

Performance Update: April 2021 to January 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	715	726	628	757	732	766	651	597			6888	6968	-80
I.2	Fire incidents	236	138	184	174	149	187	127	184	136	125			1640	1898	-258
a	Primary fire incidents	98	79	89	93	79	91	80	98	93	73			873	967	-94
b	Secondary fire incidents	127	56	92	81	70	95	43	79	38	44			725	883	-158
c	Chimney fire incidents	11	3	3	0	0	1	4	7	5	8			42	48	-6
I.3	Fire false alarm incidents	224	214	230	255	235	270	282	289	237	213			2449	2385	64
a	Due to apparatus	102	111	110	124	120	131	154	138	147	121			1258	1330	-72
b	Good intent	116	101	117	125	102	129	123	142	82	85			1122	973	149
c	Malicious attended	6	2	3	6	13	10	5	9	8	7			69	82	-13
I.4	Non-fire incidents	247	257	301	297	244	300	323	293	278	259			2799	2685	114
a	Non-fire false alarms	6	9	14	11	11	11	16	13	10	9			110	97	13
b	Special service	241	248	287	286	233	289	307	280	268	250			2689	2588	101
-	Road traffic collision (RTC)	49	61	61	54	52	64	78	68	52	62			601	587	14
-	Assist other agencies	66	54	62	63	66	69	77	83	82	69			691	631	60
-	Medical incident - co-responder/first responder	11	16	24	27	19	33	24	17	29	22			222	347	-125
-	Effecting entry / exit	19	28	32	34	26	37	35	36	28	26			301	251	50
KCI 2 Fatalities and casualties																
2.1	Fatalities in fires	0	0	1	0	0	0	0	0	1	1			3	8	-5
2.2	Non-fatal casualties in fires	3	10	5	0	1	1	4	5	11	3			43	56	-13
2.3	Fatalities in non-fire incidents	10	4	4	6	4	3	7	8	7	7			60	60	0
2.4	Non-fatal casualties in non-fire incidents	54	64	79	53	66	66	80	69	78	59			668	724	-56
2.5	Number of TRIM (Trauma Risk Management):															
a	Notifications	11	11	11	8	3	8	12	12	10	10			96	92	4

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			117	49	68
c	l to l's	1	2	1	1	0	1	2	2	2	1			13	13	0
2.6	Number of LFRS employees injured whilst attending incidents	2	0	1	0	3	2	7	5	1	0			21	13	8
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			14985	15058	-73
3.2	The total average response times of life threatening incidents (mins)	10:10	10:25	10:05	10:29	9:47	10:20	10:36	10:05	10:36	10:12			10:17	10:34	-0:17
a	Average call handling time	2:15	2:09	2:12	2:16	1:55	2:00	2:18	2:12	2:02	2:10			2:10	2:11	-0:01
b	Average appliance mobilisation time	1:34	1:29	1:31	1:50	1:16	1:21	1:33	1:37	1:27	1:15			1:30	1:48	-0:18
c	Average time to drive to the incident	6:21	6:47	6:22	6:23	6:36	6:59	6:45	6:16	7:07	6:47			6:37	6:35	0:02
d	Number of life threatening incidents attended	62	65	79	70	54	72	87	93	68	68			718	992	-274
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	9:56	9:46	9:36			9:52	9:52	0:00
a	Average call handling time	2:11	2:17	2:12	2:11	2:08	2:08	2:14	2:11	2:02	1:59			2:09	2:11	-0:02
b	Average appliance mobilisation time	1:37	1:36	1:41	1:37	1:38	1:31	1:34	1:31	1:36	1:27			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	6:14	6:08	6:10			6:08	6:01	0:07
d	Number of non-life risk incidents attended	639	538	631	648	572	679	637	664	575	518			6101	5762	339
3.4	The total average response times to primary fires (as recorded by Home Office)	9:52	10:07	9:42	9:13	10:07	10:43	10:02	9:38	10:09	8:59			9:51	9:41	0:10
a	Average call handling time	1:46	1:43	1:34	1:44	1:46	1:49	1:46	1:43	1:40	1:40			1:43	1:40	0:03
b	Average appliance mobilisation time	1:19	1:35	1:33	1:19	1:24	1:26	1:18	1:21	1:32	1:33			1:26	1:38	-0:12
c	Average time to drive to the incident	6:47	6:49	6:35	6:10	6:57	7:28	6:58	6:34	6:57	5:46			6:42	6:23	0:19
d	Number of primary fire incidents attended	89	75	79	87	67	78	72	90	82	61			780	812	-32
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%			97.9%	98.7%	-0.8%
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%			65.7%	66.8%	-1.1%
3.7	<i>The % of people satisfied with our overall response</i>	100%	100%	100%	100%	100%	100%	100%	100%	94%	100%			99%	100%	-1%
a	<i>The % of people satisfied with their initial contact with the service</i>	97%	97%	100%	100%	100%	95%	100%	100%	86%	100%			97%	100%	-3%
b	<i>The % of people satisfied with the service they received at the scene</i>	100%	100%	100%	100%	100%	95%	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	1318	1475	1255	1030	924	1147	994	659	1047			10975	6333	4642
4.2	Home safety feedback surveys	83	80	82	61	197	251	312	208	68	261			1603	1468	135
a	Percentage satisfied	100%	100%	98%	100%	97%	100%	100%	99%	100%	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%	25%			17%	21%	-4%
a	Fire safety audits	78	65	68	54	61	80	58	89	54	83			690	389	301
b	Action plans and enforcement notices	8	8	12	4	7	9	15	18	13	21			115	83	32
5.2	Fire protection survey – Overall how satisfied were you with the service received	100%	100%	100%	83%	89%	100%	100%	88%	86%	100%			96%	99%	-3%
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)				5.19 (7.63)	3.94 (5.63)	1.25 (2.00)
a	Days/shifts lost to short-term sickness		162.09			180.34				223.84				566.27	421.45	144.82
b	Days/shifts lost to long-term sickness		492.71			450.70				410.43				1353.84	1054.75	299.09
c	Total days/shifts lost to sickness (COVID 19)		654.80 (63.77)			631.04 (401.61)				634.27 (438.36)				1920.11 (903.74)	1476.20 (855.86)	443.91 (47.88)
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)				4.44 (6.71)	6.10 (5.67)	-1.66 (1.04)
a	Days/shifts lost to short-term sickness		41.00			60.59				74.67				176.26	163.38	12.88
b	Days/shifts lost to long-term sickness		96.66			130.49				115.00				342.15	463.95	-121.80
c	Total days/shifts lost to sickness (COVID 19)		137.66 (34.42)			191.08 (115.54)				189.67 (114.01)				518.41 (263.97)	627.33 (200.32)	-108.92 (63.65)
6.3	Average number of staff on modified duties for the entire month	8	5	8	5	8	7	9	7	11	10			7.80	7.93	-0.13
a	Wholetime	4	4	5	2	6	3	3	4	5	5			4.10	3.73	0.37
b	On-Call	4	1	2	2	2	4	5	3	5	4			3.20	3.87	-0.67
c	Support	0	0	1	1	0	0	1	0	1	1			0.50	0.33	0.17
6.3	Average number of staff on modified duties at some point throughout the month	9	13	16	21	12	18	13	17	13	7			13.90	12.43	1.47
a	Wholetime	8	6	11	15	6	11	8	10	10	5			9.00	8.30	0.70
b	On-Call	0	3	1	5	5	5	3	4	2	2			3.00	2.83	0.17

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			1.90	1.30	0.60

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 January 2022

Of the 6888 incidents April 2021 to January 2022, 2799 (40%) were non-fire incidents, 2449 (36%) were fire false alarms and 1640 (24%) were fire incidents. Most incidents occurred in Western, followed by Central and Charnwood. The 3-year average is 6968, so in comparison to this, there are 80 fewer incidents.

Table 2: Total incidents – April 2021 to January 2022

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Apr 2021 to Jan 2022
1.1	Total incidents	965	880	1080	524	332	295	269	507	964	516	556	6888

Looking at the 3 areas:

Fire incidents – reduction of 258 incidents compared to 3-year average.

Fire false alarm incidents – increase of 64 incidents compared to the 3-year average.

Non-fire incidents – increase of 114 incidents compared to 3-year average.

The number of fire related incidents would normally be a lot higher at this stage of the year. 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 we are now firmly in the time of year when it is much colder and darker earlier in the evening, which results in the number of secondary fires reducing. The number of fire false alarm incidents was showing slight concerns as the numbers have steadily increased from the start of the year, although December and now January has seen reductions from previous months. 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.

January 2022

Of the 597 incidents in January, 259 (43%) were non-fire incidents, 213 (36%) were fire false alarms and 125 (21%) were fire incidents. Most incidents occurred in Western, followed by Central and Eastern. There were 651 incidents in December, with January showing reductions in fire incidents, fire false alarm incidents and non-fire incidents.

Table 3: Total incidents – January 2022

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	January 2022
I.1	Total incidents	97	80	100	41	30	22	21	46	76	42	42	597

Chart 1: The total number of incidents by day in January 2022 shows the number of incidents by day, ranging from 9 at its lowest in a day on the 8 January, to 28 incidents at its peak on the 30 January. The number of incidents has increased as the month has progressed. On average, there were 19.26 incidents attended each day.

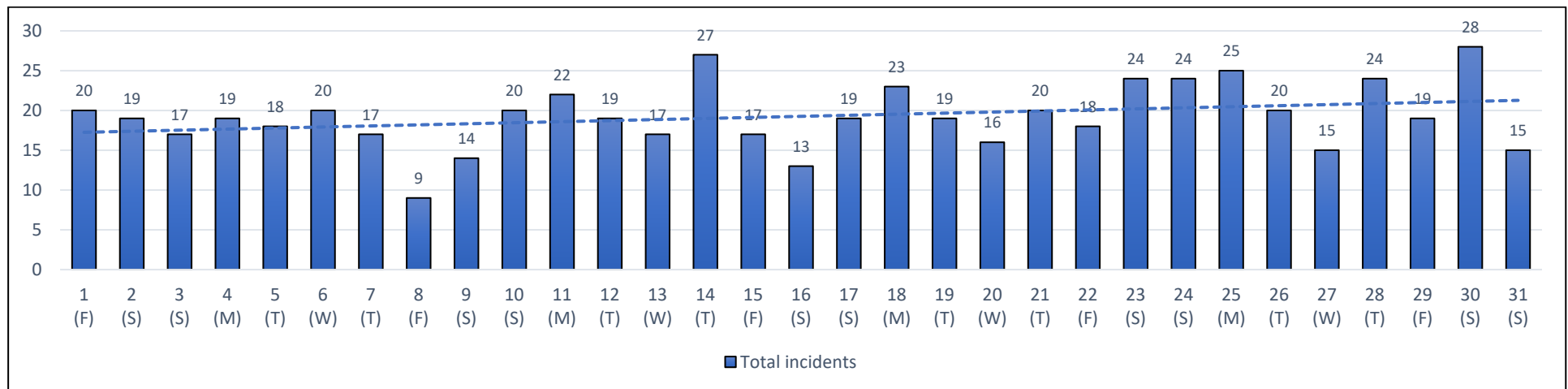
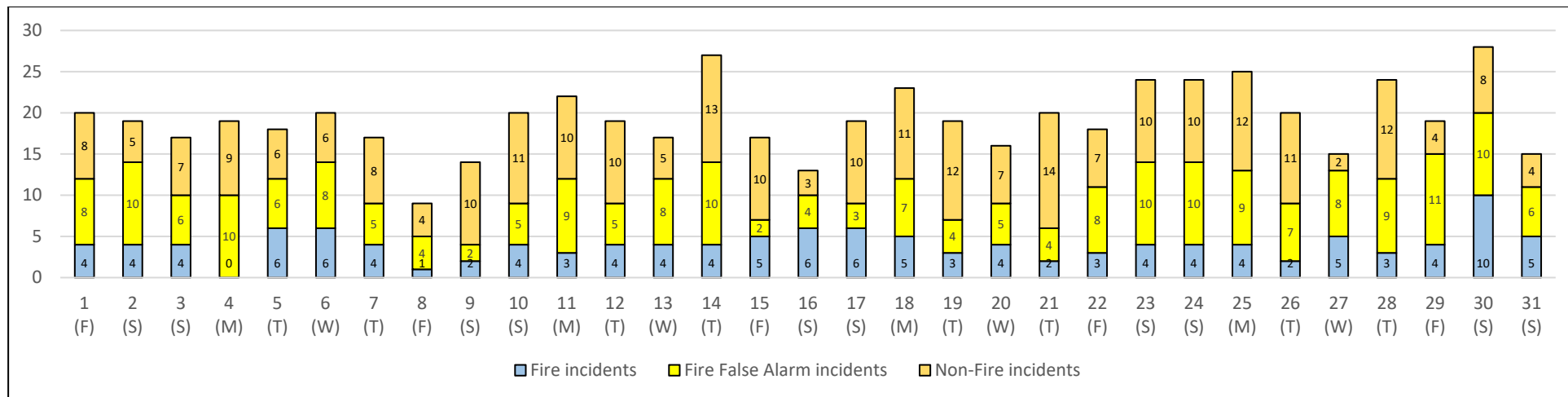


Chart 2: The total number of incidents broken down by type and day in January 2022 shows the 28 incidents on the 30 January broken down into 10 fire incidents, 10 fire false alarm incidents and 8 non-fire incidents.



1.2 Fire incidents – April 2021 to January 2022

Of the 1640 fire incidents April 2021 to January 2022, 873 were primary fires, 725 were secondary fires and 42 were chimney fires. Most incidents occurred in Western, Charnwood and Eastern. The 3-year average is 1898, so in comparison to this, there are 258 fewer incidents.

Table 4: Fire incidents – April 2021 to January 2022

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Apr 2021 to Jan 2022
1.2	Fire incidents	182	185	278	130	110	45	61	139	208	145	157	1640
a	Primary fire incidents	89	104	133	91	51	23	36	72	108	81	85	873
b	Secondary fire incidents	93	80	145	28	50	22	19	65	95	61	67	725
c	Chimney fire incidents	0	1	0	11	9	0	6	2	5	3	5	42

January 2022

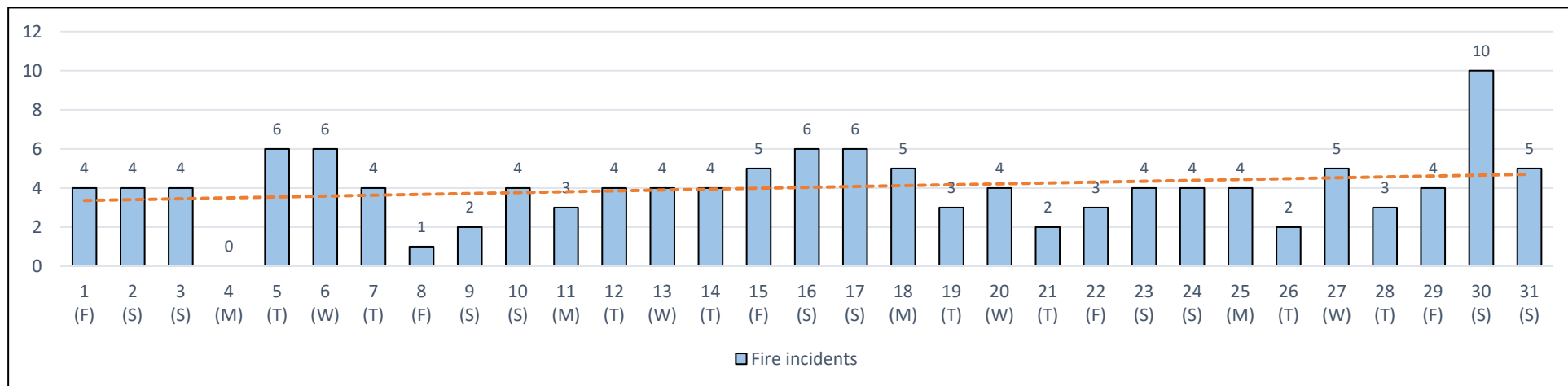
Of the 125 incidents in January, 73 (59%) were primary fires, 44 (35%) were secondary fires and 8 (6%) were chimney fires. Most incidents occurred in Western, Central and Hinckley and Bosworth. This is a decrease of 11 incidents from December (136). January is the lowest month of the year so far for fire incidents, with a large decrease from the previous month in primary fire incidents and a small

increase in secondary fire incidents. The number of secondary fires incidents usually reduces throughout the winter months because of the colder weather and darker nights.

Table 5: Fire incidents – January 2022

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	January 2022
1.2	Fire incidents	20	12	29	9	9	4	2	9	9	13	9	125
a	Primary fire incidents	12	7	16	8	5	3	1	2	4	9	6	73
b	Secondary fire incidents	8	5	13	1	1	1	0	6	4	3	2	44
c	Chimney fire incidents	0	0	0	0	3	0	1	1	1	1	1	8

Chart 3: The total number of fire incidents by day in January 2022 shows the number of incidents by day, ranging from 0 at its lowest on the 4 January, to 10 incidents at its peak on the 30 January. The number of incidents has increased as the month has progressed. On average, there were 4.03 fire incidents attended each day.



1.2a Primary fire incidents

There were 73 primary fire incidents in January, a decrease of 20 from December (93). Of these, 53 were accidental fires and 20 were deliberate fires. Western had the most incidents with 16, followed by Central 12 and Hinckley and Bosworth 9.

Of the 53 accidental fires, there were 28 dwelling, 9 road vehicle, 6 non-residential, 6 other residential, 3 outdoor and 1 other vehicle. The main fire cause shows there were 9 fault in equipment or appliance, 7 cooking – other cooking and 7 faulty fuel supply - electricity. The main ignition source shows 16 were cooking appliance, 9 were electricity supply and 5 were vehicles only. The main times of the incidents show 6 of the incidents occurring between the hours of 12.00 Midday – 1.00pm.

Of the 20 deliberate fires, the main property category was 10 road vehicle, 4 were dwelling, 3 were non-residential and 3 were outdoor structures.

1.2b Secondary fire incidents

There were 44 secondary fire incidents in January, an increase of 6 from December (38). Of these, 23 were accidental fires and 21 were deliberate fires. There have been a total of 725 secondary fires for the year so far, which is 158 fewer than the 3-year average of 883 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 and we are now in the winter months when secondary fires are at its lowest regarding activity.

Of the 23 accidental fires, the main types of property were loose refuse (incl in garden 9 and small refuse/rubbish/recycle container (excluding wheelie bin) 6. The main times of the incidents shows 5 incidents occurring between the hours of 7.00pm – 8.00pm.

Of the 21 deliberate fires, the main types of property were loose refuse (incl in garden) 3 and various categories had 2 each. The main times of the incidents show 4 of the incidents occurring between the hours of 7.00pm – 8.00pm.

1.2c Chimney fire incidents

There were 8 chimney fire incidents in January, which is 3 more than December (5). There were 3 in Melton, 1 in Blaby, 1 in Charnwood, 1 in Hinckley and Bosworth, 1 in North West Leicester and 1 in Rutland.

1.3 Fire false alarm incidents – April 2021 to January 2022

Of the 2449 fire false alarm incidents April 2021 to January 2022, 1258 were due to apparatus, 1122 were good intent and 69 were malicious. Most incidents occurred in Central, Western and Eastern. The 3-year average is 2385, so compared to the average, figures have increased by 64.

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

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Apr 2021 to Jan 2022
I.3	Fire false alarms	440	339	384	174	87	119	90	162	323	170	161	2449
A	Due to apparatus	300	175	215	78	38	55	60	75	146	68	48	1258
B	Good intent	122	157	151	96	47	56	27	83	172	101	110	1122
C	Malicious attended	18	7	18	0	2	8	3	4	5	1	3	69

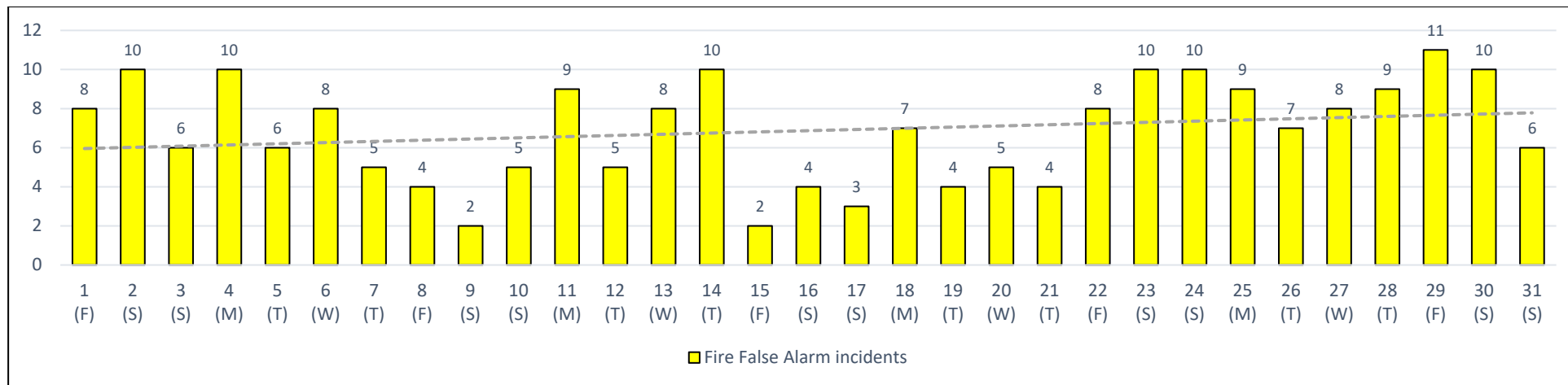
January 2022

Of the 213 fire false alarm incidents in January, 121 were due to apparatus, 85 were good intent and 7 were malicious. Most incidents occurred in Central, Western and Eastern. There were 237 in December, so January has seen a decrease of 24.

Table 7: Fire false alarm incidents – January 2022

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	January 2022
I.3	Fire false alarms	43	29	38	10	7	11	9	16	23	10	17	213
A	Due to apparatus	30	15	24	6	3	5	8	10	11	4	5	121
B	Good intent	11	13	12	4	4	5	1	6	11	6	12	85
C	Malicious attended	2	1	2	0	0	1	0	0	1	0	0	7

Chart 4: The total number of fire false alarm incidents by day in January 2022 shows the number of incidents by day, ranging from 2 incidents at its lowest on the 9 January and 15 January, to 11 incidents at its peak on the 29 January. The number of incidents has increased as the month has progressed. On average, there were 6.87 incidents attended each day.



1.3a Due to apparatus

There were 121 false alarms due to apparatus in January, a decrease of 26 from December (147). Of these, 80 were dwelling, 25 were non-residential and 16 were other residential.

Of the false alarms due to apparatus, the main causes were cooking/burnt toast 39, faulty 18 and accidentally/carelessly set off 13. The main times of the incidents show 10 of the incidents occurring between the hours of 3.00pm – 4.00pm and 5.00pm – 6.00pm.

1.3b Good intent

There were 85 good intent false alarms in January, an increase of 3 from December (82). Of these, the main categories were dwelling 44 and other outdoors (including land) 12.

Of the good intent false alarms, the main causes were other 21, controlled burning 12 and other cooking 10. The main times of the incidents show 11 of the incidents occurring between the hours of 5.00pm – 6.00pm.

1.3c Malicious attended

There were 7 malicious false alarms in January, a decrease of 1 from December (8). Of these, 2 were in Central, 2 Western, 1 Charnwood, 1 Eastern and 1 Oadby and Wigston.

1.4 Non-fire incidents – April 2021 to January 2022

Of the 2799 non-fire incidents April 2021 to January 2022, 110 were non-fire false alarms and 2689 were special service. Looking at the table below, the most incidents occurred in Charnwood, Western and Eastern. The 3-year average is 2685, so compared to the average, figures have increased by 114.

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. So far after 10 months this year, we have attended 54 suicide attempts, with 5 in January. Of the 54 suicide attempts, 9 were actual suicides, with 2 in January. 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 January 2022

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Apr 2021 to Jan 2022
1.4	Non-fire incidents	343	356	418	220	135	131	118	206	433	201	238	2799
a	Non-fire false alarms	16	13	27	3	0	7	8	6	17	4	9	110
b	Special service	327	343	391	217	135	124	110	200	416	197	229	2689
-	Road traffic collision (RTC)	43	58	63	72	34	16	27	73	92	59	64	601
-	Assist other agencies	76	82	110	53	32	34	20	46	126	49	63	691
-	Medical incident - co-responder/first responder	23	21	17	22	17	22	25	12	28	21	14	222
-	Effecting entry / exit	38	52	58	16	15	15	12	15	46	14	20	301

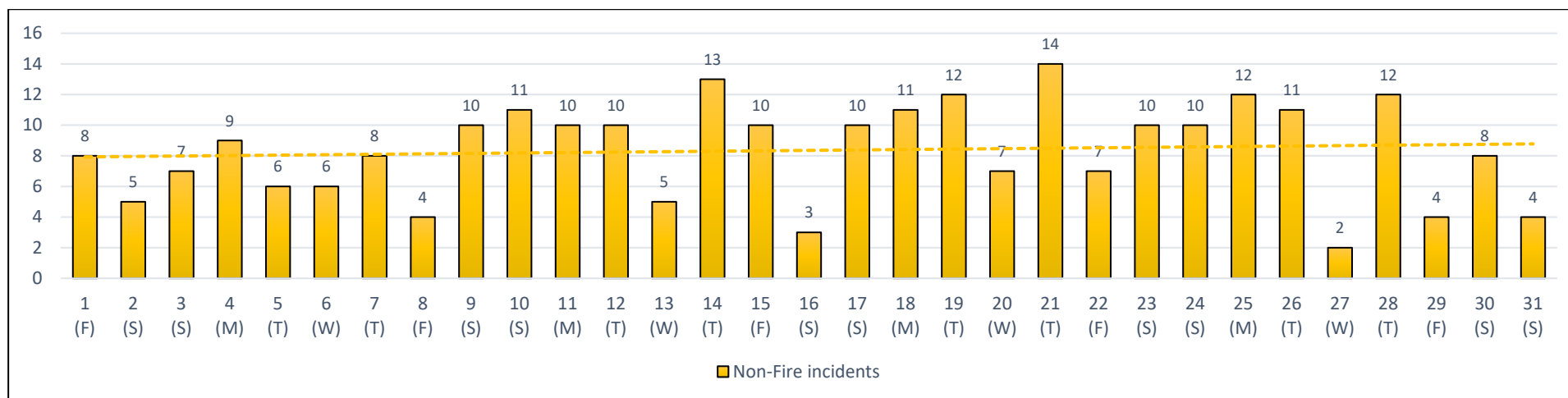
January 2022

Of the 259 incidents in January, 9 were non-fire false alarms and 250 were special service. Looking at the table below the most incidents occurred in Charnwood, Eastern and Central. There were 278 in December, so January has seen a decrease of 19.

Table 9: Non-fire incidents – January 2022

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	January 2022
I.4	Non-fire incidents	34	39	33	22	14	7	10	21	44	19	16	259
A	Non-fire false alarms	1	0	3	0	0	0	1	0	3	0	1	9
B	Special service	33	39	30	22	14	7	9	21	41	19	15	250
-	Road traffic collision (RTC)	3	7	4	8	5	2	2	7	10	8	6	62
-	Assist other agencies	7	9	12	7	2	2	1	6	13	7	3	69
-	Medical incident - co-responder/first responder	3	3	0	1	2	1	4	1	2	2	3	22
-	Effecting entry / exit	4	6	5	2	3	0	0	0	5	1	0	26

Chart 5: The total number of non-fire incidents by day in January 2022 shows the number of incidents by day, ranging from 2 at its lowest on the 27 January, to 14 incidents at its peak on the 21 January. The number of incidents has increased slightly as the month has progressed. On average, there were 8.35 incidents attended each day.



1.4a Non-fire false alarms

Of the 9 non-fire false alarms in January, 3 were in Charnwood, 3 Western, 1 Central, 1 North West Leicester and 1 Rutland. This is 1 less than the number in December (10).

1.4b Special service

There were 250 special service incidents in January, which is 18 less than the number in December (268). Of these, there were 69 assist other agencies, 62 road traffic collisions and 26 effecting entry/exit. Charnwood had the most incidents with 41, followed by Eastern 39 and Central 33. Assist other agencies has had 69 incidents in January, which is a decrease of 13 from December (82) and this type of incident remains consistently high. There have now been 691 assist other agency incidents from April 2021 to January 2022, which is 60 more than the 3-year average of 631. The number of road traffic collisions has increased slightly with 601 April 2021 to January 2022, compared to the 3-year average of 587. 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 year's numbers. Medical incident - co-responder/first responder continues to be extremely low with 22 incidents attended in January and a total of 222 so far this year, compared to the 3-year average of 347. This is due to co-responding still being suspended at the current time. The number of suicide attempts also belongs in this category as mentioned previously.

2.1 Fatalities in fires – April 2021 to January 2022

There were 3 fatalities in a fire April 2021 to January 2022. This is 5 less than the 3-year average of 8 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 and are still being followed up.

2.2 Non-fatal casualties in fires – April 2021 to January 2022

There have been 43 non-fatal casualties in fires April 2021 to January 2022. This is 13 less than the 3-year average of 56. Of the 43 non-fatal casualties, 15 have occurred in fires in the City, 8 in Charnwood, 7 in North West Leicester, 5 in Hinckley and Bosworth, 4 in Harborough, 2 in Rutland, 1 in Blaby and 1 in Oadby and Wigston. Out of the 43 non-fatal casualties in fires, 33 casualties occurred in buildings, 7 in road vehicles and 3 in the outdoors. There were 36 accidental non-fatal casualties and 7 non-fatal casualties. The circumstances leading to the injuries, shows that of the 43 non-fatal casualties, the main categories were caused by discovering fire 9 and fighting fire (including attempts) 8.

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

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Apr 2021 to Jan 2022
2.2	Non-fatal casualties in fires	2	7	6	4	0	1	2	1	8	5	7	43

January 2022

There were 3 non-fatal casualties in fires in January, which is 8 less than in December (11).

Of the 3 non-fatal casualties, 1 occurred in a dwelling fire in Hinckley and Bosworth, 1 in dwelling fire in Eastern and 1 in a dwelling fire in North West Leicester. The 3 non-fatal casualties were all accidental. The circumstances leading to the injuries, shows that of the 3 non-fatal casualties, the main categories were not known 2 and fighting fire (including attempts) 1.

2.3 Fatalities in non-fire incidents – April 2021 to January 2022

There have been 60 fatal casualties in non-fire incidents April 2021 to January 2022. This is exactly the same as the 3-year average of 60. Of the 60 fatalities, 28 were attended to assist other agencies, 9 were road traffic collisions, 7 were suicide/attempts, 4 were hazardous materials, 3 were effecting entry/exit, 3 were medical Incident - first responder, 3 were rescue or evacuation from water, 1 was medical incident - emergency first responder for EMAS, 1 was no action (not false alarm) and 1 was other transport incident. There were 17 in the City, 10 in Charnwood, 9 in North West Leicester, 8 in Oadby and Wigston, 4 in Harborough, 4 in Rutland, 3 in Hinckley and Bosworth, 3 in Melton and 2 in Blaby.

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

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Apr 2021 to Jan 2022
2.3	Fatalities in non-fire incidents	4	7	6	4	3	8	4	2	10	3	9	60

January 2022

There were 7 fatalities in non-fire incidents in January compared to 7 in December. Of the 7 fatalities, 3 were attended to assist other agencies, 2 were hazardous materials, 1 was a RTC and 1 was a suicide/attempt. There were 2 in Oadby and Wigston, 1 in Central, 1 in Charnwood, 1 in Eastern, 1 in Harborough and 1 in North West Leicester.

Table 12: Fatalities in non-fire incidents – January 2022

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	January 2022
2.3	Fatalities in non-fire incidents	1	1	0	1	0	2	0	0	1	0	1	7

2.4 Non-fatal casualties in non-fire incidents – April 2021 to January 2022

There have been 668 non-fatal casualties in non-fire incidents April 2021 to January 2022. This is 56 below the 3-year average of 724. Of the property types of non-fatal casualties, 381 were road vehicle, 205 were dwellings, 39 were non-residential, 27 were outdoor, 9 were other residential, 4 were outdoor structures and 3 other vehicles. Charnwood has had most non-fatal casualties with 109. 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 January 2022

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Apr 2021 to Jan 2022
2.4	Non-fatal casualties in non-fire incidents	55	63	96	63	34	17	27	69	109	69	66	668

January 2022

There were 59 non-fatal casualties in non-fire incidents in January, compared to 78 in December.

Of the 59 non-fatal casualties, the property types of non-fatal casualties were road vehicle 35, dwelling 19, outdoor 2, non-residential 1, other residential 1 and other vehicle 1. The districts with the most non-fatal casualties in non-fire incidents in January was Hinckley and Bosworth with 9 and Blaby 8.

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

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	January 2022
2.4	Non-fatal casualties in non-fire incidents	4	5	6	6	6	0	1	8	9	11	3	59

2.5 Number of TRiM (Trauma Risk Management) – April 2021 to January 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 96 TRiM notifications April 2021 to January 2022. This is 4 more than last year's figure of 92 during the same period.

January 2022

There were 10 TRiM notifications in January, compared to 10 in December. Of the 10 incidents that were reported, there were 4 road traffic collision incidents (2 with rapid extraction due to life threatening injuries, 1 fatal and 1 driver heart attack in a HGV which involved 5 vehicles), 2 suicide incidents (1 jumping at Lee Circle and 1 hanging in a dwelling), 1 gain entry incident with a fatality, 1 carbon monoxide poisoning incident with 2 fatalities, 1 assist EMAS incident with a 47 stone patient with severe infection and suffered laceration on extraction and 1 fire incident with a fatality. A presentation is being delivered by practitioners and good feedback has been received to date. There have also been positive responses from Incident Commanders when called about incidents and their actions in carrying out briefings. Resilience training has been booked in with Amica.

2.6 Number of LFRS employees injured whilst attending incidents – April 2021 to January 2022

There have been 21 personal injuries whilst attending incidents April 2021 to January 2022. This is 8 more than the 3-year average of 13. Of the 21 personal injuries, 17 were classed as minor and 4 classed as moderate, with 4 occurring at Coalville station, 3 at Eastern station, 3 at Hinckley station, 2 at Central station, 2 at Oakham station, 2 at Western station, 1 at Loughborough 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, 3 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 injury from change in floor levels/height, 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 the firefighter in the lip, 1 injury was caused from overexertion 1 skin came off knuckles when using the enforcer to gain entry and 1 physical abuse when assisting member of public out of fire. Of the 21 personal injuries, 11 of the injuries occurred whilst at a special service incident and 10 occurred at a fire incident. Based on the RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013) reporting, 8 injuries resulted in no sickness or modified duties, 7 injuries resulted in a sickness/modified duties check added to team calendar, 2 injuries resulted in modified duties over 7 days, 1 injury resulted in a period of sickness over 3 days, 1 injury resulted in a period of sickness under 3 days and, 1 injury resulted in sickness over 7 days and 1 injury resulted in sickness/modified duties check not required.

January 2022

There were no personal injuries whilst attending incidents in January, compared to 1 in December.

3.1 Number of emergency calls received – April 2021 to January 2022

There have been 14985 emergency calls received April 2021 to January 2022. This is 73 less than the 3-year average of 15058.

January 2022

There were 1299 emergency calls received in January, which is 72 less than December 1371. This is the lowest number of calls received in a month so far this year. 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 4.67 seconds in January.

3.2 The total average response times of life threatening incidents – April 2021 to January 2022

There have been 718 incidents classed as life risk by Control April 2021 to January 2022. This is 274 less than the 2-year average of 992. 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 718 incidents was 10 minutes 17 seconds, compared to the 2-year average of 10 minutes 34 seconds.

The 10 minutes 17 seconds can be broken down further:

Average call handling was 2 minutes 10 seconds, a reduction of 1 second on the 2-year average time (2 minutes 11 seconds).

Average mobilisation time was 1 minute 30 seconds, a reduction of 18 seconds on the 2-year average time (1 minute 48 seconds).

Average drive time was 6 minutes 37 seconds, an increase of 2 seconds on the 2-year average time (6 minutes 35 seconds).

The 718 life risk incidents average response time of 10 minutes 17 seconds can also be broken down by incident type:

95 Fire incidents attended with an average response time of 9 minutes 14 seconds.

68 Fire false alarm incidents attended with an average response time of 8 minutes 51 seconds.

555 Non-fire incidents attended with an average response time of 10 minutes 39 seconds.

Of the 555 Non-fire incidents, there were 386 RTC incidents attended with an average response time of 10 minutes 52 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 January 2022 there have been 114 investigations carried out by Control, 38 mobilisation investigations and 120 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 January 2022

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Apr 2021 to Jan 2022
3.2	The total average response times of life threatening incidents (mins)	7:45	7:49	8:14	12:08	13:03	9:04	13:02	11:19	10:35	11:10	11:47	10:17
a	Average call handling time	1:56	1:59	1:58	2:18	2:30	2:05	2:13	2:26	2:08	2:11	2:16	2:10
b	Average appliance mobilisation time	1:09	0:57	1:09	2:11	2:08	1:51	1:56	1:26	1:16	1:32	1:46	1:30
c	Average time to drive to the incident	4:40	4:53	5:07	7:39	8:25	5:08	8:53	7:27	7:11	7:27	7:45	6:37
d	Number of life threatening incidents attended	74	68	110	83	40	20	32	59	97	60	75	718

January 2022

There have been 68 incidents classed as life risk by Control in January 2022. This is exactly the same as December (68).

The total average response time for the 68 incidents was 10 minutes 12 seconds, compared to 10 minutes 36 seconds in December.

The 10 minutes 12 seconds can be broken down further:

Average call handling was 2 minute 10 seconds, an increase of 8 seconds on the time in December (2 minutes 2 seconds).

Average mobilisation time was 1 minute 15 seconds, a reduction of 12 seconds on the time in December (1 minute 27 seconds).

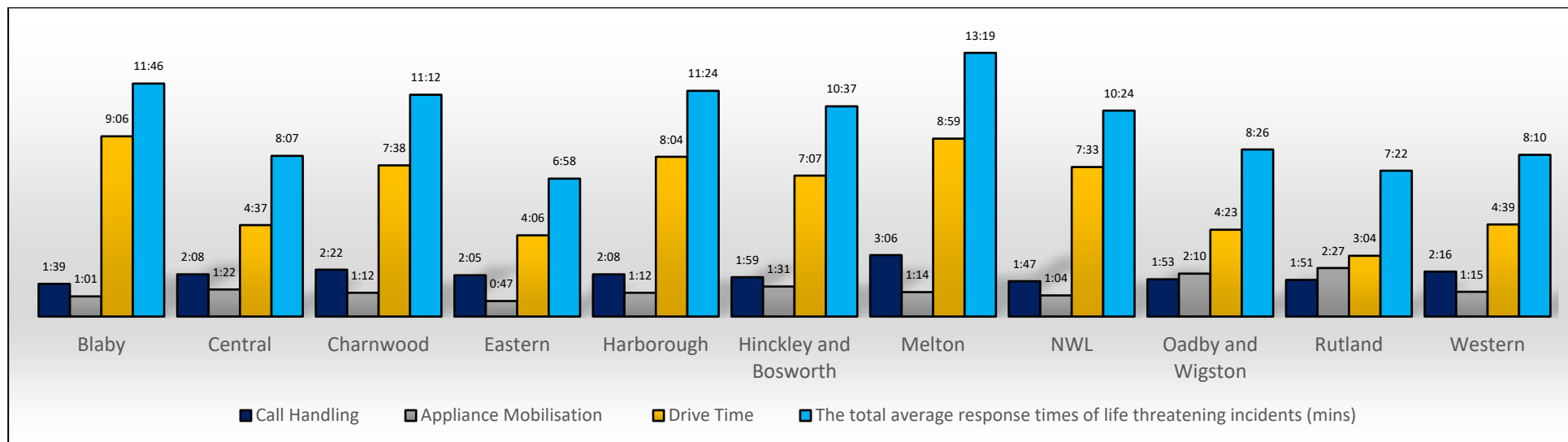
Average drive time was 6 minutes 47 seconds, a reduction of 20 seconds on the time in December (7 minutes 7 seconds).

During January there have been 9 investigations carried out by Control, 1 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) – January 2022

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	January 2022
3.2	The total average response times of life threatening incidents (mins)	8:07	6:58	8:10	11:24	13:19	8:26	7:22	11:46	11:12	10:37	10:24	10:12
a	Average call handling time	2:08	2:05	2:16	2:08	3:06	1:53	1:51	1:39	2:22	1:59	1:47	2:10
b	Average appliance mobilisation time	1:22	0:47	1:15	1:12	1:14	2:10	2:27	1:01	1:12	1:31	1:04	1:15
c	Average time to drive to the incident	4:37	4:06	4:39	8:04	8:59	4:23	3:04	9:06	7:38	7:07	7:33	6:47
d	Number of life threatening incidents attended	3	7	8	7	6	2	1	5	11	11	7	68

Chart 6: The total average response times of life threatening incidents in January 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 Melton shows the longest average response time to life threatening incidents.



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

There have been 6101 incidents classed as non-life risk by Control April 2021 to January 2022. This is 339 more than the 2-year average of 5762. The total average response time for the 6101 incidents was 9 minutes 52 seconds, compared to the 2-year average of 9 minutes 52 seconds.

The 9 minutes 52 seconds can be broken down further:

Average call handling was 2 minutes 9 seconds, a reduction of 2 seconds on the 2-year average time (2 minutes 11 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 8 seconds, an increase of 7 seconds on the 2-year average time (6 minutes 1 second).

The 6101 non-life risk incidents average response time of 9 minutes 52 seconds can also be broken down by incident type:

1540 Fire incidents attended with an average response time of 10 minutes 2 seconds.

2485 Fire false alarm incidents attended with an average response time of 9 minutes 17 seconds.

2076 Non-fire incidents attended with an average response time of 10 minutes 28 seconds.

Of the 2076 Non-fire incidents, there were 649 Assist other agencies incidents attended with an average response time of 10 minutes 33 seconds.

Please note: There were a total of 6170 non-life risk incidents attended April 2021 to January 2022. 69 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 January 2022

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Apr 2021 to Jan 2022
3.3	The total average response times of non-life threatening incidents (mins)	8:07	8:43	8:53	12:07	11:33	8:27	11:41	11:29	9:38	11:25	11:23	9:52
A	Average call handling time	2:06	2:14	2:01	2:11	1:56	2:04	2:19	2:31	2:05	2:12	2:14	2:09
B	Average appliance mobilisation time	1:14	1:11	1:11	2:04	3:14	1:26	1:52	1:21	1:23	2:01	2:19	1:35
C	Average time to drive to the incident	4:47	5:18	5:41	7:52	6:23	4:57	7:30	7:37	6:10	7:12	6:50	6:08
D	Number of non-life threatening incidents attended	875	806	963	437	293	269	235	443	853	453	474	6101

January 2022

There have been 518 incidents classed as non-life risk by Control in January. This is 57 less than December (575). The total average response time for the 518 incidents was 9 minutes 36 seconds, compared to 9 minutes 46 seconds in December.

The 9 minutes 36 seconds can be broken down further:

Average call handling was 1 minutes 59 seconds, a reduction of 3 seconds on the time in December (2 minutes 2 seconds).

Average mobilisation time was 1 minute 27 seconds, a reduction of 9 seconds on the time in December (1 minute 36 seconds).

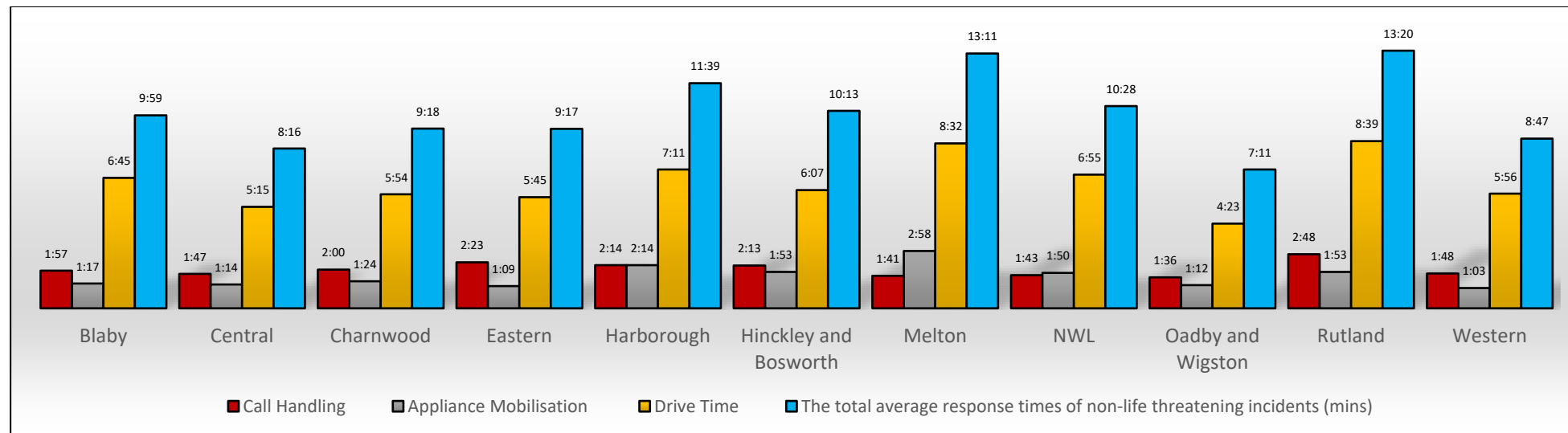
Average drive time was 6 minutes 10 seconds, an increase of 2 seconds on the time in December (6 minutes 8 seconds).

Currently no investigations are carried out.

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

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	January 2022
3.3	The total average response times of non-life threatening incidents (mins)	8:16	9:17	8:47	11:39	13:11	7:11	13:20	9:59	9:18	10:13	10:28	9:36
a	Average call handling time	1:47	2:23	1:48	2:14	1:41	1:36	2:48	1:57	2:00	2:13	1:43	1:59
b	Average appliance mobilisation time	1:14	1:09	1:03	2:14	2:58	1:12	1:53	1:17	1:24	1:53	1:50	1:27
c	Average time to drive to the incident	5:15	5:45	5:56	7:11	8:32	4:23	8:39	6:45	5:54	6:07	6:55	6:10
d	Number of non-life threatening incidents attended	93	73	91	32	23	20	20	41	62	31	32	518

Chart 7: The total average response times of non-life threatening incidents in January 2022 shows the average call handling time, average mobilisation time, average time to drive and average total response time broken down by district. Oadby and Wigston shows the quickest average response time and Rutland shows the longest average response time to non-life threatening incidents.



3.4 The total average response times to primary fires (as recorded by Home Office) – April 2021 to January 2022

There were a total of 873 primary fires attended April 2021 to January 2022. 93 incidents have been excluded as per Home Office guidelines. So, the response time calculations for primary fires are based on 780 primary fires April 2021 to January 2022. The total average response time for the 780 primary fires is 9 minutes 51 seconds, compared to the 2-year average of 9 minutes 41 seconds.

The 9 minutes 51 seconds can be broken down further:

Average call handling was 1 minute 43 seconds, an increase of 3 seconds on the 2-year average time (1 minutes 40 seconds).

Average mobilisation time was 1 minute 26 seconds, a reduction of 12 seconds on the 2-year average time (1 minute 38 seconds).

Average drive time was 6 minutes 42 seconds, an increase of 19 seconds on the 2-year average time (6 minutes 23 seconds).

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

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Apr 2021 to Jan 2022
3.3	The total average response times of primary fire incidents (mins)	7:23	7:23	8:04	11:43	13:11	7:26	12:53	11:01	9:55	11:16	10:51	9:51
a	Average call handling time	1:47	1:28	1:30	1:46	1:50	1:25	2:34	1:51	1:40	1:39	1:49	1:43
b	Average appliance mobilisation time	1:02	1:00	1:05	1:34	2:36	1:22	1:28	1:05	1:08	1:50	2:17	1:26

c	Average time to drive to the incident	4:34	4:55	5:29	8:23	8:45	4:39	8:51	8:05	7:07	7:47	6:45	6:42
d	Number of primary fire incidents attended	86	98	99	88	46	21	36	67	92	68	79	780

January 2022

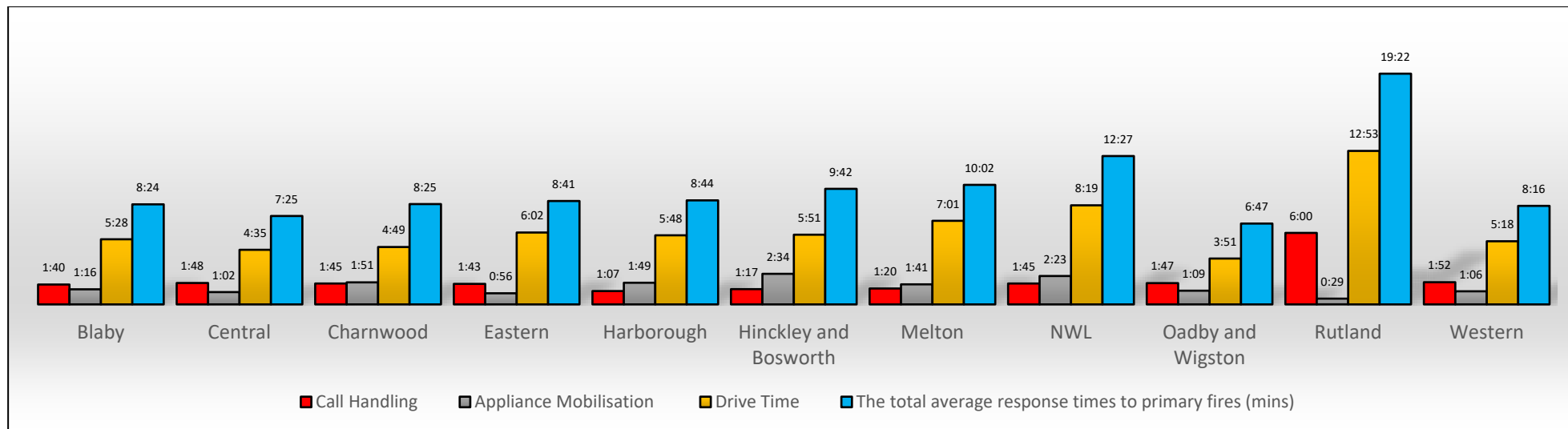
There have been 61 primary fires in January. This is 21 less than December (82).
 The total average response time for the 61 incidents was 8 minutes 59 seconds, compared to 10 minutes 9 seconds in December.

This 8 minutes 59 seconds can be broken down further:
 Average call handling was 1 minute 40 seconds, which is exactly the same as the time in December (1 minute 40 seconds).
 Average mobilisation time was 1 minute 33 seconds, an increase of 1 second on the time in December (1 minute 32 seconds).
 Average drive time was 5 minutes 46 seconds, a reduction of 1 minute 11 seconds on the time in December (6 minutes 57 seconds).

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

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	January 2022
3.3	The total average response times of primary fire incidents (mins)	7:25	8:41	8:16	8:44	10:02	6:47	19:22	8:24	8:25	9:42	12:27	8:59
a	Average call handling time	1:48	1:43	1:52	1:07	1:20	1:47	6:00	1:40	1:45	1:17	1:45	1:40
b	Average appliance mobilisation time	1:02	0:56	1:06	1:49	1:41	1:09	0:29	1:16	1:51	2:34	2:23	1:33
c	Average time to drive to the incident	4:35	6:02	5:18	5:48	7:01	3:51	12:53	5:28	4:49	5:51	8:19	5:46
d	Number of primary fire incidents attended	11	6	10	8	3	3	1	2	3	9	5	61

Chart 8: The total average response times of primary fire incidents in January 2022 shows the average call handling time, average mobilisation time, average time to drive and average total response time broken down by district. Oadby and Wigston shows the quickest average response time and Rutland shows the longest average response time to primary fire incidents.



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

For April 2021 to January 2022, Wholetime fire appliances have been available 97.9% of the time due to crewing, a decrease of 0.8% 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 January 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%			99.68%
Birstall	19P2	Wholetime	100.00%	100.00%	100.00%	99.73%	99.73%	100.00%	100.00%	100.00%	100.00%	100.00%			99.95%
Loughborough	20P1	Wholetime	99.86%	99.87%	100.00%	99.60%	99.87%	98.33%	100.00%	100.00%	98.52%	100.00%			99.61%
Loughborough	20P3	Wholetime	99.12%	99.87%	94.65%	68.54%	83.77%	85.69%	83.74%	85.56%	73.92%	95.03%			86.93%
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%			98.72%
Eastern	23P1	Wholetime	99.86%	99.06%	100.00%	99.87%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%			99.88%
Eastern	23P2	Wholetime	99.65%	98.66%	99.72%	85.35%	93.28%	97.64%	92.94%	96.04%	91.80%	96.30%			95.10%
Western	24P1	Wholetime	99.03%	98.25%	99.72%	97.20%	99.87%	96.67%	99.73%	99.88%	96.51%	100.00%			98.68%

Coalville	25P1	Wholetime	100.00%	99.33%	99.79%	97.78%	97.94%	99.86%	99.33%	99.58%	99.53%	99.87%		99.29%
Central	30P1	Wholetime	100.00%	100.00%	100.00%	99.87%	100.00%	100.00%	99.73%	100.00%	100.00%	100.00%		99.96%
Central	30P2	Wholetime	99.93%	99.93%	91.18%	77.65%	91.06%	96.67%	91.80%	93.33%	90.32%	100.00%		93.16%
Wigston	31P1	Wholetime	100.00%	100.00%	100.00%	99.73%	99.93%	99.63%	100.00%	99.79%	100.00%	99.73%		99.88%
Oakham	33P1	Wholetime	100.00%	99.87%	99.86%	100.00%	100.00%	100.00%	100.00%	100.00%	99.60%	100.00%		99.93%
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%		98.81%
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%		98.42%
Hinckley	38P1	Wholetime	98.33%	99.69%	99.17%	98.25%	97.58%	98.31%	98.39%	100.00%	99.46%	100.00%		98.92%
Southern	40P1	Wholetime	100.00%	100.00%	99.58%	100.00%	99.87%	99.86%	95.09%	98.26%	98.66%	99.73%		99.10%
Total			99.60%	99.56%	98.70%	94.57%	97.53%	98.19%	97.30%	98.21%	96.51%	99.32%		97.94%

January 2022

For January, Wholetime fire appliances have been available 99.3% of the time due to crewing, an increase of 2.8% compared to December (96.5%).

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

For April 2021 to January 2022, On-Call fire appliances have been available 65.7% of the time due to crewing, a decrease of 1.1% 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 January 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%			99.80%
	21P2	On-Call	97.06%	89.34%	86.53%	67.43%	78.00%	85.14%	92.01%	88.75%	86.49%	91.96%			86.23%
	Total	On-Call Station	98.20%	94.00%	93.75%	83.60%	88.20%	90.12%	95.16%	92.80%	92.93%	94.36%			92.29%
Coalville	25P2	On-Call	-	-	86.63%	69.26%	73.86%	72.43%	70.27%	69.88%	62.23%	76.43%			72.57%
	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%			67.55%

Shepshed	28P2	On-Call	91.25%	76.97%	67.43%	57.59%	62.25%	58.03%	61.16%	70.02%	66.93%	72.16%		68.34%
Wigston	31P2	On-Call	68.89%	60.42%	54.24%	47.13%	48.25%	58.54%	60.17%	66.09%	50.22%	55.29%		56.86%
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%		49.75%
	Either	Total	59.44%	63.58%	47.31%	46.59%	49.46%	53.91%	43.64%	54.35%	48.72%	54.21%		52.10%
Oakham	33P3	On-Call	73.73%	67.41%	56.85%	53.11%	55.35%	74.63%	61.76%	68.59%	62.39%	73.30%		64.66%
Uppingham	34P2	On-Call	69.33%	60.01%	62.24%	63.58%	63.46%	57.22%	50.78%	60.12%	62.41%	58.76%		60.77%
	34P3	On-Call	23.68%	28.39%	29.10%	22.13%	22.90%	27.36%	25.63%	23.84%	23.57%	20.05%		24.65%
	Either	Total	93.01%	88.40%	91.34%	85.71%	86.36%	84.58%	76.41%	83.96%	85.98%	78.81%		85.42%
Kibworth	35P2	On-Call	65.83%	58.74%	56.32%	53.61%	57.28%	57.94%	47.38%	50.88%	48.84%	62.48%		55.91%
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%		79.23%
	36P3	On-Call	18.10%	13.51%	34.15%	20.79%	16.76%	16.83%	18.95%	24.59%	12.62%	14.41%		19.01%
	Total	On-Call Station	53.73%	46.53%	65.81%	48.73%	54.48%	54.61%	56.29%	61.44%	44.69%	52.89%		53.85%
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%		98.00%
	37P3	On-Call	59.68%	58.92%	42.64%	29.26%	34.32%	52.25%	47.54%	44.64%	55.49%	52.42%		47.69%
	Total	On-Call Station	70.90%	70.00%	61.58%	56.41%	61.90%	65.53%	63.91%	64.06%	73.64%	69.36%		65.73%
Hinckley	38P2	On-Call	55.79%	42.63%	46.23%	26.14%	39.76%	41.64%	36.63%	45.23%	39.58%	41.96%		41.48%
	38P3	On-Call	-	-	32.03%	38.38%	39.74%	33.24%	29.63%	33.20%	39.72%	39.60%		35.73%
	Either	Total	55.79%	42.63%	78.26%	64.52%	79.50%	74.88%	66.26%	78.43%	79.30%	81.56%		70.09%
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%		63.43%
Total			73.63%	68.15%	65.82%	57.23%	62.12%	66.63%	62.20%	67.97%	64.87%	68.88%		65.70%

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

January 2022

For January, On-Call fire appliances have been available 68.9% of the time due to crewing, an increase of 4.0% compared to December (64.9%).

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

We have received 432 public responses to our After the Incident Survey April 2021 to January 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.

January 2022

For January, we have received 30 responses to our After the Incident Survey, which is 5 less than we have received in December (35). All 30 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 January 2022

We have received 242 public responses to this question in our After the Incident Survey April 2021 to January 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. 2% 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 3% 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.

January 2022

For January, we have received 18 responses to this question in our After the Incident Survey, which is 3 less than we have received in December (21). All 18 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 January 2022

We have received 408 public responses to this question in our After the Incident Survey for April 2021 to January 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.

January 2022

For January, we have received 30 responses to our After the Incident Survey, which is 4 less than we have received in December (34). All 30 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 January 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 10975 home safety checks April 2021 to January 2022. This is 4642 more than the 3-year average of 6333. The previous year shows there were 7126 home safety checks completed during the same period.

The 10975 home fire safety checks can be broken down further:
 Successful initial 8161, an increase of 2270 home safety checks on last year’s (5891).
 Successful follow up 2601, an increase of 1559 home safety checks on last year’s (1042).
 Successful vulnerable person 213, an increase of 20 home safety checks on last year’s (193).

Table 23: Home safety checks – April 2021 to January 2022

Ref	Key Corporate Indicator	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr 2021 to Jan 2022
4.1	Home safety checks	1126	1318	1475	1255	1030	924	1147	994	659	1047			10975
a	Successful initial	816	998	1033	882	752	699	891	766	480	844			8161
b	Successful follow up	282	289	407	352	259	207	244	204	172	185			2601
c	Successful vulnerable person	28	31	35	21	19	18	12	24	7	18			213

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

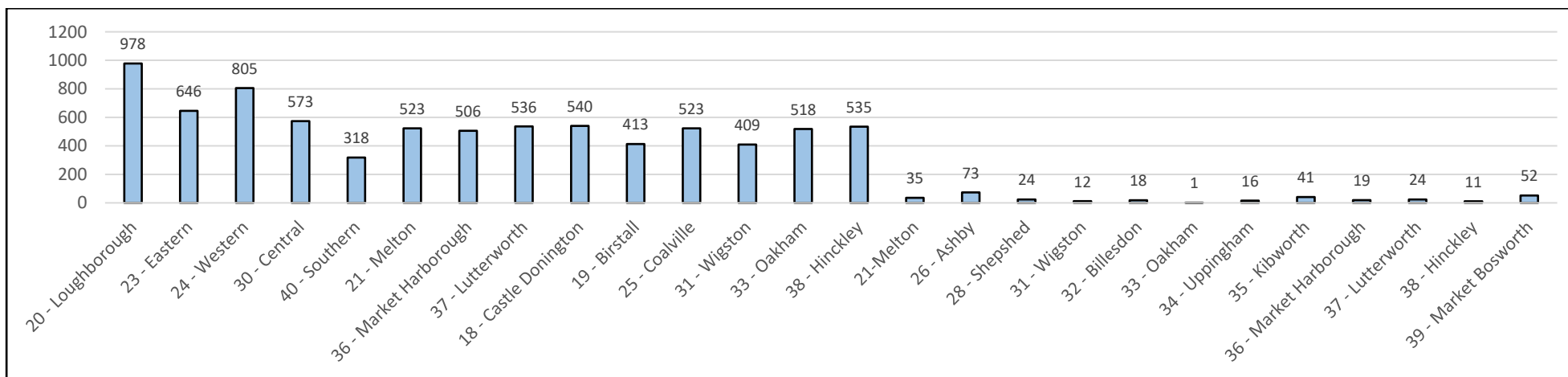
The 10975 home fire safety checks can be broken down further:
 Stations 8149, an increase of 4529 home safety checks on last year’s (3620).
 Community safety educators 2684, a decrease of 689 home safety checks on last year’s (3373).
 Control 9, an increase of 7 home safety checks on last year’s (2).
 Partners 119, an increase of 16 home safety checks on last year’s (103).
 LFRS (Website) 1, exactly the same number of home safety checks as last year’s (1).
 Unknown 13, a decrease of 14 home safety checks on last year’s (27).

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

Ref	Key Corporate Indicator	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr to Dec 2021
4.l	Home safety checks	1126	1318	1475	1255	1030	924	1147	994	659	1047			10975
a	Stations	683	965	1048	949	732	682	945	804	520	821			8149
b	CSE	405	332	419	287	288	230	187	182	132	222			2684
c	Control	4	2	0	0	0	3	0	0	0	0			9
d	Partners data	33	17	7	18	9	5	15	6	5	4			119
E	LFRS (Website)	0	0	1	0	0	0	0	0	0	0			1
f	Other	1	2	0	1	1	4	0	2	2	0			13

The 8149 home safety checks carried out April 2021 to January 2022 by stations are shown below.

Chart 9: The Total Successful HSCs by Station April 2021 to January 2022 shows the number of number completed by stations, ranging from 1 to 978. The stations delivering less than 25 home safety checks were On-Call stations. The stations delivering the most home safety checks were Loughborough 978, Western 805 and Eastern 646.



January 2022

For January, there were 1047 home safety checks, which is 388 more than December (659).

Of the 1047, there were 844 successful initial, 185 successful follow up and 18 successful vulnerable person. There were 821 carried out by stations, 222 carried out by community safety educators and 4 by partners.

4.2 Home safety feedback surveys – April 2021 to January 2022

There have been 1603 home safety feedback surveys April 2021 to January 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 135 more than last year's figure of 1468 during the same period.

Of the 1603 surveys, 1331 were first visits and 272 were repeat visits. Of the 1331 first visits, 99% were satisfied and of the 272 repeat visits, 98% were satisfied. The previous year shows there were 1468 surveys, with 1233 first visits and 235 repeat visits.

January 2022

For January, we have received 261 home safety feedback surveys, which is 193 more than in December (68). Of this, 205 were first visits in January, which is 150 more than in December (55) and 100% were satisfied. There were 56 repeat visits in January, which is 43 more than in December (13) and 96% were satisfied.

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

There have been 690 fire safety audits carried out April 2021 to January 2022 and there have been 115 action plans or enforcement notices. The number of fire safety audits carried out is 301 more than the 3-year average of 389 and the number of action plans or enforcement notices is 32 more than the 3-year average of 83.

The number of completed Fire Safety Audits continues to reflect the increased number of qualified Fire Safety Inspecting Officers within the team. The Risk Based Inspection Programme (RBIP) target figure will continue to be increased annually. With the annual target figure increase being based on the number of fully qualified Fire Safety Inspecting Officers.

January 2022

For January, there were 83 fire safety audits carried out, which is 29 more than in December (54). There were 21 action plans or enforcement notices issued, which is 8 more than in December (13).

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

There have been 97 completed surveys received April 2021 to January 2022 and 93 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. As mentioned previously, at present surveys are only sent to people after a fire safety audit has been completed. The number of completed surveys received is 21 more than the 3-year average of 76.

January 2022

For January, there were 11 completed surveys received and all 11 were satisfied with the service they have received. There was 4 more completed than there was in December (7).

6.1 Average number of days/shifts lost to sickness by operational staff per person – April to December 2021

An average of 5.19 days/shifts per person were lost to sickness by operational staff during April to December 2021, compared to the 3-year average of 3.94 days/shifts lost per person. In total, there have been 1920.11 days/shifts lost to sickness, compared to the 3-year average of 1476.20 days/shifts lost.

The 1920.11 days/shifts lost April to December 2021 can be broken down further:

There were 566.27 short term days/shifts lost, an increase of 144.82 days/shifts lost compared to the 3-year average of 421.45 days/shifts lost.

There were 1353.84 long term days/shifts lost, an increase of 299.09 days/shifts lost compared the 3-year average of 1054.75 days/shifts lost.

The result of COVID 19 has also had an impact on sickness. If you include this data, an average of 7.63 days/shifts would be lost by operational staff during April to December 2021. In total, there have been 903.74 days/shifts lost to COVID 19, compared to 855.86 days/shifts lost during the same period last year. There were 63.77 days/shifts lost in the 1st Quarter, 401.61 days/shifts lost in the 2nd Quarter and 438.36 days/shifts lost in the 3rd Quarter. Of the 903.74 days/shifts lost to COVID 19, 113.18 days/shifts were where people were self-isolating and actually working from home.

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 225 instances, as well as 52 long term sickness instances and 307 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 to December 2021

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	121.00	50.00	171.00	30.44	5.62
23 – Eastern	40.00	18.00	58.00	36.56	1.59
24 – Western	75.50	233.50	309.00	21.67	14.26
30 – Central	41.50	50.50	92.00	39.11	2.35
40 – Southern	55.50	103.00	158.50	23.00	6.89
Total	333.50	455.00	788.50	150.78	5.23
DC					
21 – Melton	11.31	287.02	298.33	11.11	26.85
36 – Market Harborough	3.38	0.00	3.38	10.17	0.33
37 – Lutterworth	25.25	72.54	97.79	11.00	8.89
Total	39.94	359.56	399.50	32.28	12.38
DCP					
18 – Castle Donington	9.62	40.01	49.63	10.78	4.60
19 – Birstall	2.47	11.01	13.48	11.56	1.17
25 – Coalville	24.97	26.00	50.97	9.33	5.46
31 – Wigston	15.79	20.69	36.48	10.56	3.46
33 – Oakham	20.68	75.57	96.25	10.67	9.02
38 – Hinckley	12.30	0.00	12.30	10.78	1.14
Total	85.83	173.28	259.11	63.67	4.07
Control	53.50	219.50	273.00	25.56	10.68
Non Station	53.50	146.50	200.00	97.78	2.05
Total Operational	566.27	1353.84	1920.11	370.06	5.19

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
171.00	61.50	232.50	30.44	7.64
58.00	117.50	175.50	36.56	4.80
309.00	58.50	367.50	21.67	16.96
92.00	134.50	226.50	39.11	5.79
158.50	53.50	212.00	23.00	9.22
788.50	425.50	1214.00	150.78	8.05
298.33	24.56	322.89	11.11	29.06
3.38	17.46	20.84	10.17	2.05
97.79	31.71	129.50	11.00	11.77
399.50	73.73	473.23	32.28	14.66
49.63	10.64	60.27	10.78	5.59
13.48	18.10	31.58	11.56	2.73
50.97	23.08	74.05	9.33	7.93
36.48	18.35	54.83	10.56	5.19
96.25	10.58	106.83	10.67	10.02
12.30	32.26	44.56	10.78	4.13
259.11	113.01	372.12	63.67	5.84
273.00	72.00	345.00	25.56	13.50
200.00	219.50	419.50	97.78	4.29
1920.11	903.74	2823.85	370.06	7.63

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

An average of 4.44 days/shifts per person were lost to sickness by support staff during April to December 2021, compared to the 3-year average of 6.10 days/shifts lost per person. In total, there have been 518.41 days/shifts lost to sickness, compared to the 3-year average of 627.33 days/shifts lost.

The 518.41 days/shifts lost April to December 2021 can be broken down further:

There were 176.26 short term days/shifts lost, an increase of 12.88 days/shifts lost compared to the 3-year average of 163.38 days/shifts lost.

There were 342.15 long term days/shifts lost, a decrease of 121.80 days/shifts lost compared the 3-year average of 463.95 days/shifts lost.

The result of COVID 19 has also had an impact on sickness. If you include this data, an average of 6.71 days/shifts would be lost by support staff during April to December 2021. In total, there have been 263.97 days/shifts lost to COVID 19, compared to 200.32 days/shifts lost during the same period last year. Of the 263.97 days/shifts lost to COVID 19, 82.99 days/shifts were where people were self-isolating and actually working from home.

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 74 instances, as well as 13 long term sickness instances and 74 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 operationally.

Table 26: The total support sickness – April to December 2021

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	32.84	56.00	88.84	34.77	2.56
People and Organisational Development	52.36	165.16	217.52	27.02	8.05
Community Risk	49.00	76.00	125.00	27.82	4.49
Corporate Support	0.00	0.00	0.00	2.00	0.00
Operational Response	12.83	20.50	33.33	6.22	5.36
Service Assurance	28.57	24.49	53.06	18.51	2.87
Service Delivery	0.66	0.00	0.66	0.33	2.00
Total Support	176.26	342.15	518.41	116.67	4.44

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
88.44	119.11	207.55	34.77	5.98
217.52	71.60	289.12	27.02	10.70
125.00	47.50	172.50	27.82	6.20
0.00	0.00	0.00	2.00	0.00
33.33	4.00	37.33	6.22	6.00
53.06	19.78	72.84	18.51	3.93
0.66	1.98	2.64	0.33	8.00
518.41	263.97	782.38	116.67	6.71

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

There have been on average 7.80 members of staff that have been on modified duties for the entire month from April 2021 to January 2022. This is 0.13 less than the 3-year average of 7.93.

The breakdown includes 4.10 from Wholetime, 3.20 from On-Call and 0.50 from Support.

January 2022

The breakdown of 10 members of staff on modified duties for the entire month in January:

- Wholetime – 5 – 2 Melton, 1 Loughborough, 1 Non Station and 1 Western.
- On-Call – 4 – 1 Billesdon, 1 Kibworth, 1 Oakham and 1 Uppingham.
- Support – 1 – 1 People and Organisational Development.

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

There have been on average 13.90 members of staff that have been on modified duties at some point throughout the month from April 2021 to January 2022. This is 1.47 more than the 3-year average of 12.43.

The breakdown includes 9.00 from Wholetime, 3.00 from On-Call and 1.90 from Support.

January 2022

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

- Wholetime – 5 – 2 Non Station, 2 Oakham and 1 Control.
- On-Call – 2 – 1 Billesdon and 1 Oakham.
- Support – 0.