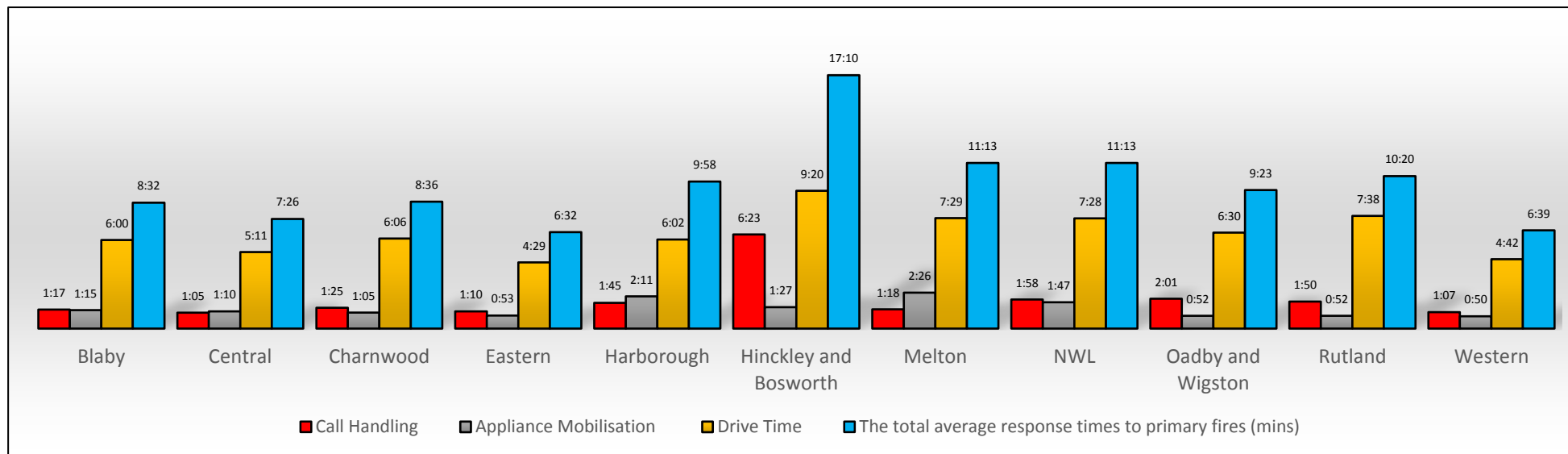
Average mobilisation time was 1 minute 20 seconds, a reduction of 11 seconds on the time in February (1 minute 31 seconds).

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	18P1	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	20P1	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	21P1	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	23P1	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	24P1	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	25P1	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	30P1	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	31P1	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	33P1	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	36P1	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	37P1	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	38P1	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	40P1	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%
Total			99.60%	99.56%	98.70%	94.57%	97.53%	98.19%	97.30%	98.21%	96.51%	99.32%	98.06%	98.10%	97.96%

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).

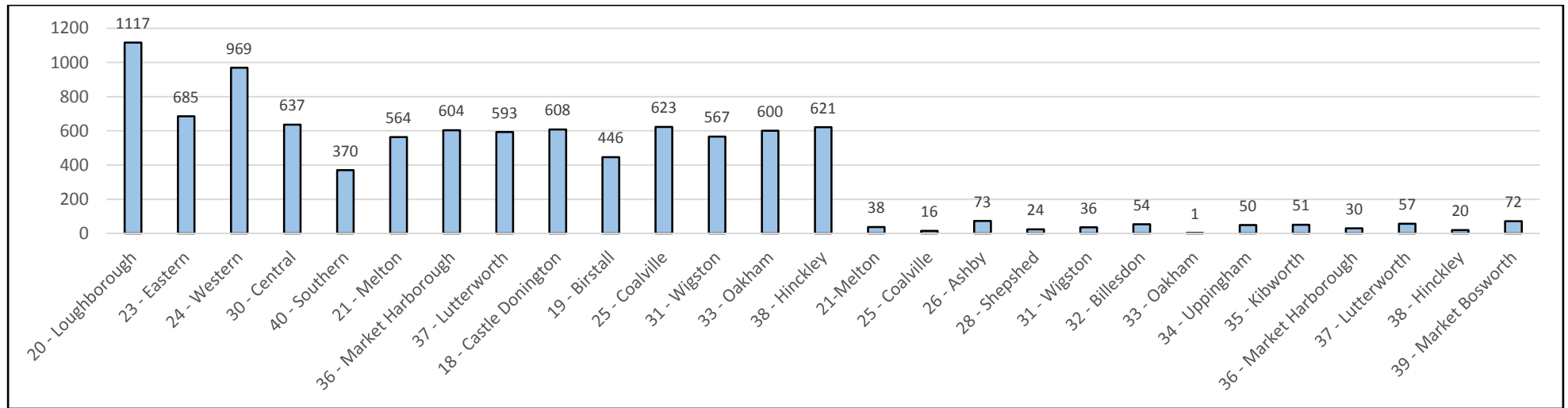
Unknown 22, a decrease of 12 home safety checks on last year's (34).

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 1st Quarter, 401.61 days/shifts lost in the 2nd Quarter, 438.36 days/shifts lost in the 3rd Quarter and 491.14 days/shifts lost in the 4th 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

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					
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
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

	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
Total Support	193.40	559.40	752.80	118.11	6.37

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
752.80	397.23	1150.03	118.11	9.74

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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