

Performance Update: April to September 2020

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	580	741	643	613	656	701							3934	4346	-412
I.2	Fire incidents	172	248	189	182	166	170							1127	1375	-248
a	Primary fire incidents	76	106	94	83	78	93							530	673	-143
b	Secondary fire incidents	90	140	94	96	87	76							583	683	-100
c	Chimney fire incidents	6	2	1	3	1	1							14	19	-5
I.3	Fire false alarms	218	261	233	194	227	280							1413	1456	-43
a	Due to apparatus	98	101	117	88	121	146							671	853	-182
b	Good intent	114	151	113	104	102	126							710	545	165
c	Malicious attended	6	9	3	2	4	8							32	58	-26
I.4	Non-fire incidents	190	232	221	237	263	251							1394	1515	-121
a	Non-fire false alarms	7	7	6	7	4	12							43	58	-15
b	Special service	183	225	215	230	259	239							1351	1457	-106
-	Road traffic collision (RTC)	31	42	44	52	59	53							281	351	-70
-	Assist other agencies	68	82	78	70	80	73							451	284	167
-	Medical incident - co-responder/first responder	12	12	8	15	6	17							70	251	-181
-	Effecting entry / exit	18	14	14	13	20	32							111	146	-35
KCI 2 Fatalities and casualties																
2.1	Fatalities in fires	0	0	0	0	1	1							2	4	-2
2.2	Non-fatal casualties in fires	2	3	3	1	1	1							11	34	-23
2.3	Fatalities in non-fire incidents	9	3	4	4	3	6							29	25	4
2.4	Non-fatal casualties in non-fire incidents	37	53	56	62	64	60							332	461	-129
2.5	Number of TRIM (Trauma Risk Management):															
a	Notifications	10	4	6	5	4	8							37	N/A	N/A

Ref	Key Corporate Indicator	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Actual	3-Year Average	Differ
b	Interventions	5	3	2	2	2	4							18	N/A	N/A
c	l to l's	0	0	1	0	0	2							3	N/A	N/A
2.6	Number of LFRS employees injured whilst attending incidents	0	0	0	0	0	0							0	0	0
KCI 3 Level of emergency response service provision																
3.1	Number of emergency calls received	1327	1569	1430	1338	1438	1553							8655	9467	-812
3.2	The total average response times of life threatening incidents (mins)	9:18	9:21	10:12	10:25	9:57	10:18							9:58	10:31	-0:33
a	Average call handling time	2:03	1:51	1:53	1:56	2:11	1:55							1:59	2:09	-0:10
b	Average appliance mobilisation time	1:23	1:28	1:35	1:33	1:22	1:36							1:30	1:57	-0:27
c	Average time to drive to the incident	5:52	6:02	6:44	6:56	6:24	6:47							6:29	6:25	0:04
d	Number of life threatening incidents attended	54	54	59	73	90	78							408	672	-264
3.3	The total average response times of non-life threatening incidents (mins)	10:10	9:41	10:13	9:55	9:36	10:06							9:56	9:50	0:06
a	Average call handling time	2:27	2:01	2:24	2:06	2:07	2:24							2:15	2:11	0:04
b	Average appliance mobilisation time	1:47	1:38	1:44	1:37	1:38	1:42							1:41	1:38	0:03
c	Average time to drive to the incident	5:56	6:02	6:05	6:12	5:51	6:00							6:00	6:01	-0:01
d	Number of non-life risk incidents attended	518	671	573	532	558	615							3467	3610	-143
3.4	The total average response times to primary fires (as recorded by Home Office)	9:01	9:07	10:00	10:31	8:54	9:29							9:30	9:55	-0:25
a	Average call handling time	1:34	1:32	1:38	1:40	1:30	1:39							1:36	1:44	-0:08
b	Average appliance mobilisation time	1:53	1:30	1:26	1:42	1:30	1:36							1:35	1:37	-0:02
c	Average time to drive to the incident	5:34	6:05	6:56	7:09	5:54	6:14							6:19	6:34	-0:15
d	Number of primary fire incidents attended	70	95	86	73	75	82							481	531	-50
3.5	The % availability of Wholetime fire appliances	99.8%	99.5%	99.1%	99.0%	98.2%	98.1%							98.9%	98.2%	0.7%
3.6	The % availability of On-Call fire appliances	87.5%	85.2%	83.1%	75.3%	70.3%	72.8%							79.0%	61.4%	17.6%
3.7	The % of people satisfied with our overall response	100%	100%	100%	100%	100%	94%							99%	100%	-1%
a	The % of people satisfied with their initial contact with the service	100%	100%	100%	100%	100%	100%							100%	100%	0%
b	The % of people satisfied with the service they received at the scene	100%	100%	100%	100%	100%	100%							100%	100%	0%

Ref	Key Corporate Indicator	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Actual	3-Year Average	Differ
KCI 4 Home Fire Safety Checks and Smoke Alarms																
4.1	Home safety checks	446	277	493	517	775	853							3361	3474	-113
4.2	Home safety feedback surveys	230	135	164	139	179	166							1013	New Indicator	
a	Percentage satisfied	100%	100%	99%	100%	99%	100%							99.8%	New Indicator	
KCI 5 Fire Protection and Enforcement																
5.1	The % of fire safety audits that result in action plans and enforcement notices	0%	0%	0%	13%	18%	7%							11%	30%	-19%
a	Fire safety audits	1	6	13	38	49	82							189	188	1
b	Action plans and enforcement notices	0	0	0	5	9	6							20	57	-37
5.2	Fire protection survey – Overall how satisfied were you with the service received	100%	100%	100%	100%	100%	100%							100%	100%	0%
KCI 6 Capacity, staff and availability																
6.1	Average number of days/shifts lost to sickness by operational staff per person (inc COVID 19)	1.07 (1.77)		1.02 (1.37)				-				2.09 (3.14)		2.46	-0.37	
a	Days/shifts lost to short-term sickness	90.94		121.46				-				212.40		263.84	-51.44	
b	Days/shifts lost to long-term sickness	313.02		265.00								578.02		647.24	-69.22	
c	Total days/shifts lost to sickness (COVID 19)	403.96 (263.86)		386.46 (135.99)				-				790.42 (399.85)		911.08	-120.66	
6.2	Average number of days/shifts lost to sickness by support staff per person (inc COVID 19)	1.44 (2.44)		1.51 (1.75)				-				2.95 (4.19)		4.33	-1.38	
a	Days/shifts lost to short-term sickness	8.84		27.97				-				36.81		113.57	-76.76	
b	Days/shifts lost to long-term sickness	145.27		139.08				-				284.35		325.78	-41.43	
c	Total days/shifts lost to sickness (COVID 19)	154.11 (107.47)		167.05 (27.10)								321.16 (134.57)		439.35	-118.19	
6.3	Average number of staff on modified duties for the entire month	5	4	6	11	6	12							7.33	9.43	-2.10
a	Wholetime	1	2	3	6	1	5							3.00	4.66	-1.66
b	On-Call	3	2	3	4	4	6							3.66	4.61	-0.95
c	Support	1	0	0	1	1	1							0.67	0.16	0.51
6.3	Average number of staff on modified duties at some point throughout the month	14	13	16	4	12	12							11.83	11.60	0.23
a	Wholetime	10	10	12	2	8	6							8.00	7.88	0.12
b	On-Call	3	2	3	2	3	5							3.00	2.72	0.28

Ref	Key Corporate Indicator	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Actual	3-Year Average	Differ
c	Support	1	1	1	0	1	1							0.83	1.00	-0.17

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 previous year, as data not available on IRS due to change of system.

1.1 Total incidents – April to September 2020

Of the 3934 incidents April to September 2020, 1413 (36%) were fire false alarms, 1394 (35%) non-fire incidents and 1127 (29%) were fire incidents. Most incidents occurred in Western, followed by Charnwood and Eastern. The 3-year average is 4346, so in comparison to this, there are 412 fewer incidents. The effects of COVID 19 had a considerable impact on the number of incidents attended in April. The numbers increased significantly in May and then June, July and August has seen the number of incidents reduce back down. September has seen the number of incidents increase back up, past the 700 incident total for the second time this year.

Table 2: Total incidents – April to September 2020

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Apr to Sep 2020
I.I	Total incidents	377	512	619	288	192	165	162	278	614	330	397	3934

Looking at the 3 areas:

Fire incidents – reduction of 248 incidents compared to 3-year average.

False alarms – reduction of 43 incidents compared to the 3-year average.

Non-fire incidents – reduction of 121 incidents compared to 3-year average.

The number of fire related incidents and non-fire related incidents would normally be a lot higher, especially in what has been one of the driest summers on record. The number of special service incidents attended has decreased, which in some ways is a result of our reduced capability this year to carry out emergency co-responder/first responder incidents and also the considerable reduction in RTC's over the period. The reduction in special service incidents would have been larger, but the number of assist other agencies incidents has increased significantly.

September 2020

Of the 701 incidents in September 280 (40%) were fire false alarms, 251 (36%) were non-fire incidents and 170 (24%) were fire incidents. Most incidents occurred in Charnwood, followed by Western and Central. The increase in incidents in September is due in most to a significant increase in fire false alarms. It is the highest number of fire false alarms since July 2018.

Table 3: Total incidents – September 2020

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	September 2020
I.1	Total incidents	94	86	105	41	36	27	26	55	108	55	68	701

The total number of incidents by day ranged from 11 at its lowest in a day, to 32 incidents at its peak. After a busy start to the month, the number of incidents decreased slightly during the month. On average, there were 23.37 incidents attended each day. The 701 incidents include fires, fire false alarms and non-fire related incidents.

Chart 1: The total number of incidents by day – September 2020

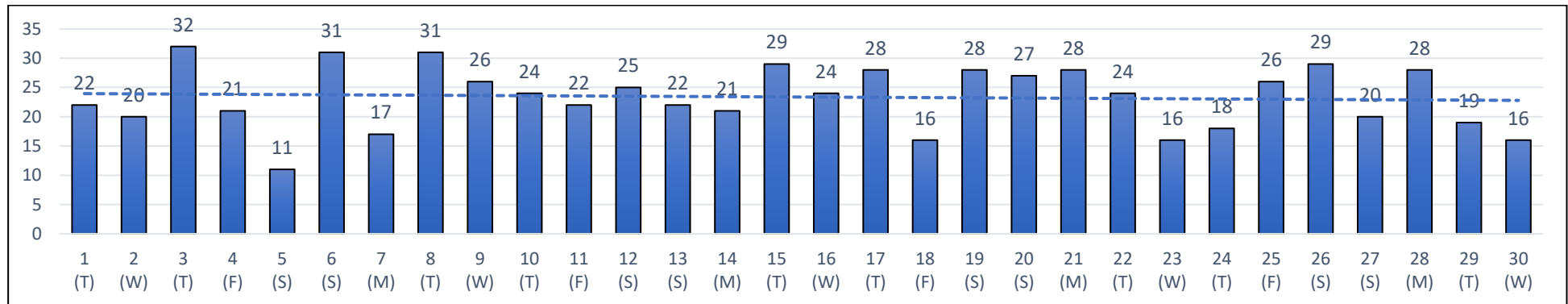
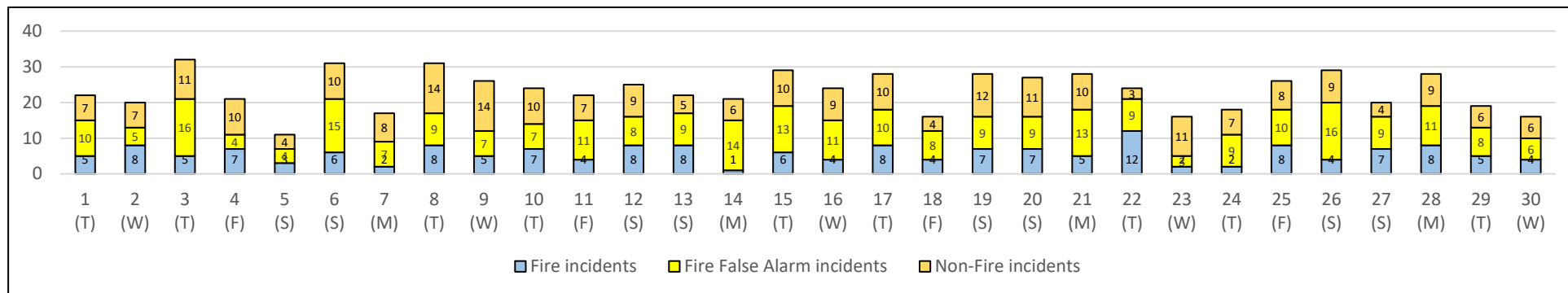


Chart 2: The total number of incidents broken down by type and day - September 2020



1.2 Fire incidents – April to September 2020

Of the 1127 fire incidents April to September 530 were primary fires, 583 were secondary fires and 14 were chimney fires. Most incidents occurred in Charnwood, Western and NWL. The 3-year average is 1375, so to have less at this point is pleasing, especially as we are now past the period of year where sustained drier spells can result in a spike in secondary fires.

Table 4: Fire incidents – April to September 2020

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Apr to Sep 2020
1.2	Fire incidents	81	117	165	107	70	35	36	95	185	104	132	1127
a	Primary fire incidents	37	58	75	61	32	15	19	38	81	58	56	530
b	Secondary fire incidents	44	59	90	44	37	19	13	57	101	46	73	583
c	Chimney fire incidents	0	0	0	2	1	1	4	0	3	0	3	14

September 2020

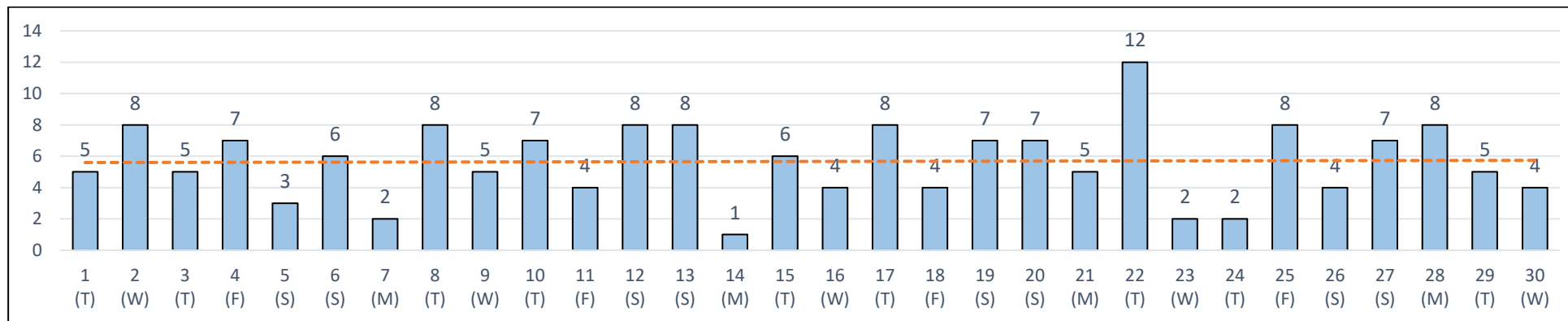
Of the 170 incidents in September 2020, 93 (54%) were primary fires, 76 (45%) were secondary fires and 1 (1%) was a chimney fire. Most incidents occurred in Charnwood, NWL and Western. This is an increase of 4 incidents from August (166).

Table 5: Fire incidents – September 2020

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	September 2020
I.2	Fire incidents	19	13	22	11	12	3	7	19	26	16	22	170
a	Primary fire incidents	7	9	11	10	6	3	5	9	15	9	9	93
b	Secondary fire incidents	12	4	11	1	6	0	2	10	11	7	12	76
c	Chimney fire incidents	0	0	0	0	0	0	0	0	0	0	1	1

The total number of fire incidents by day ranged from 1 at its lowest in a day, to 12 incidents at its peak. After a quiet start to the month, the number of incidents have remained consistently at the same level throughout the month. On average, there were 5.67 fire incidents attended each day.

Chart 3: The total number of fire incidents by day - September 2020



1.2a Primary fire incidents

There were 93 primary fire incidents in September, an increase of 15 from August (78). Of these, 60 were accidental fires, 32 were deliberate fires and 1 was not known. Charnwood had the most incidents with 15, followed by Eastern 11 and Harborough with 10.

Of the 60 accidental fires, there were 25 dwelling, 17 road vehicle, 12 non-residential, 4 outdoor structures and 2 other-residential. The main fire cause shows there were 11 faulty fuel supply – electricity, 9 fault in equipment or appliance and 7 careless handling - due to

careless disposal. The main ignition source shows 16 were vehicles only, 8 were cooking appliance and 7 were electricity supply. The main times of the incidents show 8 of the incidents occurring between the hours of 2.00pm – 3.00pm.

Of the 32 deliberate fires, the main property category was 16 road vehicle and 10 non-residential. There have only been 137 deliberate primary fires so far since April, so to have 32 in one month is something to look into. Of the 137 deliberate primary fires, there have now been 70 road vehicle deliberate primary fires and 28 non-residential deliberate primary fires. There were 18 non-residential deliberate primary fires April to August, including 5 prison incidents. There were 5 further prison incidents in September, including 3 at Welland Avenue, Lubenham. Deliberate primary prison fires have doubled in one month.

1.2b Secondary fire incidents

There were 76 secondary fire incidents in September, which is 11 less than August (87). Of these, 38 were accidental fires and 38 were deliberate fires. Central and NWL had the most incidents with 12, followed by Charnwood 11 and Western 11.

Of the 38 accidental fires, the main types of property were loose refuse (incl in garden) 10, private/domestic garden/allotment 10 and tree scrub (includes single trees not in garden) 3. The main times of the incidents shows 18 incidents occurring between the hours of 2.00pm – 8.00pm

Of the 38 deliberate fires, the main types of property were loose refuse (incl in garden) 6 and tree scrub (includes single trees not in garden) 5. The main times of the incidents show 9 of the incidents occurring between the hours of 6.00pm – 7.00pm. Western had 7 out of the 38 deliberate fires.

1.2c Chimney fire incidents

There was 1 chimney fire incident in September. This occurred in NWL.

1.3 Fire false alarms – April to September 2020

Of the 1413 fire false alarm incidents April to September, 671 were due to apparatus, 710 were good intent and 32 were malicious. Most incidents occurred in Western, Charnwood and Eastern. The 3-year average is 1456, so compared to the average, figures have decreased by 43.

Table 6: Fire false alarms – April to September 2020

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Apr to Sep 2020
I.3	Fire false alarms	167	197	244	83	56	63	87	86	209	96	125	1413
a	Due to apparatus	116	90	121	39	26	28	55	28	92	40	36	671
b	Good intent	46	104	114	43	29	34	29	57	112	55	87	710
c	Malicious attended	5	3	9	1	1	1	3	1	5	1	2	32

September 2020

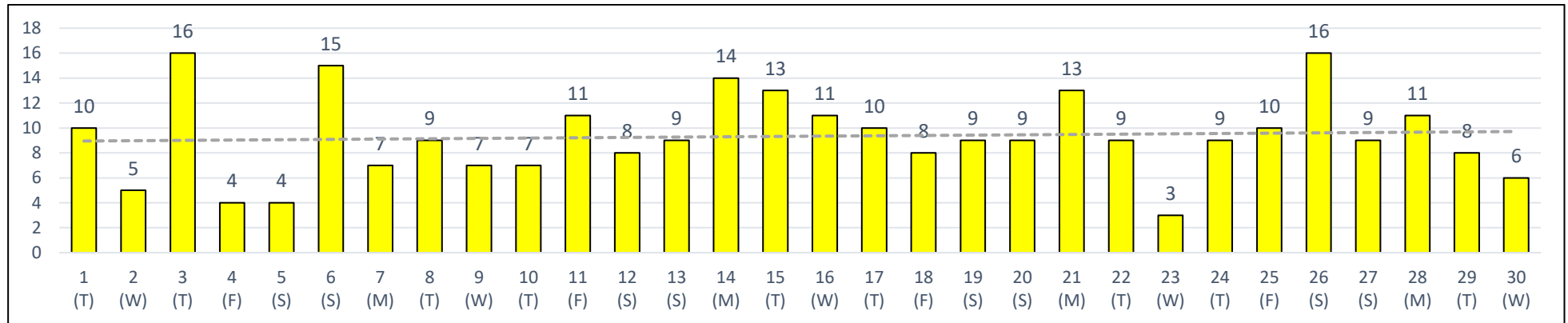
Of the 280 fire false alarm incidents in September, 146 were due to apparatus, 126 were good intent and 8 were malicious. Most incidents occurred in Charnwood, Central and Eastern. There were 227 in August, so September has seen an increase of 53. This is the highest month for fire false alarms since July 2018 when there were 299 fire false alarms.

Table 7: Fire false alarms – September 2020

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	September 2020
I.3	Fire false alarms	49	36	49	16	8	10	12	18	51	13	18	280
A	Due to apparatus	35	21	26	5	4	3	6	7	26	9	4	146
B	Good intent	13	14	22	11	3	6	6	10	23	4	14	126
C	Malicious attended	1	1	1	0	1	1	0	1	2	0	0	8

The total number of fire false alarm incidents by day ranged from 3 at its lowest in a day, to 16 incidents at its peak. On average, there were 9.33 fire false alarm incidents attended each day and it has reduced steadily towards the end of the month.

Chart 4: The total number of fire false alarm incidents by day - September 2020



1.3a Due to apparatus

There were 146 false alarms due to apparatus in September, an increase of 25 from August (121). Of these, 98 were dwelling, 27 were non-residential and 21 were other residential.

Of the false alarms due to apparatus in dwellings, the main causes were cooking/burnt toast 20, unknown 19 and faulty 15. The main times of the incidents show 16 of the incidents occurring between the hours of 12.00pm – 2.00pm.

Of the false alarms due to apparatus in non-residential, the main causes were unknown 7 and faulty 6. Of the false alarms due to apparatus in other residential, the main causes were cooking burnt/toast 4 and unknown 4.

1.3b Good intent

There were 126 good intent false alarms in September, an increase of 24 from August (102). Of these, 65 were dwelling, outdoor 41, road vehicle 10, non-residential 5, other residential 3 and outdoor structures 2.

Of the good intent false alarms, the main causes were due to controlled burning 21, bonfire 20 and reported incident/location not found 19. The main times of the incidents show 26 of the incidents occurring between the hours of 7.00pm – 9.00pm.

1.3c Malicious attended

There were 8 malicious false alarms in September, an increase of 4 from August (4). Of these, 2 were in Charnwood, 1 Blaby, 1 Central, 1 Eastern, 1 Melton, 1 Oadby & Wigston and 1 Western. They were all at different times and at various locations.

1.4 Non-fire incidents – April to September 2020

Of the 1394 non-fire incidents April to September, 43 were non-fire false alarms and 1351 were special service. Looking at the table below the most incidents occurred in Charnwood, Western and Eastern. The 3-year average is 1515, so compared to the average, figures have decreased by 121.

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 this year, we have attended 22 suicide attempts.

Table 8: Non-fire incidents – April to September 2020

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Apr to Sep 2020
1.4	Non-fire incidents	129	198	210	98	66	67	39	97	220	130	140	1394
a	Non-fire false alarms	4	5	8	2	2	2	0	3	8	5	4	43
b	Special service	125	193	202	96	64	65	39	94	212	125	136	1351
-	Road traffic collision (RTC)	13	28	24	39	14	7	9	31	47	37	32	281
-	Assist other agencies	46	69	65	31	22	24	9	25	82	34	44	451
-	Medical incident - co-responder/first responder	4	7	13	3	3	12	2	0	8	6	12	70
-	Effecting entry / exit	15	13	32	2	7	4	2	7	8	13	8	111

September 2020

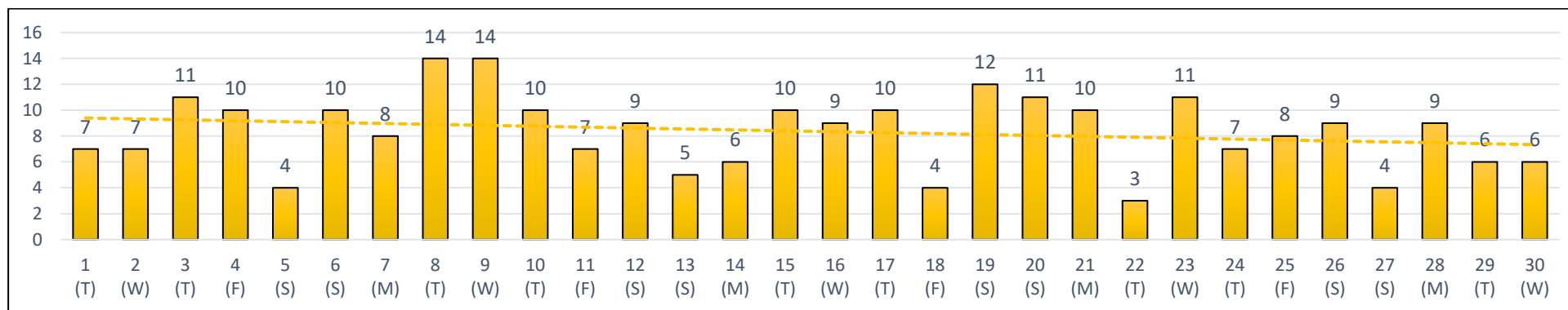
Of the 251 incidents in September, 12 were non-fire false alarms and 239 were special service. Looking at the table below the most incidents occurred in Eastern, Western and Charnwood. There were 263 in August, so September has seen a decrease of 12.

Table 9: Non-fire incidents – September 2020

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	September 2020
I.4	Non-fire incidents	26	37	34	14	16	14	7	18	31	26	28	251
a	Non-fire false alarms	0	3	2	0	1	1	0	0	2	1	2	12
B	Special service	26	34	32	14	15	13	7	18	29	25	26	239
-	Road traffic collision (RTC)	3	8	4	6	4	0	0	5	8	9	6	53
-	Assist other agencies	9	7	10	4	4	5	2	2	12	8	10	73
-	Medical incident - co-responder/first responder	1	2	3	2	0	5	2	0	1	0	1	17
-	Effecting entry / exit	9	2	6	1	4	0	0	2	2	3	3	32

The total number of non-fire incidents ranged from 3 at its lowest in a day, to 14 incidents at its peak. The number of incidents have decreased as we have gone through the month. On average, there were 8.37 non-fire incidents attended each day.

Chart 5: The total number of non-fire incidents by day - September 2020



1.4a Non-fire false alarms

Of the 12 non-fire false alarms in September, 3 were in Eastern. 2 Charnwood, 2 NWL, 2 Western, 1 Hinckley & Bosworth, 1 Melton and 1 Oadby & Wigston. This is 8 more than the number in August (4).

1.4b Special service

There were 239 special service incidents in September, a decrease of 20 from August (259). Of these, there were 73 assist other agencies, RTCs 53 and effecting entry / exit 32. Eastern had the most incidents with 37, followed by Western 34 and Charnwood 31. Assist other agencies has had 73 incidents in September, which is a decrease of 7 from August (80) and this type of incident has increased substantially over the past few years. From April to September there have now been 451 assist other agencies, compared to the 3-year average of (284). RTCs had remained low and this can be related to the significant reduction in traffic on the roads during lockdown, although the number of incidents has increased in the past few months. Medical incident - co-responder/first responder continues to be extremely low with 17 incidents attended in September and a total of 70 so far this year, compared to the 3 year-average (251). This is due to first responding being suspended.

2.1 Fatalities in fires – April to September 2020

The second fatality of the year was recorded in September.

The first fatality occurred on the early evening of Thursday 6 August, when fire crews from Loughborough attended a person on fire on wasteland off Cotes Road, Burton on the Wolds. A full scene examination was carried out by a Tier 2 Fire investigation officer and Crime scene investigation. A fire investigation report will be submitted to the HM Coroner and investigations by the police are continuing. The victim was a male and was 35 years old.

The second fatality occurred in the early hours of Wednesday 30 September in Belgrave, Leicester. The call initially came in as an Automated Fire Alarm in sheltered accommodation. Once in attendance, this incident became a confirmed flat fire on the ground floor, persons reported. An assistance message was relayed to control confirming this and requesting a total of 3 fire appliances, 2 Breathing Apparatus (BA) teams were committed to extinguish the fire and undertake search and rescue activities. One adult male casualty was located in the bedroom unconscious and not breathing and carried by the BA teams from the property to fresh air. Once outside the casualty was handed to East Midlands Ambulance Service who commenced CPR. Main cause was fault in equipment or appliance, fire was located in the corridor/hall, appliance was a mobility scooter and ignition source was apparatus - batteries, generator.

2.2 Non-fatal casualties in fires – April to September 2020

There have been 11 non-fatal casualties in fires April to September. This is 23 less than the 3-year average of 34. Of the 11 non-fatal casualties, 9 have occurred in fires in the City, 1 in Charnwood and 1 in Rutland.

Table 10: Non-fatal casualties in fires – April to September 2020

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Apr to Sep 2020
2.2	Non-fatal casualties in fires	1	3	5	0	0	0	1	0	1	0	0	11

September 2020

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

The non-fatal casualty occurred on a Sunday in the early hours of the morning on 13 September in Oakham South Ward in Rutland. Crews attended a dwelling fire at a property. It was accidental, the cause was fault in equipment or appliance, fan and was located in the bed/sitting room. The person rescued was in a wheel chair and the nature of the injuries appeared to be slight and the victim went to hospital. The person injured was female and was 30 years old.

2.3 Fatalities in non-fire incidents – April to September 2020

There have been 29 fatal casualties in non-fire incidents April to September. This is 4 more than the 3-year average of 25.

Of the 29 fatalities, 19 were attended to assist other agencies, 2 were effecting entry / exit for a medical case, 2 were other rescue/release of persons, 2 were a RTC, 2 were suicide, 1 was making safe (not RTC) removal/retrieval of dead body and 1 was spills and leaks (not RTC). When looking at the circumstances, 19 were thought to be already dead when firefighters arrived, 7 were unable to resuscitate, confirmed dead at scene, 2 were not known and 1 was unable to resuscitate at scene, confirmed dead at hospital. There were 23 male fatalities and 6 female fatalities, aged 20, 25, 27, 30, 30, 36, 36, 40, 45, 49, 50, 50, 52, 57, 63, 63, 64, 67, 67, 70, 71, 72, 75, 76, 76, 78, 79, 90 and 90 years of age. The cause of death shows 17 were not known, 3 other medical condition, 3 chest pain/heart condition/cardiac arrest, 1 back/neck injury (spinal), 1 chest/abdominal injury, 1 drowning, 1 head injury, 1 other and 1 other physical injury.

Table 11: Fatalities in non-fire incidents – April to September 2020

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Apr to Sep 2020
2.3	Fatalities in non-fire incidents	2	5	3	3	2	1	0	4	4	3	2	29

September 2020

There were 6 fatalities in non-fire incidents in September, compared to 3 in August.

Of the 6 fatalities, 4 were assist other agencies, 1 was a RTC and 1 was a suicide, of which 4 were thought to be already dead when firefighters arrived and 2 were unable to resuscitate, confirmed dead at scene. There were 3 male fatalities and 3 female fatalities, aged 20, 36, 36, 64, 70 and 76 years of age. The cause of death shows 3 were not known 1 back/neck injury (spinal), 1 chest pain/heart condition/cardiac arrest and 1 other physical injury. There were 2 fatalities in NWL, 1 in Charnwood, 1 in Eastern, 1 in Melton and 1 in Western.

Table 12: Fatalities in non-fire incidents – September 2020

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	September 2020
2.3	Fatalities in non-fire incidents	0	1	1	0	1	0	0	0	1	0	2	6

2.4 Non-fatal casualties in non-fire incidents – April to September 2020

There have been 332 non-fatal casualties in non-fire incidents April to September. This is 129 below the 3-year average of 461.

Of the 332 non-fatal casualties in non-fire incidents, 203 were in road vehicles, 111 in buildings, 16 in the outdoors, 1 on a train and 1 on an aircraft. The main types of injury attended, show back/neck injury 66, bruising 37 and fracture 32. There were 193 male non-fatal casualties, 136 female non-fatal casualties and 3 not known. The ages of the non-fatal casualties show 10 casualties aged between 0 – 9, 23 between 10 – 19, 54 between 20 – 29, 50 between 30 – 39, 38 between 40 – 49, 42 between 50 – 59, 49 between 60 - 69, 30 between 70 – 79, 27 between 80 – 89, 7 between 90 – 99 years of age and 2 not known. Charnwood has had most non-fatal casualties with 77. 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 2020

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Apr to Sep 2020
2.4	Non-fatal casualties in non-fire incidents	28	24	28	24	23	6	7	33	77	34	48	332

September 2020

There were 60 non-fatal casualties in non-fire incidents in September, compared to 64 in August.

Of the 64 non-fatal casualties in non-fire incidents, 44 were in road vehicles, 17 in buildings, 2 outdoors and 1 an aircraft. The main types of injury attended, show back/neck injury 14, bruising 9, fracture 7, head injury 7 and not known 7. There were 26 female non-fatal casualties and 34 male non-fatal casualties. The ages of the non-fatal casualties show 2 casualties aged between 0 – 9, 4 between 10 – 19, 9 between 20 – 29, 9 between 30 – 39, 6 between 40 – 49, 12 between 50 – 59, 11 between 60 - 69, 4 between 70 – 79, 4 between 80 – 89 and 1 not known. The district with the most non-fatal casualties in non-fire incidents in September was Charnwood with 15. Looking into this, 13 were in road vehicles and this can be related to the number of road traffic collisions in September in Charnwood (8).

Table 14: Non-fatal casualties in non-fire incidents – September 2020

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	September 2020
2.4	Non-fatal casualties in non-fire incidents	7	6	4	3	5	1	0	4	15	4	11	60

2.5 Number of TRiM (Trauma Risk Management) – April to September 2020

The indicator Trauma Risk Management is a new indicator and looks at the number of notifications, interventions and 1 to 1's.

There have been 37 TRiM notifications April to September.

September 2020

There were 8 TRiM notifications in September, compared to 4 in August.

The 8 incidents that were reported, include 1 fire fatality, 1 suicide, 1 cardiac arrest, 3 serious RTC's, 1 sudden death co2, 1 gain entry for EMAS and 1 fall from height. All incidents have been filtered and actions put in place as required, with 2 personnel receiving phone calls from a practitioner. Renewal of the annual operating license, planning for a CPD training day with Leicestershire police and continuous professional development dates were being planned for practitioners as lockdown eased, however, this has been placed back on hold due to the second lockdown. The annual operating license and lead coordinator continuous professional development event is being planned for October.

2.6 Number of LFRS employees injured whilst attending incidents – April to September 2020

No injuries to report.

3.1 Number of emergency calls received – April to September 2020

There have been 8655 emergency calls received April to September. This is 812 below the 3-year average of 9467.

September 2020

There were 1553 emergency calls received in September, which is 115 more than August (1438). 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 5.22 seconds in September.

3.2 The total average response times of life threatening incidents – April to September 2020

There have been 408 incidents classed as life risk by Control between April to September. This is 264 below last year's total of 672. The total average response time for the 408 incidents was 9 minutes 58 seconds, compared to 10 minutes 31 seconds last year.

The 9 minutes 58 seconds can be broken down further:

Average call handling was 1 minute 59 seconds, a reduction of 10 seconds on last year's time (2 minutes 9 seconds).

Average mobilisation time was 1 minute 30 seconds, a reduction of 27 seconds on last year's time (1 minute 57 seconds).

Average drive time was 6 minutes 29 seconds, an increase of 4 seconds on last year's time (6 minutes 25 seconds).

The reason for the big reduction in the number of life risk incidents attended is mainly due to the fact that we are not currently attending first responder incidents, due to it being suspended. This will have also contributed to the reduction in mobilisation time as well. The majority of emergency first responder incidents are classed as life risk by Control and looking at the data are mainly attended by Coalville On-Call. Once we resume attending these types of incidents, it is likely that total response times will increase.

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 there have been 44 investigations carried out by Control, 19 mobilisation investigations and 65 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 2020

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Apr to Sep 2020
3.2	The total average response times of life threatening incidents (mins)	6.54	7.15	8.28	12.23	10.48	8.21	12.52	12.23	9.55	11.53	9.50	9.58
a	Average call handling time	1.39	1.50	1.55	1.54	2.04	2.10	2.08	2.21	1.58	2.08	1.53	1.59
B	Average appliance mobilisation time	1.10	1.10	1.26	1.51	1.51	1.29	1.08	1.24	1.19	1.54	1.45	1.30
c	Average time to drive to the incident	4.05	4.15	5.07	8.38	6.53	4.42	9.36	8.38	6.38	7.51	6.12	6.29
D	Number of life threatening incidents attended	22	46	59	40	21	13	14	36	67	37	53	408

September 2020

There have been 78 incidents classed as life risk by Control in September. This is 12 less than August (90). The total average response time for the 78 incidents was 10 minutes 18 seconds, compared to 9 minutes 57 seconds in August.

The 10 minutes 18 seconds can be broken down further:

Average call handling was 1 minute 55 seconds, a decrease of 16 seconds on the time in August (2 minutes 11 seconds).

Average mobilisation time was 1 minute 36 seconds, an increase of 14 seconds on the time in August (1 minute 22 seconds).

Average drive time was 6 minutes 47 seconds, an increase of 23 seconds on the time in August (6 minutes 24 seconds).

During September there have been 5 investigations carried out by Control, 6 mobilisation investigations and 16 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 2020

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	September 2020
3.2	The total average response times of life threatening incidents (mins)	5.44	7.44	7.17	13.09	11.50	0.00	11.47	11.34	10.25	12.16	11.32	10.18

a	Average call handling time	1.51	1.49	1.08	2.11	1.48	0.00	1.57	2.35	1.55	1.52	1.50	1.55
B	Average appliance mobilisation time	1.14	1.18	1.22	2.58	1.58	0.00	1.42	0.59	1.06	1.42	2.03	1.36
c	Average time to drive to the incident	2.39	4.37	4.47	8.00	8.04	0.00	8.08	8.00	7.24	8.42	7.39	6.47
D	Number of life threatening incidents attended	6	11	6	7	4	0	3	9	12	7	13	78

Chart 6: Average response times of life threatening incidents

The total average response times of life threatening incidents for September was 10 minutes 18 seconds.

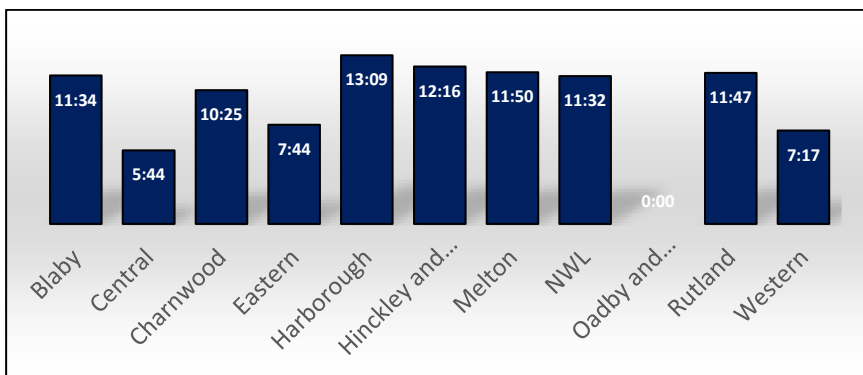


Chart 7: Average call handling time

The total average call handling time of life threatening incidents for September was 1 minute 55 seconds.

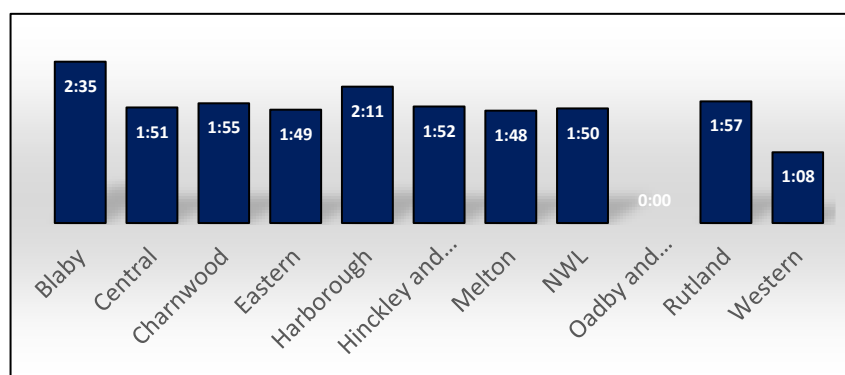


Chart 8: Average appliance mobilisation times

The total average appliance mobilisation times to life threatening incidents for September was 1 minute 36 seconds.

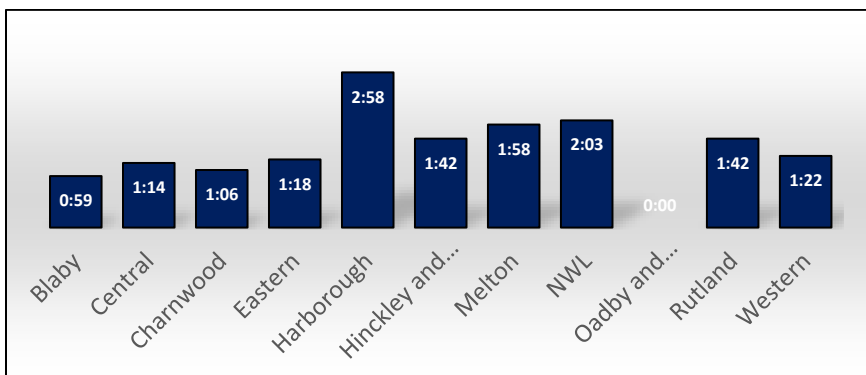
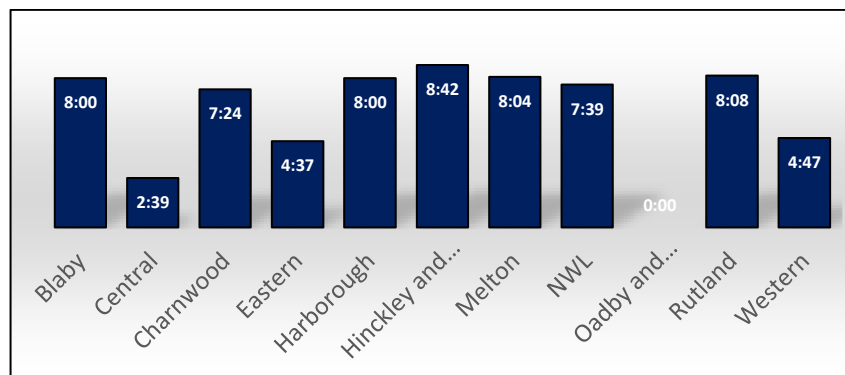


Chart 9: Average time to drive

The total average time to drive to life threatening incidents for September was 6 minutes 47 seconds.



3.3 The total average response times of non-life threatening incidents – April to September 2020

There have been 3467 incidents classed as non-life risk by Control April to September. This is 143 below last year's total of 3610. The total average response time for the 3467 incidents was 9 minutes 56 seconds, compared to 9 minutes 50 seconds last year.

The 9 minutes 56 seconds can be broken down further:

Average call handling was 2 minutes 15 seconds, an increase of 4 seconds on last year's time (2 minutes 11 seconds).

Average mobilisation time was 1 minute 41 seconds, an increase of 3 seconds on last year's time (1 minute 38 seconds).

Average drive time was 6 minutes 0 seconds, a reduction of 1 second on last year's time (6 minutes 1 second).

Please note: There were a total of 3526 non-life risk incidents attended April to September, but 59 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 2020

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Apr to Sep 2020
3.3	The total average response times of non-life threatening incidents (mins)	8.35	7.57	8.54	12.42	11.27	9.05	10.48	10.57	9.27	11.22	11.50	9.56
a	Average call handling time	2.28	1.57	2.12	2.19	2.03	2.38	2.14	2.07	2.07	2.26	2.27	2.15
b	Average appliance mobilisation time	1.25	1.14	1.19	2.34	2.41	1.28	2.02	1.30	1.35	1.55	2.07	1.41
c	Average time to drive to the incident	4.42	4.46	5.23	7.49	6.43	4.59	6.32	7.20	5.45	7.01	7.16	6.00
d	Number of non-life threatening incidents attended	353	456	549	246	168	147	148	238	538	288	336	3467

September 2020

There have been 615 incidents classed as non-life risk by Control in September. This is 57 more than August (558).

The total average response time for the 615 incidents was 10 minutes 6 seconds, compared to 9 minutes 36 seconds in August.

The 10 minutes 6 seconds can be broken down further:

Average call handling was 2 minutes 24 seconds, an increase of 17 second on the time in August (2 minutes 7 seconds).

Average mobilisation time was 1 minute 42 seconds, an increase of 4 seconds on the time in August (1 minute 38 seconds).

Average drive time was 6 minutes 0 seconds, an increase of 9 seconds on the time in August (5 minutes 51 seconds).

Currently no investigations are carried out.

Table 18: The total average response times of non-life threatening incidents (mins) – September 2020

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	September 2020
3.3	The total average response times of non-life threatening incidents (mins)	8.12	8.27	9.41	14.29	10.39	10.20	9.15	11.05	9.37	11.18	12.24	10.06
a	Average call handling time	2.21	1.56	2.11	3.40	2.33	3.24	2.15	2.15	2.11	2.02	3.01	2.24
b	Average appliance mobilisation time	1.24	1.29	1.24	3.11	2.33	1.19	1.58	1.19	1.43	1.58	1.50	1.42
c	Average time to drive to the incident	4.27	5.02	6.06	7.38	5.33	5.37	5.02	7.31	5.43	7.18	7.33	6.00
d	Number of non-life threatening incidents attended	88	75	98	33	32	25	23	46	94	47	54	615

Chart 10: Average response times of non-life threatening incidents

The total average response times of non-life threatening incidents for September was 10 minutes 6 seconds.

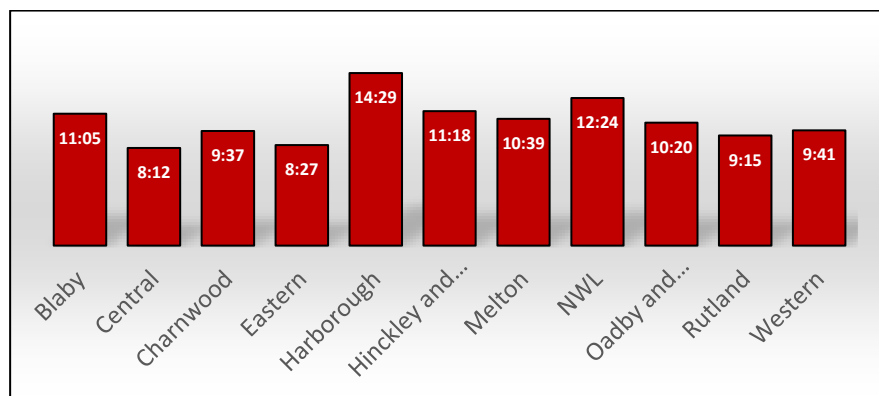


Chart 12: Average appliance mobilisation times

The total average appliance mobilisation times to non-life

Chart 11: Average call handling time

The total average call handling time of non-life threatening incidents for September was 2 minutes 24 seconds.

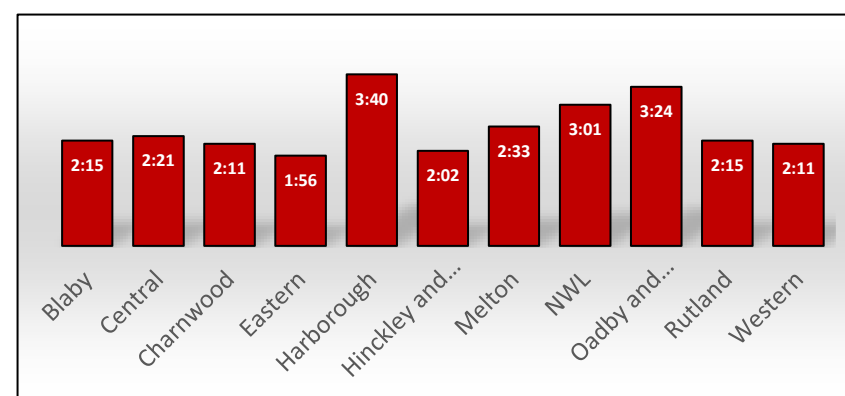
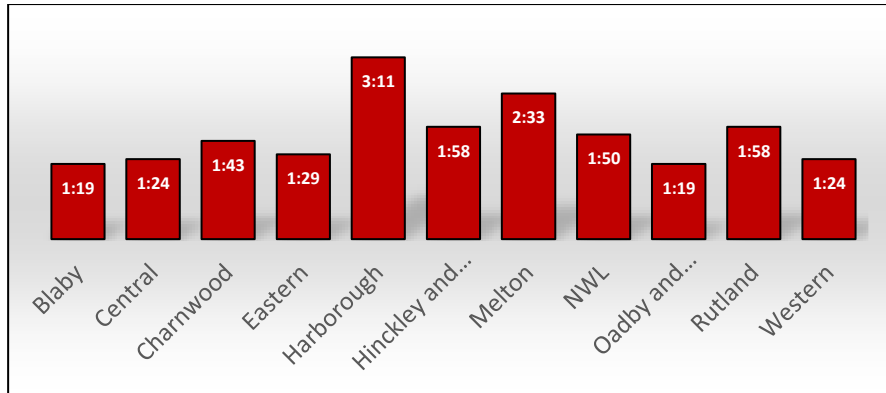


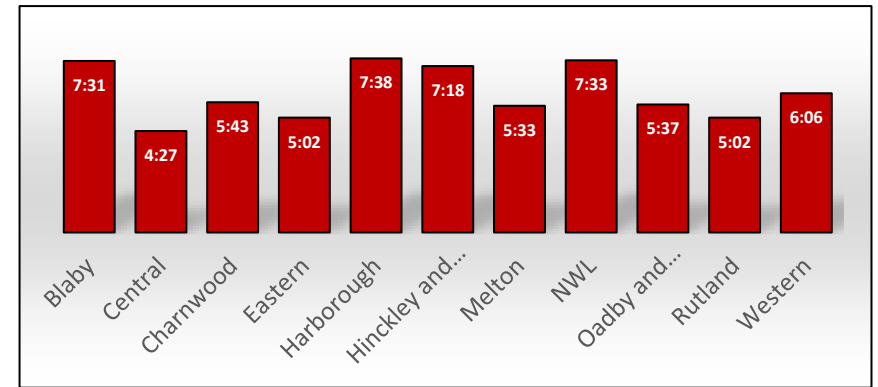
Chart 13: Average time to drive

The total average time to drive to life threatening

threatening Incidents for September was 1 minute 42 seconds.



incidents for September was 6 minutes 0 seconds.



3.4 The total average response times to primary fires (as recorded by Home Office) – April to September 2020

There were a total of 530 primary fires attended April to September, but 49 incidents have been excluded as per Home Office guidelines. So, the response time calculations for primary fires are based on 481 primary fires April to September.

The total average response time for the 481 primary fires is 9 minutes 30 seconds, compared to 9 minutes 55 seconds last year.

The 9 minutes 30 seconds can be broken down further:

Average call handling was 1 minute 36 seconds, a reduction of 8 seconds on last year's time (1 minutes 44 seconds).

Average mobilisation time was 1 minute 35 seconds, a reduction of 2 seconds on last year's time (1 minute 37 seconds).

Average drive time was 6 minutes 19 seconds, a reduction of 15 seconds on last year's time (6 minutes 34 seconds).

Table 19: The total average response times of primary fire incidents (mins) – April to September 2020

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Apr to Sep 2020
3.3	The total average response times of primary fire incidents (mins)	8.05	6.46	7.53	13.12	11.47	7.56	11.04	8.52	8.25	10.34	10.58	9.30
a	Average call handling time	1.33	1.23	1.27	1.56	1.43	1.11	1.42	1.31	1.26	1.49	1.44	1.36
b	Average appliance mobilisation time	1.25	1.12	1.21	2.09	1.46	1.43	2.46	1.20	1.18	1.41	1.46	1.35
c	Average time to drive to the incident	5.07	4.11	5.05	9.07	8.18	5.02	6.36	6.01	5.41	7.04	7.28	6.19

d	Number of primary fire incidents attended	33	56	66	54	30	15	18	35	70	51	53	481
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September 2020

There have been 82 primary fires in September. This is 7 more than August (75).

The total average response time for the 82 incidents was 9 minutes 29 seconds, compared to 8 minutes 54 seconds in August.

This 9 minutes 29 seconds can be broken down further:

Average call handling was 1 minute 39 seconds, an increase of 9 seconds on the time in August (1 minute 30 seconds).

Average mobilisation time was 1 minute 36 seconds, an increase of 6 seconds on the time in August (1 minute 30 seconds).

Average drive time was 6 minutes 14 seconds, an increase of 20 seconds on the time in August (5 minutes 54 seconds).

Table 20: The total average response times of primary fire incidents (mins) – September 2020

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	September 2020
3.3	The total average response times of primary fire incidents (mins)	6.25	6.33	8.04	12.38	11.01	6.42	10.19	9.41	8.24	11.46	11.43	9.29
a	Average call handling time	1.42	1.22	1.36	1.58	1.23	1.25	1.41	1.47	1.25	1.52	1.55	1.39
b	Average appliance mobilisation time	1.29	1.24	1.30	2.45	1.08	1.37	1.20	1.18	1.27	1.37	1.40	1.36
c	Average time to drive to the incident	3.14	3.47	4.58	7.55	8.30	3.40	7.18	6.36	5.32	8.17	8.08	6.14
d	Number of primary fire incidents attended	6	9	9	9	5	3	4	8	12	8	9	82

Chart 14: Average response times of primary fire incidents

The total average response times of primary fire incidents for September was 9 minutes 29 seconds.

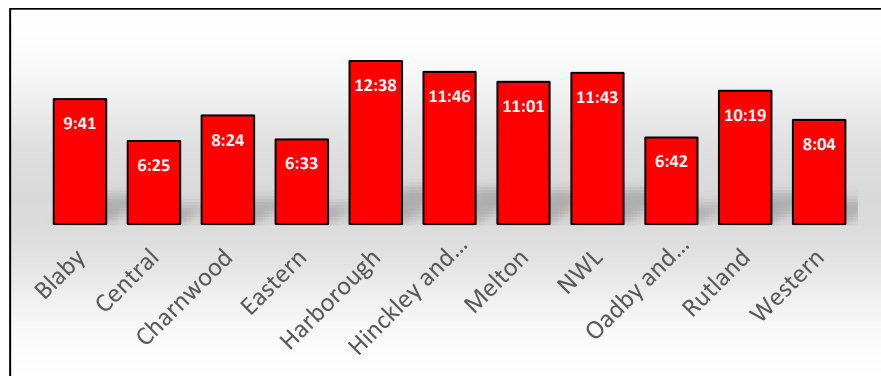


Chart 15: Average call handling time

The total average call handling time of primary fire incidents for September was 1 minute 39 seconds.

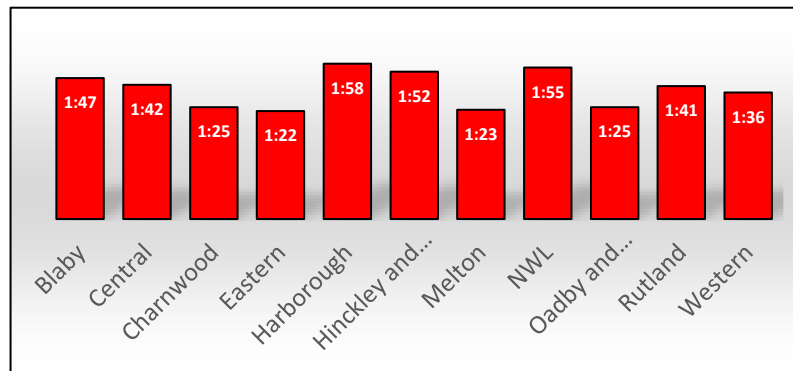


Chart 16: Average appliance mobilisation times

The total average appliance mobilisation times to primary fire incidents for September was 1 minute 36 seconds..

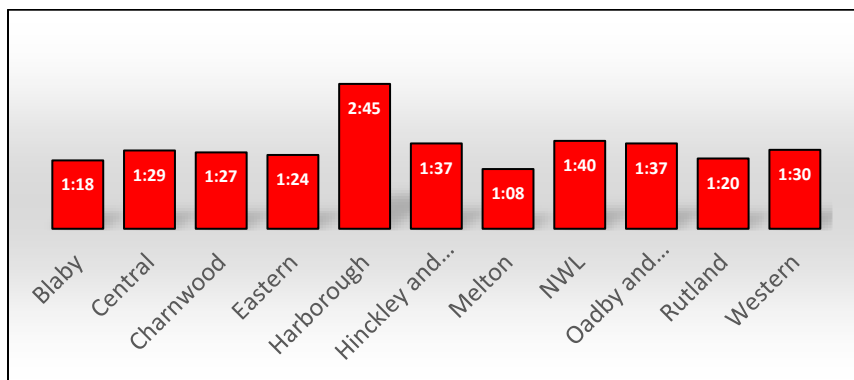
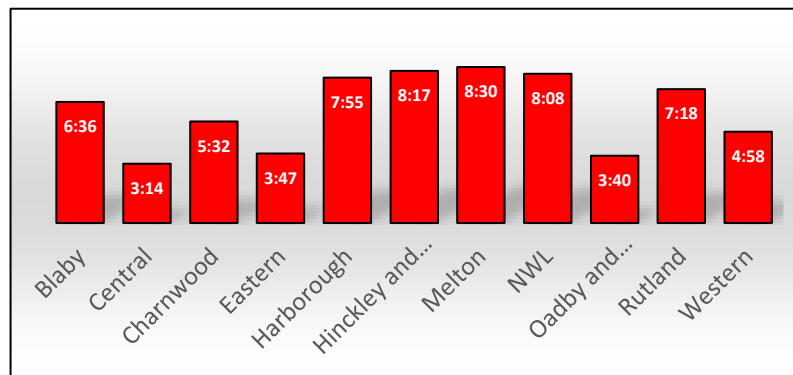


Chart 17: Average time to drive

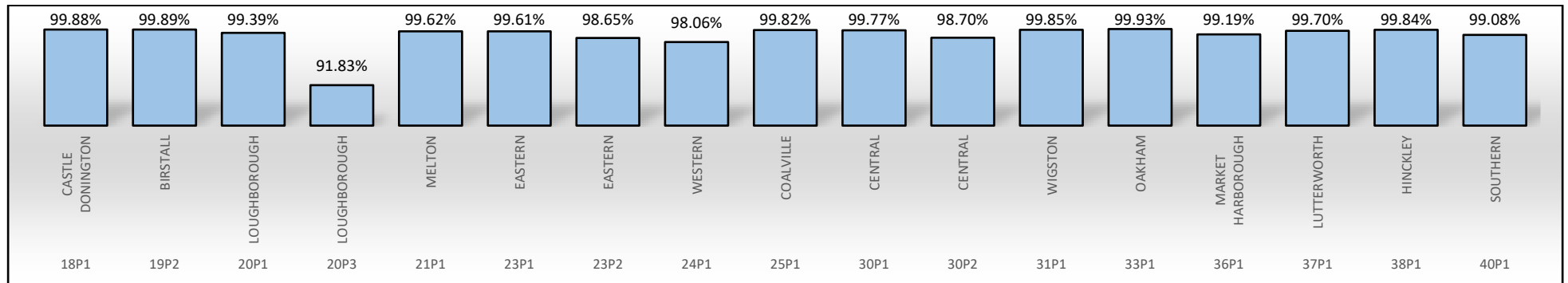
The total average time to drive to primary fire incidents for September was 6 minutes 14 seconds.



3.5 The % availability of Wholetime fire appliances – April to September 2020

For April to September, Wholetime fire appliances have been available 98.9% of the time due to crewing, an increase of 0.7% compared to the 3-year average (98.2%). 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.

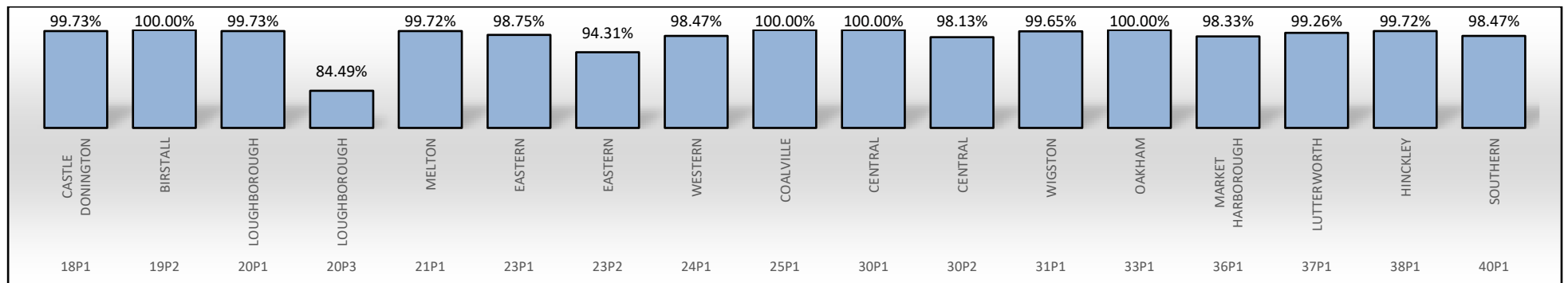
Chart 18: Wholetime Appliance Availability – April to September 2020



September 2020

For September, Wholetime fire appliances have been available 98.1% of the time due to crewing, a decrease of 0.1% compared to August (98.2%).

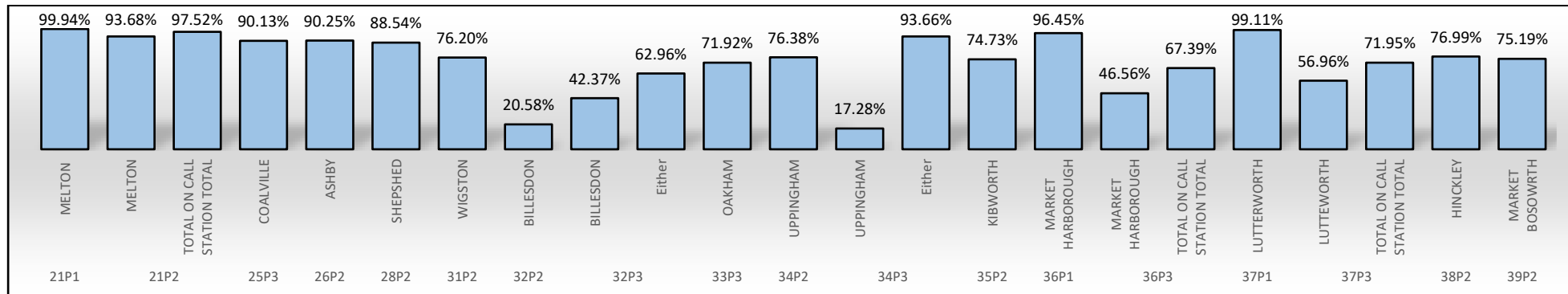
Chart 19: Wholetime Appliance Availability – September 2020



3.6 The % availability of On-Call fire appliances – April to September 2020

For April to September, On-Call fire appliances have been available 79.0% of the time due to crewing, an increase of 17.6% compared to the 3-year average (61.4%). Please note these figures are calculated based purely on the crew/skill availability held on the Systel Data Warehouse. Any unavailability due to mechanical reasons are not included. The effects of COVID 19 have had a dramatic increase on the availability of On-Call appliances during April to June, although figures are beginning to decline.

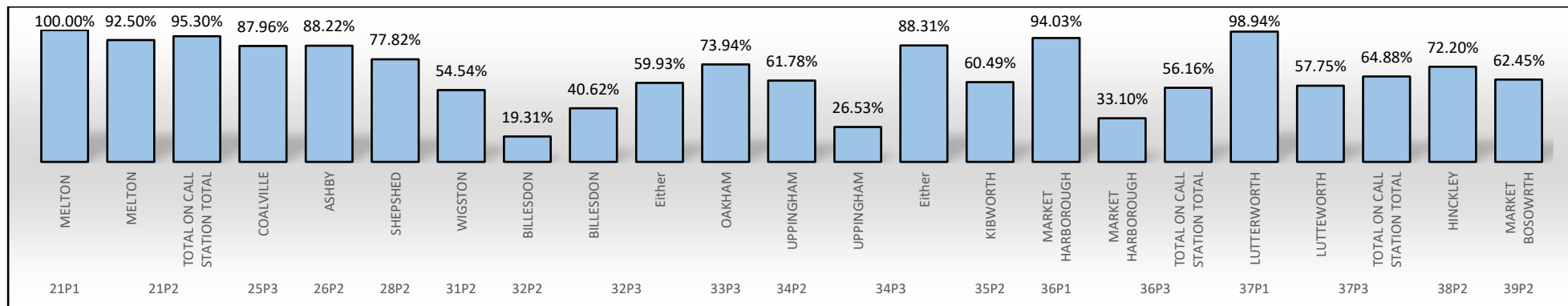
Chart 20: On-Call Appliance Availability – April to September 2020



September 2020

For September, On-Call fire appliances have been available 72.8% of the time due to crewing, an increase of 2.5% compared to August (70.3%).

Chart 21: On-Call Appliance Availability – September 2020



3.7 The % of people overall satisfied with our response – April to September 2020

We have received 99 public responses to our After the Incident Survey April to September. 99% of people responding to the survey stated that they are ‘satisfied’ with the overall service they received from Leicestershire Fire and Rescue Service. 1% of people responding stated

they were neither 'satisfied' or 'dissatisfied' with the overall service. This is 1% less than the previous year figure of 100%. The survey in this format is new and has only been running for the past year.

September 2020

For September, we have received 17 responses to our After the Incident Survey, which is the same as we have received in August (17). 1 person responding stated that they were neither 'satisfied' or 'dissatisfied' with the overall service.

3.7a The % of people satisfied with their initial contact with the service – April to September 2020

We have received 54 public responses to this question in our After the Incident Survey April to September. 100% of people responding to the survey stated that they are 'satisfied' with the initial contact when they called Leicestershire Fire and Rescue Service. This is exactly the same as the previous year figure of 100%.

September 2020

For September, we have received 12 responses to this question in our After the Incident Survey, which is 5 more than we have received in August (7).

3.7b The % of people satisfied with the service they received at the scene – April to September 2020

We have received 96 public responses to this question in our After the Incident Survey for April to September. 100% of people responding to the survey have stated that they are 'satisfied' with the service they received at the scene from Leicestershire Fire and Rescue Service. This is exactly the same as the previous year figure of 100%.

September 2020

For September, we have received 17 responses to this question in our After the Incident Survey, which is 2 more than we have received in August (15).

4.1 Home safety checks – April to September 2020

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 gain entry, successful advice no entry and follow ups.

There have been 3361 home safety checks April to September. This is 113 less than the 3-year average of 3474. The previous year shows there were 3304 home safety checks completed during the same period.

The 3361 home fire safety checks can be broken down further:

Successful gain entry 415, a decrease of 2546 home safety checks on last year's (2961).

Successful advice no entry 2466, an increase of 2255 home safety checks on last year's (211).

Follow ups 480, an increase of 248 home safety checks on last year's (132).

Table 21: Home safety checks – April to September 2020

Ref	Key Corporate Indicator	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr to Sep 2020
4.l	Home safety checks	446	277	493	517	775	853							3361
a	Successful gain entry	32	42	65	65	113	98							415
b	Successful advice no entry	328	196	347	348	615	632							2466
c	Follow ups	86	39	81	104	47	123							480

The number of home safety checks are carried out by stations, community safety educators and partners.

The 3361 home fire safety checks can be broken down further:

Stations 1364, a decrease of 121 home safety checks on last year's (1485).

Community safety educators 1954, an increase of 347 home safety checks on last year's (1607).

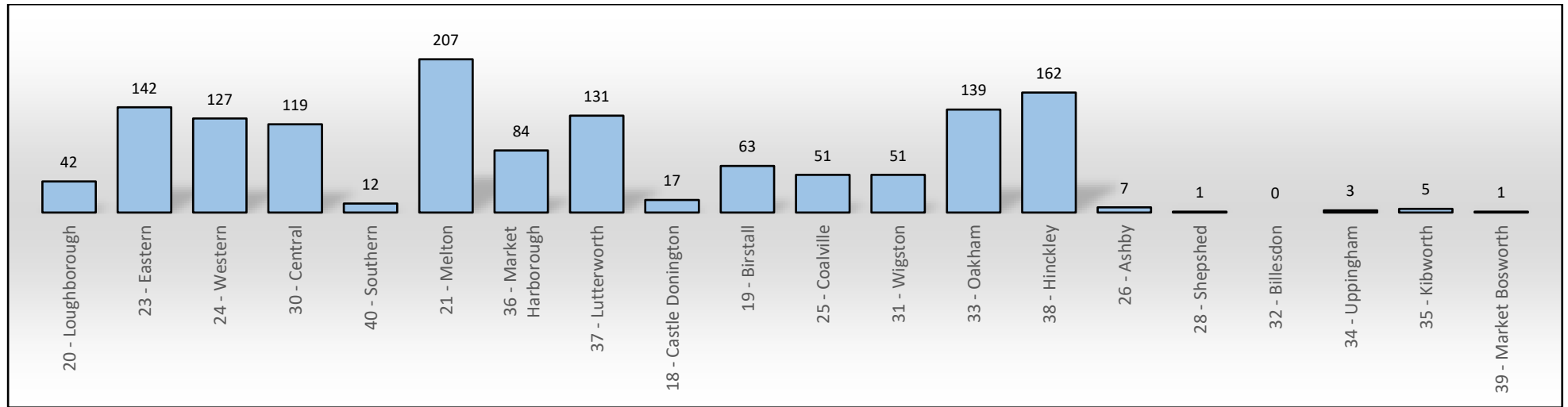
Partners 43, a decrease of 169 home safety checks on last year's (212).

Table 22: Home safety checks carried out by stations community safety educators and partners – April to September 2020

Ref	Key Corporate Indicator	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr to Sep 2020
4.l	Home safety checks	446	277	493	517	775	853							3361
a	Stations	39	38	176	164	468	479							1364
b	CSE	407	237	297	343	296	374							1954
c	Partners data	0	2	20	10	11	0							43

The 1364 home safety checks carried out April to September 2020 by stations are shown below.

Chart 22: Total Successful HSCs by Station April to September 2020



September 2020

For September, there were 853 home safety checks, which is 78 more than August (775).

Of the 853, there were 98 successful gain entry. 632 successful advice no entry and 123 follow ups. There were 479 carried out by stations, 374 carried out by community safety educators and none by partners.

4.2 Home safety feedback surveys – April to September 2020

There have been 1013 home safety feedback surveys April to September. This is a new indicator, which has only very recently started.

Of the 1013 surveys, 863 were first visits and 150 were repeat visits. Of the 863 first visits, 99.9% were satisfied (1 person wasn't satisfied) and of the 150 repeat visits, 99.3% were satisfied (1 person wasn't satisfied).

September 2020

For September, we have received 166 home safety feedback surveys, which is 13 less than in August (179). Of this, 143 were first visits in September, which is 22 less than in August (165) and 100% were satisfied. There were 23 repeat visits in September, which is 9 more than in August (14) and 100% were satisfied.

5.1 The % of fire safety audits that result in action plans and enforcement notices – April to September 2020

There have been 189 fire safety audits carried out April to September and there have been 20 action plans or enforcement notices. The number of fire safety audits carried out is 1 more than the 3-year average of 188 and the number of action plans or enforcement notices is 37 less than the 3-year average of 57.

The Fire Protection Department continue to work flexibility with a combination of remote 'virtual' audits together with the reintroduction of direct engagement with the Responsible Person on site. The ability for the team to be flexible in their approach is important as the lockdown restrictions in Leicester City continue. Across Leicester Leicestershire and Rutland, this blended approach has enabled an increase in completed audits from the Risk Based Inspection Programme.

September 2020

For September, there were 82 fire safety audits carried out, which is 33 more than in August (49). There were 6 action plans or enforcement notices issued, which is 3 less than were issued in August (9).

5.2 Fire protection Survey – Overall how satisfied were you with the service received – April to September 2020

There have been 41 surveys received April to September and they were all 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. We are beginning to carry out more audits, so the number of surveys returned is expected to increase. We are also looking to move to the new snap survey rather than survey monkey, which will hopefully give a greater number of returns and will be available to a wider selection of the community to whom we have engagement with.

September 2020

For September, there were 10 surveys received and they were all satisfied with the service they have received, which is 7 more than in August (17).

6.1 Average number of days/shifts lost to sickness by operational staff per person – April to September 2020

An average of 2.09 days/shifts per person were lost to sickness by operational staff during April to September, compared to the 3-year average of 2.46 days/shifts lost per person. In total, there have been 790.42 days/shifts lost to sickness, compared to the 3-year average of 911.08 days/shifts lost.

The 790.42 days/shifts lost April to September can be broken down further:

There were 212.40 short term days/shifts lost, a reduction of 51.44 days/shifts lost compared to the 3-year average of 263.84 days/shifts lost. Of the 212.40 short term days/shifts lost, 90.94 short term days/shifts lost were reported April to June, compared to 121.46 short term days/shifts lost July to September.

There were 578.02 long term days/shifts lost, a reduction of 69.22 days/shifts lost compared the 3-year average of 647.24 days/shifts lost. Of the 578.02 long term days/shifts lost, 313.02 long term days/shifts lost were reported April to June, compared to 265.00 long term days/shifts lost July to September.

The result of COVID 19 has also had an impact on sickness. If you include this data, an average of 3.14 days/shifts would be lost by operational staff during April to September. In total, there have been 399.85 days/shifts lost to COVID 19. There were 263.86 days/shifts lost to COVID 19 April to June and 135.99 days/shifts lost July to September. In respect of operational staff, although the ability to work from home has been significantly more challenging, a number of personnel have been able to do so, and as such it would be impossible to consider the COVID 19 information as lost shifts in its purest sense. It would however, be pertinent to view this figure as the amount of operational shifts impacted, which does have a direct correlation with crewing/resilience requirements during the period. A full detailed report on sickness and reasons for sickness has been produced.

Table 23: The total operational sickness – April to September 2020

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	19.00	56.50	75.50	34.00	2.22
23 – Eastern	15.00	85.50	100.50	41.67	2.41
24 – Western	33.00	83.00	116.00	23.00	5.04
30 – Central	31.00	0.00	31.00	38.83	0.80
40 – Southern	27.00	10.00	37.00	28.00	1.32
Total	125.00	235.00	360.00	165.50	2.18
DC					
21 – Melton	3.64	36.15	39.79	11.00	3.62

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
75.50	26.00	101.50	34.00	2.99
100.50	17.50	118.00	41.67	2.83
116.00	31.00	147.00	23.00	6.39
31.00	43.50	74.50	38.83	1.92
37.00	61.50	98.50	28.00	3.52
360.00	179.50	539.50	165.50	3.26
DC				
39.79	0.00	39.79	11.00	3.62

36 – Market Harborough	4.43	22.72	27.15	11.50	2.36
37 – Lutterworth	3.54	0.00	3.54	11.00	0.32
Total	11.61	58.87	70.48	33.50	2.10
DCP					
18 – Castle Donington	6.39	0.00	6.39	11.67	0.55
19 – Birstall	4.22	0.00	4.22	11.67	0.36
25 – Coalville	1.53	0.00	1.53	11.33	0.14
31 – Wigston	8.80	19.05	27.85	11.00	2.53
33 – Oakham	11.21	81.42	92.63	14.00	6.62
38 – Hinckley	5.14	75.18	80.32	12.00	6.69
Total	37.29	175.65	212.94	71.67	2.97
Control					
	18.50	57.00	75.50	26.00	2.90
Non Station					
	20.00	51.50	71.50	81.83	0.87
Total Operational					
	212.40	578.02	790.42	378.50	2.09

27.15	10.49	37.64	11.50	3.27
3.54	12.52	16.06	11.00	1.46
70.48	23.01	93.49	33.40	2.79
DCP				
6.39	5.16	11.55	11.67	0.99
4.32	52.31	56.53	11.67	4.85
1.53	18.17	19.70	11.33	1.74
27.85	25.68	53.53	11.00	4.87
92.63	5.43	98.06	14.00	7.00
80.32	5.59	85.91	12.00	7.16
212.94	112.34	325.78	71.67	4.54
Control				
75.50	48.50	124.00	26.00	4.77
Non Station				
71.50	36.50	108.00	81.83	1.32
Total Operational				
	399.85	1190.27	378.50	3.14

6.2 Average number of days/shifts lost to sickness by support staff per person – April to September 2020

An average of 2.95 days/shifts per person were lost to sickness by support staff during April to September, compared to the 3-year average of 4.33 days/shifts lost per person. In total, there have been 321.16 days/shifts lost to sickness, compared to the 3-year average of 439.35 days/shifts lost.

The 321.16 days/shifts lost April to September can be broken down further:

There were 36.81 short term days/shifts lost, a reduction of 76.76 days/shifts lost compared to the 3-year average of 113.57 days/shifts lost. Of the 36.81 short term days/shifts lost, 8.84 short term days/shifts lost were reported April to June, compared to 27.97 short term days/shifts lost July to September.

There were 284.35 long term days/shifts lost, a reduction of 41.43 days/shifts lost compared the 3-year average of 325.78 days/shifts lost. Of the 284.35 long term days/shifts lost, 145.27 long term days/shifts lost were reported April to June, compared to 139.08 long term days/shifts lost July to September.

The result of COVID 19 has also had an impact on sickness. If you include this data, an average of 4.19 days/shifts would be lost by operational staff during April to September. In total, there have been 134.57 days/shifts lost to COVID 19. There were 107.47 days/shifts lost to COVID 19 April to June and 27.10 days/shifts lost July to September. However, for the most part we know that support staff have maintained working from home when self-isolating. As such, COVID 19 should not be considered as part of lost shifts, more the impact of COVID on Service support staff, is simply identified by the total shifts affected. 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.

Table 24: The total support sickness – April to September 2020

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					
Area Manager	0.00	0.00	0.00	1.00	0.00
Estates and Facilities	1.00	0.00	1.00	4.00	0.25
Finance	4.73	0.00	4.73	6.72	0.70
Information and Technology	0.00	52.00	52.00	10.95	4.75
Service Support	3.43	0.00	3.43	12.86	0.27
Total	9.16	52.00	61.16	35.53	1.72
People and Organisational Development					
Area Manager	0.00	0.00	0.00	1.00	0.00
Human Resources	0.00	47.57	47.57	7.81	6.09
Learning and Development	3.00	63.62	66.62	10.40	6.40
Occupational Health	2.00	0.00	2.00	2.92	0.68
Total	5.00	111.19	116.19	22.13	5.25
Community Risk					
Emergency Planning and Resilience	0.00	0.00	0.00	2.00	0.00
Operational Risk	3.00	0.00	3.00	5.81	0.52
Safer Communities	11.00	111.00	122.00	18.17	6.72
Total	14.00	111.00	125.00	25.98	4.81
Directors					
Emergency Services Network Project Coordinator	0.00	0.00	0.00	1.00	0.00
Total	0.00	0.00	0.00	1.00	0.00
Operational Response					
Station Support Staff	4.00	0.00	4.00	6.05	0.66
Total	4.00	0.00	4.00	6.05	0.66
Service Assurance					
Business Assurance	3.00	0.00	3.00	1.00	3.00
Corporate Communications	1.00	0.00	1.00	3.00	0.33
Information Governance	0.65	10.16	10.81	9.40	1.15
Planning and Performance Management	0.00	0.00	0.00	4.33	0.00
Total	4.65	10.16	14.81	17.74	0.83
Service Delivery					
Service Delivery – Fire Control	0.00	0.00	0.00	0.33	0.00
Total	0.00	0.00	0.00	0.33	0.00
Total Support	36.81	284.35	321.16	108.76	2.95

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
0.00	0.00	0.00	1.00	0.00
1.00	0.00	1.00	4.00	0.25
4.73	0.00	4.73	6.72	0.70
52.00	0.00	52.00	10.95	4.75
3.43	26.00	29.43	12.86	2.29
61.16	26.00	87.16	35.53	2.45
0.00	0.00	0.00	1.00	0.00
47.57	0.00	47.57	7.81	6.09
66.62	2.50	69.12	10.40	6.64
2.00	0.00	2.00	2.92	0.68
116.19	2.50	118.69	22.13	5.36
0.00	0.00	0.00	2.00	0.00
3.00	4.00	7.00	5.81	1.20
122.00	95.00	217.00	18.17	11.94
125.00	99.00	224.00	25.98	8.62
0.00	0.00	0.00	1.00	0.00
0.00	0.00	0.00	1.00	0.00
4.00	1.07	5.07	6.05	0.84
4.00	1.07	5.07	6.05	0.84
3.00	0.00	3.00	1.00	3.00
1.00	0.00	1.00	3.00	0.33
10.81	0.00	10.81	9.40	1.15
0.00	6.00	6.00	4.33	1.38
14.81	6.00	20.81	17.74	1.17
0.00	0.00	0.00	0.33	0.00
0.00	0.00	0.00	0.33	0.00
321.16	134.57	455.73	108.76	4.19

6.3 Average number of staff on modified duties for the entire month – April to September 2020

There have been on average, 7.33 members of staff that have been on modified duties for the entire month, per month April to September. This is 2.10 less than the 3-year average of 9.43.

The breakdown includes 3.00 from Wholetime, 3.66 from On-Call and 0.67 from Support.

September 2020

The breakdown of 12 members of staff on modified duties for the entire month in September:

- Wholetime – 5 – 1 Birstall, 1 Loughborough, 1 Market Harborough, 1 Western and 1 Non Station.
- On-Call – 6 - 2 Billesdon, 2 Oakham, 1 Melton and 1 Kibworth.
- Support – 1 – 1 Business Support.

6.4 Average number of staff on modified duties at some point throughout the month – April to September 2020

There have been on average, 11.83 members of staff that have been on modified duties at some point throughout the month, per month April to September. This is 0.23 more than the 3-year average of 11.60.

The breakdown includes 8.00 from Wholetime, 3.00 from On-Call and 0.83 from Support.

September 2020

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

- Wholetime – 6 – 2 Non Station, 1 Central, 1 Hinckley, 1 Lutterworth and 1 Western.
- On-Call – 5 – 2 Market Bosworth, 1 Ashby, 1 Lutterworth and 1 Melton.
- Support – 1 – 1 People and Organisational Development.