

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
KCI 1 Incidents Attended																
I.1	Total incidents	765	746											1511	1365	146
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
KCI 2 Fatalities and casualties																
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
KCI 3 Level of emergency response service provision																
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
KCI 4 Home Fire Safety Checks																
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%
KCI 5 Fire Protection and Enforcement																
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%
KCI 6 Capacity, staff and availability																
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	Total incidents	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.

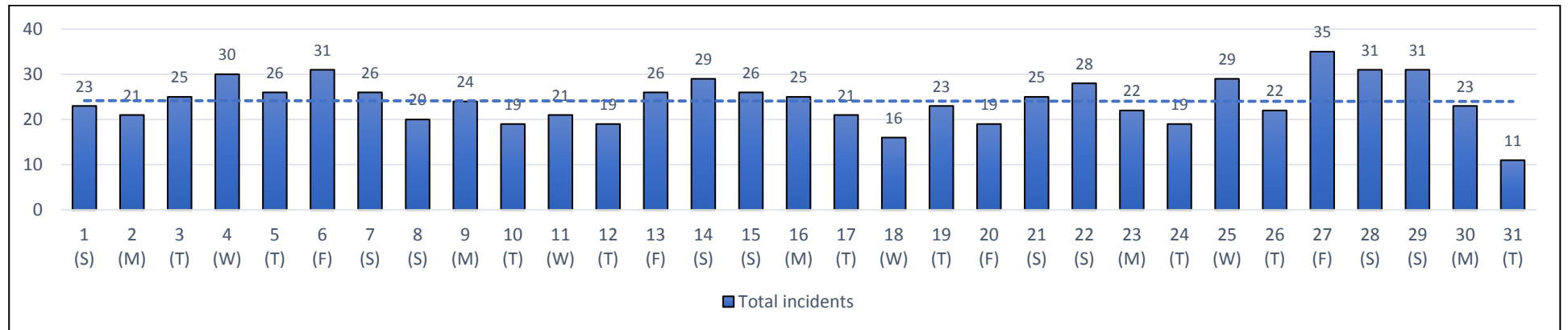
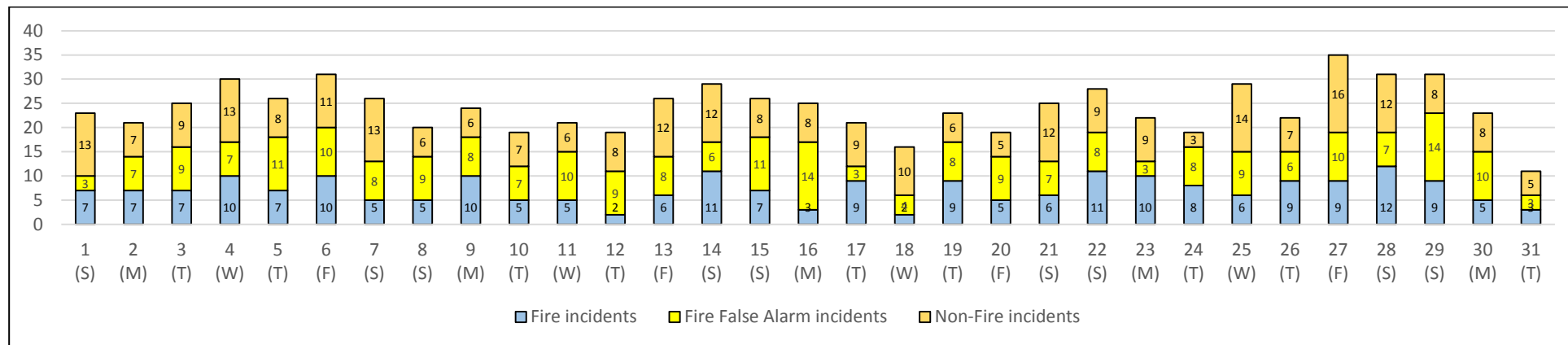


Chart 2: The total number of incidents broken down by type and day in May 2022 shows the 35 incidents on the 27 May broken down into 16 non-fire incidents, 10 fire false alarm incidents and 9 fire incidents.



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

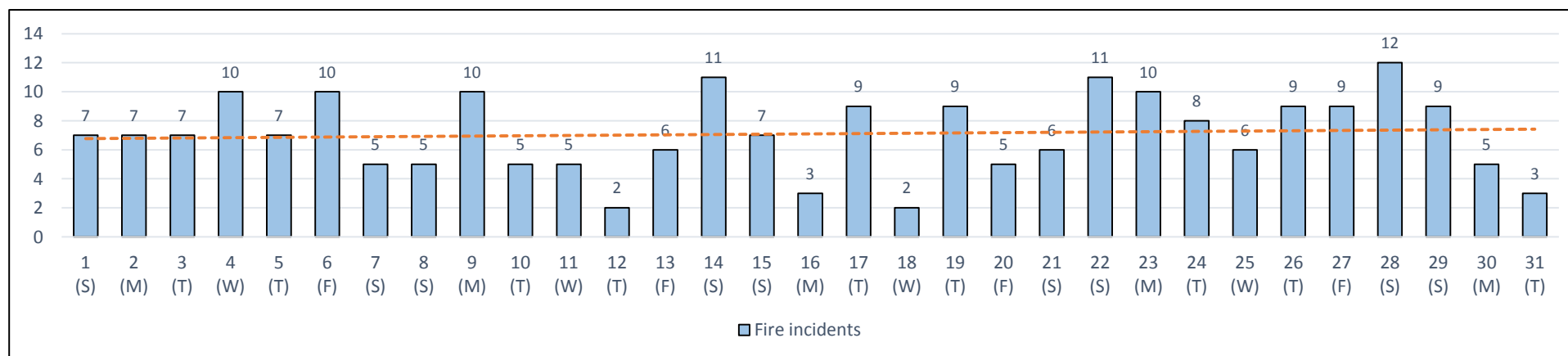
May 2022

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

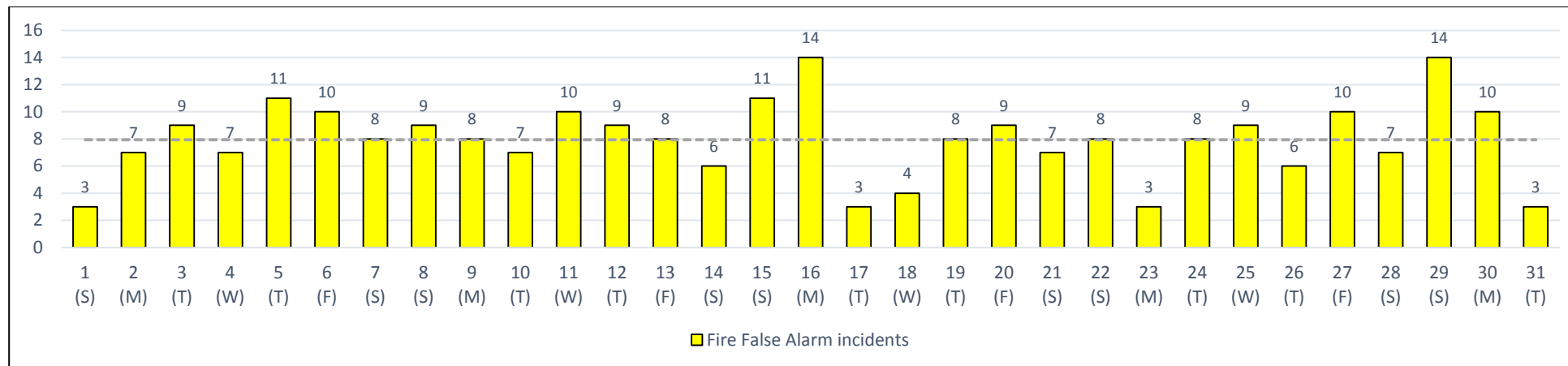
May 2022

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

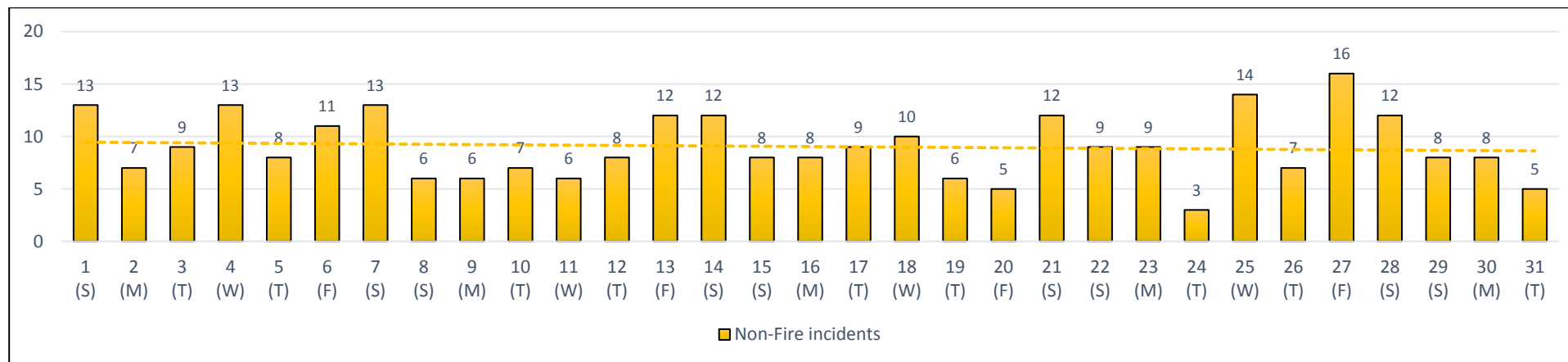
May 2022

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).

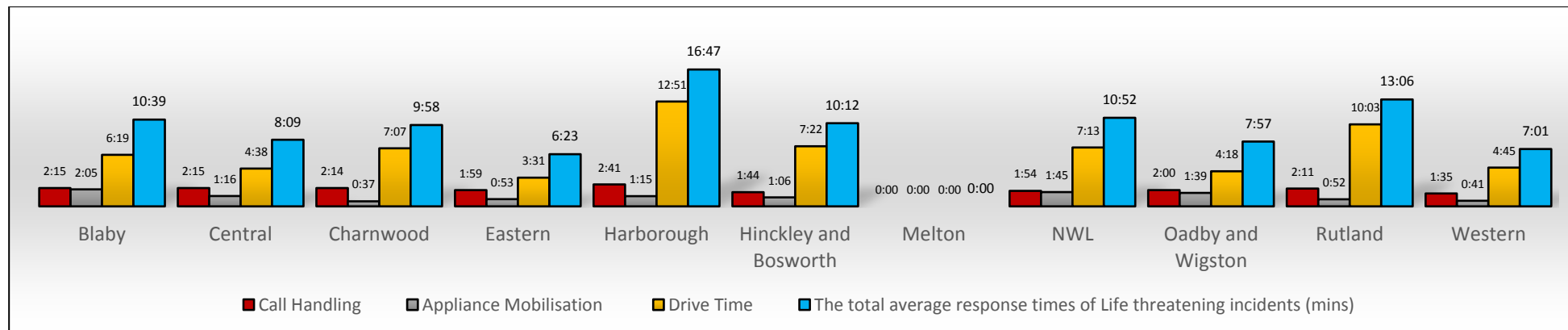
During May there have been 11 investigations carried out by Control, 3 mobilisation investigations and 12 drive time investigations. This picks up any anomalies with the system and highlights any possible areas of concern.

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).

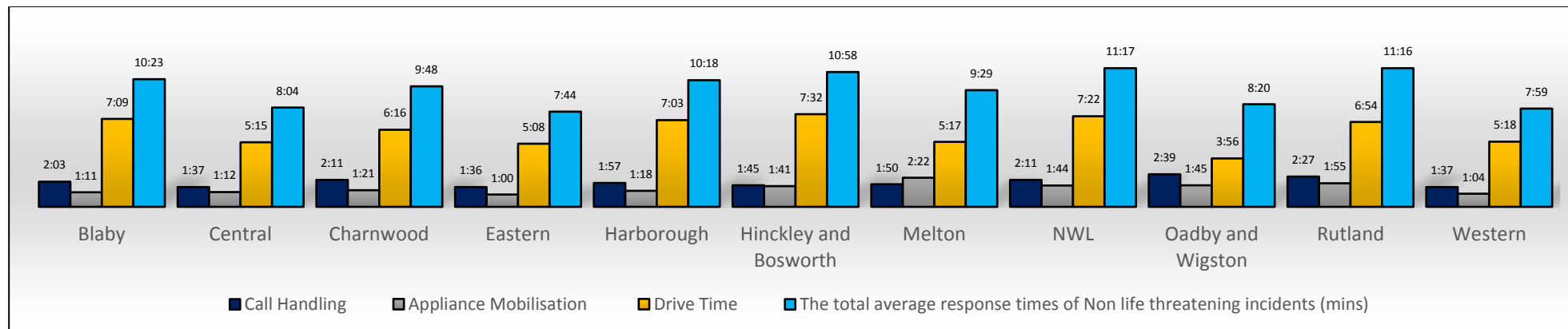
Currently no investigations are carried out.

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).

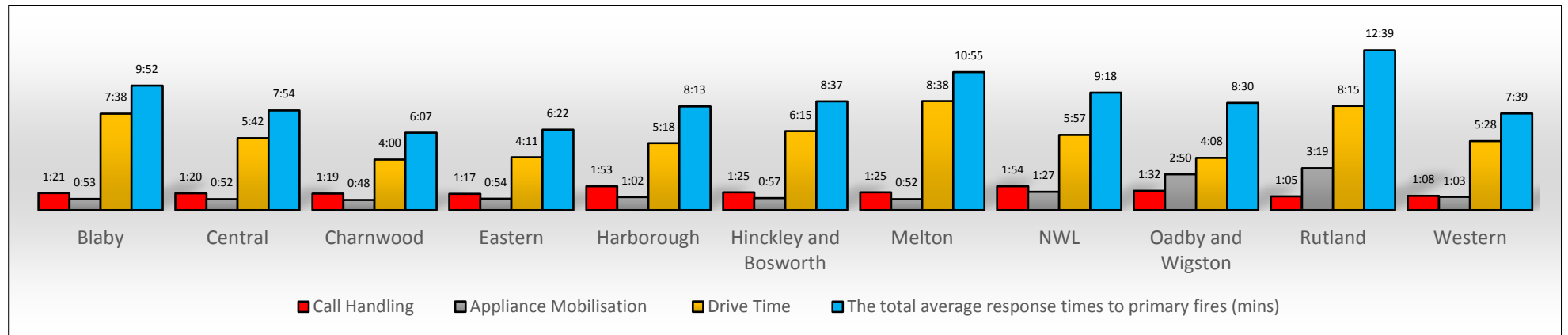
Average mobilisation time was 1 minute 5 seconds, a reduction of 26 seconds on the time in April (1 minute 31 seconds).

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%

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).

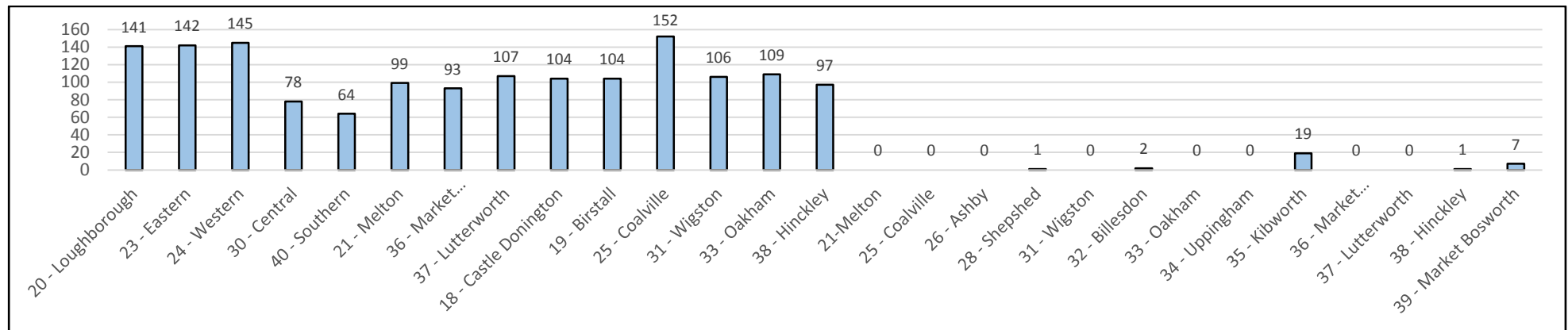
Table 24: Home safety checks carried out by stations, community safety educators, control, partners, LFRS (website) and unknown – April to May 2022

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.