

## Performance Update: April to July 2021

Table 1: Key Performance Indicators

Ref	Key Corporate Indicator	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Actual	3-Year Average	Differ
<b>KCI 1</b>	<b>Incidents Attended</b>															
<b>I.1</b>	<b>Total incidents</b>	<b>706</b>	<b>607</b>	<b>712</b>	<b>712</b>									<b>2737</b>	<b>2861</b>	<b>-124</b>
I.2	Fire incidents	236	138	184	170									728	919	-191
a	Primary fire incidents	99	81	90	93									363	421	-58
b	Secondary fire incidents	126	54	91	77									348	484	-136
c	Chimney fire incidents	11	3	3	0									17	14	3
I.3	Fire false alarms	223	213	227	249									912	928	-16
a	Due to apparatus	102	110	111	125									448	485	-37
b	Good intent	115	101	113	119									448	412	36
c	Malicious attended	6	2	3	5									16	31	-15
I.4	Non-fire incidents	247	256	301	293									1097	1014	83
a	Non-fire false alarms	6	9	14	12									41	41	0
b	Special service	241	247	287	281									1056	973	83
-	Road traffic collision (RTC)	49	60	61	53									223	218	5
-	Assist other agencies	66	54	62	61									243	240	3
-	Medical incident - co-responder/first responder	11	16	24	26									77	138	-61
-	Effecting entry / exit	19	28	32	36									115	91	24
<b>KCI 2</b>	<b>Fatalities and casualties</b>															
2.1	Fatalities in fires	0	0	1	0									1	3	-2
2.2	Non-fatal casualties in fires	3	10	5	0									18	23	-5
2.3	Fatalities in non-fire incidents	10	4	4	6									24	17	7
2.4	Non-fatal casualties in non-fire incidents	54	64	78	53									249	291	-42
2.5	Number of TRIM (Trauma Risk Management):															
a	Notifications	11	11	11	8									41	25	16

Ref	Key Corporate Indicator	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Actual	3-Year Average	Differ
b	Interventions	3	4	30	2									39	12	27
c	I to I's	1	2	1	1									5	1	4
2.6	Number of LFRS employees injured whilst attending incidents	2	0	1	0									3	7	-4
<b>KCI 3 Level of emergency response service provision</b>																
3.1	Number of emergency calls received	1560	1341	1607	1564									6072	6222	-150
3.2	The total average response times of life threatening incidents (mins)	10:10	10:16	10:05	10:24									10:13	10.09	0:04
a	Average call handling time	2:15	2:10	2:12	2:17									2:13	2:00	0:13
b	Average appliance mobilisation time	1:34	1:30	1:31	1:49									1:36	1:48	-0:12
c	Average time to drive to the incident	6:21	6:36	6:22	6:18									6:24	6:21	0:03
d	Number of life threatening incidents attended	62	64	79	68									273	362	-89
3.3	The total average response times of non-life threatening incidents (mins)	10:10	9:58	10:03	9:55									10:01	9:51	0:10
a	Average call handling time	2:12	2:17	2:12	2:09									2:12	2:10	0:02
b	Average appliance mobilisation time	1:36	1:36	1:41	1:38									1:37	1:42	-0:05
c	Average time to drive to the incident	6:22	6:05	6:10	6:08									6:12	5:59	0:13
d	Number of non-life risk incidents attended	635	535	622	628									2420	2364	56
3.4	The total average response times to primary fires (as recorded by Home Office)	10:13	10:08	9:57	9:33									9:58	9:40	0:18
a	Average call handling time	1:46	1:42	1:34	1:45									1:42	1:38	0:04
b	Average appliance mobilisation time	1:20	1:31	1:34	1:18									1:25	1:40	-0:15
c	Average time to drive to the incident	7:07	6:55	6:49	6:30									6:51	6:22	0:29
d	Number of primary fire incidents attended	90	76	79	85									330	350	-20
3.5	The % availability of Wholtime fire appliances	99.6%	99.6%	98.7%	94.6%									98.1%	98.7%	-0.6%
3.6	The % availability of On-Call fire appliances	73.6%	68.2%	65.8%	57.2%									66.2%	66.8%	-0.6%
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	97%	97%	100%	100%									98%	100%	-2%
b	The % of people satisfied with the service they received at the scene	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
<b>KCI 4 Home Fire Safety Checks and Smoke Alarms</b>																
4.1	Home safety checks	1125	1317	1474	1228									5144	2233	2911
4.2	Home safety feedback surveys	83	81	80	56									300	668	-368
a	Percentage satisfied	100%	100%	99%	100%									100%	100%	0%
<b>KCI 5 Fire Protection and Enforcement</b>																
5.1	The % of fire safety audits that result in action plans and enforcement notices	10%	12%	18%	6%									12%	24%	-12%
a	Fire safety audits	78	65	68	51									262	122	140
b	Action plans and enforcement notices	8	8	12	3									31	29	2
5.2	Fire protection survey – Overall how satisfied were you with the service received	100%	100%	100%	83%									98%	100%	-2%
<b>KCI 6 Capacity, staff and availability</b>																
6.1	Average number of days/shifts lost to sickness by operational staff per person (inc COVID 19)		1.78 (1.95)											1.78 (1.95)	1.18	0.60
a	Days/shifts lost to short-term sickness		162.09											162.09	119.62	42.47
b	Days/shifts lost to long-term sickness		492.71											492.71	328.21	164.50
c	Total days/shifts lost to sickness (COVID 19)		654.80 (63.77)											654.80 (63.77)	447.83 (263.86)	206.97 (-200.09)
6.2	Average number of days/shifts lost to sickness by support staff per person (inc COVID 19)		1.20 (1.50)											1.20 (1.50)	1.77	-0.57
a	Days/shifts lost to short-term sickness		41.00											41.00	50.94	-9.94
b	Days/shifts lost to long-term sickness		96.66											96.66	130.33	-33.67
c	Total days/shifts lost to sickness (COVID 19)		137.66 (34.42)											137.66 (34.42)	181.27 (107.47)	-43.61 (73.05)
6.3	Average number of staff on modified duties for the entire month	8	5	8	5									6.50	7.76	-1.26
a	Wholetime	4	4	5	2									3.75	3.17	0.58
b	On-Call	4	1	2	2									2.25	4.17	-1.92
c	Support	0	0	1	1									0.50	0.42	0.08
6.3	Average number of staff on modified duties at some point throughout the month	9	13	16	21									14.75	12.92	1.83
a	Wholetime	8	6	11	15									10.00	8.83	1.17
b	On-Call	0	3	1	5									2.25	2.92	-0.67

Ref	Key Corporate Indicator	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Actual	3-Year Average	Differ
c	Support	1	4	4	1									2.50	1.17	1.33

*Please note figures are subject to change as outstanding fire reports may be completed after this report has been issued.*

*3.2 The total average response times of life threatening incidents (mins) is based on incidents categorised by control as being life risk when the emergency call is received. Comparisons for all response indicators is based on the previous 2 years, as data not available on IRS due to change of system.*

### **1.1 Total incidents – April to July 2021**

Of the 2737 incidents April to July 2021, 1097 (40%) were non-fire incidents, 912 (33%) were fire false alarms and 728 (27%) were fire incidents. Most incidents occurred in Western, followed by Central and Charnwood. The 3-year average is 2861, so in comparison to this, there are 124 fewer incidents.

**Table 2: Total incidents – April to July 2021**

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Apr to Jul 2021
<b>1.1</b>	<b>Total incidents</b>	378	327	435	227	126	105	98	220	375	219	227	2737

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Looking at the 3 areas:

Fire incidents – reduction of 191 incidents compared to 3-year average.

False alarms – reduction of 16 incidents compared to the 3-year average.

Non-fire incidents – increase of 83 incidents compared to 3-year average.

The number of fire related incidents would normally be a lot higher at this stage of the year. However, incidents have remained low for both primary and secondary fires attended. The traditional increase in secondary fires so far this year has just not happened. The only area to increase slightly is the number of special service incidents attended, although it is important to continue to recognise that the 3-year average will have been affected somewhat by last year’s low numbers, which were affected by the COVID 19 pandemic. The number of road traffic collisions has risen slightly against the 3-year average, but again the average will have been affected by last year’s low numbers and the current figures are consistent with previous year’s levels.

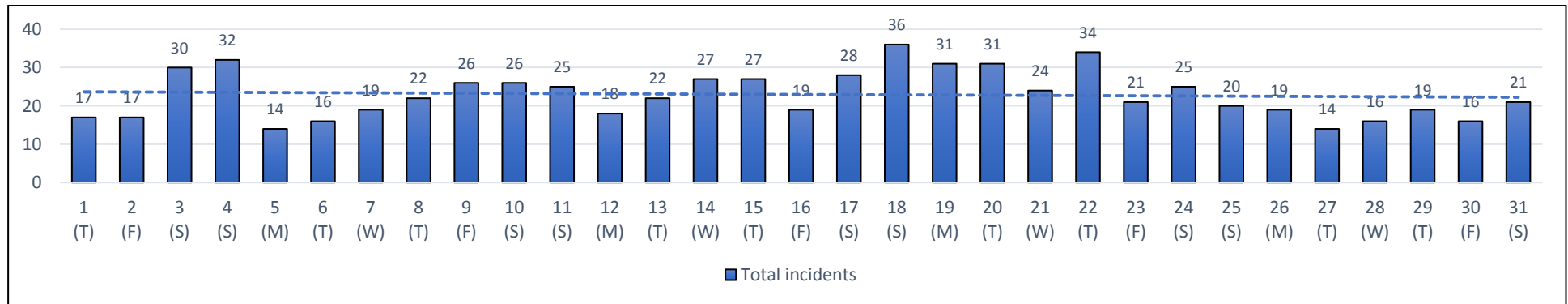
## July 2021

Of the 712 incidents in July, 293 (41%) were non-fire incidents, 249 (35%) were fire false alarms and 170 (24%) were fire incidents. Most incidents occurred in Western, followed by Eastern and Central. There was the same amount of incidents in June (712), with July showing increases in fire false alarms and small decreases in fire incidents and non-fire incidents.

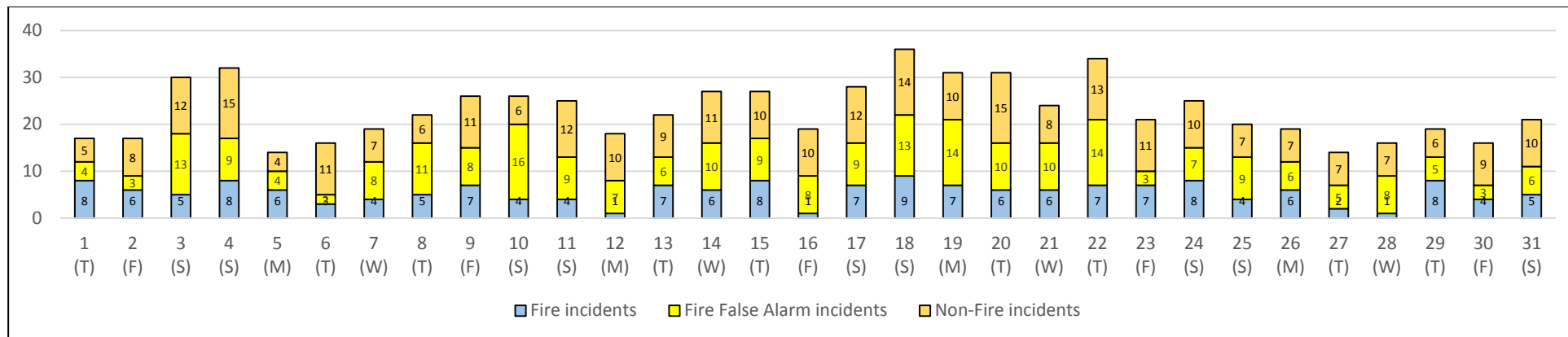
**Table 3: Total incidents – July 2021**

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	July 2021
I.1	Total incidents	94	100	109	63	39	26	24	55	93	56	53	712

**Chart 1: The total number of incidents by day in July 2021** shows the number of incidents by day, ranging from 14 at its lowest in a day on the 5 July and 27 July, to 36 incidents at its peak on the 18 July. The number of incidents has reduced slightly towards the end of the month, despite the peak in the middle of the month. On average, there were 23.00 incidents attended each day.



**Chart 2: The total number of incidents broken down by type and day in July 2021** shows the 36 incidents on the 18 July broken down into 14 non-fire incidents, 13 fire incidents and 9 fire false alarm incidents.



### 1.2 Fire incidents – April to July 2021

Of the 728 fire incidents April to July 2021, 363 were primary fires, 348 were secondary fires and 17 were chimney fires. Most incidents occurred in Western, Charnwood and Eastern. The 3-year average is 919, so in comparison to this, there are 191 fewer incidents.

**Table 4: Fire incidents – April to July 2021**

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Apr to Jul 2021
1.2	Fire incidents	75	80	129	64	43	15	26	72	84	62	78	728
a	Primary fire incidents	33	46	58	48	17	10	16	35	39	23	38	363
b	Secondary fire incidents	42	34	71	12	23	5	8	36	43	37	37	348
c	Chimney fire incidents	0	0	0	4	3	0	2	1	2	2	3	17

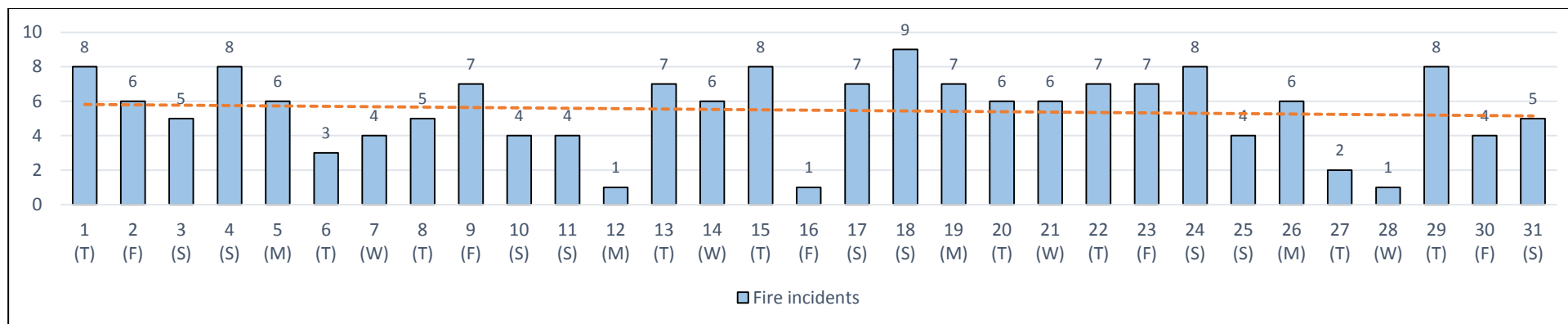
### July 2021

Of the 170 incidents in July, 93 (55%) were primary fires, 77 (45%) were secondary fires and there were no chimney fires. Most incidents occurred in Western, Charnwood and Eastern. This is a decrease of 14 incidents from June (184). The weather in July has been quite variable compared to the much drier and warmer June and this could have assisted in the number of secondary fires being relatively low for the time of year. Traditionally most secondary fires occur in Western and it is not surprising to see most incidents occur here in July.

**Table 5: Fire incidents – July 2021**

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	July 2021
I.2	Fire incidents	18	23	28	16	9	4	8	12	22	15	15	170
A	Primary fire incidents	8	10	12	13	3	4	6	7	10	10	10	93
B	Secondary fire incidents	10	13	16	3	6	0	2	5	12	5	5	77
C	Chimney fire incidents	0	0	0	0	0	0	0	0	0	0	0	0

**Chart 3: The total number of fire incidents by day in July 2021** shows the number of incidents by day, ranging from 1 at its lowest on 3 different days, to 9 incidents at its peak on the 18 June. The number of incidents has decreased slightly towards the end of the month. On average, there were 5.48 fire incidents attended each day.



**1.2a Primary fire incidents**

There were 93 primary fire incidents in July, an increase of 3 from June (90). Of these, 73 were accidental fires, 18 were deliberate fires and 2 were not known. Harborough had the most incidents with 13, followed by Western 12. Harborough has been mentioned in previous reports and still remains a concern. It has now had 48 primary fires and is only just behind Western’s (58) total for the year.

Of the 73 accidental fires, there were 23 dwelling, 20 road vehicle, 19 non-residential, 5 outdoor structure, 2 other residential, 2 outdoor and 2 rail vehicle. The main fire cause shows there were 16 fault in equipment or appliance, 11 cooking - other cooking and 10 faulty fuel supply - electricity. The main ignition source shows 19 were cooking appliance, 19 were vehicles only and 13 were electricity supply. The main times of the incidents show 8 of the incidents occurring between the hours of 1.00pm – 2.00pm.

Of the 18 deliberate fires, the main property category was 9 road vehicle, 7 non-residential and 2 outdoor. The 7 non-residential shows that there were 5 prison fires, with 4 at HM Prison Welland Avenue Lubenham and 1 at HM Prison Welford Road Leicester. The 4 at HM Prison Welland Avenue Lubenham, shows 3 fires were on a Thursday and 2 actually occurred on the same day. The 4 prison fires are located in Harborough district and are included in the 13 incidents for Harborough for July.

### **1.2b Secondary fire incidents**

There were 77 secondary fire incidents in July, which is 14 less than June (91). It is a little surprising to see secondary fires decrease this month as July tends to be one of the months that shows the highest number of secondary fires. The number of deliberate secondary fires will always reduce when there are prolonged periods of wet weather and although there haven't been the prolonged periods as such, there has been quite variable weather for July, with short periods of extreme rain at times. In a very warm July in 2018 there were 301 incidents, so to have only 77 incidents is pleasing. Of the incidents in July, 39 were accidental fires, 36 were deliberate fires and 2 were not known. Western had the most incidents with 16.

Of the 39 accidental fires, the main types of property were loose refuse (incl in garden) 10 and small refuse/rubbish/recycle container (excluding wheelie bin) 10. The main times of the incidents shows 4 incidents occurring between the hours of 1.00pm – 2.00pm.

Of the 36 deliberate fires, the main types of property were loose refuse (incl in garden) 8 and small refuse/rubbish/recycle container (excluding wheelie bin) 5. The main times of the incidents show 6 of the incidents occurring between the hours of 8.00pm – 9.00pm.

### **1.2c Chimney fire incidents**

There were 0 chimney fire incidents in July, which is 3 less than June (3).

### **1.3 Fire false alarms – April to July 2021**

Of the 912 fire false alarm incidents April to July 2021, 448 were due to apparatus, 448 were good intent and 16 were malicious. Most incidents occurred in Central, Western and Charnwood. The 3-year average is 928, so compared to the average, figures have decreased by 16.

**Table 6: Fire false alarms – April to July 2021**

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Apr to Jul 2021
1.3	Fire false alarms	154	122	137	70	32	39	27	66	124	80	61	912



A	Due to apparatus	106	66	73	35	10	18	20	31	45	28	16	448
B	Good intent	44	54	59	35	22	19	6	35	79	51	44	448
C	Malicious attended	4	2	5	0	0	2	1	0	0	1	1	16

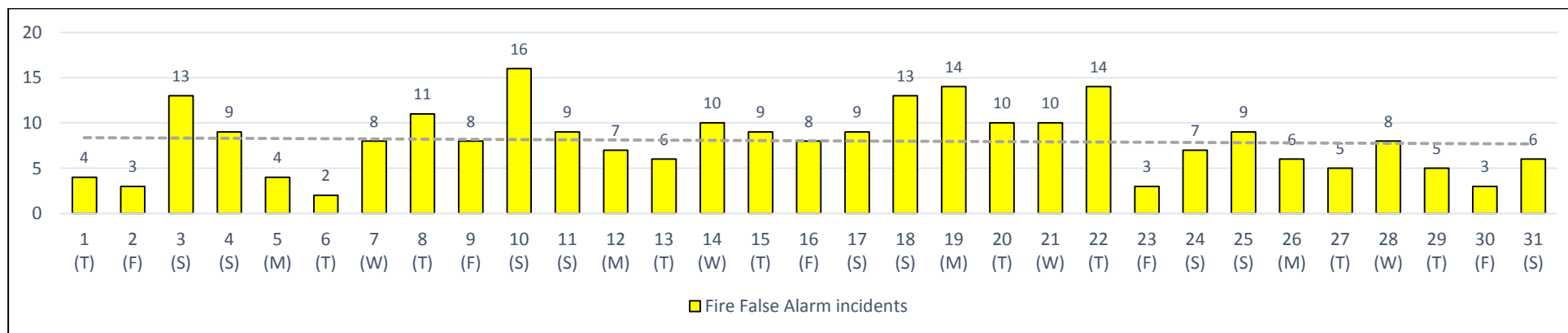
### July 2021

Of the 249 fire false alarm incidents in July, 125 were due to apparatus, 119 were good intent and 5 were malicious. Most incidents occurred in Western, Central and Charnwood. There were 227 in June, so July has seen an increase of 22.

**Table 7: Fire false alarms – July 2021**

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	July 2021
I.3	Fire false alarms	39	35	42	24	8	11	7	18	29	22	14	249
A	Due to apparatus	28	15	25	7	2	4	6	10	14	8	6	125
B	Good intent	9	20	16	17	6	7	1	8	15	13	7	119
C	Malicious attended	2	0	1	0	0	0	0	0	0	1	1	5

**Chart 4: The total number of fire false alarm incidents by day in July 2021** shows the number of incidents by day, ranging from 2 at its lowest in a day on the 6 July, to 16 incidents at its peak on the 10 July. The number of incidents has decreased slightly towards the end of the month. On average, there were 8.03 incidents attended each day.



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### **1.3a Due to apparatus**

There were 125 false alarms due to apparatus in July, an increase of 14 from June (111). Of these, 91 were dwelling, 24 were non-residential and 10 were other residential.

Of the false alarms due to apparatus in dwellings, the main causes were faulty 25 and unknown 20. The main times of the incidents show 9 of the incidents occurring between the hours of 4.00pm – 5.00pm.

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

Of the false alarms due to apparatus in other residential, the main causes were faulty 4 and steam 2.

### **1.3b Good intent**

There were 119 good intent false alarms in July, an increase of 6 from June (113). Of these, the main categories were dwelling 66, outdoor 33 and road vehicle 11.

Of the good intent false alarms, the main causes were other 25, controlled burning 20 and other cooking 15. The main times of the incidents show 12 of the incidents occurring between the hours of 10.00pm – 11.00pm.

### **1.3c Malicious attended**

There were 5 malicious false alarms in July, an increase of 2 from June (3). Of these, 2 were in Central, 1 Hinckley and Bosworth, 1 North West Leicestershire and 1 Western.

## **1.4 Non-fire incidents – April to July 2021**

Of the 1097 non-fire incidents April to July 2021, 41 were non-fire false alarms and 1056 were special service. Looking at the table below, the most incidents occurred in Western, Charnwood and Central. The 3-year average is 1014, so compared to the average, figures have increased by 83.

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 33 suicide attempts, with 7 in July. Of the 33 suicide attempts, 6 were actual suicides. There were a total of 50 suicide attempts in the whole of last year, of which 6 were actual suicides.

**Table 8: Non-fire incidents – April to July 2021**

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Apr to Jul 2021
I.4	Non-fire incidents	149	125	169	93	51	51	45	82	167	77	88	1097
a	Non-fire false alarms	4	7	11	1	0	2	4	4	2	1	5	41
b	Special service	145	118	158	92	51	49	41	78	165	76	83	1056
-	Road traffic collision (RTC)	17	20	24	33	13	5	11	29	36	18	17	223
-	Assist other agencies	40	15	40	17	11	9	9	16	42	22	22	243
-	Medical incident - co-responder/first responder	8	11	5	10	6	9	4	5	12	5	2	77
-	Effecting entry / exit	14	17	23	6	3	5	6	6	20	6	9	115

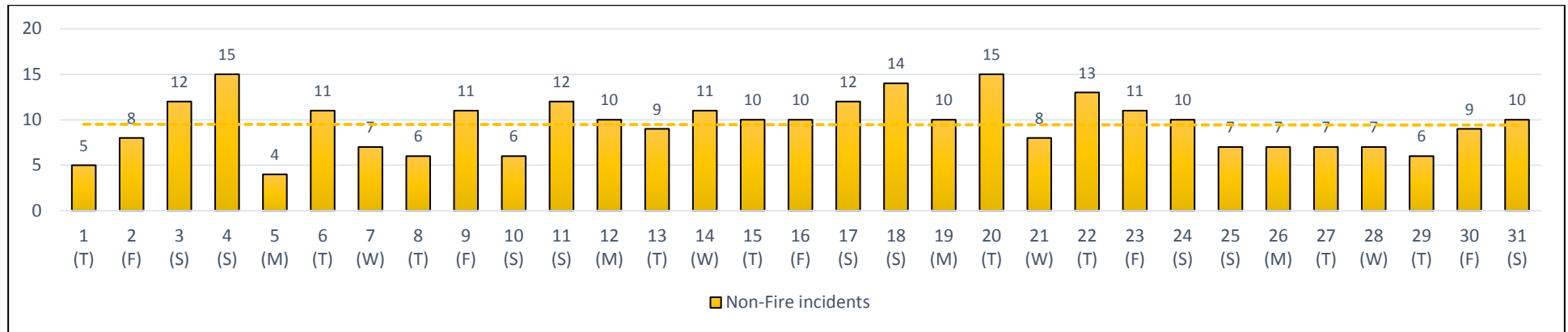
**July 2021**

Of the 293 incidents in July, 12 were non-fire false alarms and 281 were special service. Looking at the table below the most incidents occurred in Charnwood, Eastern and Western. There were 301 in June, so July has seen a decrease of 8.

**Table 9: Non-fire incidents – July 2021**

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	July 2021
I.4	Non-fire incidents	37	42	39	23	22	11	9	25	42	19	24	293
A	Non-fire false alarms	0	3	3	0	0	1	1	2	1	0	1	12
B	Special service	37	39	36	23	22	10	8	23	41	19	23	281
-	Road traffic collision (RTC)	6	4	5	6	3	1	1	11	9	5	2	53
-	Assist other agencies	12	4	5	3	6	1	1	6	9	7	7	61
-	Medical incident - co-responder/first responder	1	3	2	2	3	3	1	2	4	4	1	26
-	Effecting entry / exit	5	6	7	3	1	0	3	2	5	0	4	36

**Chart 5: The total number of non-fire incidents by day in July 2021** shows the number of incidents by day, ranging from 4 at its lowest in a day on the 5 July, to 15 incidents at its peak on the 4 July and 20 July. The number of incidents has decreased slightly towards the end of the month. On average, there were 9.45 incidents attended each day.



**1.4a Non-fire false alarms**

Of the 12 non-fire false alarms in July, 3 were in Eastern, 3 Western, 2 Blaby, 1 Charnwood, 1 North West Leicestershire, 1 Oadby and Wigston and 1 Rutland. This is 2 less than the number in June (14).

**1.4b Special service**

There were 281 special service incidents in July, which is 6 less than the number in June (287). Of these, there were 61 assist other agencies, 53 road traffic collisions and effecting entry/exit 36. Charnwood had the most incidents with 41, followed by Eastern 39 and Central 37. Assist other agencies has had 61 incidents in June, which is a decrease of 1 from June (62) and this type of incident continues to increase. There have now been 243 assist other agency incidents from April to July 2021, which is just higher than the 3-year average of 240. The number of road traffic collisions has increased with 223 April to July 2021, compared to the 3-year average of 218. However, the 3-year average will have been affected by the significant reduction in traffic on the roads during April and July last year and this year's figures are consistent with pre-pandemic year's numbers. Medical incident - co-responder/first responder continues to be extremely low with 26 incidents attended in July and a total of 77 so far this year, compared to the 3 year-average of 138. This is due to co-responding still being suspended at current time. The number of suicide attempts also belongs in this category as mentioned previously and a separate report has been submitted.

**2.1 Fatalities in fires – April to July 2021**

There was 1 fatality in a fire in June 2021. This is 2 less than the 3-year average of 3 fatalities.

The fire fatality occurred on Wednesday 2 June in the very early hours of the morning in Loughborough Hastings Ward in Loughborough. Firefighters were called to reports of smoke issuing and fire alarms sounding in purpose built flats which consisted of 3 floors. A total of 5 fire appliances attended the scene with both EMAS and the police in attendance. Firefighters wearing breathing apparatus entered the flat and rescued a 39-year-old male adult. Despite the best efforts of the both Fire Service and EMAS, the male was declared deceased by paramedics. A Tier 2 fire investigation was carried out with crime scene investigation and the cause of the fire has been attributed to discarded smoking materials.

**2.2 Non-fatal casualties in fires – April to July 2021**

There have been 18 non-fatal casualties in fires April to July 2021. This is 5 less than the 3-year average of 23. Of the 18 non-fatal casualties, 5 have occurred in fires in the City, 4 in Charnwood, 4 in North West Leicestershire, 2 in Harborough, 1 in Blaby, 1 in Hinckley and Bosworth and 1 in Rutland. Out of the 18 non-fatal casualties in fires, 15 casualties occurred in buildings, 2 in the outdoors and 1 in a road vehicle. The circumstances leading to the injuries, shows that of the 18 non-fatal casualties, the main categories were caused by discovering fire 5 and fighting fire (including attempts) 5.

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

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Apr to Jul 2021
2.2	Non-fatal casualties in fires	0	3	2	2	0	0	1	1	4	1	4	18

**July 2021**

There were no non-fatal casualties in fires in July, which is 5 less than in June (5).

**2.3 Fatalities in non-fire incidents – April to July 2021**

There have been 24 fatal casualties in non-fire incidents April to July 2021. This is 7 more than the 3-year average of 17. Of the 24 fatalities, 8 were attended to assist other agencies, 6 were suicide/attempts, 4 were road traffic collisions, 2 were rescue or evacuation from water, 1 was effecting entry/exit, 1 was medical Incident - first responder, 1 was no action (not false alarm) and 1 was other transport incident. There were 4 in North West Leicestershire, 3 in Central, 3 in Charnwood, 3 in Oadby and Wigston, 3 in Rutland, 2 in Eastern, 2 in Harborough, 2 in Western, 1 in Blaby and 1 in Melton.

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

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Apr to Jul 2021
2.3	Fatalities in non-fire incidents	3	2	2	2	1	3	3	1	3	0	4	24

**July 2021**

There were 6 fatalities in non-fire incidents in July, compared to 4 in June.

Of the 6 fatalities, 1 was attended to assist other agencies, 1 was effecting entry/exit, 1 was medical Incident - first responder, 1 was no action (not false alarm), 1 was other transport incident and 1 was rescue or evacuation from water. There were 2 in Eastern, 1 in Charnwood, 1 in Melton, 1 in North West Leicestershire and 1 in Western.

**Table 12: Fatalities in non-fire incidents – July 2021**

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	July 2021
2.3	Fatalities in non-fire incidents	0	2	1	0	1	0	0	0	1	0	1	6

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

There have been 249 non-fatal casualties in non-fire incidents April to July 2021. This is 42 below the 3-year average of 291.

Of the property types of non-fatal casualties, 147 were road traffic collisions, 90 were buildings and 12 were outdoor. Charnwood has had most non-fatal casualties with 44. 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 July 2021**

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Apr to Jul 2021
2.4	Non-fatal casualties in non-fire incidents	25	21	29	34	14	7	11	22	44	26	16	249

## July 2021

There were 53 non-fatal casualties in non-fire incidents in July, compared to 78 in June

Of the 53 non-fatal casualties, the property types of non-fatal casualties were road traffic collisions 31, building 18 and outdoor 4. The districts with the most non-fatal casualties in non-fire incidents in July was Charnwood with 12, Blaby 6 and Eastern 6.

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

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	July 2021
2.4	Non-fatal casualties in non-fire incidents	5	6	5	4	5	2	2	6	12	4	2	53

### **2.5 Number of TRiM (Trauma Risk Management) – April to July 2021**

The indicator Trauma Risk Management has now been running for over a year and looks at the number of notifications, interventions and 1 to 1's. There have been 41 TRiM notifications April to July 2021. This is 16 more than last year's figure of 25 during the same period.

#### **July 2021**

There were 8 TRiM notifications in July, compared to 11 in June. Of the 8 Incidents that were reported, there were 4 assist EMAS gain entry incidents (with 1 incident where crews carried out Cardiopulmonary resuscitation (CPR) before the arrival of EMAS), 2 incidents to search water for missing persons (1 later became a fatality), 1 incident to retrieve a body from water and 1 incident was a road traffic collision with life changing injuries. It has been a quieter month with some incidents requiring no action. Due to the hot weather at times, some of the water related incidents have been over the border. The TRiM online learning including/awareness procedure has been released as a mandatory course on oracle. The first continuous professional development training course with Leicestershire Police has now been completed (second date in August) and the annual operating license has also been renewed.

### **2.6 Number of LFRS employees injured whilst attending incidents – April to July 2021**

There have been 3 personal injuries whilst attending incidents April to July 2021. This is 4 less than the 3-year average of 7. All 3 of the personal injuries were classed as minor, with 2 occurring at Eastern station and 1 at Western station. The personal injuries were categorised further as 1 injury from change in floor levels/height, 1 knee injury whilst running and 1 injury was caused when a firefighter was throwing out a hose at a house fire and the coupling hit the firefighter in the lip. Of the 3 personal injuries, 2 of the injuries occurred whilst at a fire and 1 occurred at a special service incident. Based on the RIDDOR (Reporting of Injuries, Diseases and

Dangerous Occurrences Regulations 2013) reporting, there was 1 injury that resulted in a period of sickness under 3 days, 1 injury resulted in a period of sickness over 3 days and 1 injury resulted in no sickness or modified duties.

## July 2021

There were no personal injuries whilst attending incidents in July, compared to 1 in June.

### **3.1 Number of emergency calls received – April to July 2021**

There have been 6072 emergency calls received April to July 2021. This is 150 less than the 3-year average of 6222.

## July 2021

There were 1564 emergency calls received in July, which is 43 less than June (1607). 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 4.58 seconds in July.

### **3.2 The total average response times of life threatening incidents – April to July 2021**

There have been 273 incidents classed as life risk by Control April to July 2021. This is 89 less than the 2-year average of 362. It is based on the average of the previous 2 years, as data is not available on IRS due to change of system in 2018. The total average response time for the 273 incidents was 10 minutes 13 seconds, compared to the 2-year average of 10 minutes 9 seconds.

The 10 minutes 13 seconds can be broken down further:

Average call handling was 2 minutes 13 seconds, an increase of 13 seconds on the 2-year average time (2 minutes 0 seconds).

Average mobilisation time was 1 minute 36 seconds, a reduction of 12 seconds on the 2-year average time (1 minute 48 seconds).

Average drive time was 6 minutes 24 seconds, an increase of 3 seconds on the 2-year average time (6 minutes 21 seconds).

Any incidents that take over 3 minutes in call handling, 3 minutes in mobilisation time for Wholetime, 7 minutes in mobilisation time for On-Call and 10 minutes in drive time, get investigated. During April to July 2021 there have been 45 investigations carried out by Control, 17 mobilisation investigations and 37 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 July 2021**

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Apr to Jul 2021
3.2	The total average response times of life threatening incidents (mins)	7:45	8:10	8:22	12:22	14:03	8:48	11:32	10:55	10:20	12:41	10:45	10:13
A	Average call handling time	2:02	1:58	2:03	2:46	2:11	2:16	2:26	2:35	2:01	2:23	2:03	2:13
B	Average appliance mobilisation time	1:15	0:55	1:11	1:58	2:57	1:11	2:31	1:54	1:19	1:54	1:52	1:36
C	Average time to drive to the incident	4:28	5:17	5:08	7:38	8:55	5:21	6:35	6:26	7:00	8:24	6:50	6:24
d	Number of life threatening incidents attended	37	18	50	35	12	10	12	23	35	17	24	273

**July 2021**

There have been 68 incidents classed as life risk by Control in July 2021. This is 11 less than June (79). The total average response time for the 68 incidents was 10 minutes 24 seconds, compared to 10 minutes 5 seconds in June.

The 10 minutes 24 seconds can be broken down further:

Average call handling was 2 minutes 17 seconds, an increase of 5 seconds on the time in June (2 minutes 12 seconds).

Average mobilisation time was 1 minute 49 seconds, an increase of 18 seconds on the time in June (1 minute 31 seconds).

Average drive time was 6 minutes 18 seconds, a reduction of 4 seconds on the time in June (6 minutes 22 second).

During July there have been 11 investigations carried out by Control, 7 mobilisation investigation and 9 drive time investigations. This picks up any anomalies with the system and highlights any possible areas of concern.

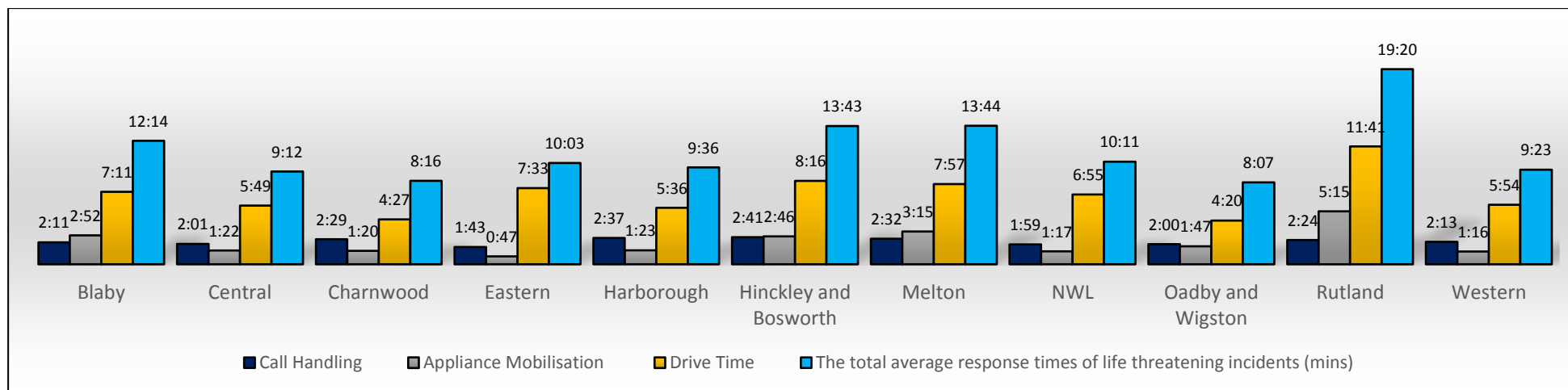
Please note that small numbers are being analysed here.

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

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	July 2021
3.2	The total average response times of life threatening incidents (mins)	9:12	10:03	9:23	9:36	13:44	8:07	19:20	12:14	8:16	13:43	10:11	10:24
a	Average call handling time	2:01	1:43	2:13	2:37	2:32	2:00	2:24	2:11	2:29	2:41	1:59	2:17

B	Average appliance mobilisation time	1:22	0:47	1:16	1:23	3:15	1:47	5:15	2:52	1:20	2:46	1:17	1:49
c	Average time to drive to the incident	5:49	7:33	5:54	5:36	7:57	4:20	11:41	7:11	4:27	8:16	6:55	6:18
d	Number of life threatening incidents attended	9	4	11	10	5	4	1	7	8	6	3	68

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



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

There have been 2420 incidents classed as non-life risk by Control April to July 2021. This is 56 more than the 2-year average of 2364. The total average response time for the 2420 incidents was 10 minutes 1 second, compared to the 2-year average of 9 minutes 51 seconds.

The 10 minutes 1 second can be broken down further:

Average call handling was 2 minutes 12 seconds, an increase of 2 seconds on the 2-year average time (2 minutes 10 seconds).

Average mobilisation time was 1 minute 37 seconds, a reduction of 5 seconds on the 2-year average time (1 minute 42 seconds).

Average drive time was 6 minutes 12 seconds, an increase of 13 seconds on the 2-year average time (5 minutes 59 seconds).

Please note: There were a total of 2464 non-life risk incidents attended April to July 2021. 44 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 July 2021**

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Apr to Jul 2021
3.3	The total average response times of non-life threatening incidents (mins)	7:47	8:33	9:10	12:10	11:03	8:39	10:35	12:00	9:52	12:00	11:50	10:01
a	Average call handling time	2:02	2:09	2:25	2:14	2:01	2:11	2:25	3:01	2:02	2:15	2:02	2:12
b	Average appliance mobilisation time	1:15	1:12	1:12	2:05	3:06	1:19	1:55	1:21	1:35	2:05	2:19	1:37
c	Average time to drive to the incident	4:30	5:12	5:45	7:51	5:56	5:09	6:15	7:38	6:15	7:40	7:29	6:12
d	Number of non-life threatening incidents attended	334	303	380	188	113	92	84	193	332	201	200	2420

**July 2021**

There have been 628 incidents classed as non-life risk by Control in July. This is 6 more than June (622). The total average response time for the 628 incidents was 9 minutes 55 seconds, compared to 10 minutes 3 seconds in June.

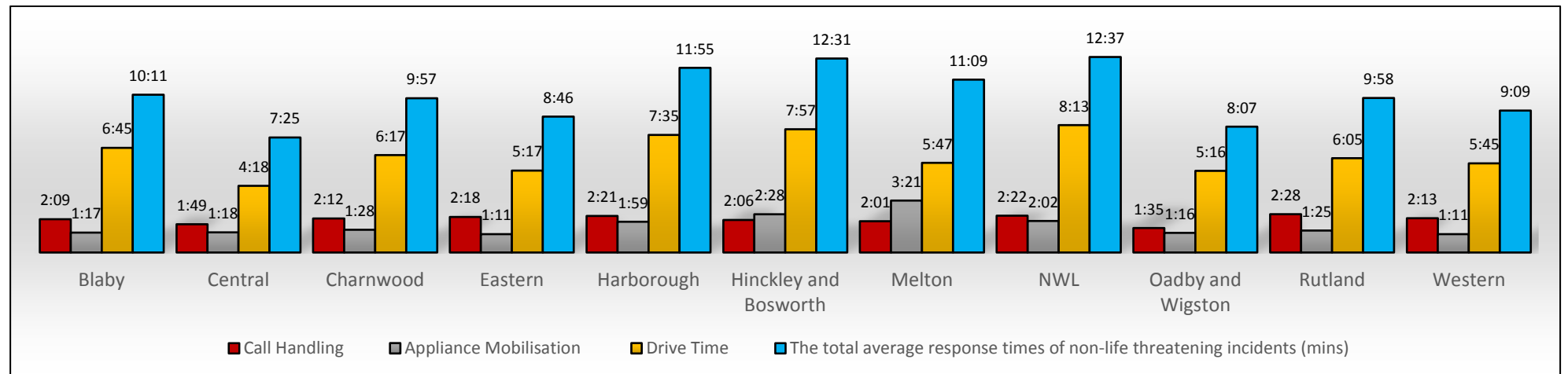
The 9 minutes 55 seconds can be broken down further:  
 Average call handling was 2 minutes 9 seconds, a reduction of 3 seconds on the time in June (2 minutes 12 seconds).  
 Average mobilisation time was 1 minute 38 seconds, a reduction of 3 seconds on the time in June (1 minute 41 seconds).  
 Average drive time was 6 minutes 8 seconds, a reduction of 2 seconds on the time in June (6 minutes 10 seconds).

Currently no investigations are carried out.

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

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	July 2021
3.3	The total average response times of non-life threatening incidents (mins)	7:25	8:46	9:09	11:55	11:09	8:07	9:58	10:11	9:57	12:31	12:37	9:55
a	Average call handling time	1:49	2:18	2:13	2:21	2:01	1:35	2:28	2:09	2:12	2:06	2:22	2:09
b	Average appliance mobilisation time	1:18	1:11	1:11	1:59	3:21	1:16	1:25	1:17	1:28	2:28	2:02	1:38
c	Average time to drive to the incident	4:18	5:17	5:45	7:35	5:47	5:16	6:05	6:45	6:17	7:57	8:13	6:08
d	Number of non-life threatening incidents attended	84	92	96	51	33	20	22	46	84	50	50	628

**Chart 7: The total average response times of non-life threatening incidents in July 2021** shows the average call handling time, average mobilisation time, average time to drive and average total response time broken down by district. Central shows the quickest average response time and North West Leicestershire shows the longest average response time to non-life threatening incidents.



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### **3.4 The total average response times to primary fires (as recorded by Home Office) – April to July 2021**

There were a total of 363 primary fires attended April to July 2021. 33 incidents have been excluded as per Home Office guidelines. So, the response time calculations for primary fires are based on 330 primary fires April to July 2021. The total average response time for the 330 primary fires is 9 minutes 58 seconds, compared to the 2-year average of 9 minutes 40 seconds.

The 9 minutes 58 seconds can be broken down further:

Average call handling was 1 minute 42 seconds, an increase of 4 seconds on the 2-year average time (1 minutes 38 seconds).

Average mobilisation time was 1 minute 25 seconds, a reduction of 15 seconds on the 2-year average time (1 minute 40 seconds).

Average drive time was 6 minutes 51 seconds, an increase of 29 seconds on the 2-year average time (6 minutes 22 seconds).

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

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Apr to Jul 2021
3.3	The total average response times of primary fire incidents (mins)	6:59	6:52	8:27	12:11	12:13	7:35	10:40	10:56	9:38	12:48	12:41	9:58
a	Average call handling time	1:46	1:24	1:26	1:42	1:34	1:23	2:44	1:52	1:48	1:36	1:53	1:42
b	Average appliance mobilisation time	1:01	0:55	1:11	1:45	2:54	1:11	1:26	1:10	1:00	1:50	2:06	1:25
c	Average time to drive to the incident	4:12	4:33	5:50	8:44	7:45	5:01	6:30	7:54	6:50	9:22	8:42	6:51
d	Number of primary fire incidents attended	33	43	47	45	16	9	16	33	32	21	35	330

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#### **July 2021**

There have been 85 primary fires in July. This is 6 more than June (79).

The total average response time for the 85 incidents was 9 minutes 33 seconds, compared to 9 minutes 57 seconds in June.

This 9 minutes 33 seconds can be broken down further:

Average call handling was 1 minute 45 seconds, an increase of 11 seconds on the time in June (1 minute 34 seconds).

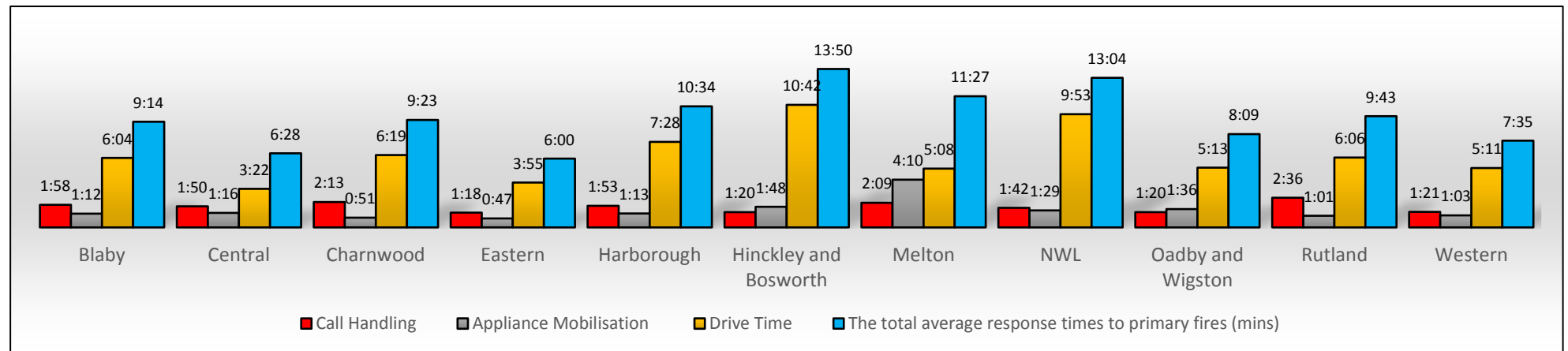
Average mobilisation time was 1 minute 18 seconds, a reduction of 16 seconds on the time in June (1 minute 34 seconds).

Average drive time was 6 minutes 30 seconds, a reduction of 19 seconds on the time in June (6 minutes 49 seconds).

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

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	July 2021
3.3	The total average response times of primary fire incidents (mins)	6:28	6:00	7:35	10:34	11:27	8:09	9:43	9:14	9:23	13:50	13:04	9:33
a	Average call handling time	1:50	1:18	1:21	1:53	2:09	1:20	2:36	1:58	2:13	1:20	1:42	1:45
b	Average appliance mobilisation time	1:16	0:47	1:03	1:13	4:10	1:36	1:01	1:12	0:51	1:48	1:29	1:18
c	Average time to drive to the incident	3:22	3:55	5:11	7:28	5:08	5:13	6:06	6:04	6:19	10:42	9:53	6:30
d	Number of primary fire incidents attended	8	10	10	12	3	3	6	7	8	8	10	85

**Chart 8: The total average response times of primary fire incidents in July 2021** shows the average call handling time, average mobilisation time, average time to drive and average total response time broken down by district. Eastern shows the quickest average response time and Hinckley and Bosworth shows the longest average response time to primary fire incidents.



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

For April to July 2021, Wholetime fire appliances have been available 98.1% of the time due to crewing, a decrease of 0.6% compared to the 3-year average (98.7%). Please note these figures are calculated based purely on the crew/skill availability held on the Systel Data Warehouse. Any unavailability due to mechanical reasons are not included.

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

Station	Appliance	Type	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Total
Castle Donington	18PI	Wholetime	100.00%	99.40%	99.86%	100.00%									99.81%
Birstall	19P2	Wholetime	100.00%	100.00%	100.00%	99.73%									99.93%
Loughborough	20P1	Wholetime	99.86%	99.87%	100.00%	99.60%									99.83%
Loughborough	20P3	Wholetime	99.12%	99.87%	94.65%	68.54%									90.44%
Melton	21PI	Wholetime (07.00 – 19.00)	97.64%	99.19%	96.67%	95.61%									97.28%
Eastern	23P1	Wholetime	99.86%	99.06%	100.00%	99.87%									99.69%
Eastern	23P2	Wholetime	99.65%	98.66%	99.72%	85.35%									95.78%
Western	24P1	Wholetime	99.03%	98.25%	99.72%	97.20%									98.54%
Coalville	25P1	Wholetime	100.00%	99.33%	99.79%	97.78%									99.21%
Central	30P1	Wholetime	100.00%	100.00%	100.00%	99.87%									99.97%
Central	30P2	Wholetime	99.93%	99.93%	91.18%	27.65%									92.12%
Wigston	31PI	Wholetime	100.00%	100.00%	100.00%	99.73%									99.93%
Oakham	33P1	Wholetime	100.00%	99.87%	99.86%	100.00%									99.93%
Market Harborough	36P1	Wholetime (07.00 – 19.00)	98.89%	100.00%	96.11%	99.19%									98.56%
Lutterworth	37P1	Wholetime (07.00 – 19.00)	99.44%	99.19%	100.00%	89.78%									97.06%
Hinckley	38P1	Wholetime	98.33%	99.69%	99.17%	98.25%									98.86%
Southern	40P1	Wholetime	100.00%	100.00%	99.58%	100.00%									99.90%
Total			99.60%	99.56%	98.70%	94.57%									98.09%

**July 2021**

For July, Wholetime fire appliances have been available 94.6% of the time due to crewing, compared to June (98.7%).

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

For April to July 2021, On-Call fire appliances have been available 66.2% of the time due to crewing, a decrease of 0.6% compared to the 3-year average (66.8%). Please note these figures are calculated based purely on the crew/skill availability held on the Systel Data Warehouse. Any unavailability due to mechanical reasons are not included.

**Table 22: The % availability of On-Call fire appliances – April to July 2021**

Station	Appliance	Type	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Total
Melton	21P1	On-Call (19.00 – 07.00)	100.00%	99.82%	100.00%	99.32%									99.78%
	21P2	On-Call	97.06%	89.34%	86.53%	67.43%									84.98%
	Total	On-Call Station	98.20%	94.00%	93.75%	83.60%									92.33%
Coalville	25P2	On-Call	-	-	86.63%	69.26%									77.75%
	25P3	On-Call	94.07%	93.35%	-	-									93.70%
Ashby	26P2	On-Call	90.16%	84.61%	52.68%	58.74%									71.55%
Shepshed	28P2	On-Call	91.25%	76.97%	67.43%	57.59%									73.21%
Wigston	31P2	On-Call	68.89%	60.42%	54.24%	47.13%									57.61%
Billesdon	32P2	On-Call	10.90%	15.09%	-	-									13.03%
	32P3	On-Call	48.54%	48.49%	47.31%	46.59%									46.94%
	Either	Total	59.44%	63.58%	47.31%	46.59%									54.24%
Oakham	33P3	On-Call	73.73%	67.41%	56.85%	53.11%									62.73%
Uppingham	34P2	On-Call	69.33%	60.01%	62.24%	63.58%									63.76%
	34P3	On-Call	23.68%	28.39%	29.10%	22.13%									25.82%
	Either	Total	93.01%	88.40%	91.34%	85.71%									89.57%
Kibworth	35P2	On-Call	65.83%	58.74%	56.32%	53.61%									58.58%
Market Harborough	36P1	On-Call (19.00 – 07.00)	80.00%	77.46%	86.94%	73.21%									79.34%
	36P3	On-Call	18.10%	13.51%	34.15%	20.79%									21.56%
	Total	On-Call Station	53.73%	46.53%	65.81%	48.73%									53.60%
Lutterworth	37P1	On-Call (19.00 – 07.00)	98.10%	98.92%	98.89%	94.71%									97.64%
	37P3	On-Call	59.68%	58.92%	42.64%	29.26%									47.56%



	Total	On-Call Station	70.90%	70.00%	61.58%	56.41%												64.70%
Hinckley	38P2	On-Call	55.79%	42.63%	46.23%	26.14%												42.56%
	38P3	On-Call	-	-	32.03%	38.38%												35.26%
	Either	Total	55.79%	42.63%	78.26%	64.52%												60.19%
Market Bosworth	39P2	On-Call	61.60%	52.22%	57.20%	42.41%												53.26%
Total			73.63%	68.15%	65.82%	57.23%												66.15%

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

### July 2021

For July, On-Call fire appliances have been available 57.2% of the time due to crewing, a decrease of 8.6% compared to June (65.8%).

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

We have received 216 public responses to our After the Incident Survey April to July 2021. 100% of people responding to the survey stated that they are ‘satisfied or very satisfied’ with the overall service they received from Leicestershire Fire and Rescue Service. This is exactly the same as the previous 2-year average figure of 100%. The survey in this format has now been running for the past 2 years and comparisons are based on the 2-year average.

### July 2021

For July, we have received 48 responses to our After the Incident Survey, which is 5 less than we have received in June (53). All 48 responses stated that they were ‘satisfied or very satisfied’ with the overall service.

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

We have received 117 public responses to this question in our After the Incident Survey April to July 2021. 98% of people responding to the survey stated that they were ‘satisfied or very satisfied’ with the initial contact when they called Leicestershire Fire and Rescue Service. 2% of people responding stated they were neither ‘satisfied’ nor ‘dissatisfied’ with the initial contact. This is 2% less than the previous 2-year average figure of 100%. The survey in this format has now been running for the past 2 years and comparisons are based on the 2-year average.

## **July 2021**

For July, we have received 27 responses to this question in our After the Incident Survey, which is 2 less than we have received in June (29). All 27 responses stated that they were 'satisfied or very satisfied' with the initial contact with the service.

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

We have received 204 public responses to this question in our After the Incident Survey for April to July 2021. 100% of people responding to the survey have stated that they are 'satisfied or very satisfied' with the service they received at the scene from Leicestershire Fire and Rescue Service. This is exactly the same as the previous 2-year average figure of 100%. The survey in this format has now been running for the past 2 years and comparisons are based on the 2-year average.

## **July 2021**

For July, we have received 44 responses to our After the Incident Survey, which is 7 less than we have received in June (51). All 44 responses stated that they were 'satisfied or very satisfied' with the service they have received at the scene.

### **4.1 Home safety checks – April to July 2021**

The impact by COVID 19 has resulted in new ways of working, as the service has not been able to carry out home safety checks as it has done previously. The number of home safety checks include the number of successful initial, successful follow up and successful vulnerable person.

There have been 5144 home safety checks April to July 2021. This is 2911 more than the 3-year average of 2233. The previous year shows there were 1797 home safety checks completed during the same period.

The 5144 home fire safety checks can be broken down further:

Successful initial 3708, an increase of 2272 home safety checks on last year's (1436).

Successful follow up 1323, an increase of 1012 home safety checks on last year's (311).

Successful vulnerable person 113, an increase of 63 home safety checks on last year's (50).

**Table 23: Home safety checks – April to July 2021**

Ref	Key Corporate Indicator	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr to Jul 2021
4.l	Home safety checks	1125	1317	1474	1228									5144
a	Successful initial	815	997	1031	865									3708
b	Successful follow up	282	290	408	343									1323
c	Successful vulnerable person	28	30	35	20									113

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

The 5144 home fire safety checks can be broken down further:

Stations 3626, an increase of 3188 home safety checks on last year's (438).

Community safety educators 1441, an increase of 115 home safety checks on last year's (1326).

Control 6, an increase of 6 home safety checks on last year's (0).

Partners 66, an increase of 34 home safety checks on last year's (32).

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

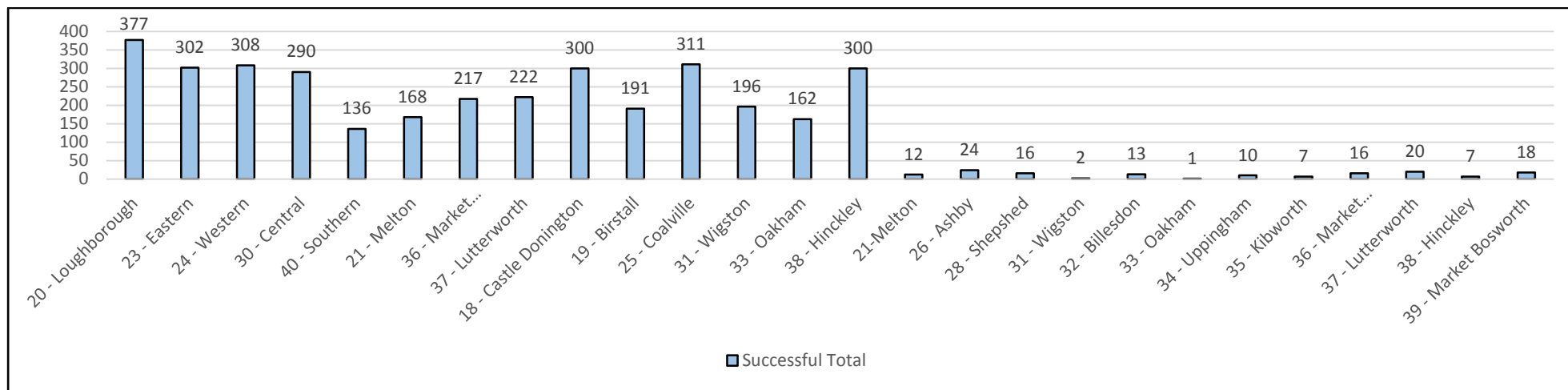
Unknown 4, an increase of 4 on last year's (0).

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

Ref	Key Corporate Indicator	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr to Jul 2021
4.l	Home safety checks	1125	1317	1474	1228									5144
a	Stations	683	965	1046	932									3626
b	CSE	404	331	420	286									1441
c	Control	4	2	0	0									6
d	Partners data	33	17	7	9									66
e	LFRS (Website)	0	0	1	0									1
f	Other	1	2	0	1									4

The 2589 home safety checks carried out April to July 2021 by stations are shown below.

**Chart 9: The Total Successful HSCs by Station April to July 2021** shows the number of number completed by stations, ranging from 1 to 377. The stations delivering less than 20 home safety checks were On-Call stations. The stations delivering the most home safety checks were Loughborough (377), Coalville (311) and Western (308).



### July 2021

For July, there were 1228 home safety checks, which is 246 less than June (1474).

Of the 1228, there were 865 successful initial, 343 successful follow up and 20 successful vulnerable person. There were 932 carried out by stations, 286 carried out by community safety educators, 9 carried out by partners and 1 was unknown.

### 4.2 Home safety feedback surveys – April to July 2021

There have been 300 home safety feedback surveys April to July 2021. This indicator has now been in place since April 2021 and figures this year are compared to figures last year and not the 3-year average, as this is not available.

Of the 300 surveys, 221 were first visits and 79 were repeat visits. Of the 221 first visits, 100% were satisfied and of the 79 repeat visits, 99% were satisfied. The previous year shows there were 668 surveys, with 555 first visits and 113 repeat visits.

## **July 2021**

For July, we have received 56 home safety feedback surveys, which is 24 less than in June (80). Of this, 49 were first visits in July, which is 17 less than in June (66) and 100% were satisfied. There were 7 repeat visits in July, which is 31 less than in June (38) and 100% were satisfied.

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

There have been 262 fire safety audits carried out April to July 2021 and there have been 31 action plans or enforcement notices. The number of fire safety audits carried out is 140 more than the 3-year average of 122 and the number of action plans or enforcement notices is 2 more than the 3-year average of 29.

The Fire Protection Department has returned to completing fire safety audits by direct engagement with the Responsible Person on site, whilst also ensuring the site they are auditing is Covid-19 compliant. The number of audits completed during the period April to July 2021 continues to demonstrate improved effectiveness and efficiency within the Fire Protection Team. This is also reflected in the increased target figure which has been set for the 2021-2022 Risk Based Inspection Programme (RBIP).

## **July 2021**

For July, there were 51 fire safety audits carried out, which is 17 less than in June (68). There were 3 action plans or enforcement notices issued, which is 9 less than in June (12).

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

There have been 46 completed surveys received April to July 2021 and 45 were satisfied with the service they have received. As mentioned previously, at present, we only send the survey form to people after a fire safety audit has been completed. We are beginning to carry out more audits, so the number of surveys returned is expected to increase. The number of completed surveys received is 13 more than the 3-year average of 32.

## **July 2021**

For July, there were 6 completed surveys received and 5 were satisfied with the service they have received. There were 8 less completed than there were in June (14).

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

An average of 1.78 days/shifts per person were lost to sickness by operational staff during April to June 2021, compared to the 3-year average of 1.18 days/shifts lost per person. In total, there have been 654.80 days/shifts lost to sickness, compared to the 3-year average of 447.83 days/shifts lost.

The 654.80 days/shifts lost April to June 2021 can be broken down further:

There were 162.09 short term days/shifts lost, an increase of 42.47 days/shifts lost compared to the 3-year average of 119.62 days/shifts lost.

There were 492.71 long term days/shifts lost, an increase of 164.50 days/shifts lost compared the 3-year average of 328.21 days/shifts lost.

The result of COVID 19 has also had an impact on sickness. If you include this data, an average of 1.95 days/shifts would be lost by operational staff during April to June 2021. In total, there have been 63.77 days/shifts lost to COVID 19, compared to 263.86 days/shifts lost during the same period last year. The COVID 19 for comparison is based on just last year’s data as that’s when the pandemic started. 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.

In respect of the number of times personnel had short term sickness, there were 68 instances, as well as 23 long term sickness instances and 34 COVID 19 instances, so the scale of the impact COVID 19 can really be seen on the service here, although the impact of COVID 19 was much higher during the same period last year. A full detailed report on sickness and reasons for sickness has been produced.

**Table 25: The total operational sickness – April to June 2021**

**Operational Sickness**

Wholetime	Short Term Sickness Days/Shifts Lost	Long Term Sickness Days/Shifts Lost	Total Sickness Days/Shifts Lost	Average FTE	Average No of Days/Shifts Lost per person
20 - Loughborough	22.00	38.00	60.00	31.67	1.89
23 – Eastern	11.00	39.50	50.50	39.00	1.29
24 – Western	23.50	89.50	113.00	22.33	5.06
30 – Central	12.00	16.00	28.00	40.00	0.70
40 – Southern	26.50	21.00	47.50	24.33	1.95

**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
60.00	5.00	65.00	31.67	2.05
50.50	8.00	58.50	39.00	1.50
113.00	3.50	116.50	22.33	5.22
28.00	4.00	32.00	40.00	0.80
47.50	1.00	48.50	24.33	1.99

Total	95.00	204.00	299.00	157.33	1.90
DC					
21 – Melton	2.75	124.55	127.30	11.33	11.23
36 – Market Harborough	0.25	0.00	0.25	11.50	0.02
37 – Lutterworth	1.45	21.06	22.51	11.00	2.05
Total	4.45	145.61	150.06	33.83	4.44
DCP					
18 – Castle Donington	4.23	0.00	4.23	11.33	0.37
19 – Birstall	0.00	0.00	0.00	12.00	0.00
25 – Coalville	7.34	11.58	18.92	10.67	1.77
31 – Wigston	1.67	14.74	16.41	12.00	1.37
33 – Oakham	11.49	45.28	56.77	12.33	4.60
38 – Hinckley	2.41	0.00	2.41	11.00	0.22
Total	27.14	71.60	98.74	69.33	1.42
Control					
Control	25.00	71.50	96.50	26.00	3.71
Non Station					
Non Station	10.50	0.00	10.50	82.33	0.13
Total Operational					
Total Operational	162.09	492.71	654.80	368.83	1.78

299.00	21.50	320.50	157.33	2.04
127.30	3.80	131.10	11.33	11.57
0.25	0.23	0.48	11.50	0.04
22.51	0.34	22.85	11.00	2.08
150.06	4.37	154.43	33.83	4.56
4.23	2.78	7.01	11.33	0.62
0.00	0.00	0.00	12.00	0.00
18.92	0.00	18.92	10.67	1.77
16.41	0.00	16.41	12.00	1.37
56.77	0.40	57.17	12.33	4.64
2.41	0.72	3.13	11.00	0.28
98.74	3.90	102.64	69.33	1.48
96.50	13.50	110.00	26.00	4.23
10.50	20.50	31.00	82.33	0.38
654.80	63.77	718.57	368.83	1.95

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

An average of 1.20 days/shifts per person were lost to sickness by support staff during April to June 2021, compared to the 3-year average of 1.77 days/shifts lost per person. In total, there have been 137.66 days/shifts lost to sickness, compared to the 3-year average of 181.27 days/shifts lost.

The 137.66 days/shifts lost April to June 2021 can be broken down further:

There were 41.00 short term days/shifts lost, a decrease of 9.94 days/shifts lost compared to the 3-year average of 50.94 days/shifts lost.

There were 96.66 long term days/shifts lost, a decrease of 33.67 days/shifts lost compared the 3-year average of 130.33 days/shifts lost.

The result of COVID 19 has also had an impact on sickness. If you include this data, an average of 1.50 days/shifts would be lost by operational staff during April to June 2021. In total, there have been 34.42 days/shifts lost to COVID 19, compared to 107.47 days/shifts lost during the same period last year. The COVID 19 for comparison is based on just last year’s data as that’s when the pandemic started.

The majority of support staff have maintained working from home and 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.

In respect of the number of times personnel had short term sickness, there were 17 instances, as well as 5 long term sickness instances and 10 COVID 19 instances, so the scale of the impact of COVID 19 can be seen on the service here, although not to the extent that it has operationally.

**Table 26: The total support sickness – April to June 2021**

**Support Sickness**

Support	Short Term Sickness Days/Shifts Lost	Long Term Sickness Days/Shifts Lost	Total Sickness Days/Shifts Lost	Average FTE	Average No of Days/Shifts Lost per person
Business Support	3.43	43.00	46.43	33.86	1.37
People and Organisational Development	6.50	53.66	60.16	25.46	2.36
Community Risk	7.50	0.00	7.50	27.15	0.28
Directors	6.00	0.00	6.00	2.00	3.00
Operational Response	0.00	0.00	0.00	6.22	0.00
Service Assurance	17.57	0.00	17.57	19.40	0.91
Service Delivery	0.00	0.00	0.00	0.33	0.00
<b>Total Support</b>	<b>41.00</b>	<b>96.66</b>	<b>137.66</b>	<b>114.42</b>	<b>1.20</b>

**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
46.43	21.13	67.56	33.86	2.00
60.16	9.50	69.66	25.46	2.74
7.50	2.50	10.00	27.15	0.37
6.00	0.00	6.00	2.00	3.00
0.00	0.00	0.00	6.22	0.00
17.57	1.29	18.86	19.40	0.97
0.00	0.00	0.00	0.33	0.00
<b>137.66</b>	<b>34.42</b>	<b>172.08</b>	<b>114.42</b>	<b>1.50</b>

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

There have been on average 6.50 members of staff that have been on modified duties for the entire month from April to July 2021. This is 1.26 less than the 3-year average of 7.76.

The breakdown includes 3.75 from Wholetime, 2.25 from On-Call and 0.50 from Support.

**July 2021**

The breakdown of 5 members of staff on modified duties for the entire month in July:

- Wholetime – 2 – 1 Market Harborough and 1 Non Station.
- On-Call – 2 – 1 Billesdon and 1 Market Bosworth.
- Support – 1 – Operational Response.

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

There have been on average 14.75 members of staff that have been on modified duties at some point throughout the month from April to July 2021. This is 1.83 more than the 3-year average of 12.92.



The breakdown includes 10.00 from Wholetime, 2.25 from On-Call and 2.50 from Support.

## **July 2021**

The breakdown of 21 members of staff on modified duties at some point throughout the month in June:

- Wholetime – 15 – 2 Control, 2 Loughborough, 2 Southern, 2 Western, 2 Non Station, 1 Castle Donington, 1 Central, 1 Melton, 1 Hinckley and 1 Wigston.
- On-Call – 5 – 1 Kibworth, 1 Lutterworth, 1 Market Bosworth, 1 Melton and 1 Shepshed.
- Support – 1 – 1 People and Organisational Development.

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