

Performance Update: April to July 2020

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	605									2569	2906	-337
I.2	Fire incidents	172	248	191	178									789	947	-158
a	Primary fire incidents	76	106	94	79									355	456	-101
b	Secondary fire incidents	90	140	96	96									422	476	-54
c	Chimney fire incidents	6	2	1	3									12	15	-3
I.3	Fire false alarms	218	261	231	193									903	946	-43
a	Due to apparatus	98	101	117	87									403	544	-141
b	Good intent	114	151	111	104									480	361	119
c	Malicious attended	6	9	3	2									20	41	-21
I.4	Non-fire incidents	190	232	221	234									877	1013	-136
a	Non-fire false alarms	7	7	6	7									27	42	-15
b	Special service	183	225	215	227									850	971	-121
-	Road traffic collision (RTC)	31	41	44	52									168	239	-71
-	Assist other agencies	68	82	77	67									294	190	104
-	Medical incident - co-responder/first responder	12	12	8	15									47	170	-123
-	Effecting entry / exit	18	14	15	14									61	96	-35
KCI 2 Fatalities and casualties																
2.1	Fatalities in fires	0	0	0	0									0	3	-3
2.2	Non-fatal casualties in fires	2	3	3	1									9	21	-12
2.3	Fatalities in non-fire incidents	9	3	4	4									20	15	5
2.4	Non-fatal casualties in non-fire incidents	37	53	56	61									207	317	-110
2.5	Number of TRIM (Trauma Risk Management):															
a	Notifications	10	4	6	5									25	N/A	N/A
b	Interventions	5	3	2	0									10	N/A	N/A
c	I to I's	0	0	1	0									1	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
2.6	Number of LFRS employees injured whilst attending incidents	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									5664	6352	-688
3.2	The total average response times of life threatening incidents (mins)	9:18	9:13	10:10	10:25									9:52	10:16	-0:24
a	Average call handling time	2:03	1:51	1:53	1:57									1:56	2:02	-0:06
b	Average appliance mobilisation time	1:23	1:28	1:30	1:32									1:32	1:57	-0:25
c	Average time to drive to the incident	5:52	5:54	6:47	6:56									6:24	6:17	0:07
d	Number of life threatening incidents attended	54	54	59	73									240	482	-242
3.3	The total average response times of non-life threatening incidents (mins)	10:09	9:41	10:13	9:48									9:57	9:44	0:13
a	Average call handling time	2:27	2:01	2:24	2:04									2:14	2:10	0:04
b	Average appliance mobilisation time	1:47	1:39	1:44	1:36									1:41	1:38	0:03
c	Average time to drive to the incident	5:55	6:01	6:05	6:08									6:02	5:56	0:06
d	Number of non-life risk incidents attended	518	672	573	525									2288	2412	-124
3.4	The total average response times to primary fires (as recorded by Home Office)	9:01	9:07	10:00	10:10									9:33	9:43	-0:10
a	Average call handling time	1:34	1:32	1:38	1:39									1:36	1:43	-0:07
b	Average appliance mobilisation time	1:53	1:30	1:26	1:37									1:35	1:39	-0:04
c	Average time to drive to the incident	5:34	6:05	6:56	6:54									6:22	6:21	0:01
d	Number of primary fire incidents attended	70	95	86	69									320	372	-52
3.5	The % availability of Wholetime fire appliances	99.8%	99.5%	99.1%	99.0%									99.3%	98.2%	1.1%
3.6	The % availability of On-Call fire appliances	87.5%	85.2%	83.1%	75.3%									82.7%	61.4%	21.3%
3.7	The % of people satisfied with our overall response	100%	100%	100%	100%									100%	100%	0%
a	The % of people satisfied with their initial contact with the service	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%	0%
KCI 4 Home Fire Safety Checks and Smoke Alarms																
4.1	Home safety checks	446	277	483	507									1713	2455	-742

Ref	Key Corporate Indicator	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Actual	3-Year Average	Differ
4.2	Home safety feedback surveys	245	135	161	136									677	New Indicator	
a	Percentage satisfied	100%	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%	0.0%	0.0%	13.2%									8.6%	29.6%	-21.0%
a	Fire safety audits	1	6	13	38									58	133	-75
b	Action plans and enforcement notices	0	0	0	5									5	39	-34
5.2	Fire protection survey – Overall how satisfied were you with the service received	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)			-			-					1.07 (1.77)	1.25	-0.18
a	Days/shifts lost to short-term sickness		90.94			-			-					90.94	133.82	-42.88
b	Days/shifts lost to long-term sickness		313.02											313.02	331.86	-18.84
c	Total days/shifts lost to sickness (COVID 19)		403.96 (263.86)			-			-					403.96 (263.86)	465.68	-61.72
6.2	Average number of days/shifts lost to sickness by support staff per person (inc COVID 19)		1.44 (2.44)			-			-					1.44 (2.44)	1.95	-0.51
a	Days/shifts lost to short-term sickness		8.84			-			-					8.84	64.82	-55.98
b	Days/shifts lost to long-term sickness		145.27			-			-					145.27	148.58	-3.31
c	Total days/shifts lost to sickness (COVID 19)		154.11 (107.47)											154.11 (107.47)	213.40	-59.29
6.3	Average number of staff on modified duties for the entire month	5	4	5	9									5.75	9.41	-3.66
a	Wholetime	1	2	2	5									2.50	4.58	-2.08
b	On-Call	3	2	3	4									3.00	4.58	-1.58
c	Support	1	0	0	0									0.25	0.25	0.00
6.3	Average number of staff on modified duties at some point throughout the month	14	13	15	3									11.25	12.66	-1.41
a	Wholetime	10	10	12	1									8.25	8.33	-0.08
b	On-Call	3	2	3	2									2.50	3.17	-0.67
c	Support	1	1	0	0									0.50	1.16	-0.66

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 July 2020

Of the 2569 incidents April to July 2020, 903 (35%) were fire false alarms, 877 (34%) were non-fire incidents and 789 (31%) were fire incidents. Most incidents occurred in Western, followed by Charnwood and Eastern. The 3-year average is 2906, so in comparison to this, there are 337 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 now June and July has seen the number of incidents reduce back down. This again can be partly due to the impact of the lockdown imposed in the City in July. Interesting to see more incidents located in North West Leicester (NWL) than in Central.

Ref	Key Corporate Indicator	Cen	Eas	Wes	Har	Mel	Oad	Rut	Bla	Cha	Hin	NWL	Apr to Jul 2020
1.1	Total incidents	226	337	428	191	125	99	107	177	390	223	266	2569

Looking at the 3 areas:

Fire incidents – reduction of 158 incidents compared to 3-year average.

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

Non-fire incidents – reduction of 136 incidents compared to 3-year average.

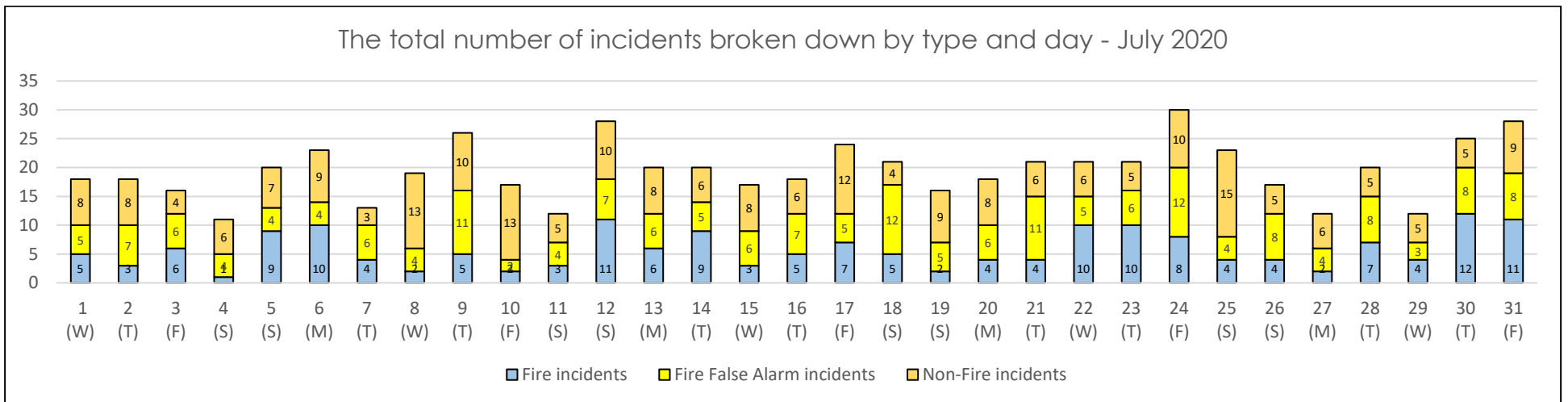
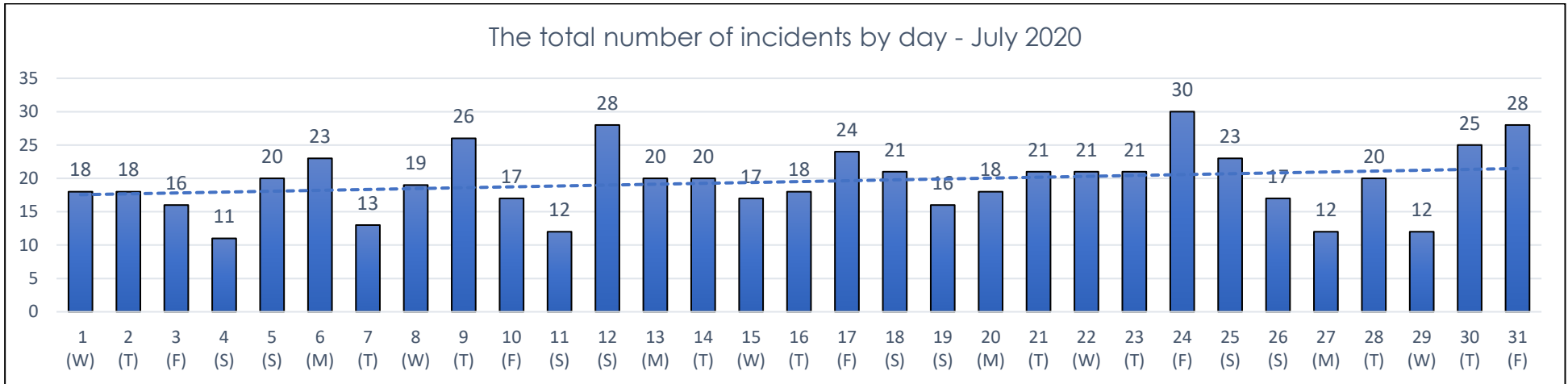
The number of fire related incidents and non-fire related incidents would normally be a lot higher, especially in what has been one of the driest summers on record. The number of special service incidents attended has decreased, which in some ways is a result of our reduced capability this year to carry 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.

July 2020

Of the 605 incidents in July, 234 (39%) were non-fire incidents, 193 (32%) were fire false alarms and 178 (29%) were fire incidents. Most incidents occurred in Western, followed by Charnwood and Eastern. The decrease in incidents in July are due in most to a reduction in primary fires and fire false alarms.

Ref	Key Corporate Indicator	Cen	Eas	Wes	Har	Mel	Oad	Rut	Bla	Cha	Hin	NWL	July 2020
I.I	Total incidents	52	81	104	41	40	23	21	46	88	46	63	605

The total number of incidents by day ranged from 11 at its lowest in a day, to 30 incidents at its peak. After a quiet start to the month, the number of incidents steadily increased during the month. Friday appeared twice as one of the busiest days and Sunday once. On average, there were 19.52 incidents attended each day. The 605 incidents include fires, fire false alarms and non-fire related incidents.



1.2 Fire incidents – April to July 2020

Of the 789 fire incidents April to July, 355 were primary fires, 422 were secondary fires and 12 were chimney fires. Most incidents occurred in Charnwood, Western and NWL. The 3-year average is 947, so to have less at this point is pleasing. However, we are now entering the time of year when sustained drier spells can result in a spike in secondary fires, so it remains important to continue to monitor activity. It was only July 2018 when there were 303 secondary fires in one month alone.

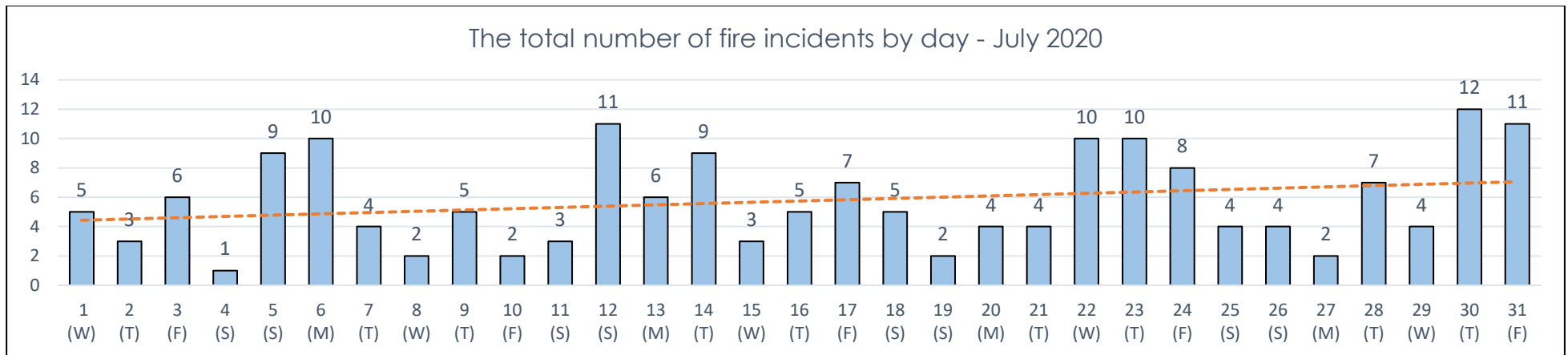
Ref	Key Corporate Indicator	Cen	Eas	Wes	Har	Mel	Oad	Rut	Bla	Cha	Hin	NWL	Apr to Jul 2020
1.2	Fire incidents	49	79	127	75	46	21	23	67	132	74	96	789
a	Primary fire incidents	22	38	59	38	21	6	9	26	56	39	41	355
b	Secondary fire incidents	27	41	68	35	24	14	10	41	74	35	53	422
c	Chimney fire incidents	0	0	0	2	1	1	4	0	2	0	2	12

July 2020

Of the 178 incidents in July 2020, 79 (44%) were primary fires, 96 (54%) were secondary fires and 3 (2%) were chimney fires. Most incidents occurred in Charnwood, Western and NWL. This is a decrease of 13 incidents from June (191).

Ref	Key Corporate Indicator	Cen	Eas	Wes	Har	Mel	Oad	Rut	Bla	Cha	Hin	NWL	July 2020
1.2	Fire incidents	11	14	32	17	11	5	6	17	33	13	19	178
a	Primary fire incidents	5	4	11	12	4	3	3	5	11	10	11	79
b	Secondary fire incidents	6	10	21	5	6	2	2	12	21	3	8	96
c	Chimney fire incidents	0	0	0	0	1	0	1	0	1	0	0	3

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 numbers of incidents increased steadily towards the end of the month. On average, there were 5.74 fire incidents attended each day.



1.2a Primary fire incidents

There were 79 primary fire incidents in July, a decrease of 15 from June (94). Of these, 61 were accidental fires, 16 were deliberate fires and 2 were not known. Harborough had the most incidents with 12, followed by Charnwood, Western and NWL with 11 each.

Of the 61 accidental fires, there were 29 dwelling, 17 road vehicle, 6 non-residential, 4 outdoor structure, 3 outdoor and 2 were other-residential. The main fire cause shows there were 8 combustible articles too close to heat source (or fire), 8 other cooking and 7 were faulty fuel supply - electricity. The main ignition source shows cooking appliance with 19 incidents, 10 were vehicles only and 8 electricity supply. The main times of the incidents show 12 of the incidents occurring between the hours of 5.00pm – 6.00pm.

Of the 16 deliberate fires, there were 8 road vehicle, 3 dwelling, 2 non-residential, 2 outdoor and 1 was an outdoor structure. Of the main property types, there were 5 buildings, 4 cars, 2 grassland, woodland and crops, 2 motorcycles and 2 were van's. The main source of ignition shows there were 6 not known and 5 were naked flame. The main times of the incidents show 3 incidents occurring between 11.00pm and 12.00pm. Harborough, NWL and Western had 3 of the 16 deliberate fires.

1.2b Secondary fire incidents

There were 96 secondary fire incidents in July, which is the same as June (96). Of these, 54 were accidental fires and 42 were deliberate fires. Charnwood and Western had the most incidents with 21, followed by Blaby with 12.

Of the 54 accidental fires, the main types of property were loose refuse (incl in garden) 12, private/domestic garden/allotment 9 and tree scrub (includes single trees not in garden) 8. The main times of the incidents show 7 of the incidents occurring between the hours of 5.00pm – 6.00pm.

Of the 42 deliberate fires, the main types of property were loose refuse (incl in garden) 13, tree scrub (includes single trees not in garden) 9 and park 3. The main times of the incidents show 6 of the incidents occurring between the hours of 10.00pm – 11.00pm. Western had 10 out of the 42 deliberate fires.

1.2c Chimney fire incidents

There were 3 chimney fire incidents in July. They occurred in Charnwood, Melton and Rutland.

1.3 Fire false alarms – April to July 2020

Of the 903 fire false alarm incidents April to July, 403 were due to apparatus, 480 were good intent and 20 were malicious. Most incidents occurred in Western, Eastern and Charnwood. The 3-year average is 946, so compared to the average, figures have decreased by 43.

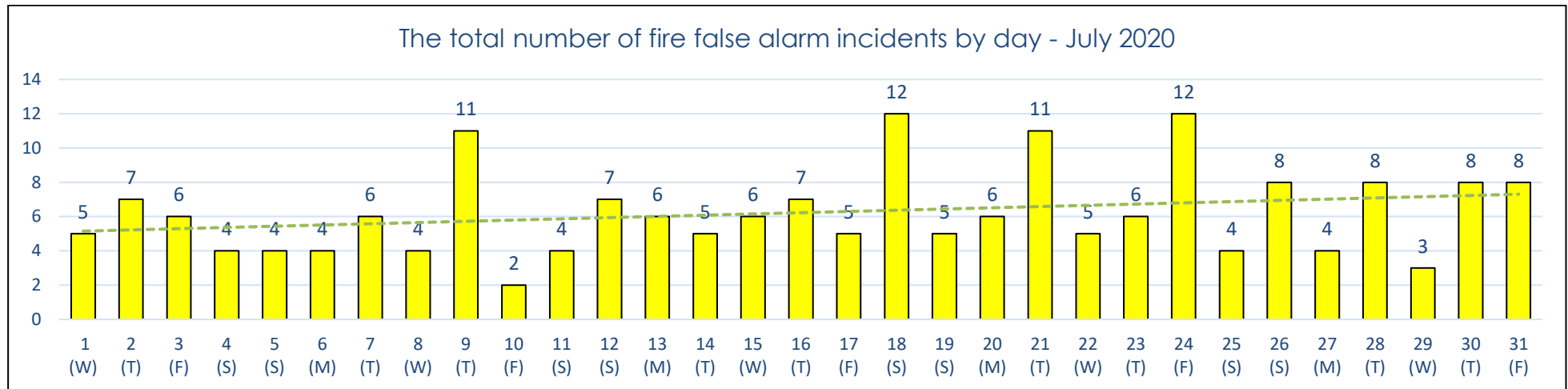
Ref	Key Corporate Indicator	Cen	Eas	Wes	Har	Mel	Oad	Rut	Bla	Cha	Hin	NWL	Apr to Jul 2020
1.3	Fire false alarms	99	132	161	54	39	40	62	52	111	69	84	903
a	Due to apparatus	69	55	75	28	17	16	39	16	39	23	26	403
b	Good intent	26	75	79	26	22	24	20	36	71	45	56	480
c	Malicious attended	4	2	7	0	0	0	3	0	1	1	2	20

July 2020

Of the 193 fire false alarm incidents in July, 87 were due to apparatus, 104 were good intent and 2 were malicious. Most incidents occurred in Western, Eastern and NWL. There were 231 in June, so July has seen a decrease of 38.

Ref	Key Corporate Indicator	Cen	Eas	Wes	Har	Mel	Oad	Rut	Bla	Cha	Hin	NWL	July 2020
1.3	Fire false alarms	19	27	33	8	13	9	9	16	22	13	24	193
A	Due to apparatus	14	13	18	2	8	3	4	4	9	5	7	87
B	Good intent	5	14	14	6	5	6	4	12	13	8	17	104
C	Malicious attended	0	0	1	0	0	0	1	0	0	0	0	2

The total number of fire false alarm incidents by day ranged from 2 at its lowest in a day, to 12 incidents at its peak. On average, there were 6.22 fire false alarm incidents attended each day and it has increased steadily towards the end of the month.



1.3a Due to apparatus

There were 87 false alarms due to apparatus in July, a decrease of 30 from June (117). Of these, 58 were dwelling, 19 were non-residential and 10 were other residential.

Of the false alarms due to apparatus in dwellings, the main causes were cooking burnt/toast 17, faulty equipment 15 and unknown 7. The main times of the incidents show 8 of the incidents occurring between the hours of 7.00pm – 8.00pm. Brown Court, Mowbray Court and Glenfield Road were visited 3 times each.

Of the false alarms due to apparatus in non-residential, the main causes were faulty 3, other 3, testing 3 and unknown 3. Glenfield Hospital was visited 3 times.

Of the false alarms due to apparatus in other residential, the main causes were cooking burnt/toast 3, accidentally/carelessly set off 2 and faulty 2. Tudor Studios on Tudor Road was visited twice.

1.3b Good intent

There were 104 good intent false alarms in July, a decrease of 7 from June (111). Of these, 45 were outdoor, dwelling 43, road vehicle 7, non-residential 5, other residential 2 and outdoor structures 2.

Of the good intent false alarms, the main causes were due to controlled burning 32, bonfire 19 and other 12. The main times of the incidents show 19 of the incidents occurring between the hours of 9.00pm – 11.00pm. Berry Hill Lane and Brownlow Crescent Melton had 2 incidents each.

1.3c Malicious attended

There were 2 malicious false alarms in July, a decrease of 1 from June (3). Of these, 1 was in Rutland 1 was in Western. They were at different times and at various locations.

1.4 Non-fire incidents – April to July 2020

Of the 877 non-fire incidents April to July, 27 were non-fire false alarms and 850 were special service. Looking at the table below the most incidents occurred in Charnwood, Western and Eastern. The 3-year average is 1013, so compared to the average, figures have decreased by 136.

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 18 suicide attempts.

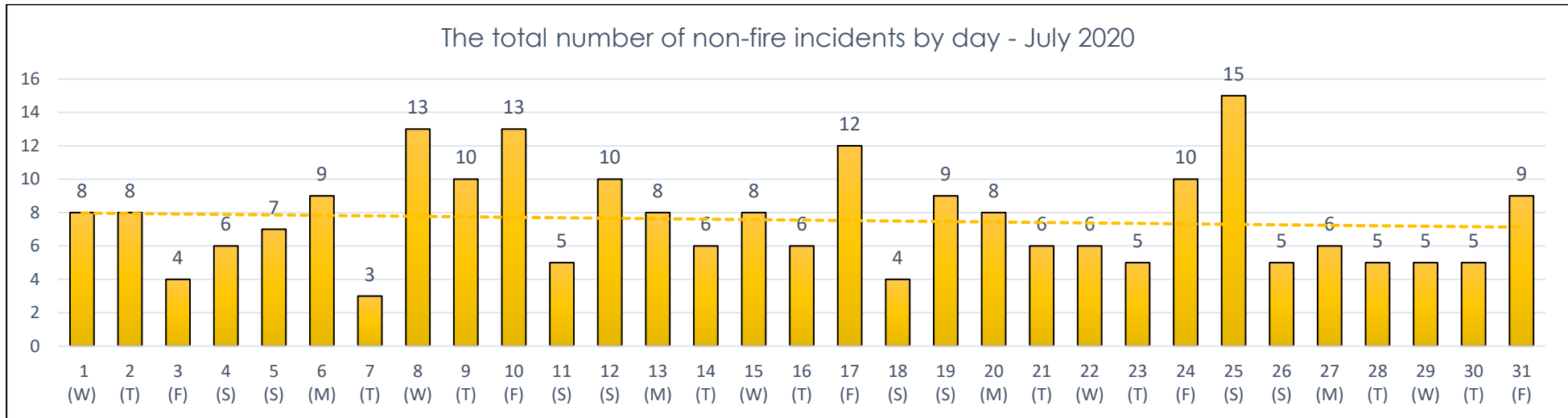
Ref	Key Corporate Indicator	Cen	Eas	Wes	Har	Mel	Oad	Rut	Bla	Cha	Hin	NWL	Apr to Jul 2020
1.4	Non-fire incidents	78	126	140	62	40	38	22	58	147	80	86	877
a	Non-fire false alarms	4	2	6	2	1	1	0	0	6	4	1	27
b	Special service	74	124	134	60	39	37	22	58	141	76	85	850
-	Road traffic collision (RTC)	8	16	14	21	7	5	6	21	31	22	17	168
-	Assist other agencies	31	49	45	21	14	13	6	19	53	19	24	294
-	Medical incident - co-responder/first responder	3	5	10	0	3	6	0	0	5	4	11	47
-	Effecting entry / exit	4	8	24	2	2	3	1	2	4	6	5	61

July 2020

Of the 234 incidents in July, 7 were non-fire false alarms and 227 were special service. Looking at the table below the most incidents occurred in Eastern, Western and Charnwood. There were 221 in June, so July has seen an increase of 13.

Ref	Key Corporate Indicator	Cen	Eas	Wes	Har	Mel	Oad	Rut	Bla	Cha	Hin	NWL	July 2020
I.4	Non-fire incidents	22	40	39	16	16	9	6	13	33	20	20	234
a	Non-fire false alarms	1	0	2	0	0	0	0	0	2	2	0	7
B	Special service	21	40	37	16	16	9	6	13	31	18	20	227
-	Road traffic collision (RTC)	2	7	2	5	4	4	1	4	9	7	7	52
-	Assist other agencies	7	12	14	5	6	2	2	4	11	3	1	67
-	Medical incident - co-responder/first responder	2	3	4	0	0	0	0	0	0	2	4	15
-	Effecting entry / exit	0	2	6	0	0	1	1	1	2	0	1	14

The total number of non-fire incidents ranged from 3 at its lowest in a day, to 15 incidents at its peak. The number of incidents have steadily decreased as we have gone through the month, despite the odd peak. On average, there were 7.54 non-fire incidents attended each day.



1.4a Non-fire false alarms

Of the 7 non-fire false alarms in July, 2 were in Charnwood, Hinckley 2, Western 2 and Central 1. This is one more than the number in June (6).

1.4b Special service

There were 227 special service incidents in July, an increase of 12 from June (215). Of these, there were 67 assist other agencies, RTCs 52, medical Incident - co-responder/first responder 15 and effecting entry / exit 14. Eastern had the most incidents with 40, followed by Western 37 and Charnwood 31.

Assist other agencies has had 67 incidents in July, which is a decrease of 10 from June (77) and this type of incident has increased substantially over the past few years. From April to July there have now been 294 assist other agencies, compared to the 3-year average of (190). RTCs remains extremely low and this can be related to the significant reduction in traffic on the roads during lockdown. Medical incident - co-responder/first responder also continues to be extremely low with 15 incidents attended in July and a total of 47 so far this year, compared to the 3 year-average (170). This is due to first responding being suspended.

2.1 Fatalities in fires – April to July 2020

No fatalities to report.

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

There have been 9 non-fatal casualties in fires April to July. This is 12 less than the 3-year average of 21. All 9 non-fatal casualties in fires have occurred in the City.

Ref	Key Corporate Indicator	Cen	Eas	Wes	Har	Mel	Oad	Rut	Bla	Cha	Hin	NWL	Apr to Jul 2020
2.2	Non-fatal casualties in fires	1	3	5	0	0	0	0	0	0	0	0	9

July 2020

There were 1 non-fatal casualty in July, a decrease of 2 from June (3).

The non-fatal casualty occurred on a Thursday afternoon in the Western Ward in the City. Crews attended an accidental dwelling fire at a property. The occupant had put some rice into the microwave for a time longer than they had thought and had sat in the communal lounge on the same floor. The smoke alarm activated and the occupant went back and tried to ascertain where the smoke was coming from and in the process suffered smoke inhalation. The nature of the injuries appeared to be slight and the victim went to hospital.

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

There have been 20 fatal casualties in non-fire incidents April to July. This is 5 more than the 3-year average of 15.

Of the 20 fatalities, 12 were attended to assist other agencies, 3 were effecting entry / exit for a medical case, 2 were other rescue/release of persons, 1 was making safe (not RTC) removal/retrieval of dead body, 1 was a RTC and 1 was a suicide. When looking at the circumstances, 13 were thought to be already dead when firefighters arrived, 5 were unable to resuscitate, confirmed dead at scene, 1 was unable to resuscitate at scene, confirmed dead at hospital and 1 was not known. There were 18 male fatalities and 2 female fatalities, aged 25, 27, 30, 40, 45, 49, 50, 50, 52, 57, 63, 67, 67, 71, 72, 75, 76, 78, 79, and 90 years of age. The cause of death shows 12 were not known, 2 chest pain/heart condition/cardiac arrest, 2 other medical condition, 1 chest/abdominal injury, 1 drowning, 1 head injury and 1 other.

Ref	Key Corporate Indicator	Cen	Eas	Wes	Har	Mel	Oad	Rut	Bla	Cha	Hin	NWL	Apr to Jul 2020
2.3	Fatalities in non-fire incidents	2	3	2	2	1	1	0	3	3	3	0	20

July 2020

There were 4 fatalities in non-fire incidents in July, compared to 4 in June.

Of the 4 fatalities, 2 were assist other agencies and 2 were effecting entry / exit for a medical case. When looking at the circumstances, 2 were thought to be already dead when firefighter arrived, 1 was unable to resuscitate, confirmed dead at scene and 1 was not known. There were 4 male fatalities, aged 50, 71, 76 and 78 years of age. The cause of death shows 4 were not known. There was 1 fatality in Blaby, 1 in Eastern, 1 in Oadby & Wigston and 1 in Western.

Ref	Key Corporate Indicator	Cen	Eas	Wes	Har	Mel	Oad	Rut	Bla	Cha	Hin	NWL	July 2020
2.3	Fatalities in non-fire incidents	0	1	1	0	0	1	0	1	0	0	0	4

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

There have been 207 non-fatal casualties in non-fire incidents April to July. This is 110 below the 3-year average of 317.

Of the 207 non-fatal casualties in non-fire incidents, 116 were in road vehicles, 77 in buildings, 13 in the outdoors and 1 on a train. The main types of injury attended, show back/neck injury 40, bruising 20 and fracture 19. There were 127 male non-fatal casualties, 77 female

non-fatal casualties and 3 not known. The ages of the non-fatal casualties show 8 casualties aged between 0 – 9, 14 between 10 – 19, 34 between 20 – 29, 34 between 30 – 39, 25 between 40 – 49, 20 between 50 – 59, 27 between 60 - 69, 22 between 70 – 79, 17 between 80 – 89, 5 between 90 – 99 years of age and 1 not known. Charnwood has had most non-fatal casualties with 47. These can be related somewhat to the high number of special service incidents and road traffic collisions.

Ref	Key Corporate Indicator	Cen	Eas	Wes	Har	Mel	Oad	Rut	Bla	Cha	Hin	NWL	Apr to Jul 2020
2.4	Non-fatal casualties in non-fire incidents	15	16	22	13	14	5	4	22	47	24	25	207

July 2020

There were 61 non-fatal casualties in non-fire incidents in July, compared to 56 in June.

Of the 61 non-fatal casualties in non-fire incidents, 40 were in road vehicles, 17 in buildings and 4 outdoors. The main types of injury attended, show back/neck injury 13, bruising 7, cuts/lacerations 7 and other 7. There were 42 male non-fatal casualties, 18 female non-fatal casualties and 1 not known. The ages of the non-fatal casualties show 5 casualties aged between 0 – 9, 5 between 10 – 19, 8 between 20 – 29, 11 between 30 – 39, 10 between 40 – 49, 6 between 50 – 59, 5 between 60 - 69, 5 between 70 – 79 and 4 between 80 – 89 and 2 between 90 – 99 years of age. The district with the most non-fatal casualties in non-fire incidents in July was Charnwood with 14. Looking into this, 10 were in road vehicles and this can be related to the number of road traffic collisions in July in Charnwood (9).

Ref	Key Corporate Indicator	Cen	Eas	Wes	Har	Mel	Oad	Rut	Bla	Cha	Hin	NWL	July 2020
2.4	Non-fatal casualties in non-fire incidents	3	5	3	3	8	4	1	5	14	6	9	61

2.5 Number of TRiM (Trauma Risk Management) – April to July 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 25 TRiM notifications April to July.

July 2020

There were 5 TRiM notifications in July, compared to 6 in June.

The 5 incidents that were reported, include 4 of which were to gain entry for EMAS or carers, with all occupiers that were deceased and one incident was a road traffic collision where the driver was trapped and operated on at the road side. 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 July 2020

No injuries to report.

3.1 Number of emergency calls received – April to July 2020

There have been 5664 emergency calls received April to July. This is 688 below the 3-year average of 6352.

July 2020

There were 1338 emergency calls received in July, which is 92 less than June (1430). 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 4.18 seconds in July.

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

There have been 240 incidents classed as life risk by Control April to July. This is 242 below last year's total of 482. The total average response time for the 240 incidents was 9 minutes 52 seconds, compared to 10 minutes 16 seconds last year.

The 9 minutes 52 seconds can be broken down further:

Average call handling was 1 minute 56 seconds, a reduction of 6 seconds on last year's time (2 minutes 2 seconds).

Average mobilisation time was 1 minute 32 seconds, a reduction of 25 seconds on last year's time (1 minute 57 seconds).

Average drive time was 6 minutes 24 seconds, an increase of 7 seconds on last year's time (6 minutes 17 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 July there have been 26 investigations carried out by Control, 10 mobilisation investigations and 32 drive time investigations. This picks up any anomalies with the system and highlights any possible areas of concern.

Ref	Key Corporate Indicator	Cen	Eas	Wes	Har	Mel	Oad	Rut	Bla	Cha	Hin	NWL	Apr to Jul 2020
3.2	The total average response times of life threatening incidents (mins)	7.27	7.07	8.33	12.13	12.39	8.07	12.11	12.31	9.44	11.28	9.39	9.52
a	Average call handling time	1.46	1.53	1.53	1.36	2.06	1.50	2.07	2.12	1.57	2.14	1.51	1.56
b	Average appliance mobilisation time	1.11	1.07	1.33	1.51	2.27	1.21	0.50	1.33	1.26	1.50	1.31	1.32
c	Average time to drive to the incident	4.30	4.07	5.07	8.46	8.06	4.56	9.14	8.46	6.21	7.24	6.17	6.24
d	Number of life threatening incidents attended	10	27	43	21	11	8	7	20	45	21	27	240

July 2020

There have been 73 incidents classed as life risk by Control in July. This is 14 more than June (59).

The total average response time for the 73 incidents was 10 minutes 25 seconds, compared to 10 minutes 10 seconds in June.

The 10 minutes 25 seconds can be broken down further:

Average call handling was 1 minute 57 seconds, an increase of 4 seconds on the time in June (1 minutes 53 seconds).

Average mobilisation time was 1 minute 32 seconds, an increase of 2 seconds on the time in June (1 minute 30 seconds).

Average drive time was 6 minutes 56 seconds, an increase of 9 seconds on the time in June (6 minutes 47 seconds).

During July there have been 8 investigations carried out by Control, 1 mobilisation investigations and 12 drive time investigations. This picks up any anomalies with the system and highlights any possible areas of concern.

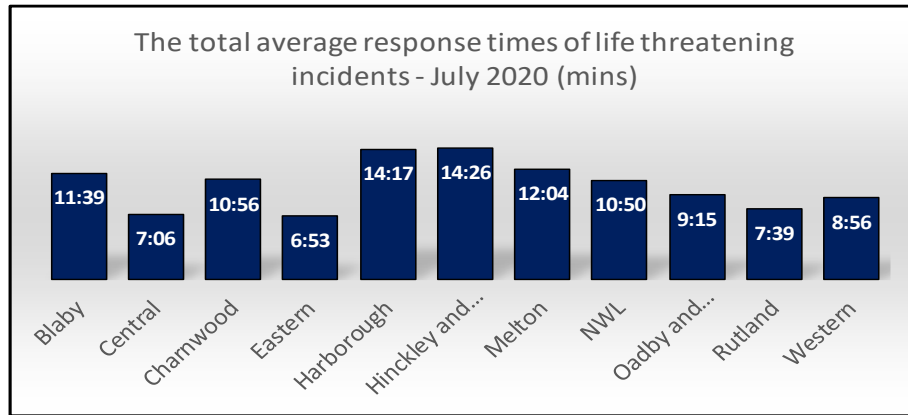
Please note that small numbers are being analysed here.

Ref	Key Corporate Indicator	Cen	Eas	Wes	Har	Mel	Oad	Rut	Bla	Cha	Hin	NWL	July 2020
3.2	The total average response times of life threatening incidents (mins)	7.06	6.53	8.56	14.17	12.04	9.15	7.39	11.39	10.56	14.26	10.50	10.25
a	Average call handling time	1.50	1.48	1.52	1.35	2.12	2.03	2.01	2.34	1.29	1.59	2.17	1.57
b	Average appliance mobilisation time	0.59	0.54	1.15	2.07	2.17	1.37	0.56	1.20	1.29	2.29	1.35	1.32

c	Average time to drive to the incident	4.17	4.11	5.49	10.35	7.35	5.35	4.42	7.45	7.58	9.58	6.58	6.56
d	Number of life threatening incidents attended	3	7	13	5	7	5	3	7	10	5	8	73

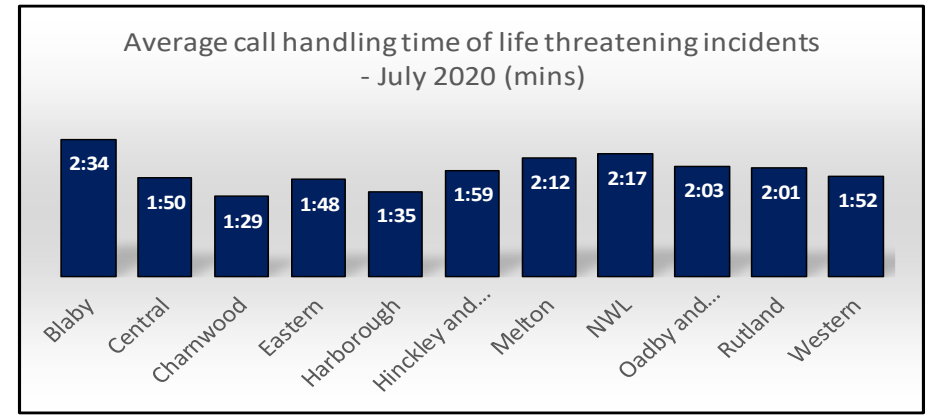
Average response times of life threatening incidents

For July, the total average response time to life threatening incidents was 10 minutes 25 seconds.



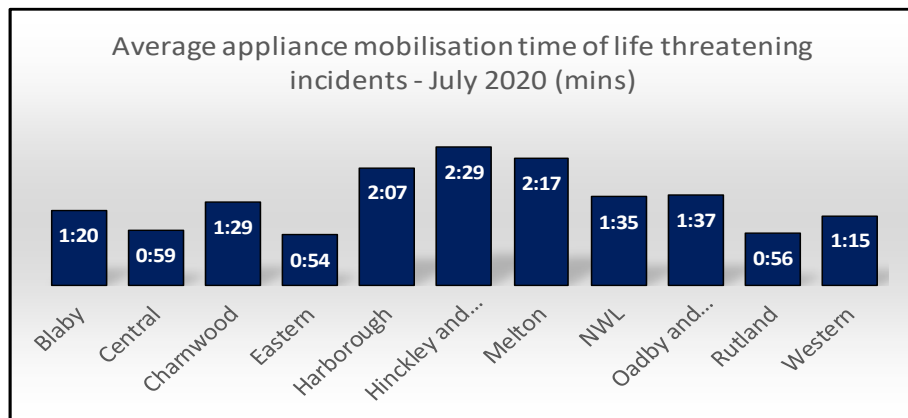
Average call handling time

For July, the total average call handling time to life threatening incidents was 1 minute 57 seconds.



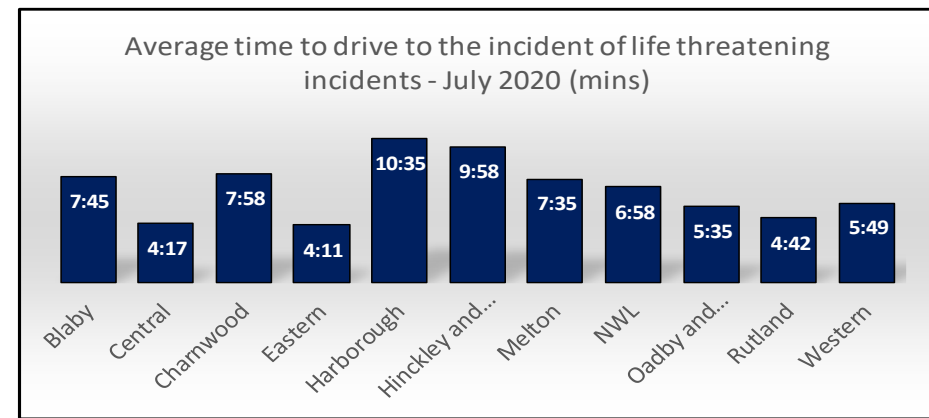
Average appliance mobilisation times

For July, the total average appliance mobilisation time to life threatening incidents was 1 minute 32 seconds.



Average time to drive

For July, the total average time to drive to life threatening incidents was 6 minutes 56 seconds.



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

There have been 2288 incidents classed as non-life risk by Control April to July. This is 124 below last year's total of 2412. The total average response time for the 2288 incidents was 9 minutes 57 seconds, compared to 9 minutes 44 seconds last year.

The 9 minutes 57 seconds can be broken down further:

Average call handling was 2 minutes 14 seconds, an increase of 4 seconds on last year's time (2 minutes 10 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 2 seconds, an increase of 6 seconds on last year's time (5 minutes 56 seconds).

Please note: There were a total of 2329 non-life risk incidents attended April to July, but 41 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.

Ref	Key Corporate Indicator	Cen	Eas	Wes	Har	Mel	Oad	Rut	Bla	Cha	Hin	NWL	Apr to Jul 2020
3.3	The total average response times of non-life threatening incidents (mins)	8.53	7.53	8.43	12.19	11.24	8.45	10.59	10.58	9.40	11.25	11.42	9.57
a	Average call handling time	2.36	1.55	2.12	2.11	1.55	2.25	2.15	2.07	2.08	2.38	2.17	2.14
b	Average appliance mobilisation time	1.29	1.13	1.17	2.28	2.33	1.31	1.56	1.33	1.33	1.53	2.12	1.41
c	Average time to drive to the incident	4.48	4.45	5.14	7.40	6.56	4.49	6.48	7.18	5.59	6.54	7.13	6.02
d	Number of non-life threatening incidents attended	214	303	378	170	111	88	100	153	340	199	232	2288

July 2020

There have been 525 incidents classed as non-life risk by Control in July. This is 48 less than June (573).

The total average response time for the 525 incidents was 9 minutes 48 seconds, compared to 10 minutes 13 seconds in June.

The 9 minutes 48 seconds can be broken down further:

Average call handling was 2 minutes 4 seconds, a decrease of 20 seconds on the time in June (2 minutes 24 seconds).

Average mobilisation time was 1 minute 36 seconds, a decrease of 8 seconds on the time in June (1 minute 44 seconds).

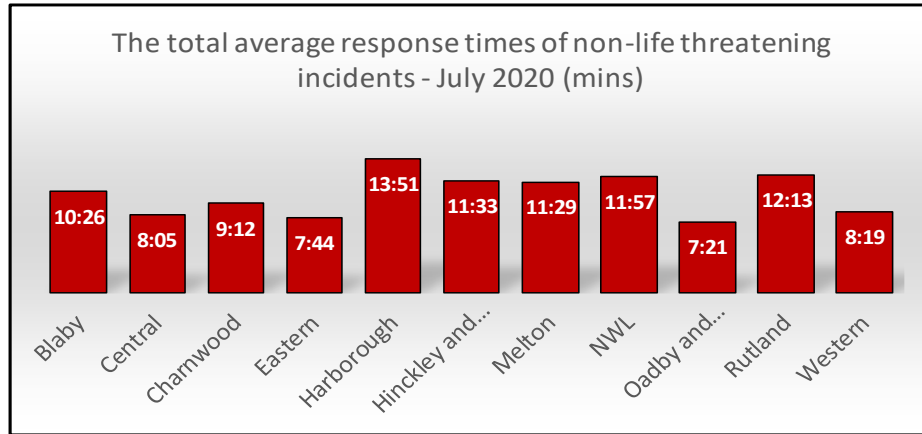
Average drive time was 6 minutes 8 seconds, an increase of 3 seconds on the time in June (6 minutes 5 seconds).

Currently no investigations are carried out.

Ref	Key Corporate Indicator	Cen	Eas	Wes	Har	Mel	Oad	Rut	Bla	Cha	Hin	NWL	July 2020
3.3	The total average response times of non-life threatening incidents (mins)	8.05	7.44	8.19	13.51	11.29	7.21	12.13	10.26	9.12	11.33	11.57	9.48
a	Average call handling time	1.56	1.44	2.00	2.47	1.59	1.40	2.24	1.48	1.46	2.57	2.19	2.04
b	Average appliance mobilisation time	1.15	1.15	1.13	2.36	2.21	1.23	2.17	1.27	1.24	1.35	2.04	1.36
c	Average time to drive to the incident	4.54	4.45	5.06	8.28	7.09	4.18	7.32	7.11	6.02	7.01	7.34	6.08
d	Number of non-life threatening incidents attended	48	72	90	36	32	18	18	38	77	41	55	525

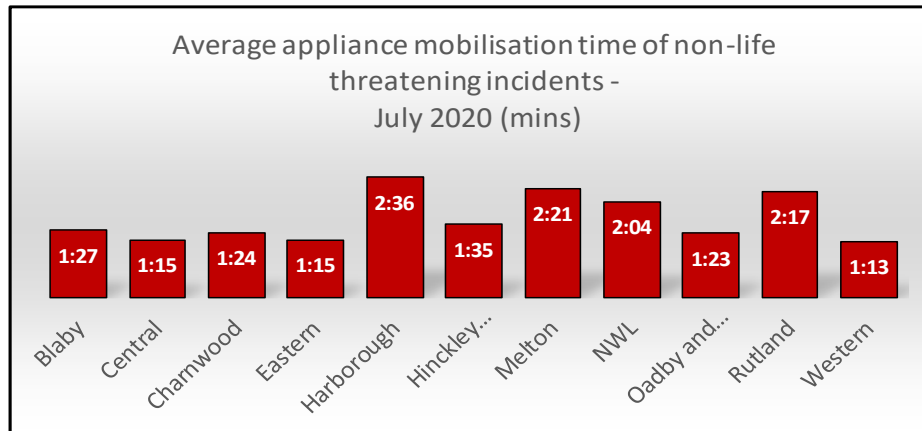
Average response times of non-life threatening incidents

For July, the total average response time to non-life threatening incidents was 9 minutes 48 seconds.



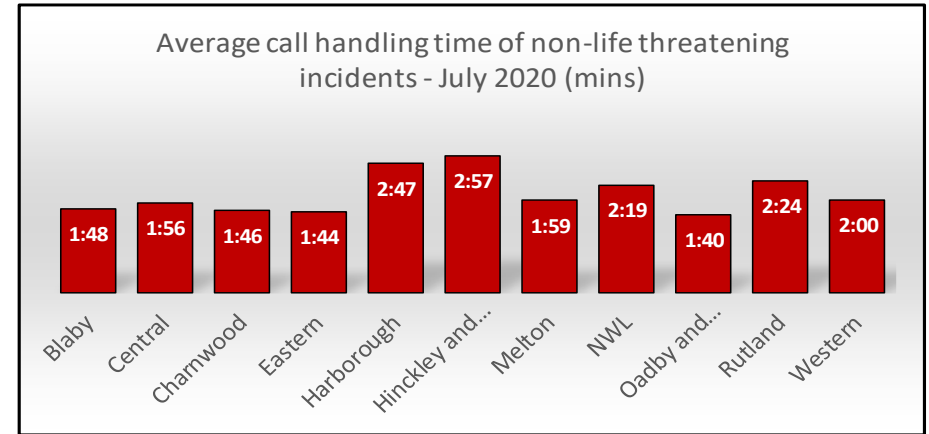
Average appliance mobilisation times

For July, the total average appliance mobilisation time to non-life threatening incidents was 1 minute 36 seconds.



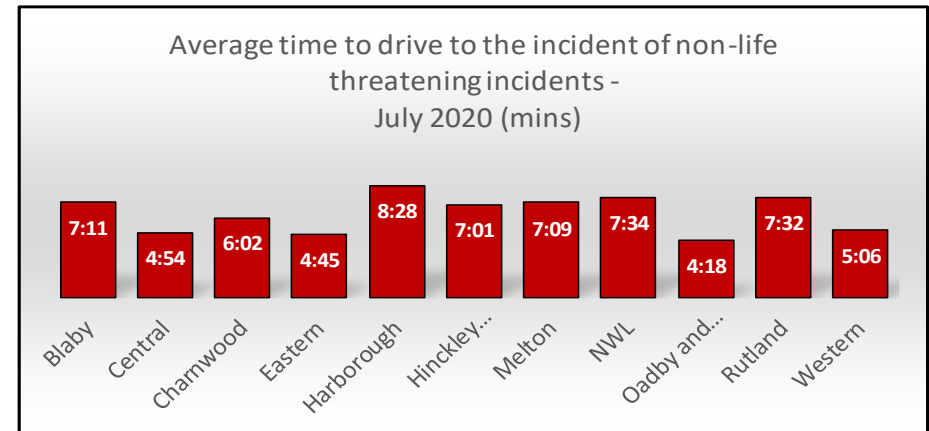
Average call handling time

For July, the total average call handling time to non-life threatening incidents was 2 minutes 4 seconds.



Average time to drive

For July, the total average time to drive to non-life threatening incidents was 6 minutes 8 seconds.



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

There were a total of 355 primary fires attended April to July, but 35 incidents have been excluded as per Home Office guidelines. So, the response time calculations for primary fires are based on 320 primary fires April to July. The total average response time for the 320 primary fires is 9 minutes 33 seconds, compared to 9 minutes 43 seconds last year.

The 9 minutes 33 seconds can be broken down further:

Average call handling was 1 minute 36 seconds, a reduction of 7 seconds on last year's time (1 minutes 43 seconds).

Average mobilisation time was 1 minute 35 seconds, a reduction of 4 seconds on last year's time (1 minute 39 seconds).

Average drive time was 6 minutes 22 seconds, an increase of 1 second on last year's time (6 minutes 21 seconds).

Ref	Key Corporate Indicator	Cen	Eas	Wes	Har	Mel	Oad	Rut	Bla	Cha	Hin	NWL	Apr to Jul 2020
3.3	The total average response times of primary fire incidents (mins)	8.56	7.00	7.53	13.48	12.23	7.51	10.35	8.40	8.18	10.07	11.06	9.33
a	Average call handling time	1.37	1.24	1.28	2.00	1.48	1.13	1.43	1.20	1.22	1.57	1.41	1.36
b	Average appliance mobilisation time	1.36	1.12	1.21	1.56	2.01	1.31	3.13	1.21	1.14	1.39	1.56	1.35
c	Average time to drive to the incident	5.43	4.24	5.04	9.52	8.34	5.07	5.39	5.59	5.42	6.31	7.29	6.22
d	Number of primary fire incidents attended	20	36	52	33	20	6	9	24	48	34	38	320

July 2020

There have been 69 primary fires in July. This is 17 less than June (86).

The total average response time for the 69 incidents was 10 minutes 10 seconds, compared to 10 minutes 0 seconds in June.

This 10 minutes 10 seconds can be broken down further:

Average call handling was 1 minute 39 seconds, an increase of 1 second on the time in June (1 minute 38 seconds).

Average mobilisation time was 1 minute 37 seconds, an increase of 11 seconds on the time in June (1 minute 26 seconds).

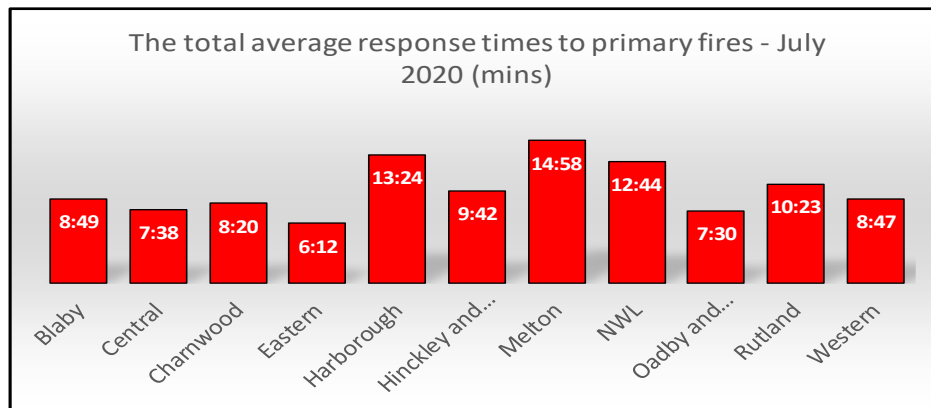
Average drive time was 6 minutes 54 seconds, a reduction of 2 seconds on the time in June (6 minutes 56 seconds).

Ref	Key Corporate Indicator	Cen	Eas	Wes	Har	Mel	Oad	Rut	Bla	Cha	Hin	NWL	July 2020
3.3	The total average response times of primary fire incidents (mins)	7.38	6.12	8.47	13.24	14.58	7.30	10.23	8.49	8.20	9.42	12.44	10.10
a	Average call handling time	1.26	1.17	1.28	2.16	1.36	1.07	1.10	1.16	1.03	2.17	2.05	1.39

b	Average appliance mobilisation time	1.15	1.02	1.39	2.07	2.09	0.56	1.47	0.59	1.04	1.35	2.20	1.37
c	Average time to drive to the incident	4.57	3.53	5.40	9.01	11.13	5.27	7.26	6.34	6.13	5.50	8.19	6.54
d	Number of primary fire incidents attended	4	4	10	10	4	3	3	4	10	8	9	69

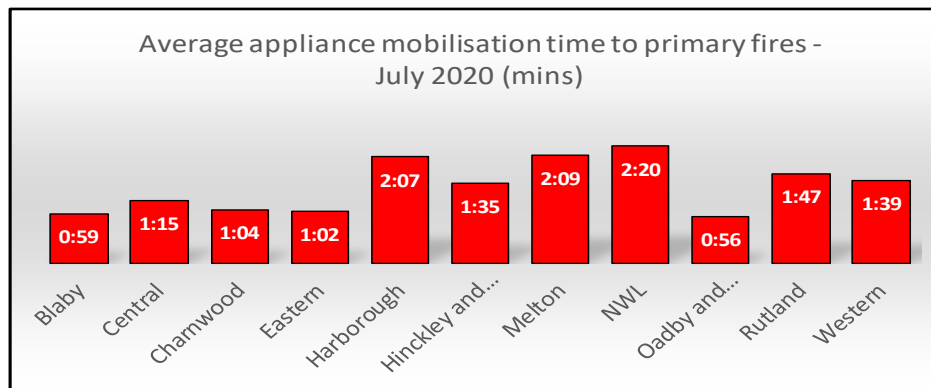
Average response times to primary fires

For July, the total average response time to primary fires was 10 minutes 10 seconds.



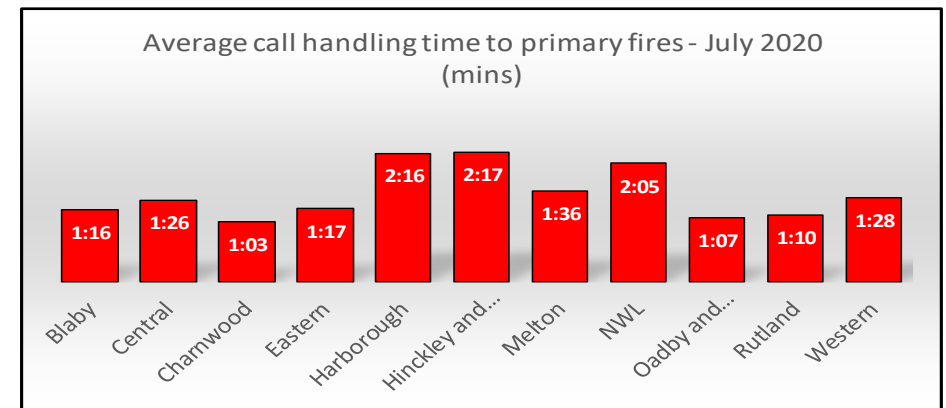
Average appliance mobilisation times

For July, the total average appliance mobilisation time to primary fires was 1 minute 37 seconds.



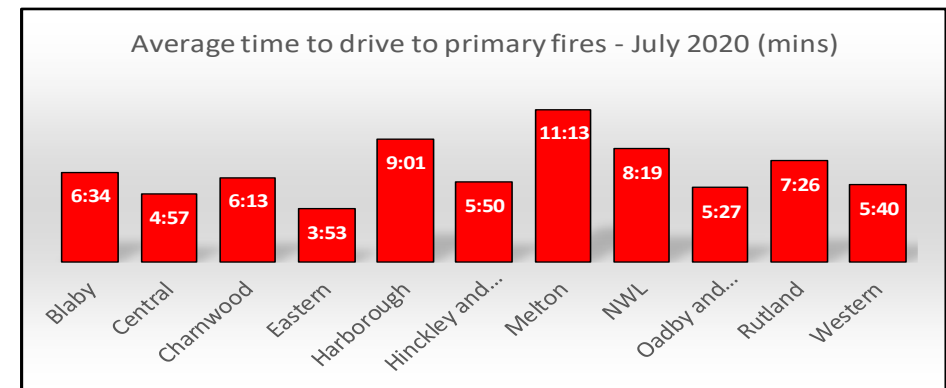
Average call handling time

For July, the total average call handling time to primary fires was 1 minute 39 seconds.



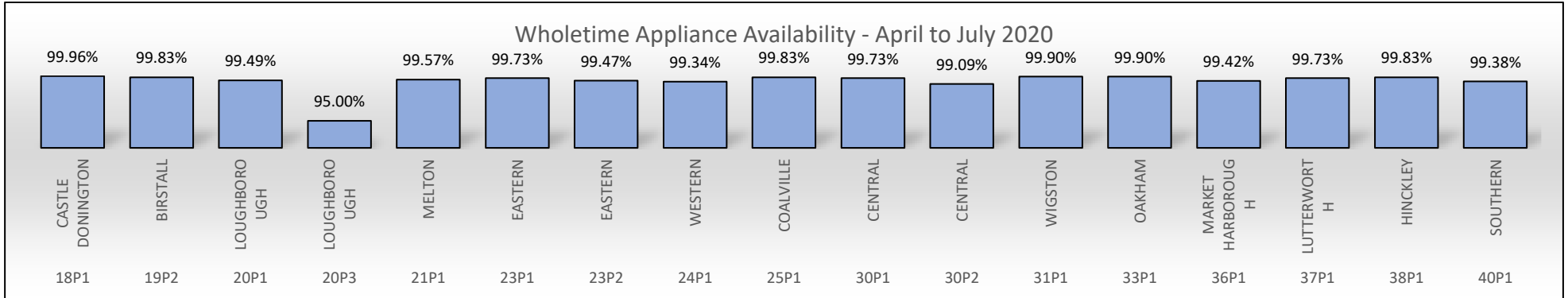
Average time to drive

For July, the total average time to drive to primary fires was 6 minutes 54 seconds.



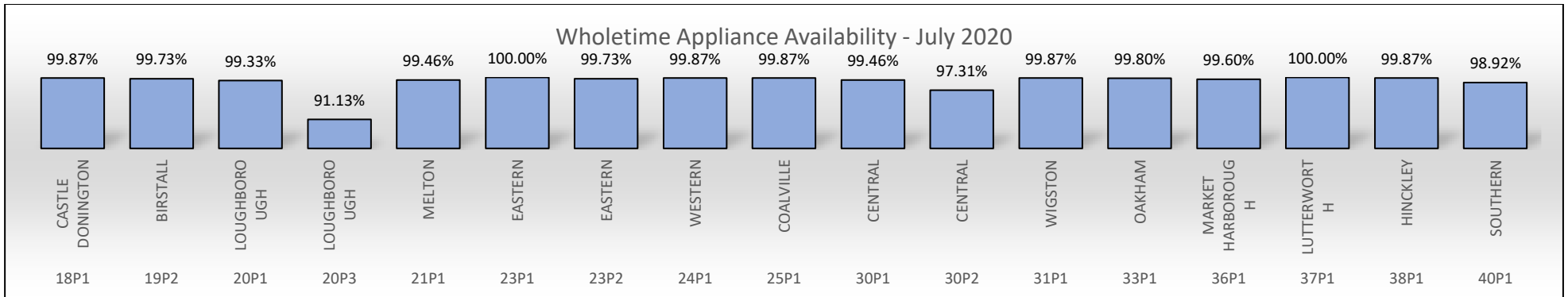
3.5 The % availability of Wholetime fire appliances – April to July 2020

For April to July, Wholetime fire appliances have been available 99.3% of the time due to crewing, an increase of 1.1% 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.



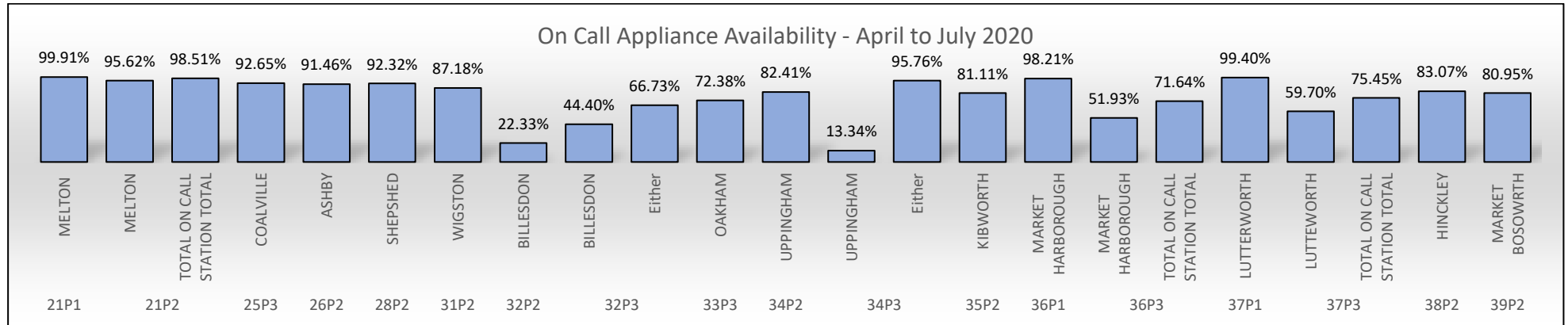
July 2020

For July, Wholetime fire appliances have been available 99.0% of the time due to crewing, a decrease of 0.1% compared to June (99.1%).



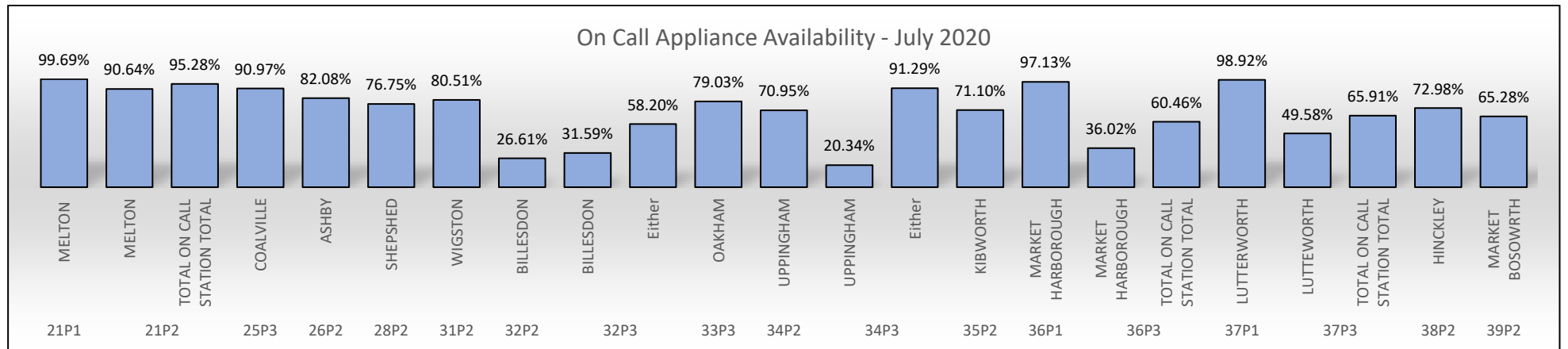
3.6 The % availability of On-Call fire appliances – April to July 2020

For April to July, On-Call fire appliances have been available 82.7% of the time due to crewing, an increase of 21.3% 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 for April to July 2020.



July 2020

For July, On-Call fire appliances have been available 75.3% of the time due to crewing, a decrease of 7.8% compared to June (83.1%).



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

We have received 65 public responses to our After the Incident Survey April to July. 100% of people responding to the survey stated that they are 'satisfied' with the overall service they received from Leicestershire Fire and Rescue Service. This is exactly the same as the previous year figure of 100%. The survey in this format is new and has only been running for the past year.

July 2020

For July, we have received 18 responses to our After the Incident Survey, which is 5 more than we have received in June (13).

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

We have received 35 public responses to this question in our After the Incident Survey April to July. 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%.

July 2020

For July, we have received 11 responses to this question in our After the Incident Survey, which is 5 more than we have received in June (6).

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

We have received 64 public responses to this question in our After the Incident Survey for April to July. 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%.

July 2020

For July, we have received 18 responses to this question in our After the Incident Survey, which is 5 more than we have received in June (13).

4.1 Home safety checks – April to July 2020

The reduction in the current numbers has again been impacted by COVID 19 and have 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 1713 home safety checks April to July. This is 742 less than the 3-year average of 2455. The previous year shows there were 2263 home safety checks completed during the same period.

The 1713 home safety checks can be broken down further:

Successful gain entry 184, a decrease of 1874 home safety checks on last year's (2058).

Successful advice no entry 1219, an increase of 1065 home safety checks on last year's (154).

Follow ups 310, an increase of 259 home safety checks on last year's (51).

Ref	Key Corporate Indicator	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr to Jul 2020
4.1	Home safety checks	446	277	483	507									1713
a	Successful gain entry	32	42	55	55									184
b	Successful advice no entry	328	196	347	348									1219
c	Follow ups	86	39	81	104									310

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

The 1713 home safety checks can be broken down further:

Stations 417, a decrease of 555 home safety checks on last year's (972).

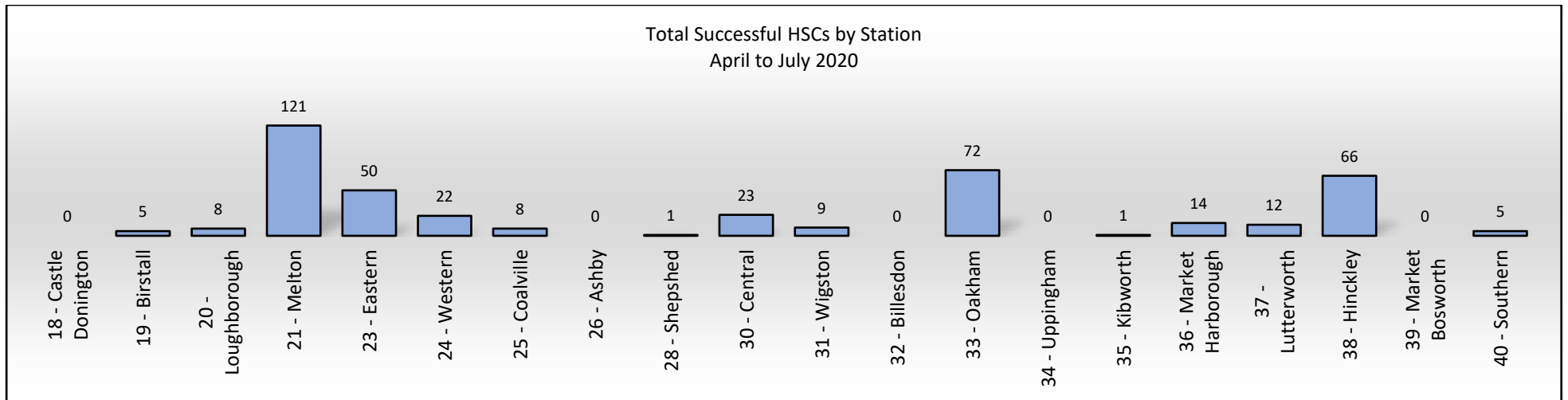
Community safety educators 1283, an increase of 147 home safety checks on last year's (1136).

Partners 13, a decrease of 142 home safety checks on last year's (155).

Ref	Key Corporate Indicator	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr to Jul 2020
4.1	Home safety checks	446	277	483	507									1713
a	Stations	39	38	176	164									417
b	CSE	407	237	296	343									1283

c	Partners data	0	2	11	0									13
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The 417 home safety checks carried out April to July 2020 by stations are shown below.



July 2020

For July, there were 507 home safety checks, which is 24 more than June (483).

Of the 507, there were 55 successful gain entry. 348 successful advice no entry and 104 follow ups. There were 164 carried out by stations, 343 carried out by community safety educators and none by partners.

4.2 Home safety feedback surveys – April to July 2020

There have been 677 home safety feedback surveys April to July. This is a new indicator, which has only very recently started.

Of the 677 surveys, 569 were first visits and 108 were repeat visits. Of the 569 first visits, 99.8% were satisfied (1 person wasn't satisfied) and of the 108 repeat visits, 100% were satisfied.

July 2020

For July, we have received 136 home safety feedback surveys, which is 25 less than in June (161). Of this, 84 were first visits in July, which is 61 less than in June (145) and 52 were repeat visits in July, which is 36 more than in June (16). 100% were satisfied.

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

There have been 58 fire safety audits carried out April to July and there have been 5 action plans or enforcement notices. The number of fire safety audits carried out is 75 less than the 3-year average of 133 and the number of action plans or enforcement notices is 34 less than the 3-year average of 39. This has been as a result of COVID 19. For this reason, the Fire Protection Department continue to progress enforcement activity by contacting the responsible person for the premise via telephone to discuss and offer guidance to resolve any previously identified issues.

The Fire Protection Department are conducting 'virtual audits' by contacting the most 'high risk' premise via telephone to offer advice and guidance. The responsible person for the premise is asked to submit relevant documentation electronically if possible to support the virtual audit. There will also be a date booked to carry out a confirmation audit in the future in person, arranged at the time of the virtual audit.

July 2020

For July, there were 38 fire safety audits carried out, which is 25 more than in June (13). There were 5 action plans or enforcement notices, which are the first action plans and enforcement notices of the year.

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

There have been 14 surveys received April to July 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 and as such, there are very few returns at present due to audits not being carried out due to COVID 19. We will be looking in the future 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.

July 2020

For July, there were 9 surveys received and they were all satisfied with the service they have received, which is 7 more than in June (2).

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

An average of 1.07 days/shifts per person were lost to sickness by operational staff during April to June, compared to the 3-year average of 1.25 days/shifts lost per person. In total, there have been 403.96 days/shifts lost to sickness, compared to the 3-year average of 465.68 days/shifts lost.

The 403.96 days/shifts lost April to June can be broken down further:

90.94 short term days/shifts lost, a reduction of 42.88 days/shifts lost compared to the 3-year average of 133.82 days/shifts lost.

313.02 long term days/shifts lost, a reduction of 18.84 days/shifts lost compared the 3-year average of 331.86 days/shifts lost.

The result of COVID 19 has also had an impact on sickness. If you include this data, an average of 1.77 days/shifts would be lost by operational staff during April to June. In total, there have been 263.86 days/shifts lost to COVID 19 during this period. 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.

April to June 2020

Location	Wholetime Sickness - Apr - Jun 2020					Wholetime Sickness including COVID 19 - Apr - Jun 2020				
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	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
20 - Loughborough	18.00	48.00	66.00	34.00	1.94	66.00	18.00	84.00	34.00	2.47
23 - Eastern	19.50	28.00	47.50	42.33	1.12	47.50	13.50	61.00	42.33	1.44
24 - Western	3.00	35.00	38.00	23.00	1.65	38.00	23.00	61.00	23.00	2.65
30 - Central	3.00	0.00	3.00	39.33	0.08	3.00	38.50	41.50	39.33	1.06
40 - Southern	10.00	10.00	20.00	28.00	0.71	20.00	45.00	65.00	28.00	2.32
Total	53.50	121.00	174.50	166.67	1.05	174.50	138.00	312.50	166.67	1.88
DC										
21 - Melton	0.00	29.89	29.89	11.00	2.72	29.89	0.00	29.89	11.00	2.72
36 - Market Harborough	4.50	22.72	27.22	11.50	2.37	27.22	1.89	29.11	11.50	2.53
37 - Lutterworth	0.64	0.00	0.64	11.00	0.06	0.64	10.34	10.98	11.00	1.00
Total	5.14	52.61	57.75	33.50	1.72	57.75	12.23	69.98	33.50	2.09
DCP										
18 - Castle Donington	0.00	0.00	0.00	12.00	0.00	0.00	4.41	4.41	12.00	0.37
19 - Birstall	2.67	0.00	2.67	12.00	0.22	2.67	33.47	36.14	12.00	3.01
25 - Coalville	0.00	0.00	0.00	11.67	0.00	0.00	16.39	16.39	11.67	1.40
31 - Wigston	0.90	19.05	19.95	11.00	1.81	19.95	25.68	45.63	11.00	4.15
33 - Oakham	9.14	29.20	38.34	14.00	2.74	38.34	0.00	38.34	14.00	2.74
38 - Hinckley	1.59	22.66	24.25	12.00	2.02	24.25	1.18	25.43	12.00	2.12
Total	14.30	70.91	85.21	72.67	1.17	85.21	81.13	166.34	72.67	2.29
Control	14.00	44.00	58.00	26.00	2.23	58.00	24.50	82.50	26.00	3.17
Non Station	4.00	24.50	28.50	78.00	0.37	28.50	8.00	36.50	78.00	0.47
Total Operational	90.94	313.02	403.96	376.83	1.07	403.96	263.86	667.82	376.83	1.77

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

An average of 1.44 days/shifts per person were lost to sickness by support staff during April to June, compared to the 3-year average of 1.95 days/shifts lost per person. In total, there have been 154.11 days/shifts lost to sickness, compared to the 3-year average of 213.40 days/shifts lost.

The 154.11 days/shifts lost April to June can be broken down further:

8.84 short term days/shifts lost, a reduction of 55.98 days/shifts lost compared to the 3-year average of 64.82 days/shifts lost.

145.27 long term days/shifts lost, a reduction of 3.31 days/shifts lost compared to the 3-year average of 148.58 days/shifts lost.

The result of COVID 19 has also had an impact on sickness. If you include this data, an average of 2.44 days/shifts would be lost by support staff during April to June. In total, there have been 107.47 days/shifts lost to COVID 19 during this period. 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.

April to June 2020

Location	Support Sickness - Apr - Jun 2020					Support Sickness including COVID 19 - Apr - Jun 2020				
	Short Term Days/Shifts Lost	Long Term Days/Shifts Lost	Total Days Shifts/Lost	Average FTE	Average No of Days/Shifts Lost per person	Total Days Shifts/Lost	Total Sickness Days/Shifts Lost to COVID 19	Total Days Shifts/Lost	Average FTE	Average No of Days/Shifts Lost per person
Business Support	<small>Average No of Days/Shifts Lost per person</small>									
Area Manager	0.00	0.00	0.00	1.00	0.00	0.00	0.00	0.00	1.00	0.00
Estates and Facilities	0.00	0.00	0.00	4.00	0.00	0.00	0.00	0.00	4.00	0.00
Finance	2.84	0.00	2.84	6.89	0.41	2.84	1.89	4.73	6.89	0.69
Information and Communication Technology	0.00	30.50	30.50	10.95	2.79	30.50	0.00	30.50	10.95	2.79
Service Support	0.00	0.00	0.00	12.29	0.00	0.00	14.00	14.00	12.29	1.14
Total	2.84	30.50	33.34	35.13	0.95	33.34	15.89	49.23	35.13	1.40
People and Organisational Development										
Area Manager *	0.00	0.00	0.00	1.00	0.00	0.00	0.00	0.00	1.00	0.00
Human Resources	0.00	0.00	0.00	8.14	0.00	0.00	0.00	0.00	8.14	0.00
Learning and Development	0.00	36.27	36.27	10.07	3.60	36.27	2.50	38.77	10.07	3.85
Occupational Health	0.00	0.00	0.00	2.92	0.00	0.00	0.00	0.00	2.92	0.00
Total	0.00	36.27	36.27	22.13	1.64	36.27	2.50	38.77	22.13	1.75
Community Risk										
Emergency Planning and Resilience	0.00	0.00	0.00	2.00	0.00	0.00	0.00	0.00	2.00	0.00
Operational Risk	2.00	0.00	2.00	5.81	0.34	2.00	0.00	2.00	5.81	0.34
Safer Communities	2.00	78.50	80.50	17.99	4.47	80.50	82.00	162.50	17.99	9.03
Total	4.00	78.50	82.50	25.80	3.20	82.50	82.00	164.50	25.80	6.38
Directors										
Emergency Services Network Project Coordinator	0.00	0.00	0.00	1.00	0.00	0.00	0.00	0.00	1.00	0.00
Total	0.00	0.00	0.00	1.00	0.00	0.00	0.00	0.00	1.00	0.00
Operational Response										
Station Support Staff	0.00	0.00	0.00	5.89	0.00	0.00	1.08	1.08	5.89	0.18
Total	0.00	0.00	0.00	5.89	0.00	0.00	1.08	1.08	5.89	0.18
Service Assurance										
Business Assurance	1.00	0.00	1.00	1.00	1.00	1.00	0.00	1.00	1.00	1.00
Corporate Communications	1.00	0.00	1.00	3.00	0.33	1.00	0.00	1.00	3.00	0.33
Information Governance	0.00	0.00	0.00	9.07	0.00	0.00	0.00	0.00	9.07	0.00
Planning and Performance Management	0.00	0.00	0.00	4.00	0.00	0.00	6.00	6.00	4.00	1.50
Total	2.00	0.00	2.00	17.07	0.12	2.00	6.00	8.00	17.07	0.47
Service Delivery										
Service Delivery - Fire Control	0.00	0.00	0.00	0.33	0.00	0.00	0.00	0.00	0.33	0.00
Total	0.00	0.00	0.00	0.33	0.00	0.00	0.00	0.00	0.33	0.00
Total	8.84	145.27	154.11	107.34	1.44	154.11	107.47	261.58	107.34	2.44

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

There have been on average, 5.75 members of staff that have been on modified duties for the entire month, per month April to July. This is 3.66 less than the 3-year average of 9.41.

The breakdown includes 2.50 from Wholetime, 3.00 from On-Call and 0.25 from Support.

July 2020

The breakdown of 9 members of staff on modified duties for the entire month in July:

- Wholetime – 5 – 2 Loughborough, 1 Control, 1 Western and 1 Market Harborough.
- On-Call – 4 - 3 Billesdon and 1 Melton.
- Support – 0.

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

There have been on average, 11.25 members of staff that have been on modified duties at some point throughout the month, per month April to July. This is 1.41 less than the 3-year average of 12.66.

The breakdown includes 8.25 from Wholetime, 2.50 from On-Call and 0.50 from Support.

July 2020

The breakdown of 3 members of staff on modified duties at some point throughout the month in July:

- Wholetime – 1 – Southern.
- On-Call – 2 - 1 Ashby and 1 Kibworth.
- Support – 0.