

Performance Update: April to September 2021

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	706	608	715	726	626	746							4127	4294	-167
I.2	Fire incidents	236	138	184	174	152	186							1070	1315	-245
a	Primary fire incidents	99	81	89	96	83	96							544	614	-70
b	Secondary fire incidents	126	54	92	78	69	89							508	684	-176
c	Chimney fire incidents	11	3	3	0	0	1							18	17	1
I.3	Fire false alarm incidents	223	214	230	255	230	261							1413	1439	-26
a	Due to apparatus	102	111	110	124	121	134							702	784	-82
b	Good intent	115	101	117	125	96	118							672	608	64
c	Malicious attended	6	2	3	6	13	9							39	47	-8
I.4	Non-fire incidents	247	256	301	297	244	299							1644	1540	104
a	Non-fire false alarms	6	9	14	11	11	11							62	58	4
b	Special service	241	247	287	286	233	288							1582	1482	100
-	Road traffic collision (RTC)	49	60	61	54	52	63							339	332	7
-	Assist other agencies	66	54	62	64	62	70							378	361	17
-	Medical incident - co-responder/first responder	11	16	24	26	20	31							128	196	-68
-	Effecting entry / exit	19	28	32	34	29	36							178	142	36
KCI 2 Fatalities and casualties																
2.1	Fatalities in fires	0	0	1	0	0	0							1	4	-3
2.2	Non-fatal casualties in fires	3	10	4	0	1	1							19	34	-15
2.3	Fatalities in non-fire incidents	10	4	4	6	4	3							31	28	3
2.4	Non-fatal casualties in non-fire incidents	54	64	78	53	66	66							381	426	-45
2.5	Number of TRIM (Trauma Risk Management):															
a	Notifications	11	11	11	8	3	8							52	37	15

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							44	18	26
c	1 to 1's	1	2	1	1	0	1							6	3	3
2.6	Number of LFRS employees injured whilst attending incidents	2	0	1	0	3	1							7	9	-2
KCI 3 Level of emergency response service provision																
3.1	Number of emergency calls received	1560	1341	1607	1564	1393	1640							9105	9313	-208
3.2	The total average response times of life threatening incidents (mins)	10:10	10:16	10:05	10:29	9:47	10:25							10:13	10.20	-0:07
a	Average call handling time	2:15	2:10	2:12	2:16	1:55	1:57							2:08	2:05	0:03
b	Average appliance mobilisation time	1:34	1:30	1:31	1:50	1:16	1:25							1:31	1:47	-0:16
c	Average time to drive to the incident	6:21	6:36	6:22	6:23	6:36	7:03							6:34	6:28	0:06
d	Number of life threatening incidents attended	62	64	79	70	54	71							400	542	-142
3.3	The total average response times of non-life threatening incidents (mins)	10:10	9:58	10:07	9:59	9:50	10:00							10:01	9:53	0:08
a	Average call handling time	2:12	2:17	2:12	2:11	2:08	2:08							2:11	2:11	0:00
b	Average appliance mobilisation time	1:36	1:36	1:41	1:38	1:37	1:36							1:37	1:41	-0:04
c	Average time to drive to the incident	6:22	6:05	6:14	6:10	6:05	6:16							6:13	6:01	0:12
d	Number of non-life risk incidents attended	635	536	625	644	570	666							3676	3560	116
3.4	The total average response times to primary fires (as recorded by Home Office)	10:13	10:08	9:58	9:27	10:33	10:40							10:09	9:43	0:26
a	Average call handling time	1:46	1:42	1:33	1:44	1:45	1:49							1:43	1:39	0:04
b	Average appliance mobilisation time	1:20	1:31	1:32	1:20	1:26	1:34							1:27	1:38	-0:11
c	Average time to drive to the incident	7:07	6:55	6:53	6:23	7:22	7:17							6:59	6:26	0:33
d	Number of primary fire incidents attended	90	76	77	88	70	82							483	560	-77
3.5	The % availability of Wholtime fire appliances	99.6%	99.6%	98.7%	94.6%	97.5%	98.2%							98.0%	98.7%	-0.7%
3.6	The % availability of On-Call fire appliances	73.6%	68.2%	65.8%	57.2%	62.1%	66.6%							65.6%	66.8%	-1.2%
3.7	The % of people satisfied with our overall response	100%	100%	100%	100%	100%	100%							100%	100%	0%
a	The % of people satisfied with their initial contact with the service	97%	97%	100%	100%	100%	95%							98%	100%	-2%
b	The % of people satisfied with the service they received at the scene	100%	100%	100%	100%	100%	95%							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	1317	1475	1244	1017	848							7027	3641	3386
4.2	Home safety feedback surveys	84	81	82	61	198	241							747	1023	-276
a	Percentage satisfied	100%	100%	98%	100%	97%	100%							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%	12%	12%							12%	22%	-10%
a	Fire safety audits	78	65	68	54	61	75							401	211	190
b	Action plans and enforcement notices	8	8	12	4	7	9							48	47	1
5.2	Fire protection survey – Overall how satisfied were you with the service received	100%	100%	100%	83%	89%	100%							97%	100%	-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)								3.47 (4.72)	2.31 (3.14)	1.16 (1.58)
a	Days/shifts lost to short-term sickness		162.09			180.34								342.43	245.86	96.57
b	Days/shifts lost to long-term sickness		492.71			450.70								943.41	621.00	322.41
c	Total days/shifts lost to sickness (COVID 19)		654.80 (63.77)			631.04 (401.61)								1285.84 (465.38)	866.86 (399.85)	418.98 (65.53)
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)								2.86 (4.16)	3.63 (4.19)	-0.77 (-0.03)
a	Days/shifts lost to short-term sickness		41.00			60.59								101.59	83.95	17.64
b	Days/shifts lost to long-term sickness		96.66			130.49								227.15	292.05	-64.90
c	Total days/shifts lost to sickness (COVID 19)		137.66 (34.42)			191.08 (115.54)								328.74 (149.96)	376.00 (134.57)	-47.26 (15.39)
6.3	Average number of staff on modified duties for the entire month	8	5	8	5	8	8							7.00	8.05	-1.05
a	Wholetime	4	4	5	2	6	3							4.00	3.39	0.61
b	On-Call	4	1	2	2	2	5							2.67	4.27	-1.60
c	Support	0	0	1	1	0	0							0.33	0.39	-0.06
6.3	Average number of staff on modified duties at some point throughout the month	9	13	16	21	12	17							14.67	11.84	2.83
a	Wholetime	8	6	11	15	6	11							9.50	8.06	1.44
b	On-Call	0	3	1	5	5	4							3.00	2.67	0.33

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							2.17	1.11	1.06

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 to September 2021

Of the 4127 incidents April to September 2021, 1644 (40%) were non-fire incidents, 1413 (34%) were fire false alarms and 1070 (26%) were fire incidents. Most incidents occurred in Western, followed by Charnwood and Central. The 3-year average is 3589, so in comparison to this, there are 237 fewer incidents.

Table 2: Total incidents – April to September 2021

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Apr to Sep 2021
1.1	Total incidents	537	524	654	328	211	165	156	326	558	330	338	4127

Looking at the 3 areas:

Fire incidents – reduction of 245 incidents compared to 3-year average.

Fire false alarm incidents – reduction of 26 incidents compared to the 3-year average.

Non-fire incidents – increase of 104 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 the summer months has simply not happened. The only area to increase is 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.

September 2021

Of the 746 incidents in September, 299 (40%) were non-fire incidents, 261 (35%) were fire false alarms and 186 (25%) were fire incidents. Most incidents occurred in Western, followed by Central, Charnwood and Eastern. There were 626 incidents in August, with September showing increases in all three areas of fire incidents, fire false alarm incidents and non-fire incidents.

Table 3: Total incidents – September 2021

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	September 2021
I.1	Total incidents	99	93	121	52	42	31	29	60	93	62	64	746

Chart 1: The total number of incidents by day in September 2021 shows the number of incidents by day, ranging from 14 at its lowest in a day on the 29 September, to 41 incidents at its peak on the 5 September. The number of incidents has reduced slightly as the month has progressed, from what was a really busy start to the month. On average, there were 24.87 incidents attended each day.

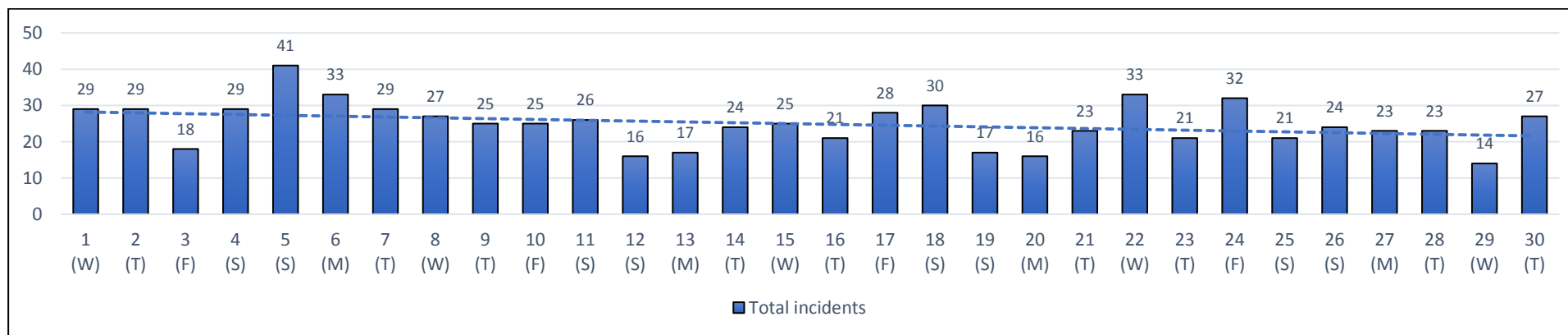
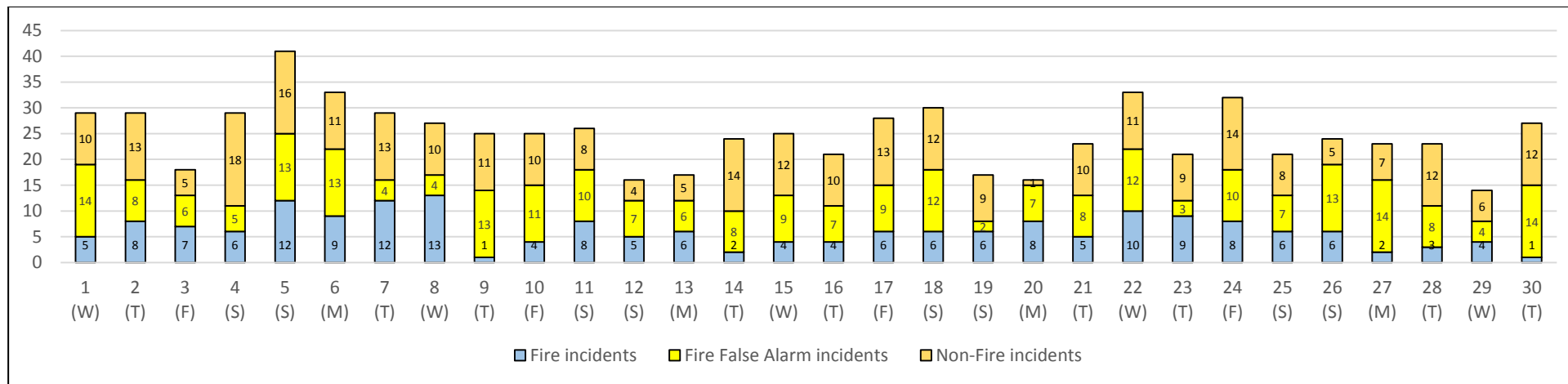


Chart 2: The total number of incidents broken down by type and day in September 2021 shows the 41 incidents on the 5 September broken down into 16 non-fire incidents, 13 fire false alarm incidents and 12 fire incidents.



1.2 Fire incidents – April to September 2021

Of the 1070 fire incidents April to September 2021, 544 were primary fires, 508 were secondary fires and 18 were chimney fires. Most incidents occurred in Western, Charnwood and Eastern. The 3-year average is 1315, so in comparison to this, there are 245 fewer incidents.

Table 4: Fire incidents – April to September 2021

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Apr to Sep 2021
1.2	Fire incidents	113	122	176	87	77	24	41	102	122	98	108	1070
a	Primary fire incidents	47	68	81	63	30	12	27	53	57	50	56	544
b	Secondary fire incidents	66	53	95	20	44	12	12	48	63	46	49	508
c	Chimney fire incidents	0	1	0	4	3	0	2	1	2	2	3	18

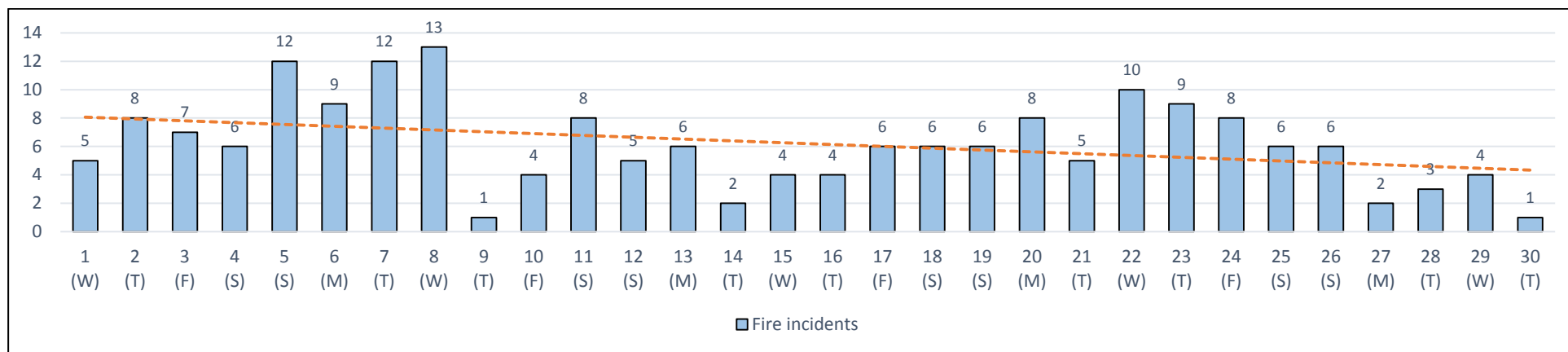
September 2021

Of the 186 incidents in September, 96 (52%) were primary fires, 89 (48%) were secondary fires and there was 1 chimney fire. Most incidents occurred in Eastern, Western and Central. This is an increase of 34 incidents from August (152). This is the 2nd highest month of the year so far, although the number of incidents is still considerably below the 3-year average.

Table 5: Fire incidents – September 2021

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	September 2021
I.2	Fire incidents	22	30	26	11	13	3	9	18	19	20	15	186
A	Primary fire incidents	10	12	13	7	6	1	7	9	8	15	8	96
B	Secondary fire incidents	12	17	13	4	7	2	2	9	11	5	7	89
C	Chimney fire incidents	0	1	0	0	0	0	0	0	0	0	0	1

Chart 3: The total number of fire incidents by day in September 2021 shows the number of incidents by day, ranging from 1 at its lowest on the 9 September and 30 September, to 13 incidents at its peak on the 8 September. The number of incidents has reduced slightly as the month has progressed, from what was a really busy start to the month. On average, there were 6.20 fire incidents attended each day.



1.2a Primary fire incidents

There were 96 primary fire incidents in September, an increase of 13 from August (83). Of these, 66 were accidental fires, 27 were deliberate fires and 3 were not known. Hinckley and Bosworth again had the most incidents with 15, followed by Western 13 and Eastern 12. Of the 15 primary fires at Hinckley and Bosworth, 7 were accidental, 7 were deliberate and 1 was not known. Hinckley and Bosworth has now had 50 primary fires since April, with 27 in the last 2 months.

Of the 66 accidental fires, there were 25 road vehicle, 22 dwelling, 12 non-residential, 3 outdoor, 2 other residential and 2 outdoor structure. The main fire cause shows there were 12 faulty fuel supply - electricity, 12 overheating unknown cause and 9 fault in equipment or appliance. The main ignition source shows 17 were vehicles only, 13 were cooking appliance and 13 were electricity supply. The main times of the incidents show 8 of the incidents occurring between the hours of 10.00am – 11.00am.

Of the 27 deliberate fires, the main property category was 11 road vehicle, 9 were outdoor, 4 non-residential and 3 dwelling. There were 2 incidents at HM Prison Stocken Stretton, which is the same number as there were in August.

1.2b Secondary fire incidents

There were 89 secondary fire incidents in September, which is 20 more than August (69). Of these, 41 were accidental fires, 47 were deliberate fires and 1 was not known. There have been a total of 508 secondary fires for the year so far, which is 176 fewer than the 3-year average of 684 incidents. It is one of the lowest number of secondary fire incidents recorded for Leicestershire Fire and Rescue. 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.

Of the 41 accidental fires, the main types of property were loose refuse (incl in garden) 10 and small refuse/rubbish/recycle container (excluding wheelie bin) 5. The main times of the incidents shows 6 incidents occurring between the hours of 2.00pm – 3.00pm and 6.00pm – 7.00pm each.

Of the 47 deliberate fires, the main types of property were loose refuse (incl in garden) 14 and tree scrub (includes single trees not in garden) 6. The main times of the incidents show 8 of the incidents occurring between the hours of 5.00pm – 6.00pm.

1.2c Chimney fire incidents

There was 1 chimney fire incident in September in Eastern, which is 1 more than August (0).

1.3 Fire false alarm incidents – April to September 2021

Of the 1413 fire false alarm incidents April to September 2021, 702 were due to apparatus, 672 were good intent and 39 were malicious. Most incidents occurred in Western, Central and Eastern. The 3-year average is 1439, so compared to the average, figures have decreased by 26.

Table 6: Fire false alarm incidents – April to September 2021

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Apr to Sep 2021
I.3	Fire false alarms	213	205	215	108	52	67	48	96	200	115	94	1413
A	Due to apparatus	141	104	120	51	24	30	33	40	88	46	25	702
B	Good intent	64	96	85	57	27	32	14	53	110	68	66	672
C	Malicious attended	8	5	10	0	1	5	1	3	2	1	3	39

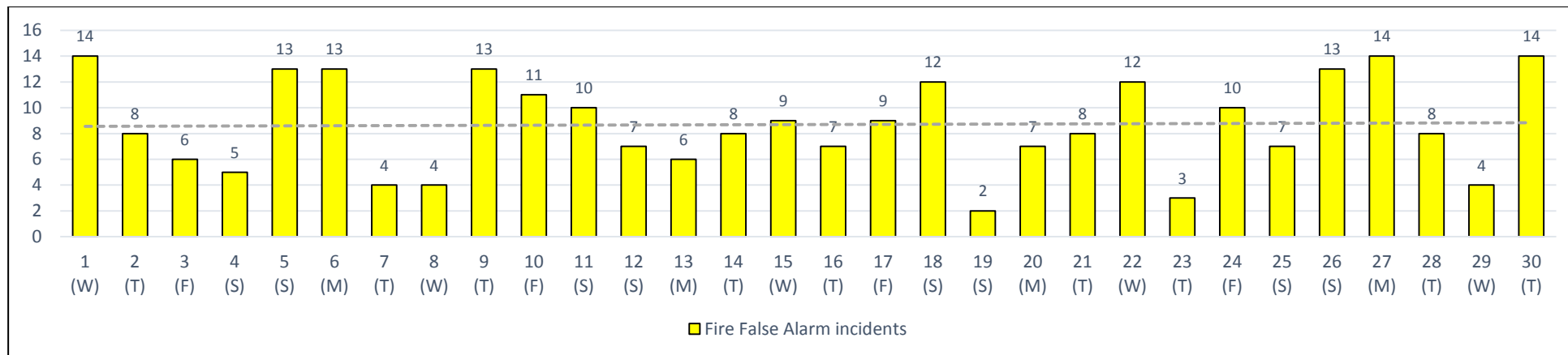
September 2021

Of the 261 fire false alarm incidents in September, 134 were due to apparatus, 118 were good intent and 9 were malicious. Most incidents occurred in Western, Charnwood and Central. There were 230 in August, so September has seen an increase of 31.

Table 7: Fire false alarm incidents – September 2021

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	September 2021
I.3	Fire false alarms	36	32	44	16	20	16	10	20	40	20	17	261
A	Due to apparatus	21	11	23	7	8	11	6	7	24	11	5	134
B	Good intent	13	20	18	9	2	4	4	12	15	9	12	118
C	Malicious attended	2	1	3	0	0	1	0	1	1	0	0	9

Chart 4: The total number of fire false alarm incidents by day in September 2021 shows the number of incidents by day, ranging from 2 incidents at its lowest on the 19 September, to 14 incidents at its peak on 3 different days. The number of incidents has remained quite consistent throughout the month. On average, there were 8.70 incidents attended each day.



1.3a Due to apparatus

There were 134 false alarms due to apparatus in September, an increase of 13 from August (121). Of these, 93 were dwelling, 22 were other residential and 19 were non-residential.

Of the false alarms due to apparatus in dwellings, the main causes were faulty 32 and cooking/burnt toast 22. The main times of the incidents show 10 of the incidents occurring between the hours of 7.00am – 8.00am and 5.00pm – 6.00pm each.

Of the false alarms due to apparatus in other residential, the main causes were accidentally/carelessly set off 7, cooking/burnt toast 3 and testing 3.

Of the false alarms due to apparatus in non-residential, the main causes were faulty 5 and unknown 4.

1.3b Good intent

There were 118 good intent false alarms in September, an increase of 22 from August (96). Of these, the main categories were dwelling 52, outdoor 39 and road vehicle 15.

Of the good intent false alarms, the main causes were other 26, other cooking 20 and other 19. The main times of the incidents show 15 of the incidents occurring between the hours of 7.00pm – 8.00pm.

1.3c Malicious attended

There were 9 malicious false alarms in September, a decrease of 4 from August (13). Of these, 3 were in Western, 2 Central, 1 Blaby, 1 Charnwood, 1 Eastern and 1 Oadby and Wigston.

1.4 Non-fire incidents – April to September 2021

Of the 1644 non-fire incidents April to September 2021, 62 were non-fire false alarms and 1582 were special service. Looking at the table below, the most incidents occurred in Western, Charnwood and Central. The 3-year average is 1540, so compared to the average, figures have increased by 104.

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 6 months this year, we have attended 39 suicide attempts, with 3 in September. Of the 39 suicide attempts, 6 were actual suicides. There were a total of 50 suicide attempts in the whole of last year, of which 6 were actual suicides.

Table 8: Non-fire incidents – April to September 2021

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Apr to Sep 2021
I.4	Non-fire incidents	211	197	263	133	82	74	67	128	236	117	136	1644
a	Non-fire false alarms	7	7	16	3	0	4	4	4	6	4	7	62
b	Special service	204	190	247	130	82	70	63	124	230	113	129	1582
-	Road traffic collision (RTC)	23	30	41	44	19	7	14	46	51	30	34	339
-	Assist other agencies	56	37	60	24	17	17	14	25	61	30	37	378
-	Medical incident - co-responder/first responder	13	11	12	13	13	13	10	11	16	12	4	128
-	Effecting entry / exit	21	30	35	10	9	9	8	11	27	7	11	178

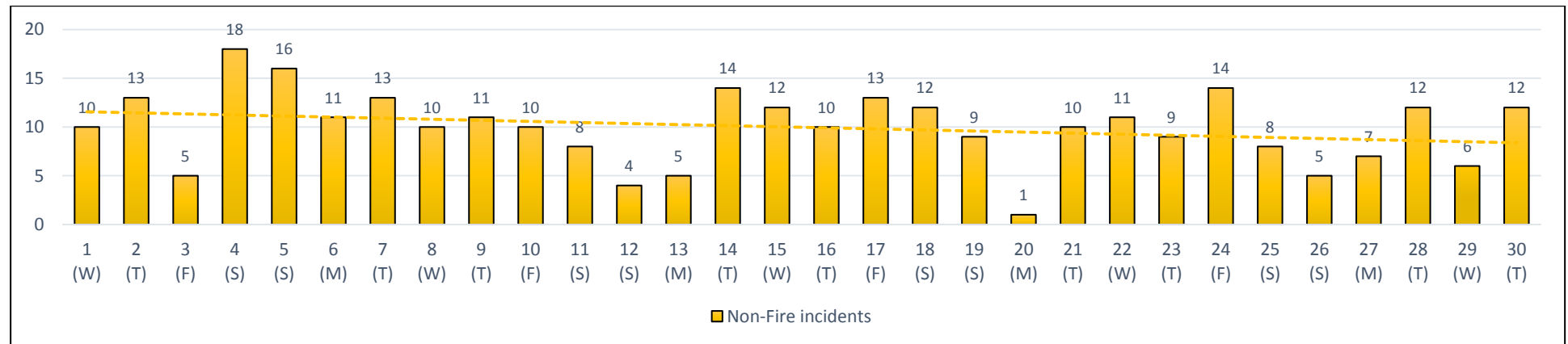
September 2021

Of the 299 incidents in September, 11 were non-fire false alarms and 288 were special service. Looking at the table below the most incidents occurred in Western, Central and Charnwood. There were 244 in August, so September has seen an increase of 55.

Table 9: Non-fire incidents – September 2021

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	September 2021
I.4	Non-fire incidents	41	31	51	25	19	12	10	22	34	22	32	299
A	Non-fire false alarms	2	0	3	2	0	1	0	0	2	1	0	11
B	Special service	39	31	48	23	19	11	10	22	32	21	32	288
-	Road traffic collision (RTC)	2	4	8	5	5	1	2	10	7	5	14	63
-	Assist other agencies	8	11	10	5	3	7	2	3	6	8	7	70
-	Medical incident - co-responder/first responder	3	0	6	2	3	1	5	3	4	4	0	31
-	Effecting entry / exit	7	5	6	2	4	0	1	3	6	0	2	36

Chart 5: The total number of non-fire incidents by day in September 2021 shows the number of incidents by day, ranging from 1 at its lowest in a day on the 20 September, to 18 incidents at its peak on the 4 September. The number of incidents has reduced slightly as the month has progressed. On average, there were 9.97 incidents attended each day.



1.4a Non-fire false alarms

Of the 11 non-fire false alarms in September, 3 were in Western, 2 Central, 2 Charnwood, 2 Harborough, 1 Hinckley and Bosworth and 1 Oadby and Wigston. This is exactly the same as the number in August (11).

1.4b Special service

There were 288 special service incidents in September, which is 55 more than the number in August (233). Of these, there were 70 assist other agencies, 63 road traffic collisions and 36 effecting entry/exit. Western had the most incidents with 48, followed by Central 39, Charnwood 32 and North West Leicester 32. Assist other agencies has had 70 incidents in September, which is an increase of 8 from August (62) and this type of incident remains consistently high. There have now been 378 assist other agency incidents from April to September 2021, which is slightly more than the 3-year average of 361. The number of road traffic collisions has increased slightly with 339 April to September 2021, compared to the 3-year average of 332. However, the 3-year average will have been affected by the significant reduction in traffic on the roads during April and September 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 31 incidents attended in September and a total of 128 so far this year, compared to the 3 year-average of 196. 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 to September 2021

There was 1 fatality in a fire in June 2021. This is 3 less than the 3-year average of 4 fatalities.

The 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 the both 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.

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2.2 Non-fatal casualties in fires – April to September 2021

There have been 19 non-fatal casualties in fires April to September 2021. This is 15 less than the 3-year average of 34. Of the 19 non-fatal casualties, 5 have occurred in fires in Charnwood, 4 in the City, 4 in North West Leicester, 3 in Harborough, 1 in Blaby, 1 in Hinckley and Bosworth and 1 in Rutland. Out of the 19 non-fatal casualties in fires, 16 casualties occurred in buildings and 3 in the outdoors. The circumstances leading to the injuries, shows that of the 19 non-fatal casualties, the main categories were caused by discovering fire 6 and fighting fire (including attempts) 5.

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

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Apr to Sep 2021
2.2	Non-fatal casualties in fires	0	2	2	3	0	0	1	1	5	1	4	19

September 2021

There was 1 non-fatal casualty in fires in September, which is exactly the same as August (1).

The non-fatal casualty in a fire occurred in the afternoon of Sunday 12 September in the Lutterworth West Ward in Harborough. Crews attended a fire on some land outdoors, which was started deliberately. A bonfire had been set alight consisting of waste building products within a building site. A 25-year-old male person had already been taken to hospital prior to the arrival of fire service and the injuries appear to be serious.

2.3 Fatalities in non-fire incidents – April to September 2021

There have been 31 fatal casualties in non-fire incidents April to September 2021. This is 3 more than the 3-year average of 28. Of the 31 fatalities, 13 were attended to assist other agencies, 6 were suicide/attempts, 5 were road traffic collisions, 2 were rescue or evacuation from water, 2 were medical Incident - first responder, 1 was effecting entry/exit, 1 was no action (not false alarm) and 1 was other transport incident. There were 6 in North West Leicester, 5 in Charnwood, 3 in Central, 3 in Eastern, 3 in Oadby and Wigston, 3 in Rutland, 3 in Western, 2 in Harborough, 1 in Blaby, 1 in Hinckley and Bosworth and 1 in Melton.

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

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Apr to Sep 2021
2.3	Fatalities in non-fire incidents	3	3	3	2	1	3	3	1	5	1	6	31

September 2021

There were 3 fatalities in non-fire incidents in September, compared to 4 in August.

Of the 3 fatalities, 2 were attended to assist other agencies and 1 was a road traffic collision. There were 2 in North West Leicester and 1 in Hinckley and Bosworth.

Table 12: Fatalities in non-fire incidents – September 2021

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	September 2021
2.3	Fatalities in non-fire incidents	0	0	0	0	0	0	0	0	0	1	2	3

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

There have been 381 non-fatal casualties in non-fire incidents April to September 2021. This is 45 below the 3-year average of 426. Of the property types of non-fatal casualties, 226 were road traffic collisions, 131 were buildings, 23 were outdoor and 1 other transport vehicle. Charnwood has had most non-fatal casualties with 58. 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 to September 2021

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Apr to Sep 2021
2.4	Non-fatal casualties in non-fire incidents	33	36	52	39	20	10	17	43	58	38	35	381

September 2021

There were 66 non-fatal casualties in non-fire incidents in September, compared to 66 in August. This is quite interesting in itself as there were considerably more incidents this month, than the number of incidents in August.

Of the 66 non-fatal casualties, the property types of non-fatal casualties were road traffic collisions 33, building 27 and outdoor 6. The districts with the most non-fatal casualties in non-fire incidents in September was Western with 14, North West Leicester 12 and Charnwood 9. The number of non-fatal casualties in Western can be related somewhat to the high number of special service incidents. Looking into the high number of non-fatal casualties in North West Leicester, there were 9 non-fatal casualties from road traffic collisions, with 3 from one incident, which was a result of a head on car collision, with 2 casualties taken to hospital by road ambulance and 1 casualty taken to hospital by air ambulance.

Table 14: Non-fatal casualties in non-fire incidents – September 2021

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	September 2021
2.4	Non-fatal casualties in non-fire incidents	7	4	14	2	5	1	4	3	9	5	12	66

2.5 Number of TRiM (Trauma Risk Management) – April to September 2021

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 52 TRiM notifications April to September 2021. This is 15 more than last year's figure of 37 during the same period.

September 2021

There were 8 TRiM notifications in September, compared to 3 in August. Of the 8 incidents that were reported, there were 3 road traffic collisions, including 1 pregnant female and 4-year-old child (1 fatality), a protracted incident involving 39 cattle that had to be destroyed at the scene, police assistance to retrieve a body, threat to crews by hand gun, chemical suicide, gain entry fatality and a community safety executive attended a property and found a fatality with the owner. Coordinators helped managers of crews/community safety executive with advice and the way forward on 3 occasions and there has been 1 x 1 to 1 carried out. An online learning/ information course has been completed by 380 personnel and 4 new practitioners completed initial training with Leicestershire Police, with 4 more to attend in October. TRiM Roadshows are being planned for teams/watches during November and December to raise the profile and inform individuals what TRiM is and how it can help individuals.

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

There have been 7 personal injuries whilst attending incidents April to September 2021. This is 2 less than the 3-year average of 9. All 7 of the personal injuries were classed as minor, with 3 occurring at Eastern station, 1 at Hinckley station, 1 at Western station, 1 at Wigston station and 1 at Workshops. The personal injuries were categorised further as 1 cut to scalp, 1 injury whilst lifting or manual handling, 1 injury from change in floor levels/height, 1 slipped, tripped and fell on same level, 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 and 1 injury was caused from overexertion. Of the 7 personal injuries, 6 of the injuries occurred whilst at a fire and 1 occurred at a special service incident. Based on the RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013) reporting, 3 injuries resulted in no sickness or modified duties, 1 injury resulted in a period of sickness over 3 days, 1 injury resulted in a period of sickness under 3 days, 1 injury resulted in modified duties over 7 days and 1 injury resulted in a sickness/modified duties check added to team calendar.

September 2021

There was 1 personal injury whilst attending incidents in September, compared to 3 in August. The personal injury was classed as minor, occurred at Wigston station and was categorised further as overexertion. This involved a firefighter committed with breathing apparatus to the attic space involved in a fire. Based on the RIDDOR reporting the injury resulted in no sickness or modified duties.

3.1 Number of emergency calls received – April to September 2021

There have been 9105 emergency calls received April to September 2021. This is 208 less than the 3-year average of 9313.

September 2021

There were 1640 emergency calls received in September, which is 247 more than August (1393). 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 4.22 seconds in September.

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

There have been 400 incidents classed as life risk by Control April to September 2021. This is 142 less than the 2-year average of 542. 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 400 incidents was 10 minutes 13 seconds, compared to the 2-year average of 10 minutes 20 seconds.

The 10 minutes 13 seconds can be broken down further:

Average call handling was 2 minutes 8 seconds, an increase of 3 seconds on the 2-year average time (2 minutes 5 seconds).

Average mobilisation time was 1 minute 31 seconds, a reduction of 16 seconds on the 2-year average time (1 minute 47 seconds).

Average drive time was 6 minutes 34 seconds, an increase of 6 seconds on the 2-year average time (6 minutes 28 seconds).

The 400 life risk incidents average response time of 10 minutes 13 seconds can also be broken down by incident type:

48 Fire incidents attended with an average response time of 9 minutes 52 seconds.

36 Fire false alarm incidents attended with an average response time of 8 minutes 44 seconds.

316 Non-fire incidents attended with an average response time of 10 minutes 26 seconds.

Of the 316 Non-fire incidents, there were 209 RTC incidents attended with an average response time of 10 minutes 39 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 September 2021 there have been 57 investigations carried out by

Control, 21 mobilisation investigations and 58 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 September 2021

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Apr to Sep 2021
3.2	The total average response times of life threatening incidents (mins)	7:31	8:14	8:18	12:50	12:43	8:38	14:14	11:11	10:12	11:53	11:01	10:13
a	Average call handling time	1:57	1:55	2:01	2:33	2:01	2:10	2:03	2:27	2:01	2:14	2:08	2:08
b	Average appliance mobilisation time	1:12	0:57	1:09	2:00	2:22	1:36	2:06	1:41	1:16	1:48	1:50	1:31
c	Average time to drive to the incident	4:22	5:22	5:08	8:17	8:20	4:52	10:05	7:03	6:55	7:51	7:03	6:34
d	Number of life threatening incidents attended	50	34	70	45	17	11	20	34	48	28	43	400

September 2021

There have been 71 incidents classed as life risk by Control in September 2021. This is 17 more than August (54). The total average response time for the 71 incidents was 10 minutes 25 seconds, compared to 9 minutes 47 seconds in August.

The 10 minutes 25 seconds can be broken down further:

Average call handling was 1 minute 57 seconds, an increase of 2 seconds on the time in August (1 minute 55 seconds).

Average mobilisation time was 1 minute 25 seconds, an increase of 9 seconds on the time in August (1 minute 16 seconds).

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

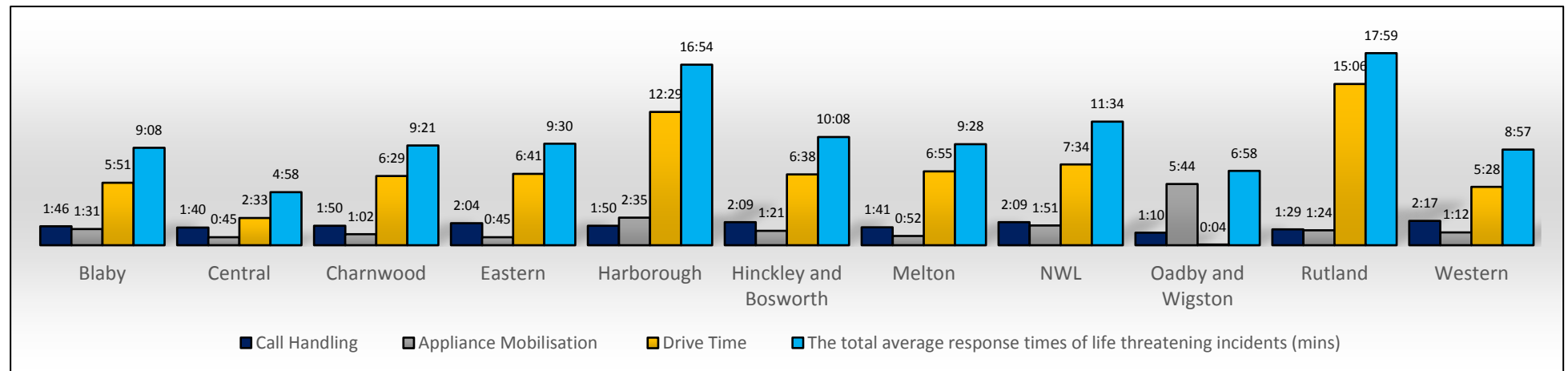
During September there have been 6 investigations carried out by Control, 4 mobilisation investigation and 13 drive time investigations. This picks up any anomalies with the system and highlights any possible areas of concern.

Please note that small numbers are being analysed here.

Table 16: The total average response times of life threatening incidents (mins) – September 2021

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	September 2021
3.2	The total average response times of life threatening incidents (mins)	4:58	9:30	8:57	16:54	9:28	6:58	17:59	9:08	9:21	10:08	11:34	10:25
a	Average call handling time	1:40	2:04	2:17	1:50	1:41	1:10	1:29	1:46	1:50	2:09	2:09	1:57
b	Average appliance mobilisation time	0:45	0:45	1:12	2:35	0:52	5:44	1:24	1:31	1:02	1:21	1:51	1:25
c	Average time to drive to the incident	2:33	6:41	5:28	12:29	6:55	0:04	15:05	5:51	6:29	6:38	7:34	7:03
d	Number of life threatening incidents attended	7	8	10	6	4	1	4	5	8	5	13	71

Chart 6: The total average response times of life threatening incidents in September 2021 shows the average call handling time, average mobilisation time, average time to drive and average total response time broken down by district. Central shows the quickest average response time and Rutland shows the longest average response time to life threatening incidents.



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

There have been 3676 incidents classed as non-life risk by Control April to September 2021. This is 116 more than the 2-year average of 3560. The total average response time for the 3676 incidents was 10 minutes 1 second, compared to the 2-year average of 9 minutes 53 seconds.

The 10 minutes 1 second can be broken down further:

Average call handling was 2 minutes 11 seconds, which is exactly the same as the 2-year average time (2 minutes 11 seconds).

Average mobilisation time was 1 minute 37 seconds, a reduction of 4 seconds on the 2-year average time (1 minute 41 seconds).

Average drive time was 6 minutes 13 seconds, an increase of 12 seconds on the 2-year average time (6 minutes 1 second).

The 3676 non-life risk incidents average response time of 10 minutes 1 second can also be broken down by incident type:

1016 Fire incidents attended with an average response time of 10 minutes 8 seconds.

1436 Fire false alarm incidents attended with an average response time of 9 minutes 18 seconds.

1224 Non-fire incidents attended with an average response time of 10 minutes 45 seconds.

Of the 1224 Non-fire incidents, there were 353 Assist other agencies incidents attended with an average response time of 10 minutes 46 seconds.

Please note: There were a total of 3727 non-life risk incidents attended April to September 2021. 51 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 September 2021

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Apr to Sep 2021
3.3	The total average response times of non-life threatening incidents (mins)	8:07	8:35	8:56	12:06	11:22	9:04	11:14	12:00	9:38	11:45	11:33	10:01
a	Average call handling time	2:12	2:09	2:07	2:14	1:55	2:17	2:14	2:47	1:59	2:12	2:08	2:11
b	Average appliance mobilisation time	1:14	1:15	1:10	2:00	3:09	1:46	1:48	1:24	1:27	2:04	2:21	1:37
c	Average time to drive to the incident	4:41	5:11	5:39	7:52	6:18	5:01	7:12	7:49	6:12	7:29	7:04	6:13
d	Number of non-life threatening incidents attended	479	484	577	280	193	149	135	287	501	300	291	3676

September 2021

There have been 666 incidents classed as non-life risk by Control in September. This is 96 more than August (570).

The total average response time for the 666 incidents was 10 minutes 0 seconds, compared to 9 minutes 50 seconds in August.

The 10 minutes 0 seconds can be broken down further:

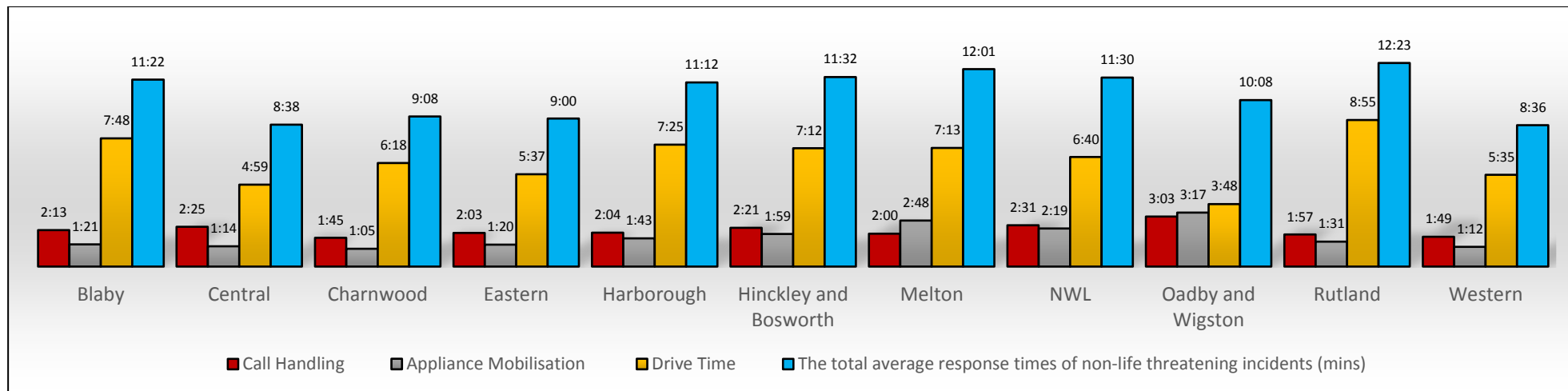
Average call handling was 2 minutes 8 seconds, which is exactly the same as the time in August (2 minutes 8 seconds).
 Average mobilisation time was 1 minute 36 seconds, a reduction of 1 second on the time in August (1 minute 37 seconds).
 Average drive time was 6 minutes 16 seconds, an increase of 11 seconds on the time in August (6 minutes 5 seconds).

Currently no investigations are carried out.

Table 18: The total average response times of non-life threatening incidents (mins) – September 2021

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	September 2021
3.3	The total average response times of non-life threatening incidents (mins)	8:38	9:00	8:36	11:12	12:01	10:08	12:23	11:22	9:08	11:32	11:30	10:00
a	Average call handling time	2:25	2:03	1:49	2:04	2:00	3:03	1:57	2:13	1:45	2:21	2:31	2:08
b	Average appliance mobilisation time	1:14	1:20	1:12	1:43	2:48	3:17	1:31	1:21	1:05	1:59	2:19	1:36
c	Average time to drive to the incident	4:59	5:37	5:35	7:25	7:13	3:48	8:55	7:48	6:18	7:12	6:40	6:16
d	Number of non-life threatening incidents attended	91	83	108	47	38	29	25	54	85	56	50	666

Chart 7: The total average response times of non-life threatening incidents in September 2021 shows the average call handling time, average mobilisation time, average time to drive and average total response time broken down by district. Western 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 to September 2021

There were a total of 544 primary fires attended April to September 2021. 61 incidents have been excluded as per Home Office guidelines. So, the response time calculations for primary fires are based on 483 primary fires April to September 2021. The total average response time for the 483 primary fires is 10 minutes 9 seconds, compared to the 2-year average of 9 minutes 43 seconds.

The 10 minutes 9 seconds can be broken down further:

Average call handling was 1 minute 43 seconds, an increase of 4 seconds on the 2-year average time (1 minutes 39 seconds).

Average mobilisation time was 1 minute 27 seconds, a reduction of 11 seconds on the 2-year average time (1 minute 38 seconds).

Average drive time was 6 minutes 59 seconds, an increase of 33 seconds on the 2-year average time (6 minutes 26 seconds).

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

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Apr to Sep 2021
3.3	The total average response times of primary fire incidents (mins)	7:00	7:26	8:14	12:20	13:10	7:56	12:06	10:58	9:42	12:25	11:50	10:09
a	Average call handling time	1:44	1:25	1:31	1:44	1:41	1:27	2:19	1:46	1:52	1:41	1:58	1:43
b	Average appliance mobilisation time	1:01	0:58	1:09	1:40	2:56	1:13	1:24	1:09	1:03	1:57	2:08	1:27
c	Average time to drive to the incident	4:15	5:03	5:34	8:56	8:33	5:16	8:23	8:03	6:47	8:47	7:44	6:59

d	Number of primary fire incidents attended	46	63	61	57	26	11	27	50	49	42	51	483
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September 2021

There have been 82 primary fires in September. This is 12 more than August (70).

The total average response time for the 82 incidents was 10 minutes 40 seconds, compared to 10 minutes 33 seconds in August.

This 10 minutes 40 seconds can be broken down further:

Average call handling was 1 minute 49 seconds, an increase of 4 seconds on the time in August (1 minute 45 seconds).

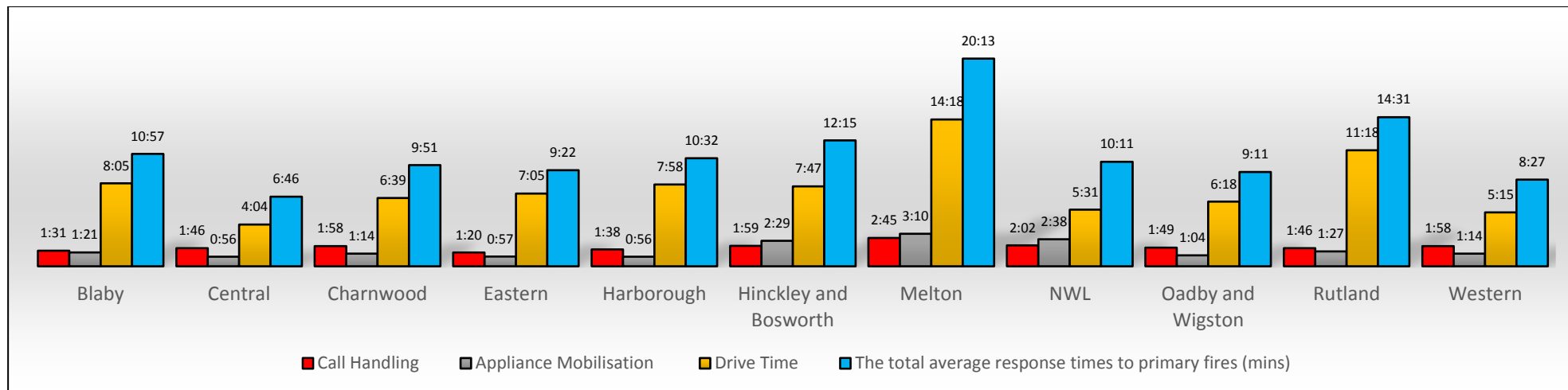
Average mobilisation time was 1 minute 34 seconds, an increase of 8 seconds on the time in August (1 minute 26 seconds).

Average drive time was 7 minutes 17 seconds, a decrease of 5 seconds on the time in August (7 minutes 22 seconds).

Table 20: The total average response times of primary fire incidents (mins) – September 2021

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	September 2021
3.3	The total average response times of primary fire incidents (mins)	6:46	9:22	8:27	10:32	20:13	9:11	14:31	10:57	9:51	12:15	10:11	10:40
a	Average call handling time	1:46	1:20	1:58	1:38	2:45	1:49	1:46	1:31	1:58	1:59	2:02	1:49
b	Average appliance mobilisation time	0:56	0:57	1:14	0:56	3:10	1:04	1:27	1:21	1:14	2:29	2:38	1:34
c	Average time to drive to the incident	4:04	7:05	5:15	7:58	14:18	6:18	11:18	8:05	6:39	7:47	5:31	7:17
d	Number of primary fire incidents attended	10	12	8	4	4	1	7	9	8	11	8	82

Chart 8: The total average response times of primary fire incidents in September 2021 shows the average call handling time, average mobilisation time, average time to drive and average total response time broken down by district. Central shows the quickest average response time and Melton shows the longest average response time to primary fire incidents.



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

For April to September 2021, Wholetime fire appliances have been available 98.0% of the time due to crewing, a decrease of 0.7% compared to the 3-year average (98.7%). Please note these figures are calculated based purely on the crew/skill availability held on the Systel Data Warehouse. Any unavailability due to mechanical reasons are not included.

Table 21: The % availability of Wholetime fire appliances – April to September 2021

Station	Appliance	Type	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Total
Castle Donington	18PI	Wholetime	100.00%	99.40%	99.86%	100.00%	100.00%	100.00%							99.88%
Birstall	19P2	Wholetime	100.00%	100.00%	100.00%	99.73%	99.73%	100.00%							99.91%
Loughborough	20PI	Wholetime	99.86%	99.87%	100.00%	99.60%	99.87%	98.33%							99.59%
Loughborough	20P3	Wholetime	99.12%	99.87%	94.65%	68.54%	83.77%	85.69%							88.53%
Melton	21PI	Wholetime (07.00 – 19.00)	97.64%	99.19%	96.67%	95.61%	99.28%	99.86%							98.04%
Eastern	23PI	Wholetime	99.86%	99.06%	100.00%	99.87%	100.00%	100.00%							99.80%
Eastern	23P2	Wholetime	99.65%	98.66%	99.72%	85.35%	93.28%	97.64%							95.66%
Western	24PI	Wholetime	99.03%	98.25%	99.72%	97.20%	99.87%	96.67%							98.46%
Coalville	25PI	Wholetime	100.00%	99.33%	99.79%	97.78%	97.94%	99.86%							99.10%

Central	30PI	Wholetime	100.00%	100.00%	100.00%	99.87%	100.00%	100.00%							99.98%
Central	30P2	Wholetime	99.93%	99.93%	91.18%	77.65%	91.06%	96.67%							92.68%
Wigston	31PI	Wholetime	100.00%	100.00%	100.00%	99.73%	99.93%	99.63%							99.88%
Oakham	33PI	Wholetime	100.00%	99.87%	99.86%	100.00%	100.00%	100.00%							99.96%
Market Harborough	36PI	Wholetime (07.00 – 19.00)	98.89%	100.00%	96.11%	99.19%	98.79%	99.58%							98.77%
Lutterworth	37PI	Wholetime (07.00 – 19.00)	99.44%	99.19%	100.00%	89.78%	99.42%	99.17%							97.81%
Hinckley	38PI	Wholetime	98.33%	99.69%	99.17%	98.25%	97.58%	98.31%							98.55%
Southern	40PI	Wholetime	100.00%	100.00%	99.58%	100.00%	99.87%	99.86%							99.89%
Total			99.60%	99.56%	98.70%	94.57%	97.53%	98.19%							98.01%

September 2021

For September, Wholetime fire appliances have been available 98.2% of the time due to crewing, compared to August (97.5%).

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

For April to September 2021, On-Call fire appliances have been available 65.3% of the time due to crewing, a decrease of 1.5% 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 to September 2021

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%							99.83%
	21P2	On-Call	97.06%	89.34%	86.53%	67.43%	78.00%	85.14%							83.82%
	Total	On-Call Station	98.20%	94.00%	93.75%	83.60%	88.20%	90.12%							91.26%
Coalville	25P2	On-Call	-	-	86.63%	69.26%	73.86%	72.43%							75.46%
	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%							68.89%
Shepshed	28P2	On-Call	91.25%	76.97%	67.43%	57.59%	62.25%	58.03%							68.87%

Wigston	31P2	On-Call	68.89%	60.42%	54.24%	47.13%	48.25%	58.54%									56.17%
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%									49.30%
	Either	Total	59.44%	63.58%	47.31%	46.59%	49.46%	53.91%									53.38%
Oakham	33P3	On-Call	73.73%	67.41%	56.85%	53.11%	55.35%	74.63%									63.43%
Uppingham	34P2	On-Call	69.33%	60.01%	62.24%	63.58%	63.46%	57.22%									62.64%
	34P3	On-Call	23.68%	28.39%	29.10%	22.13%	22.90%	27.36%									25.57%
	Either	Total	93.01%	88.40%	91.34%	85.71%	86.36%	84.58%									88.21%
Kibworth	35P2	On-Call	65.83%	58.74%	56.32%	53.61%	57.28%	57.94%									58.26%
Market Harborough	36P1	On-Call (19.00 – 07.00)	80.00%	77.46%	86.94%	73.21%	85.22%	88.43%									81.82%
	36P3	On-Call	18.10%	13.51%	34.15%	20.79%	16.76%	16.83%									19.97%
	Total	On-Call Station	53.73%	46.53%	65.81%	48.73%	54.48%	54.61%									53.91%
Lutterworth	37P1	On-Call (19.00 – 07.00)	98.10%	98.92%	98.89%	94.71%	95.25%	99.12%									97.48%
	37P3	On-Call	59.68%	58.92%	42.64%	29.26%	34.32%	52.25%									46.09%
	Total	On-Call Station	70.90%	70.00%	61.58%	56.41%	61.90%	65.53%									64.36%
Hinckley	38P2	On-Call	55.79%	42.63%	46.23%	26.14%	39.76%	41.64%									41.94%
	38P3	On-Call	-	-	32.03%	38.38%	39.74%	33.24%									35.90%
	Either	Total	55.79%	42.63%	78.26%	64.52%	79.50%	74.88%									65.87%
Market Bosworth	39P2	On-Call	61.60%	52.22%	57.20%	42.41%	56.99%	68.31%									56.36%
Total			73.63%	68.15%	65.82%	57.23%	62.12%	66.63%									65.55%

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

September 2021

For September, On-Call fire appliances have been available 66.6% of the time due to crewing, an increase of 4.5% compared to August (62.1%).

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

We have received 282 public responses to our After the Incident Survey April to September 2021. 100% of people responding to the survey stated that they are 'satisfied or very satisfied' with the overall service they received from Leicestershire Fire and Rescue Service.

This is exactly the same as 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.

September 2021

For September, we have received 39 responses to our After the Incident Survey, which is 11 more than we have received in August (28). All 39 responses stated that they were 'satisfied or very satisfied' with the overall service.

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

We have received 151 public responses to this question in our After the Incident Survey April to September 2021. 98% of people responding to the survey stated that they were 'satisfied or very satisfied' with the initial contact when they called Leicestershire Fire and Rescue Service. 2% of people responding stated they were neither 'satisfied' nor 'dissatisfied' with the initial contact. This is 2% 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.

September 2021

For September, we have received 19 responses to this question in our After the Incident Survey, which is 4 more than we have received in August (15). There were 18 responses stated that they were 'satisfied or very satisfied' with the initial contact with the service and 1 response stated they were neither 'satisfied' nor 'dissatisfied' with the initial contact.

3.7b The % of people satisfied with the service they received at the scene – April to September 2021

We have received 267 public responses to this question in our After the Incident Survey for April to September 2021. 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.

September 2021

For September, we have received 39 responses to our After the Incident Survey, which is 14 more than we have received in August (25). There were 37 responses stated that they were 'satisfied or very satisfied' with the service they have received at the scene and 2 responses stated they were neither 'satisfied' nor 'dissatisfied' with the service they have received at the scene.

4.1 Home safety checks – April to September 2021

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 7027 home safety checks April to September 2021. This is 3386 more than the 3-year average of 3641. The previous year shows there were 3581 home safety checks completed during the same period.

The 7027 home fire safety checks can be broken down further:

Successful initial 5081, an increase of 2082 home safety checks on last year's (2999).

Successful follow up 1795, an increase of 1311 home safety checks on last year's (484).

Successful vulnerable person 151, an increase of 53 home safety checks on last year's (98).

Table 23: Home safety checks – April to September 2021

Ref	Key Corporate Indicator	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr to Sep 2021
4.1	Home safety checks	1126	1317	1475	1244	1017	848							7027
a	Successful initial	816	998	1033	871	739	624							5081
b	Successful follow up	282	289	407	352	259	206							1795
c	Successful vulnerable person	28	30	35	21	19	18							151

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

The 7027 home fire safety checks can be broken down further:

Stations 4984, an increase of 3511 home safety checks on last year's (1473).

Community safety educators 1958, a decrease of 77 home safety checks on last year's (2035).

Control 9, an increase of 9 home safety checks on last year's (0).

Partners 66, an increase of 9 home safety checks on last year's (57).

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

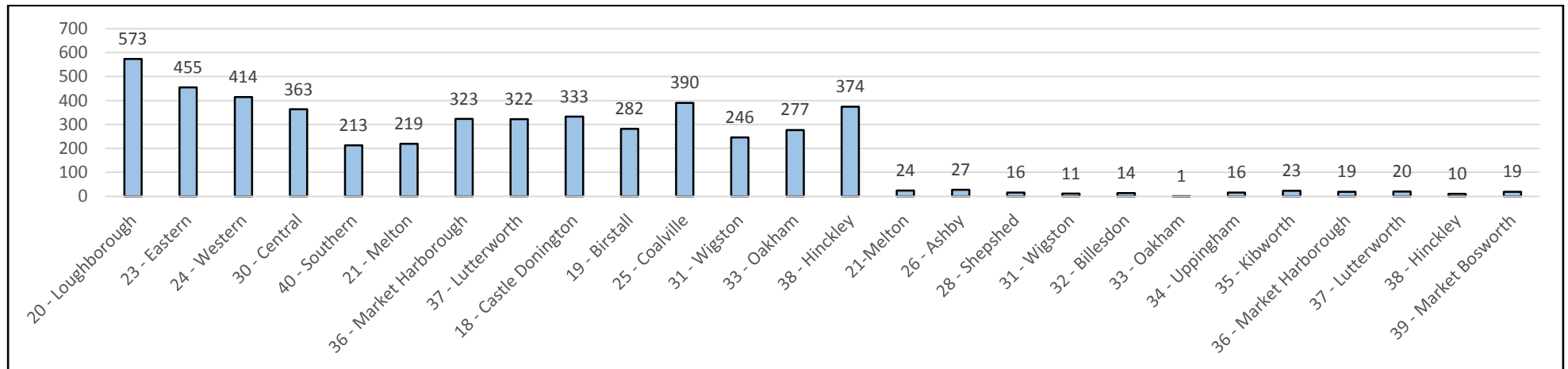
Unknown 9, a decrease of 6 home safety checks on last year's (15).

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

Ref	Key Corporate Indicator	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr to Sep 2021
4.l	Home safety checks	1126	1317	1475	1244	1017	848							7027
a	Stations	683	965	1048	947	728	613							4984
b	CSE	405	331	419	287	288	228							1958
c	Control	4	2	0	0	0	3							9
d	Partners data	33	17	7	9	0	0							66
E	LFRS (Website)	0	0	1	0	0	0							1
f	Other	1	2	0	1	1	4							9

The 4984 home safety checks carried out April to September 2021 by stations are shown below.

Chart 9: The Total Successful HSCs by Station April to September 2021 shows the number of number completed by stations, ranging from 1 to 573. The stations delivering less than 25 home safety checks were On-Call stations. The stations delivering the most home safety checks were Loughborough (573), Eastern (455) and Western (414).



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September 2021

For September, there were 848 home safety checks, which is 169 less than August (1017).

Of the 848, there were 624 successful initial, 206 successful follow up and 18 successful vulnerable person. There were 613 carried out by stations, 228 carried out by community safety educators, 4 were and unknown and 3 were carried out by control.

4.2 Home safety feedback surveys – April to September 2021

There have been 747 home safety feedback surveys April to September 2021. 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 276 less than last year's figure of 1023 during the same period.

Of the 747 surveys, 585 were first visits and 162 were repeat visits. Of the 585 first visits, 99% were satisfied and of the 162 repeat visits, 99% were satisfied. The previous year shows there were 1023 surveys, with 872 first visits and 151 repeat visits.

September 2021

For September, we have received 241 home safety feedback surveys, which is 43 more than in August (198). Of this, 205 were first visits in September, which is 47 more than in August (158) and 100% were satisfied. There were 36 repeat visits in September, which is 4 less than in August (40) and 100% were satisfied.

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

There have been 401 fire safety audits carried out April to September 2021 and there have been 48 action plans or enforcement notices. The number of fire safety audits carried out is 190 more than the 3-year average of 211 and the number of action plans or enforcement notices is 1 more than the 3-year average of 47.

The Fire Protection Department has benefitted from additional funding as well as an increase in the number of Fire Safety Inspecting Officers. The increase in establishment has resulted in an annual increase in the target figure set for the annual Risk Based Inspection Programme (RBIP). The number of audits completed year to date demonstrates the continued improved effectiveness and efficiency within the Fire Protection Team.

September 2021

For September, there were 75 fire safety audits carried out, which is 14 more than in August (61). There were 9 action plans or enforcement notices issued, which is 2 more than in August (7).

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

There have been 60 completed surveys received April to September 2021 and 58 were satisfied with the service they have received. As mentioned previously, at present, we only send the survey form to people after a fire safety audit has been completed. The number of completed surveys received is 14 more than the 3-year average of 46.

September 2021

For September, there were 8 completed surveys received and 8 were satisfied with the service they have received. There was 1 less completed than there was in August (9).

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

An average of 3.47 days/shifts per person were lost to sickness by operational staff during April to September 2021, compared to the 3-year average of 2.31 days/shifts lost per person. In total, there have been 1285.84 days/shifts lost to sickness, compared to the 3-year average of 866.86 days/shifts lost.

The 1285.84 days/shifts lost April to September 2021 can be broken down further:

There were 342.43 short term days/shifts lost, an increase of 96.57 days/shifts lost compared to the 3-year average of 245.86 days/shifts lost.

There were 943.41 long term days/shifts lost, an increase of 322.41 days/shifts lost compared the 3-year average of 621.00 days/shifts lost.

The result of COVID 19 has also had an impact on sickness. If you include this data, an average of 4.72 days/shifts would be lost by operational staff during April to September 2021. In total, there have been 465.38 days/shifts lost to COVID 19, compared to 399.85 days/shifts lost during the same period last year. There were only 63.77 days/shifts lost in the 1st Quarter, so the 2nd Quarter has shown a large increase with 401.61 days/shifts lost. Of the 465.38 days/shifts lost to COVID 19, 107.68 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 144 instances, as well as 42 long term sickness instances and 147 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 September 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	72.00	50.00	122.00	30.50	4.00
23 – Eastern	30.00	18.00	48.00	36.67	1.31
24 – Western	38.50	193.00	231.50	22.33	10.37
30 – Central	25.00	34.50	59.50	39.50	1.51
40 – Southern	32.00	75.00	107.00	23.17	4.62
Total	197.50	370.50	568.00	152.17	3.73
DC					
21 – Melton	9.15	226.00	235.15	11.17	21.06
36 – Market Harborough	2.16	0.00	2.16	11.00	0.20
37 – Lutterworth	18.75	67.62	86.37	11.00	7.85
Total	30.06	293.62	323.68	33.17	9.76
DCP					
18 – Castle Donington	7.69	15.30	22.99	11.17	2.06
19 – Birstall	2.47	0.00	2.47	11.83	0.21
25 – Coalville	14.56	26.00	40.56	10.00	4.06
31 – Wigston	5.91	20.69	26.60	11.00	2.42
33 – Oakham	15.16	24.80	39.96	11.00	3.63
38 – Hinckley	5.58	0.00	5.58	11.00	0.51
Total	51.37	86.79	138.16	66.00	2.09
Control	43.00	161.00	204.00	25.83	7.90
Non Station	20.50	31.50	52.00	93.50	0.56
Total Operational	342.43	943.41	1285.84	370.67	3.47

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
122.00	11.00	133.00	30.50	4.36
48.00	29.50	77.50	36.67	2.11
231.50	39.00	270.50	22.33	12.11
59.50	65.50	125.00	39.50	3.16
107.00	11.50	118.50	23.17	5.12
568.00	156.50	724.50	152.17	4.76
235.15	11.24	246.39	11.17	22.06
2.16	8.70	10.86	11.00	0.99
86.37	22.09	108.46	11.00	9.86
323.68	42.03	365.71	33.17	11.03
22.99	7.59	30.58	11.17	2.74
2.47	3.98	6.45	11.83	0.55
40.56	19.52	60.08	10.00	6.01
26.60	16.68	43.28	11.00	3.93
39.96	6.99	46.95	11.00	4.27
5.58	15.59	21.17	11.00	1.92
138.16	70.35	208.51	66.00	3.16
204.00	34.50	238.50	25.83	9.23
52.00	162.00	214.00	93.50	2.29
1285.84	465.38	1751.22	370.67	4.72

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

An average of 2.86 days/shifts per person were lost to sickness by support staff during April to September 2021, compared to the 3-year average of 3.63 days/shifts lost per person. In total, there have been 328.74 days/shifts lost to sickness, compared to the 3-year average of 376.00 days/shifts lost.

The 328.74 days/shifts lost April to September 2021 can be broken down further:

There were 101.59 short term days/shifts lost, an increase of 17.64 days/shifts lost compared to the 3-year average of 83.95 days/shifts lost.

There were 227.15 long term days/shifts lost, a decrease of 64.90 days/shifts lost compared the 3-year average of 292.05 days/shifts lost.

The result of COVID 19 has also had an impact on sickness. If you include this data, an average of 4.16 days/shifts would be lost by operational staff during April to September 2021. In total, there have been 149.96 days/shifts lost to COVID 19, compared to 134.57 days/shifts lost during the same period last year. Of the 149.96 days/shifts lost to COVID 19, 76.99 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 49 instances, as well as 10 long term sickness instances and 38 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 September 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	23.24	43.00	66.24	33.86	1.96
People and Organisational Development	12.12	106.16	118.28	26.29	4.50
Community Risk	30.00	12.00	42.00	27.61	1.52
Corporate Support	0.00	0.00	0.00	2.00	0.00
Operational Response	7.00	20.50	27.50	6.22	4.42
Service Assurance	28.57	45.49	74.06	18.74	3.95
Service Delivery	0.66	0.00	0.66	0.33	2.00
Total Support	101.59	227.15	3328.74	115.05	2.86

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
66.24	51.08	117.32	33.86	3.46
118.28	51.60	169.88	26.29	6.46
42.00	27.00	69.00	27.61	2.50
0.00	0.00	0.00	2.00	0.00
27.50	0.50	28.00	6.22	4.50
74.06	19.78	93.84	18.74	5.01
0.66	0.00	0.66	0.33	2.00
328.74	149.96	478.70	115.05	4.16

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

There have been on average 7.00 members of staff that have been on modified duties for the entire month from April to September 2021. This is 1.05 less than the 3-year average of 8.05.

The breakdown includes 4.00 from Wholetime, 2.67 from On-Call and 0.33 from Support.

September 2021

The breakdown of 8 members of staff on modified duties for the entire month in September:

- Wholetime – 3 – 1 Castle Donington, 1 Central and 1 Non Station.
- On-Call – 5 – 2 Billesdon, 1 Ashby, 1 Market Bosworth and 1 Melton.
- Support – 0.

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

There have been on average 14.67 members of staff that have been on modified duties at some point throughout the month from April to September 2021. This is 2.83 more than the 3-year average of 11.84.

The breakdown includes 9.50 from Wholetime, 3.00 from On-Call and 2.17 from Support.

September 2021

The breakdown of 17 members of staff on modified duties at some point throughout the month in September:

- Wholetime – 11 – 2 Loughborough, 2 Non Station, 2 Southern, 1 Control, 1 Lutterworth, 1 Market Harborough, 1 Western and 1 Wigston.
- On-Call – 4 – 1 Kibworth, 1 Market Bosworth, 1 Shepshed and 1 Uppingham.
- Support – 2 – 1 Community Risk and 1 People and Organisational Development.