

Performance Update: April 2020 to March 2021

Table 1: Key Performance Indicators

Ref	Key Corporate Indicator	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Actual	3-Year Average	Differ
KCI 1 Incidents Attended																
I.1	Total incidents	580	741	644	618	662	714	646	692	604	554	605	565	7625	8403	-778
I.2	Fire incidents	172	248	189	185	170	175	118	177	137	100	148	139	1958	2304	-346
a	Primary fire incidents	76	106	93	83	79	96	71	89	88	64	95	62	1002	1220	-218
b	Secondary fire incidents	90	140	95	99	90	78	45	80	39	25	48	73	902	1011	-109
c	Chimney fire incidents	6	2	1	3	1	1	2	8	10	11	5	4	54	73	-19
I.3	Fire false alarms	218	261	233	194	228	276	255	274	200	204	215	201	2759	2841	-82
a	Due to apparatus	91	98	112	86	121	145	145	141	115	105	109	99	1367	1696	-329
b	Good intent	121	154	118	106	103	123	104	121	77	87	102	93	1309	1040	269
c	Malicious attended	6	9	3	2	4	8	6	12	8	12	4	9	83	105	-22
I.4	Non-fire incidents	190	232	222	239	264	263	273	241	267	250	242	225	2908	3258	-350
a	Non-fire false alarms	7	7	6	8	4	12	7	10	11	14	10	5	101	110	-9
b	Special service	183	225	216	231	260	251	266	231	256	236	232	220	2807	3148	-341
-	Road traffic collision (RTC)	31	42	45	53	60	55	67	50	55	40	38	32	568	728	-160
-	Assist other agencies	68	82	78	70	81	75	86	72	82	83	71	61	909	616	293
-	Medical incident - co-responder/first responder	12	12	8	15	6	17	14	10	9	17	18	14	152	563	-411
-	Effecting entry / exit	18	14	14	13	19	29	23	25	18	12	21	26	232	325	-93
KCI 2 Fatalities and casualties																
2.1	Fatalities in fires	0	0	0	0	1	1	2	0	1	0	1	0	6	10	-4
2.2	Non-fatal casualties in fires	4	9	8	4	4	4	3	5	7	6	3	1	58	73	-15
2.3	Fatalities in non-fire incidents	9	3	4	4	3	6	9	7	8	8	4	7	72	61	11
2.4	Non-fatal casualties in non-fire incidents	37	53	57	63	66	62	62	45	64	49	43	43	644	965	-321
2.5	Number of TRIM (Trauma Risk Management):															
a	Notifications	10	4	6	5	4	8	18	11	16	10	7	10	109	N/A	N/A

Ref	Key Corporate Indicator	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Actual	3-Year Average	Differ
b	Interventions	5	3	2	2	2	4	8	2	6	15	5	4	58	N/A	N/A
c	I to I's	0	0	1	0	0	2	4	0	4	2	0	0	13	N/A	N/A
2.6	Number of LFRS employees injured whilst attending incidents	3	0	1	1	1	2	1	0	1	2	2	2	16	16	0
KCI 3 Level of emergency response service provision																
3.1	Number of emergency calls received	1327	1569	1430	1338	1438	1553	1407	1428	1369	1277	1259	1240	16635	18061	-1426
3.2	The total average response times of life threatening incidents (mins)	9:18	9:21	10:12	10:29	9:59	10:21	10:01	9:42	11:34	11:00	10:42	9:57	10:15	10.49	-0:34
a	Average call handling time	2:03	1:51	1:53	1:56	2:10	1:56	2:02	2:10	2:34	2:21	2:04	2:13	2:06	2:12	-0:06
b	Average appliance mobilisation time	1:30	1:28	1:35	1:32	1:22	1:35	1:30	1:21	1:33	1:38	1:27	1:53	1:32	2:06	-0:34
c	Average time to drive to the incident	5:45	6:02	6:44	7:01	6:27	6:50	6:29	6:11	7:27	7:01	7:11	5:51	6:37	6:31	0:06
d	Number of life threatening incidents attended	54	54	59	74	91	80	88	71	80	56	62	60	829	1523	-694
3.3	The total average response times of non-life threatening incidents (mins)	10:08	9:40	10:12	9:58	9:36	10:06	9:27	9:59	9:59	10:09	9:41	9:39	9:53	9:50	0:03
a	Average call handling time	2:22	1:58	2:21	2:03	2:04	2:19	2:02	2:12	2:20	2:07	2:12	2:12	2:11	2:13	-0:02
b	Average appliance mobilisation time	1:52	1:41	1:47	1:42	1:41	1:45	1:34	1:47	1:41	1:51	1:32	1:34	1:42	1:38	0:04
c	Average time to drive to the incident	5:54	6:01	6:04	6:13	5:51	6:02	5:51	6:00	5:58	6:11	5:57	5:53	6:00	5:59	0:01
d	Number of non-life risk incidents attended	522	677	577	540	565	628	554	616	518	491	537	497	6722	6927	-205
3.4	The total average response times to primary fires (as recorded by Home Office)	9:01	9:07	9:48	11:03	8:57	9:32	10:00	9:38	9:24	10:21	9:28	9:37	9:35	9:36	-0:01
a	Average call handling time	1:34	1:29	1:37	2:01	1:30	1:37	1:45	1:39	1:43	1:38	1:47	1:27	1:36	1:42	-0:06
b	Average appliance mobilisation time	1:53	1:33	1:27	1:51	1:30	1:40	1:48	1:45	1:23	1:50	1:19	1:25	1:37	1:35	0:02
c	Average time to drive to the incident	5:34	6:05	6:44	7:11	5:57	6:15	6:27	6:14	6:18	6:53	6:22	6:45	6:22	6:19	0:03
d	Number of primary fire incidents attended	70	95	87	75	76	86	62	78	80	53	84	57	903	998	-95
3.5	The % availability of Wholtime fire appliances	99.8%	99.5%	99.1%	99.0%	98.2%	98.1%	99.3%	98.7%	99.3%	99.7%	99.6%	99.6%	99.1%	98.2%	0.9%
3.6	The % availability of On-Call fire appliances	87.5%	85.2%	83.1%	75.3%	70.3%	72.8%	71.6%	75.9%	73.5%	76.2%	76.8%	74.9%	76.9%	61.4%	15.5%
3.7	The % of people satisfied with our overall response	100%	100%	100%	100%	100%	94%	100%	100%	100%	100%	100%	100%	99%	100%	-1%
a	The % of people satisfied with their initial contact with the service	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	0%
b	The % of people satisfied with the service they received at the scene	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	0%

Ref	Key Corporate Indicator	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Actual	3-Year Average	Differ
KCI 4 Home Fire Safety Checks and Smoke Alarms																
4.1	Home safety checks	447	278	517	549	879	902	1075	771	617	1075	809	938	8857	7117	1740
4.2	Home safety feedback surveys	230	135	164	139	179	172	148	128	73	100	78	68	1614	New Indicator	
a	Percentage satisfied	100%	100%	99%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.9%	New Indicator	
KCI 5 Fire Protection and Enforcement																
5.1	The % of fire safety audits that result in action plans and enforcement notices	0%	0%	0%	13%	18%	8%	12%	10%	10%	13%	7%	12%	10%	30%	-20%
a	Fire safety audits	1	6	14	40	49	83	67	82	63	86	134	77	702	360	342
b	Action plans and enforcement notices	0	0	0	5	9	7	8	8	6	11	10	9	73	109	-36
5.2	Fire protection survey – Overall how satisfied were you with the service received	100%	100%	100%	100%	100%	100%	100%	100%	100%	95%	100%	96%	99%	100%	-1%
KCI 6 Capacity, staff and availability																
6.1	Average number of days/shifts lost to sickness by operational staff per person (inc COVID 19)	1.07 (1.77)			1.02 (1.37)			1.28 (2.49)			1.23 (2.27)			4.60 (7.90)	6.02	-1.42
a	Days/shifts lost to short-term sickness	90.94			121.46			91.58			130.58			434.56	682.37	-247.81
b	Days/shifts lost to long-term sickness	313.02			265.00			389.68			327.42			1295.12	1564.82	-269.70
c	Total days/shifts lost to sickness (COVID 19)	403.96 (263.86)			386.46 (135.99)			481.26 (456.01)			458.00 (380.66)			1729.68 (1236.52)	2247.19	-517.51
6.2	Average number of days/shifts lost to sickness by support staff per person (inc COVID 19)	1.44 (2.44)			1.51 (1.75)			0.88 (1.48)			1.03 (1.54)			4.86 (7.21)	9.73	-4.87
a	Days/shifts lost to short-term sickness	8.84			27.97			26.03			26.27			89.11	263.55	-174.44
b	Days/shifts lost to long-term sickness	145.27			139.08			69.24			88.75			442.34	717.89	-275.55
c	Total days/shifts lost to sickness (COVID 19)	154.11 (107.47)			167.05 (27.10)			95.27 (65.75)			115.02 (57.24)			531.45 (257.56)	981.44	-449.99
6.3	Average number of staff on modified duties for the entire month	5	4	6	11	6	11	8	10	10	8	9	10	8.16	9.50	-1.34
a	Wholetime	1	2	3	6	1	5	3	5	4	4	7	7	4.00	4.69	-0.69
b	On-Call	3	2	3	4	4	5	4	4	6	4	2	3	3.66	4.53	-0.87
c	Support	1	0	0	1	1	1	1	1	0	0	0	0	0.50	0.28	0.22
6.3	Average number of staff on modified duties at some point throughout the month	14	13	16	4	12	11	16	10	10	16	19	19	13.33	12.24	1.09
a	Wholetime	10	10	12	2	8	6	9	4	7	10	10	11	8.25	8.55	-0.30
b	On-Call	3	2	3	2	3	4	6	4	1	3	7	7	3.75	2.72	1.03

Ref	Key Corporate Indicator	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Actual	3-Year Average	Differ
c	Support	1	1	1	0	1	1	1	2	2	3	2	1	1.33	0.97	0.36

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 2020 to March 2021

Of the 7625 incidents April 2020 to March 2021, 2908 (38%) non-fire incidents, 2759 (36%) were fire false alarms and 1958 (26%) were fire incidents. Most incidents occurred in Western, followed by Charnwood and Eastern. The 3-year average is 8403, so in comparison to this, there are 778 fewer incidents. The effects of COVID 19 has had a considerable impact on the number and types of incidents we have attended this year.

Table 2: Total incidents – April 2020 to March 2021

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Apr 2020 to Mar 2021
I.I	Total incidents	910	959	1209	553	339	323	316	528	1148	609	731	7625

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Looking at the 3 areas:

Fire incidents – reduction of 346 incidents compared to 3-year average.

False alarms – reduction of 82 incidents compared to the 3-year average.

Non-fire incidents – reduction of 350 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 was one of the driest summers on record in 2020. 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 year. The reduction in special service incidents would have been larger, but the number of assist other agencies incidents has increased significantly. COVID 19 has affected both the number of incidents and types of incidents we have attended this year and will be interesting to see if levels increase back to where they were before the pandemic began, or whether some incidents remain at similar levels this coming year as the country tries to exit lockdown and return to some normality.

March 2021

Of the 565 incidents in March, 225 (39%) were non-fire incidents, 201 (36%) were fire false alarms and 139 (25%) were fire incidents. Most incidents occurred in Western, followed by Central and Charnwood. The decrease in incidents in March is due to small decreases across all 3 areas of non-fire incidents, fire false alarms and fire incidents.

Table 3: Total incidents – March 2021

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	March 2021
I.1	Total incidents	76	70	103	31	25	26	25	42	73	41	53	565

Chart 1: The total number of incidents by day in March 2021 shows the number of incidents by day, ranging from 9 at its lowest in a day on the 23rd of March, to 34 incidents at its peak on the 31st of March. The number of incidents has steadily increased throughout the month, peaking with the highest number on the last day of the month. On average, there were 18.22 incidents attended each day.

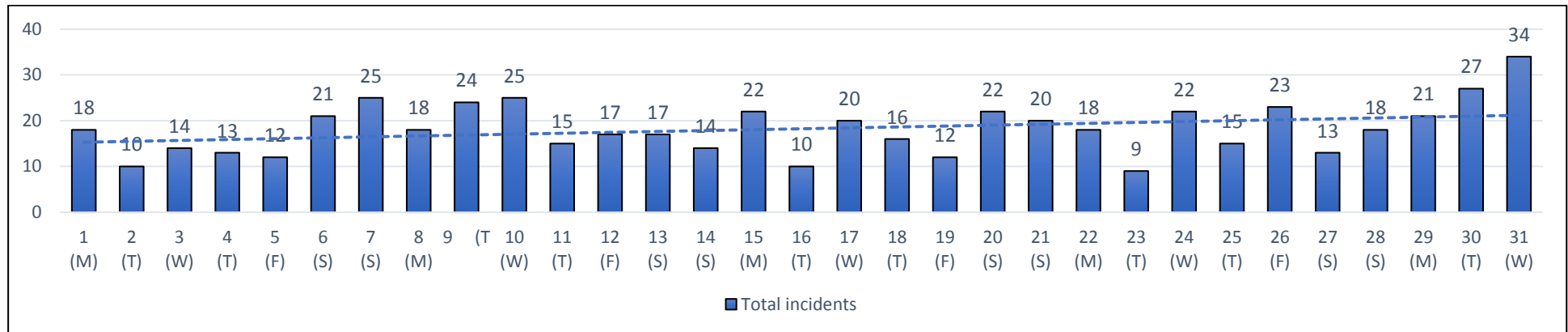
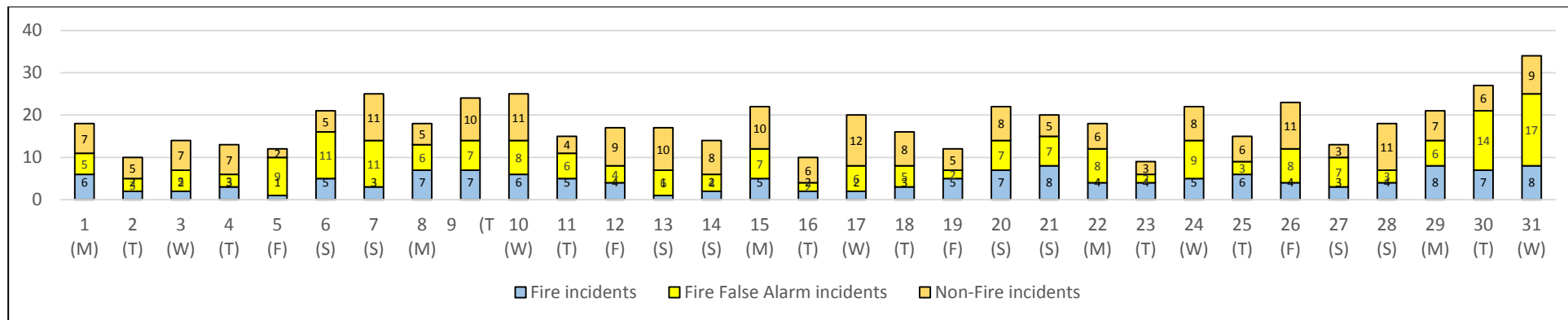


Chart 2: The total number of incidents broken down by type and day in March 2021 shows the 34 incidents on the 31st of March broken down into 17 fire false alarm incidents, 9 non-fire incidents and 8 fire incidents. The 23rd of March was the day with the least amount of incidents in the month, showing 9 incidents, with 4 fire incidents, 3 non-fire incidents and 2 fire false alarm incidents.



1.2 Fire incidents – April 2020 to March 2021

Of the 1958 fire incidents April 2020 to March 2021, 1002 were primary fires, 902 were secondary fires and 54 were chimney fires. Most incidents occurred in Charnwood, Western and North West Leicester (NWL). The 3-year average is 2304, so in comparison to this, there are 346 fewer incidents.

Table 4: Fire incidents – April 2020 to March 2021

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Apr 2020 to Mar 2021
1.2	Fire incidents	164	207	291	170	114	66	77	151	317	165	236	1958
a	Primary fire incidents	82	116	152	100	54	30	46	70	155	92	105	1002
b	Secondary fire incidents	82	90	139	61	56	34	23	77	151	68	121	902
c	Chimney fire incidents	0	1	0	9	4	2	8	4	11	5	10	54

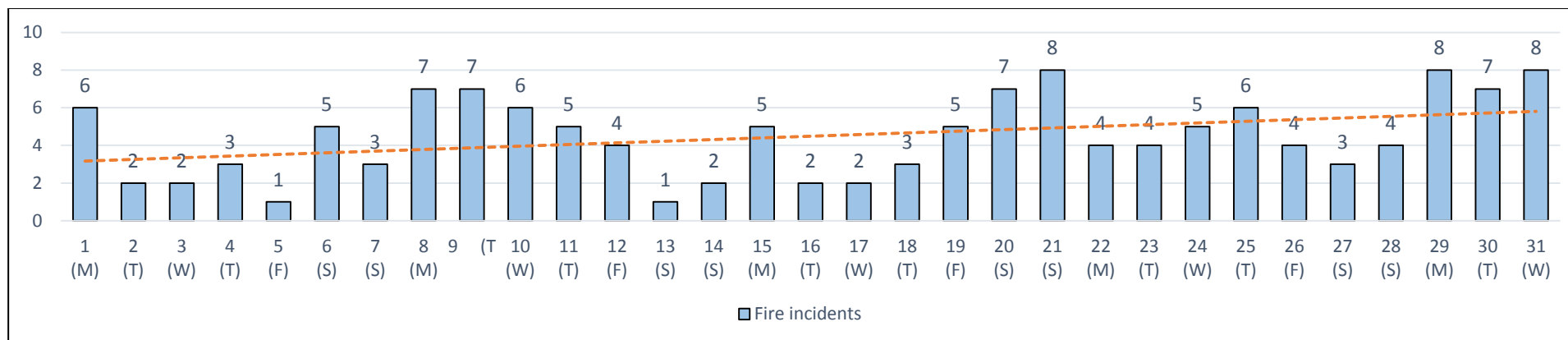
March 2021

Of the 139 incidents in March, 62 (45%) were primary fires, 73 (52%) were secondary fires and 4 (3%) were chimney fires. Most incidents occurred in Charnwood, Hinckley and Bosworth and Western. This is a decrease of 9 incidents from February (148). Hinckley and Bosworth is the district which is out of the ordinary here, as Charnwood and Western consistently see these kind of numbers of fires every month.

Table 5: Fire incidents – March 2021

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	March 2021
I.2	Fire incidents	14	11	19	6	8	5	9	11	20	19	17	139
A	Primary fire incidents	5	7	6	4	2	3	5	3	8	12	7	62
B	Secondary fire incidents	9	4	13	2	6	2	3	7	12	6	9	73
C	Chimney fire incidents	0	0	0	0	0	0	1	1	0	1	1	4

Chart 3: The total number of fire incidents by day in March 2021 shows the number of incidents by day, ranging from 1 at its lowest in a day on two different days, to 8 incidents at its peak on the 21st, 29th and 31st of March. The number of incidents has increased steadily as the month has progressed. On average, there were 4.48 fire incidents attended each day.



1.2a Primary fire incidents

There were 62 primary fire incidents in March, a decrease of 33 from February (95). Of these, 50 were accidental fires and 12 were deliberate fires. Hinckley and Bosworth had the most incidents with 12, followed by Charnwood 8, Eastern 7 and NWL 7. Hinckley and Bosworth has seen a spike in primary fire incidents, despite overall being under the 3 average for primary fires. As a result, social media is being used to pass on fire safety messages and articles are being written for free newsletters/ borough bulletins within the district. Through the Community Safety Partnership, a request has been made for help in identifying at risk/vulnerable people to attend to carry out Home Safety Checks (HSCs) and as lockdown is easing any partnership working that can be done where we can pass on fire safety messages will be explored.

Of the 50 accidental fires, there were 30 dwelling, 11 non-residential, 7 road vehicle and 2 other residential. The main fire cause shows there were 10 fault in equipment or appliance, 6 cooking - other cooking and 6 - overheating, unknown cause. The main ignition source shows 16 were cooking appliance and 10 were electricity supply. The main times of the incidents show 5 of the incidents occurring between the hours of 12.00 Midday – 1.00pm.

Of the 12 deliberate fires, the main property category was 6 road vehicle, 3 non-residential, 2 dwelling and 1 other residential.

1.2b Secondary fire incidents

There were 73 secondary fire incidents in March, which is 25 more than February (48). Of these, 42 were accidental fires and 31 were deliberate fires. Western had the most incidents with 13.

Of the 42 accidental fires, the main types of property were loose refuse (incl in garden) 9 and private/domestic garden/allotment (vegetation not equipment/building) 8. The main times of the incidents shows 9 incidents occurring between the hours of 5.00pm – 7.00pm.

Of the 31 deliberate fires, the main types of property were loose refuse (incl in garden) 9 and tree scrub (includes single trees not in garden) 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 4 chimney fire incidents in March, which is 1 less than February (5). There was 1 in Blaby, 1 in Hinckley and Bosworth, 1 in NWL and 1 in Rutland.

1.3 Fire false alarms – April 2020 to March 2021

Of the 2759 fire false alarm incidents April 2020 to March 2021, 1367 were due to apparatus, 1309 were good intent and 83 were malicious. Most incidents occurred in Western, Central and Charnwood. The 3-year average is 2841, so compared to the average, figures have decreased by 82.

Table 6: Fire false alarms – April 2020 to March 2021

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Apr 2020 to Mar 2021
I.3	Fire false alarms	419	354	468	185	100	125	139	171	377	195	226	2759
A	Due to apparatus	305	166	246	82	41	56	82	68	180	77	64	1367
B	Good intent	93	178	204	100	55	67	48	100	189	116	159	1309
C	Malicious attended	21	10	18	3	4	2	9	3	8	2	3	83

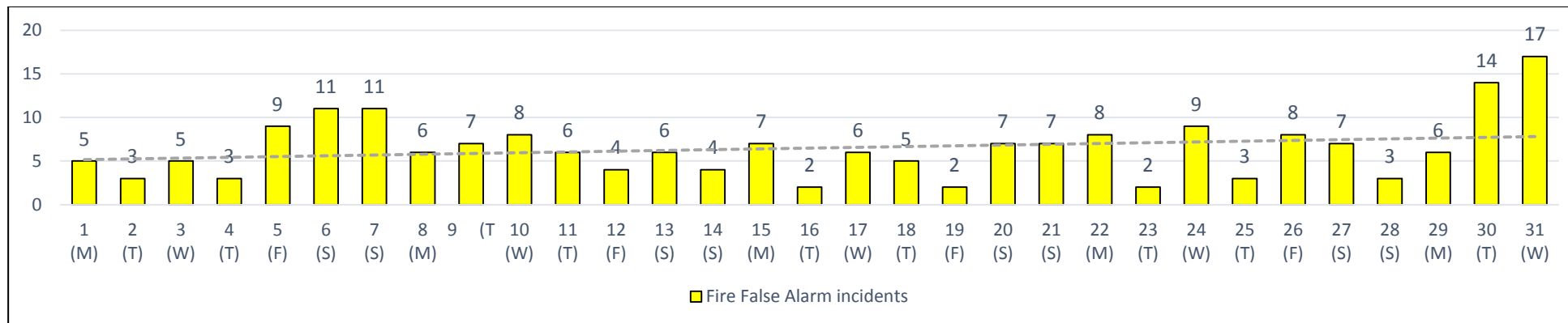
March 2021

Of the 201 fire false alarm incidents in March, 99 were due to apparatus, 93 were good intent and 9 were malicious. Most incidents occurred in Western, Central and Charnwood. There were 215 in February, so March has seen a decrease of 14.

Table 7: Fire false alarms – March 2021

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	March 2021
I.3	Fire false alarms	30	22	39	12	10	9	8	17	29	6	19	201
A	Due to apparatus	22	12	19	7	2	5	3	10	15	1	3	99
B	Good intent	7	9	18	4	7	4	3	7	14	5	15	93
C	Malicious attended	1	1	2	1	1	0	2	0	0	0	1	9

Chart 4: The total number of fire false alarm incidents by day in March 2021 shows the number of incidents by day, ranging from 2 at its lowest in a day on three different days, to 17 incidents at its peak on the 31st of March. The number of incidents has increased steadily throughout the entire month, peaking on the last day of the month. On average, there were 6.48 incidents attended each day.



1.3a Due to apparatus

There were 99 false alarms due to apparatus in March, a decrease of 10 from February (109). Of these, 70 were dwelling, 19 were non-residential and 10 were other residential.

Of the false alarms due to apparatus in dwellings, the main causes were accidentally/carelessly set off 20 and cooking/burnt toast 20. The main times of the incidents show 11 of the incidents occurring between the hours of 1.00pm – 2.00pm.

Of the false alarms due to apparatus in non-residential, the main causes were accidentally/carelessly set off 6 and faulty 6.

Of the false alarms due to apparatus in other residential, the main causes were cooking burnt/toast 3, dust 2 and faulty 2.

1.3b Good intent

There were 93 good intent false alarms in March, a decrease of 9 from February (102). Of these, 40 were dwelling, outdoor 30, non-residential 11, road vehicle 8, outdoor structures 2, other residential 1 and aircraft 1.

Of the good intent false alarms, the main causes were controlled burning 21, other 12 and reported incident/location not found 12. The main times of the incidents show 11 of the incidents occurring between the hours of 5.00pm – 6.00pm.

1.3c Malicious attended

There were 9 malicious false alarms in March, an increase of 5 from February (4). Of these, 2 were in Rutland, 2 in Western, 1 in Central, 1 in Eastern, 1 in Harborough, 1 in Melton and 1 in NWL.

1.4 Non-fire incidents – April 2020 to March 2021

Of the 2908 non-fire incidents April 2020 to March 2021, 101 were non-fire false alarms and 2807 were special service. Looking at the table below the most incidents occurred in Charnwood, Western and Eastern. The 3-year average is 3258, so compared to the average, figures have decreased by 350.

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 50 suicide attempts, with 6 in March.

Table 8: Non-fire incidents – April 2020 to March 2021

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Apr 2020 to Mar 2021
1.4	Non-fire incidents	327	398	450	198	125	132	100	206	454	249	269	2908
a	Non-fire false alarms	11	14	20	7	2	5	1	8	13	13	7	101
b	Special service	316	384	430	191	123	127	99	198	441	236	262	2807
-	Road traffic collision (RTC)	36	42	53	70	36	15	22	65	88	68	73	568
-	Assist other agencies	99	139	159	57	35	39	21	53	160	67	80	909
-	Medical incident - co-responder/first responder	10	10	30	4	6	22	16	6	21	11	16	152
-	Effecting entry / exit	31	43	54	7	11	8	5	13	26	20	14	232

March 2021

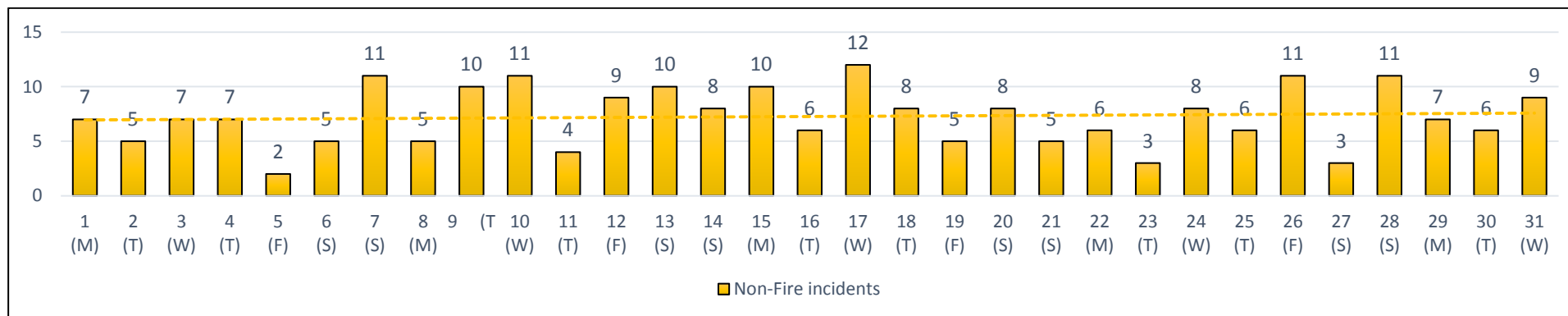
Of the 225 incidents in March, 5 were non-fire false alarms and 220 were special service. Looking at the table below the most incidents occurred in Western, Eastern and Central. There were 242 in February, so March has seen a decrease of 17.

Table 9: Non-fire incidents – March 2021

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	March 2021
1.4	Non-fire incidents	32	37	45	13	7	12	8	14	24	16	17	225

A	Non-fire false alarms	0	1	1	1	0	0	0	0	0	2	0	5
B	Special service	32	36	44	12	7	12	8	14	24	14	17	220
-	Road traffic collision (RTC)	3	1	4	4	3	0	2	4	2	3	6	32
-	Assist other agencies	9	12	16	2	1	3	2	2	8	4	2	61
-	Medical incident - co-responder/first responder	1	0	3	0	1	3	2	1	2	0	1	14
-	Effecting entry / exit	3	7	5	2	0	1	0	1	5	1	1	26

Chart 5: The total number of non-fire incidents by day in March 2021 shows the number of incidents by day, ranging from 2 at its lowest in a day on the 5th of March, to 12 incidents at its peak on the 17th of March. The number of incidents remained quite consistent throughout the month. On average, there were 7.26 incidents attended each day.



1.4a Non-fire false alarms

Of the 5 non-fire false alarms in March, 2 were in Hinckley and Bosworth, 1 Eastern, 1 Harborough and 1 Western This is 5 less than the number in February (10).

1.4b Special service

There were 220 special service incidents in March, a decrease of 12 from February (232). Of these, there were 61 assist other agencies, RTCs 32, effecting entry/exit 26 and flooding 23. Western had the most incidents with 44 followed by Eastern 36 and Central 32. Assist other agencies has had 61 incidents in March, which is a decrease of 10 from February (71) and this type of incident has increased substantially over the past few years. There have now been 909 assist other agency incidents from April 2020 to March 2021, compared to the 3-year average of (616). If you consider this number compared to the number of secondary fires we have attended this year (902),

it's surprising that this one category of special service incidents is greater than the total number of secondary fires. RTCs has remained significantly low and this can be in part related to the significant reduction in traffic on the roads during the different lockdown periods. Medical incident - co-responder/first responder continues to be extremely low with 14 incidents attended in March and a total of 152 so far this year, compared to the 3 year-average (563). This is due to co-responding being suspended for the year.

2.1 Fatalities in fires – April 2020 to March 2021

There have been 6 fatalities in fires April 2020 to March 2021. This is 4 less than the 3-year average of 10. Of the 6 fatalities in fires, 4 have occurred in fires in Charnwood and 2 in Eastern.

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

The second fatality occurred in the early hours of Wednesday 30 September in Belgrave, Leicester. The call initially came in as an automated fire alarm in sheltered accommodation. Once in attendance, this incident became a confirmed flat fire on the ground floor, persons reported. An assistance message was relayed to control confirming this and requesting a total of 3 fire appliances. 2 Breathing Apparatus (BA) teams were committed to extinguish the fire and undertake search and rescue activities. One adult male casualty was located in the bedroom, unconscious and not breathing and carried by the BA teams from the property to fresh air. Once outside, the casualty was handed to East Midlands Ambulance Service who commenced CPR (cardiopulmonary resuscitation). The main cause of the fire was fault in equipment or appliance, fire was located in the corridor/hall, appliance was a mobility scooter and ignition source was apparatus - batteries, generator. A multi-agency scene examination was carried out and a full fire report has been completed by a Tier 2 fire investigation officer and submitted to the HM Coroner. Extensive follow up work has been carried out with the importers of the mobility scooter, Cambridge Forensics Ltd, Leicestershire Police, Trading Standards in both Leicester and Essex and the Medicines and Healthcare products Regulatory Agency (MHRA). To date, no inquest date has been confirmed.

The third fatality occurred on the early morning of Saturday 3 October in Loughborough, when fire crew's crews from Shepshed found a male being treated by EMAS outside the property. A 56 year old male had sustained injuries following a chip pan fire and unfortunately later died as a result of the injuries he had sustained. A full fire report has been completed by a Tier 2 fire investigation officer and submitted to the HM Coroner. To date, no inquest date has been confirmed.

The fourth fatality occurred on the early evening of Friday 23 October in Loughborough, when fire crews attended an incident where on arrival they located a 46 year old male, who was already deceased. The cause of the fire was attributed to the ignition of combustible items. Currently, there is no evidence to suggest this was a deliberate act. A full fire report has now been completed by a Tier 2 fire investigation officer and submitted to the HM Coroner. To date, no inquest date has been confirmed.

The fifth fatality occurred on the early evening of Tuesday 29 December in Leicester, when fire crews attended an incident where on arrival, firefighters and EMAS provided CPR to a 37 year old male. A Tier 2 fire investigation officer attended with crime scene investigation and the cause was attributed to a slow smouldering fire. A full fire report will be completed by a Tier 2 fire investigation officer and submitted to the HM Coroner. To date, no inquest date has been confirmed.

The sixth fatality occurred on the early afternoon of Friday 5 February in Thurmaston, when fire crews attended an incident located on a houseboat. The occupant was found by a carer inside and confirmed deceased by paramedics. The crews extinguished a log burner using a domestic on site hose pipe and established that the flue pipe from the burner was blocked with a build-up of soot. A Tier 2 fire investigation officer attended along with a Police scene of crime officer. The victim was a male and was 61 years old.

2.2 Non-fatal casualties in fires – April 2020 to March 2021

There have been 58 non-fatal casualties in fires April 2020 to March 2021. This is 15 less than the 3-year average of 73. Of the 58 non-fatal casualties, 25 have occurred in fires in the City, 10 in Charnwood, 7 in Hinckley and Bosworth, 5 in Blaby, 4 in Harborough, 3 in NWL, 2 in Melton. 1 in Oadby and Wigston and 1 in Rutland. Out of the 58 non-fatal casualties in fires, 47 casualties occurred in buildings, 6 in road vehicles, 4 in the outdoors and 1 other transport vehicle. The breakdown of the 58 non-fatal casualties also shows 49 were caused accidentally and 9 being caused deliberately. The main location of where the fires started where there were injuries, shows the main categories being the kitchen 16 and bedroom 14. There were 33 male non-fatal casualties, 24 female non-fatal casualties and 1 recorded as not known. The circumstances leading to the injury, shows that of the 58 non-fatal casualties, the main categories were caused by fighting fire (including attempts) 20, 5 were suspected under the influence of alcohol and 4 were injured rescuing person.

58

Table 10: Non-fatal casualties in fires – April 2020 to March 2021

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Apr 2020 to Mar 2021
2.2	Non-fatal casualties in fires	3	9	13	4	2	1	1	5	10	7	3	58

March 2021

There was 1 non-fatal casualty in fires in March, which is 2 less than in February (3). There was 1 in Hinckley and Bosworth.

The non-fatal casualty in a fire occurred in the afternoon of Sunday 28 March in the Catherine’s and Lash Hill Ward in Burbage. Crews attended a fire at a property which was started accidentally. The cause was faulty fuel supply - electricity and the first item ignited was wiring insulation located externally on the structure. A 52 year old male was injured whilst fighting fire (including attempts) and the nature of injury shows cuts/lacerations.

2.3 Fatalities in non-fire incidents – April 2020 to March 2021

There have been 72 fatal casualties in non-fire incidents April 2020 to March 2021. This is 11 more than the 3-year average of 61. Of the 72 fatalities, 43 were attended to assist other agencies, 9 were RTCs, 8 were effecting entry / exit for a medical case, 6 were suicide/attempts, 2 were other rescue/release of persons, 1 was making safe (not RTC) removal/retrieval of dead body, 1 was medical incident – first responder, 1 was no action (not false alarm) and 1 was spills and leaks (not RTC). When looking at the circumstances, 51 were thought to be already dead when firefighters arrived, 17 were unable to resuscitate, confirmed dead at scene, 2 were not known and 2 were unable to resuscitate at scene, confirmed dead at hospital. There were 53 male fatalities and 19 female fatalities. The cause of death shows 36 were not known, 12 chest pain/heart condition/cardiac arrest, 5 head injury, 5 other medical condition, 5 other, 3 other physical injury, 2 chest/abdominal injury, 2 overcome by gas, smoke or toxic fumes; asphyxiation, 1 back/neck injury (spinal) and 1 drowning.

Table 11: Fatalities in non-fire incidents – April 2020 to March 2021

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Apr 2020 to Mar 2021
2.3	Fatalities in non-fire incidents	7	10	10	7	2	3	4	7	12	3	7	72

March 2021

There were 7 fatalities in non-fire incidents in March, compared to 4 in February.

Of the 7 fatalities, 3 were assist other agencies, 3 were effecting entry / exit and 1 was a suicide/attempt. When looking at the circumstances, 6 were thought to be already dead when firefighters arrived and 1 was unable to resuscitate, confirmed dead at scene. There were 6 male fatalities and 1 female fatality, aged 25, 46, 52, 76, 78, 81 and 85 years of age. The cause of death shows 4 not known, 1 chest pain/heart condition/cardiac arrest, 1 other and 1 other physical injury. There were 2 in Eastern, 2 in Oadby and Wigston, 2 in Western and 1 in Charnwood.

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

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	March 2021
2.3	Fatalities in non-fire incidents	0	2	2	0	0	2	0	0	1	0	0	7

2.4 Non-fatal casualties in non-fire incidents – April 2020 to March 2021

There have been 644 non-fatal casualties in non-fire incidents April 2020 to March 2021. This is 321 below the 3-year average of 965. Of the 644 non-fatal casualties in non-fire incidents, 378 were in road vehicles, 230 in buildings, 34 in the outdoors, 1 on a train and 1 on an aircraft. The main types of injury attended, show back/neck injury 111, bruising 75 and fracture 67. There were 357 male non-fatal casualties, 278 female non-fatal casualties and 9 not known. Charnwood has had most non-fatal casualties with 116. 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 2020 to March 2021

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Apr 2020 to Mar 2021
2.4	Non-fatal casualties in non-fire incidents	54	57	66	61	48	12	19	69	116	58	84	644

March 2021

There were 43 non-fatal casualties in non-fire incidents in March, compared to 43 in February.

Of the 43 non-fatal casualties in non-fire incidents, 25 were in road vehicles, 14 in buildings and 4 outdoors. The main types of injury attended, show back/neck injury (spinal) 7, cuts/lacerations 6, head injury 5 and not known 5. There were 23 male non-fatal casualties and 20 female non-fatal casualties. The district with the most non-fatal casualties in non-fire incidents in March was Western with 9.

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

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	March 2021
2.4	Non-fatal casualties in non-fire incidents	2	8	9	6	1	2	1	2	5	2	5	43

2.5 Number of TRiM (Trauma Risk Management) – April 2020 to March 2021

The indicator Trauma Risk Management is a new indicator this year and looks at the number of notifications, interventions and 1 to 1's. There have been 109 TRiM notifications April 2020 to March 2021.

March 2021

There were 10 TRiM notifications in March, compared to 7 in February.

Of the 10 Incidents that were reported, 8 incidents were immediate gain entry to premises from different sources including relatives, police and EMAS. All 8 of these incidents were fatalities with fire crews assisting and carrying out CPR/defib on 2 occasions. There were also 2 RTC incidents, with 1 life changing injury and 1 ejected from the vehicle which was a fatality. All incidents were triaged and contact made with Incident commanders for more detail. Advice was given on 4 occasions to junior officers for actions going forward, although no 1 to 1's were required. Contact has been made with Leicestershire Police to arrange joint continuous professional development days for practitioners in May/June 2021 and internal training packages to coincide with this for all LFRS staff.

2.6 Number of LFRS employees injured whilst attending incidents – April 2020 to March 2021

There have been 16 personal injuries whilst attending incidents April 2020 to March 2021. This is exactly the same as the 3-year average of 16. Of the 16 personal injuries, 12 were classed as minor and 4 moderate, with 3 occurring at Eastern station, 3 at Oakham station, 2 at Loughborough station and 2 at Melton station. The personal injuries were categorised further as 6 - injured while lifting or manual handling, 4 - slipped, tripped and fell on same level, 2 - hit by flying or falling object, 1 – injury from change in floor levels/height, 1 - other - burn/scald, 1 - other - not listed and 1 – overexertion and 1 is awaiting further details. Of the total personal injuries, 10 of the injuries occurred whilst at fires, 4 occurred at special service incidents and 2 occurred at a RTC. Based on the RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013) reporting, there were 7 injuries that resulted in periods of sickness over 7 days, 6 injuries had no sickness or modified duties, 1 injury resulted in a period of sickness over 3 days, 1 injury was recorded as a 'specified injury' and 1 injury is awaiting further details.

March 2021

There have been 2 personal injuries whilst attending incidents in March, which is the same as in February (2). Of the 2 personal injuries, both were classed as minor, with 1 at Loughborough station and 1 at Hinckley station. The 2 injuries were categorised further as 1 - hit by flying or falling object and 1 injured while lifting or manual handling. One of the injuries occurred whilst at a fire and 1 of the injuries occurred whilst at a RTC. One of the injuries recorded led to no sickness or modified duties and 1 injury is awaiting further details.

3.1 Number of emergency calls received – April 2020 to March 2021

There have been 16635 emergency calls received April 2020 to March 2021. This is 1426 below the 3-year average of 18061.

March 2021

There were 1240 emergency calls received in March, which is 19 less than February (1259). This is the fewest amount of calls received in a month compared to all the other months in the year. Emergency calls are dealt with by our Control Centre at Southern Fire and Rescue Station. Not all of these calls would have led to mobilisations and there will have been multiple calls for one incident. On average emergency calls were answered in 4.13 seconds in March.

3.2 The total average response times of life threatening incidents – April 2020 to March 2021

There have been 829 incidents classed as life risk by Control between April 2020 and March 2021. This is 694 below last year’s total of 1523. The total average response time for the 829 incidents was 10 minutes 15 seconds, compared to 10 minutes 49 seconds last year.

The 10 minutes 15 seconds can be broken down further:

Average call handling was 2 minutes 6 seconds, a reduction of 6 seconds on last years’ time (2 minutes 12 seconds).

Average mobilisation time was 1 minute 32 seconds, a reduction of 34 seconds on last years’ time (2 minutes 6 seconds).

Average drive time was 6 minutes 37 seconds, an increase of 6 seconds on last years’ time (6 minutes 31 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 for the year. 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 2020 to March 2021 there have been 112 investigations carried out by Control, 34 mobilisation investigations and 134 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 2020 to March 2021

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Apr 2020 to Mar 2021
3.2	The total average response times of life threatening incidents (mins)	7:48	7:33	8:11	12:15	11:21	8:03	15:46	12:01	10:12	11:41	11:01	10:15
A	Average call handling time	2:11	2:07	1:52	2:05	2:02	2:07	2:33	2:22	2:03	2:20	1:57	2:06
B	Average appliance mobilisation	1:19	1:09	1:20	1:45	2:12	1:26	2:01	1:25	1:18	1:44	1:47	1:32

	time												
C	Average time to drive to the incident	4:18	4:17	4:59	8:25	7:07	4:30	11:12	8:14	6:51	7:37	7:17	6:37
d	Number of life threatening incidents attended	77	79	117	77	44	25	34	69	127	78	102	829

March 2021

There have been 60 incidents classed as life risk by Control in March. This is 2 less than February (62). The total average response time for the 60 incidents was 9 minutes 57 seconds, compared to 10 minutes 42 seconds in February.

The 9 minutes 57 seconds can be broken down further:

Average call handling was 2 minutes 13 seconds, an increase of 9 seconds on the time in February (2 minutes 4 seconds).

Average mobilisation time was 1 minute 53 seconds, an increase of 26 seconds on the time in February (1 minute 27 seconds).

Average drive time was 5 minutes 51 seconds, a reduction of 1 minute 20 seconds on the time in February (7 minutes 11 second).

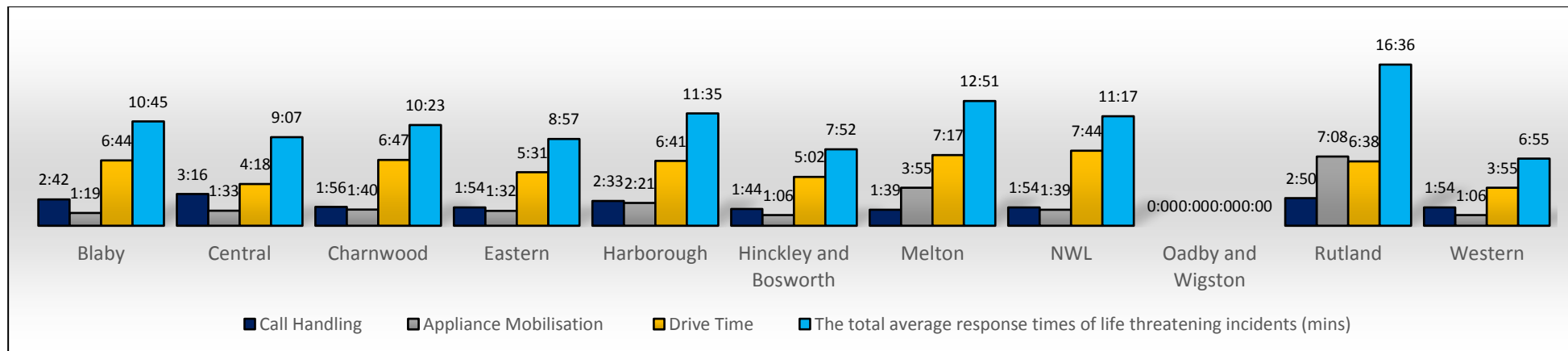
During March there have been 9 investigations carried out by Control, 4 mobilisation investigation and 7 drive time investigations. This picks up any anomalies with the system and highlights any possible areas of concern.

Please note that small numbers are being analysed here.

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

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	March 2021
3.2	The total average response times of life threatening incidents (mins)	9:07	8:57	6:55	11:35	12:51	0:00	16:36	10:45	10:23	7:52	11:17	9:57
a	Average call handling time	3:16	1:54	1:54	2:33	1:39	0:00	2:50	2:42	1:56	1:44	1:54	2:13
b	Average appliance mobilisation time	1:33	1:32	1:06	2:21	3:55	0:00	7:08	1:19	1:40	1:06	1:39	1:53
c	Average time to drive to the incident	4:18	5:31	3:55	6:41	7:17	0:00	6:38	6:44	6:47	5:02	7:44	5:51
d	Number of life threatening incidents attended	10	4	10	6	3	0	2	4	7	4	10	60

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



3.3 The total average response times of non-life threatening incidents – April 2020 to March 2021

There have been 6722 incidents classed as non-life risk by Control April 2020 to March 2021. This is 205 below last year’s total of 6927. The total average response time for the 6722 incidents was 9 minutes 53 seconds, compared to 9 minutes 50 seconds last year.

The 9 minutes 53 seconds can be broken down further:

- Average call handling was 2 minutes 11 seconds, a reduction of 2 seconds on last years’ time (2 minutes 13 seconds).
- Average mobilisation time was 1 minute 42 seconds, an increase of 4 seconds on last years’ time (1 minute 38 seconds).
- Average drive time was 6 minutes 0 seconds, an increase of 1 second on last years’ time (5 minutes 59 seconds).

Please note: There were a total of 6796 non-life risk incidents attended April 2020 to March 2021. 74 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 2020 to March 2021

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Apr 2020 to Mar 2021
3.3	The total average response times of non-life threatening incidents (mins)	8:09	8:14	8:51	12:38	11:32	8:43	11:16	11:03	9:35	11:05	11:56	9:53
a	Average call handling time	2:09	2:05	2:08	2:17	2:02	2:19	2:01	2:13	2:10	2:13	2:25	2:11
b	Average appliance mobilisation time	1:24	1:15	1:20	2:30	2:55	1:29	2:14	1:31	1:36	1:56	2:10	1:42

c	Average time to drive to the incident	4:36	4:54	5:23	7:51	6:35	4:55	7:01	7:19	5:49	6:56	7:21	6:00
d	Number of non-life threatening incidents attended	828	868	1078	474	294	292	282	449	1012	524	621	6722

March 2021

There have been 497 incidents classed as non-life risk by Control in March. This is 40 less than February (537). The total average response time for the 497 incidents was 9 minutes 39 seconds, compared to 9 minutes 41 seconds in February.

The 9 minutes 39 seconds can be broken down further:

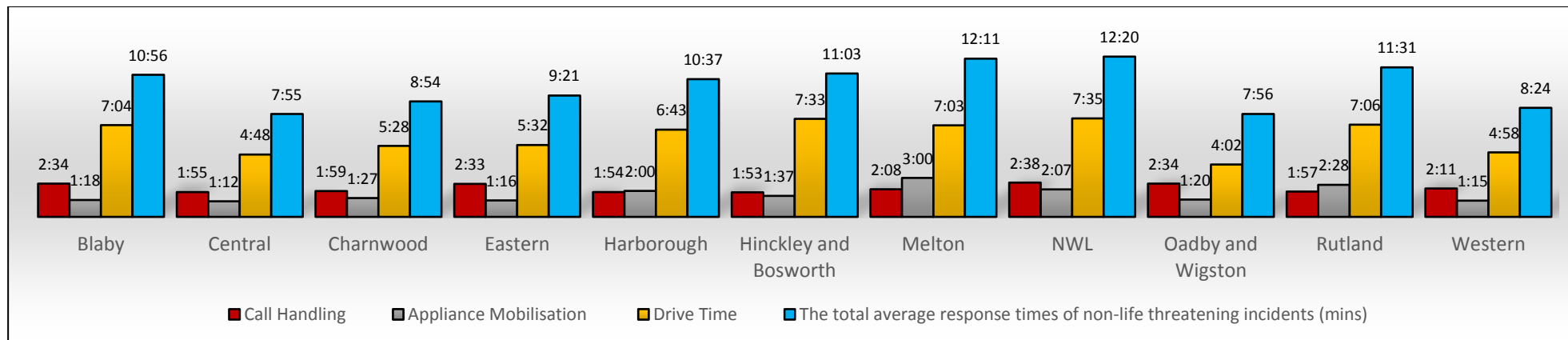
Average call handling was 2 minutes 12 seconds, which is exactly the same as the time in February (2 minutes 12 seconds). Average mobilisation time was 1 minute 34 seconds, an increase of 2 seconds on the time in February (1 minute 32 seconds). Average drive time was 5 minutes 53 seconds, a reduction of 4 seconds on the time in February (5 minutes 57 seconds).

Currently no investigations are carried out.

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

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	March 2021
3.3	The total average response times of non-life threatening incidents (mins)	7:55	9:21	8:24	10:37	12:11	7:56	11:31	10:56	8:54	11:03	12:20	9:39
a	Average call handling time	1:55	2:33	2:11	1:54	2:08	2:34	1:57	2:34	1:59	1:53	2:38	2:12
b	Average appliance mobilisation time	1:12	1:16	1:15	2:00	3:00	1:20	2:28	1:18	1:27	1:37	2:07	1:34
c	Average time to drive to the incident	4:48	5:32	4:58	6:43	7:03	4:02	7:06	7:04	5:28	7:33	7:35	5:53
d	Number of non-life threatening incidents attended	64	65	92	25	22	25	23	37	65	37	42	497

Chart 7: The total average response times of non-life threatening incidents in March 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 NWL shows the longest average response time to non-life threatening incidents.



3.4 The total average response times to primary fires (as recorded by Home Office) – April 2020 to March 2021

There were a total of 1002 primary fires attended April 2020 to March 2021. 99 incidents have been excluded as per Home Office guidelines. So, the response time calculations for primary fires are based on 903 primary fires April 2020 to March 2021. The total average response time for the 903 primary fires is 9 minutes 35 seconds, compared to 9 minutes 36 seconds last year.

The 9 minutes 35 seconds can be broken down further:

Average call handling was 1 minute 36 seconds, a reduction of 6 seconds on last years’ time (1 minutes 42 seconds).

Average mobilisation time was 1 minute 37 seconds, an increase of 2 seconds on last years’ time (1 minute 35 seconds).

Average drive time was 6 minutes 22 seconds, an increase of 3 seconds on last years’ time (6 minutes 19 seconds).

Table 19: The total average response times of primary fire incidents (mins) – April 2020 to March 2021

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Apr 2020 to Mar 2021
3.3	The total average response times of primary fire incidents (mins)	7:23	7:15	7:51	12:27	12:53	8:06	12:53	9:30	8:41	11:04	10:55	9:35
a	Average call handling time	1:32	1:31	1:29	1:48	1:43	1:26	1:42	1:39	1:34	2:08	1:41	1:36
b	Average appliance mobilisation time	1:21	1:10	1:20	2:03	2:18	1:29	2:28	1:18	1:23	1:37	1:58	1:37
c	Average time to drive to the incident	4:30	4:34	5:02	8:36	8:52	5:11	8:43	6:33	5:44	7:19	7:16	6:22
d	Number of primary fire incidents attended	74	108	118	93	52	30	44	65	139	82	98	903

March 2021

There have been 57 primary fires in March. This is 29 less than February (84).

The total average response time for the 57 incidents was 9 minutes 37 seconds, compared to 9 minutes 28 seconds in February.

This 9 minutes 37 seconds can be broken down further:

Average call handling was 1 minute 27 seconds, a reduction of 20 seconds on the time in February (1 minute 47 seconds).

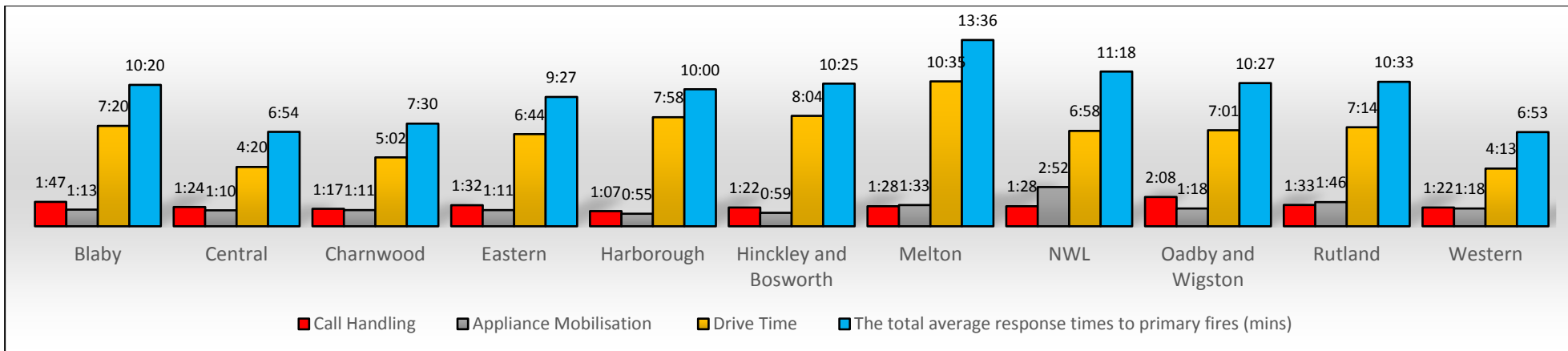
Average mobilisation time was 1 minute 25 seconds, an increase of 6 seconds on the time as in February (1 minute 19 seconds).

Average drive time was 6 minutes 45 seconds, an increase of 23 seconds on the time in February (6 minutes 22 seconds).

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

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	March 2021
3.3	The total average response times of primary fire incidents (mins)	6:54	9:27	6:53	10:00	13:36	10:27	10:33	10:20	7:30	10:25	11:18	9:37
a	Average call handling time	1:24	1:32	1:22	1:07	1:28	2:08	1:33	1:47	1:17	1:22	1:28	1:27
b	Average appliance mobilisation time	1:10	1:11	1:18	0:55	1:33	1:18	1:46	1:13	1:11	0:59	2:52	1:25
c	Average time to drive to the incident	4:20	6:44	4:13	7:58	10:35	7:01	7:14	7:20	5:02	8:04	6:58	6:45
d	Number of primary fire incidents attended	5	6	3	4	2	3	5	3	8	11	7	57

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



3.5 The % availability of Wholetime fire appliances – April 2020 to March 2021

For April 2020 to March 2021, Wholetime fire appliances have been available 99.1% of the time due to crewing, an increase of 0.9% 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.

Table 21: The % availability of Wholetime fire appliances – April 2020 to March 2021

Station	Appliance	Type	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Total
Castle Donington	18PI	Wholetime	99.98%	100.00%	100.00%	99.87%	99.73%	99.73%	99.44%	99.63%	99.87%	100.00%	100.00%	99.87%	99.84%
Birstall	19P2	Wholetime	99.72%	100.00%	99.86%	99.73%	100.00%	100.00%	100.00%	97.80%	99.87%	99.73%	98.96%	100.00%	99.65%
Loughborough	20PI	Wholetime	100.00%	98.79%	99.86%	99.33%	98.66%	99.73%	100.00%	98.61%	100.00%	99.87%	100.00%	100.00%	99.57%
Loughborough	20P2	Wholetime	99.54%	95.03%	94.44%	91.13%	86.47%	84.49%	97.38%	96.04%	97.98%	99.55%	99.70%	98.57%	95.00%
Melton	21PI	Wholetime (07.00 – 19.00)	99.44%	100.00%	99.35%	99.46%	99.73%	99.72%	99.60%	99.35%	98.84%	98.39%	100.00%	97.18%	99.25%
Eastern	23PI	Wholetime	100.00%	100.00%	98.89%	100.00%	100.00%	98.75%	99.73%	98.80%	99.73%	100.00%	100.00%	100.00%	99.66%
Eastern	23P2	Wholetime	99.79%	100.00%	98.33%	99.73%	99.60%	94.31%	96.75%	97.73%	99.26%	99.33%	100.00%	99.87%	98.73%
Western	24PI	Wholetime	100.00%	99.87%	97.59%	99.87%	92.61%	98.47%	100.00%	99.17%	98.66%	100.00%	98.07%	99.73%	98.67%
Coalville	25PI	Wholetime	100.00%	99.87%	99.58%	99.87%	99.60%	100.00%	99.60%	99.12%	100.00%	100.00%	99.70%	100.00%	99.78%
Central	30PI	Wholetime	99.58%	99.87%	100.00%	99.46%	99.73%	100.00%	99.73%	100.00%	99.87%	100.00%	100.00%	99.87%	99.84%

Central	30P2	Wholetime	99.28%	99.87%	99.93%	97.31%	97.72%	98.13%	99.40%	99.26%	94.98%	98.79%	100.00%	99.73%	98.68%
Wigston	31PI	Wholetime	99.86%	99.87%	100.00%	99.87%	99.87%	99.65%	99.19%	96.46%	99.87%	99.87%	98.66%	99.87%	99.43%
Oakham	33PI	Wholetime	99.93%	99.87%	100.00%	99.80%	100.00%	100.00%	100.00%	99.26%	99.46%	99.46%	99.70%	99.87%	99.78%
Market Harborough	36PI	Wholetime (07.00 – 19.00)	99.44%	99.19%	99.44%	99.60%	99.15%	98.33%	99.33%	99.77%	99.73%	99.60%	99.26%	96.46%	99.11%
Lutterworth	37PI	Wholetime (07.00 – 19.00)	99.72%	99.46%	99.72%	100.00%	100.00%	99.26%	99.73%	98.94%	99.73%	99.33%	98.96%	98.79%	99.47%
Hinckley	38PI	Wholetime	99.86%	99.87%	99.72%	99.87%	100.00%	99.72%	99.73%	99.84%	99.80%	99.73%	100.00%	99.91%	99.84%
Southern	40PI	Wholetime	99.98%	100.00%	98.61%	98.92%	98.52%	98.47%	98.66%	99.31%	100.00%	100.00%	100.00%	99.73%	99.35%
Total			99.79%	99.50%	99.10%	98.99%	98.19%	98.07%	99.29%	98.71%	99.26%	99.68%	99.61%	99.56%	99.14%

March 2021

For March, Wholetime fire appliances have been available 99.6% of the time due to crewing, compared to February (99.6%).

3.6 The % availability of On-Call fire appliances – April 2020 to March 2021

For April 2020 to March 2021, On-Call fire appliances have been available 76.9% of the time due to crewing, an increase of 15.5% 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.

Table 22: The % availability of On-Call fire appliances – April 2020 to March 2021

Station	Appliance	Type	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Total
Melton	21PI	On-Call (19.00 – 07.00)	100.00%	100.00%	99.94%	99.69%	100.00%	100.00%	99.55%	100.00%	99.82%	99.87%	99.85%	99.82%	99.88%
	21P2	On-Call	97.44%	97.60%	96.90%	90.64%	87.19%	92.50%	92.19%	97.80%	98.70%	99.40%	97.45%	98.15%	95.47%
	Total	On-Call Station	99.43%	99.82%	99.58%	95.28%	95.77%	95.30%	97.11%	98.47%	99.71%	99.80%	98.59%	99.20%	98.44%
Coalville	25P3	On-Call	94.10%	93.66%	91.90%	90.97%	82.28%	87.96%	88.89%	90.56%	89.09%	86.65%	93.40%	98.19%	90.61%
Ashby	26P2	On-Call	97.13%	93.62%	93.26%	82.08%	87.43%	88.22%	99.10%	88.73%	94.62%	96.10%	92.76%	91.80%	91.30%
Shepshed	28P2	On-Call	98.54%	98.39%	95.90%	76.75%	84.03%	77.82%	85.22%	91.92%	91.69%	97.63%	96.63%	96.86%	90.90%
Wigston	31P2	On-Call	96.90%	89.67%	81.76%	80.51%	53.99%	54.54%	58.33%	72.20%	60.75%	74.04%	70.81%	76.90%	72.51%
Billesdon	32P2	On-Call	20.74%	23.59%	18.19%	26.61%	14.94%	19.31%	23.63%	39.14%	19.38%	14.83%	0.00%	7.57%	19.09%

	32P3	On-Call	54.95%	49.46%	41.85%	31.59%	36.11%	40.62%	37.82%	29.70%	36.91%	46.33%	55.06%	45.39%	42.05%
	Either	Total	75.69%	73.05%	60.04%	58.20%	51.05%	59.93%	61.45%	68.84%	56.29%	61.16%	55.06%	52.96%	61.14%
Oakham	33P3	On-Call	76.57%	69.67%	64.10%	79.03%	68.17%	73.94%	72.04%	73.17%	65.88%	72.63%	69.87%	70.45%	71.30%
Uppingham	34P2	On-Call	88.13%	89.36%	81.37%	70.95%	66.73%	61.78%	67.25%	73.13%	72.94%	57.39%	68.85%	62.79%	71.70%
	34P3	On-Call	10.16%	8.67%	14.12%	20.34%	23.84%	26.53%	24.64%	21.82%	16.58%	26.79%	22.77%	26.66%	20.25%
	Either	Total	98.29%	98.03%	95.49%	91.29%	90.57%	88.31%	91.89%	94.95%	89.52%	84.18%	91.62%	89.45%	91.94%
Kibworth	35P2	On-Call	92.31%	82.75%	78.56%	71.10%	63.42%	60.49%	65.01%	69.24%	69.78%	75.99%	77.95%	69.38%	72.93%
Market Harborough	36P1	On-Call (19.00 – 07.00)	97.50%	98.57%	99.68%	97.13%	91.85%	94.03%	93.64%	93.89%	95.21%	97.18%	96.08%	79.75%	94.51%
	36P3	On-Call	57.92%	47.63%	66.85%	36.02%	38.42%	33.10%	19.98%	31.14%	12.86%	6.84%	13.70%	1.28%	30.43%
	Total	On-Call Station	79.86%	65.86%	80.95%	60.46%	61.56%	56.16%	54.41%	58.71%	50.23%	49.47%	50.90%	40.61%	59.20%
Lutterworth	37P1	On-Call (19.00 – 07.00)	99.81%	99.55%	99.35%	98.92%	98.12%	98.94%	98.70%	99.68%	99.15%	99.64%	98.71%	99.06%	99.14%
	37P3	On-Call	61.02%	66.60%	61.72%	49.58%	45.41%	57.75%	49.71%	57.85%	64.85%	74.49%	65.10%	61.72%	59.60%
	Total	On-Call Station	80.63%	81.05%	74.38%	65.91%	65.01%	64.88%	62.70%	68.20%	74.89%	78.03%	70.36%	70.68%	71.58%
Hinckley	38P2	On-Call	88.38%	86.18%	84.98%	72.98%	57.72%	72.70%	54.57%	65.00%	66.85%	44.18%	65.55%	67.25%	68.75%
Market Bosworth	39P2	On-Call	85.46%	89.87%	83.43%	65.28%	64.83%	62.45%	62.66%	51.69%	58.02%	83.36%	76.71%	72.74%	71.34%
Total			87.48%	85.23%	83.06%	75.33%	70.31%	72.81%	71.58%	75.85%	73.52%	76.21%	76.82%	74.93%	76.90%

March 2021

For March, On-Call fire appliances have been available 74.9% of the time due to crewing, a decrease of 1.9% compared to February (76.8%).

3.7 The % of people overall satisfied with our response – April 2020 to March 2021

We have received 237 public responses to our After the Incident Survey April 2020 to March 2021. 99% 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. 1% of people responding stated they were neither 'satisfied' nor 'dissatisfied' with the overall service. This is 1% less than the previous year figure of 100%. The survey in this format is new and has only been running for the past year.

March 2021

For March, we have received 49 responses to our After the Incident Survey, which is 20 more than we have received in February (29). All 49 responses stated that they were 'very satisfied' with the overall service.

3.7a The % of people satisfied with their initial contact with the service – April 2020 to March 2021

We have received 139 public responses to this question in our After the Incident Survey April 2020 to March 2021. 100% of people responding to the survey stated that they are 'satisfied or very satisfied' with the initial contact when they called Leicestershire Fire and Rescue Service. This is the same as the previous year figure of 100%.

March 2021

For March, we have received 27 responses to this question in our After the Incident Survey, which is 7 more than we have received in February (20). All 27 responses stated that they were 'very satisfied' with their initial contact with the service.

3.7b The % of people satisfied with the service they received at the scene – April 2020 to March 2021

We have received 228 public responses to this question in our After the Incident Survey for April 2020 to March 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 the same as the previous year figure of 100%.

March 2020

For March, we have received 45 responses to our After the Incident Survey, which is 17 more than we have received in February (28). All 45 responses stated that they were 'satisfied or very satisfied' with the service they have received at the scene.

4.1 Home safety checks – April 2020 to March 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 gain entry, successful advice no entry and follow-ups.

There have been 8857 home safety checks April 2020 to March 2021. This is 1740 more than the 3-year average of 7117. The previous year shows there were 6908 home safety checks completed during the same period.

The 8857 home fire safety checks can be broken down further:

Successful gain entry 1215, a decrease of 4388 home safety checks on last year's (5603).

Successful advice no entry 6136, an increase of 5392 home safety checks on last year's (744).
 Follow ups 1506, an increase of 945 home safety checks on last year's (561).

Table 23: Home safety checks – April 2020 to March 2021

Ref	Key Corporate Indicator	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr 2020 to Mar 2021
4.l	Home safety checks	447	278	517	549	879	902	1075	771	617	1075	809	938	8857
a	Successful gain entry	33	40	47	53	99	101	122	95	125	162	158	180	1215
b	Successful advice no entry	328	199	389	391	733	675	780	514	415	768	439	505	6136
c	Follow ups	86	39	81	105	47	126	173	162	77	145	212	253	1506

The number of home safety checks are carried out by stations, community safety educators, control, partners, LFRS (website) and the number of vulnerable person interventions are included.

The 8857 home fire safety checks can be broken down further:

Stations 4419, an increase of 1331 home safety checks on last year's (3088).

Community safety educators 3945, an increase of 491 home safety checks on last year's (3454).

Control 17, an increase of 17 home safety checks on last year's (0).

Partners 133, a decrease of 233 home safety checks on last year's (366).

LFRS (Website) 76, an increase of 76 home safety checks on last year's (0).

Vulnerable person interventions 267, an increase of 267 on last year's (0).

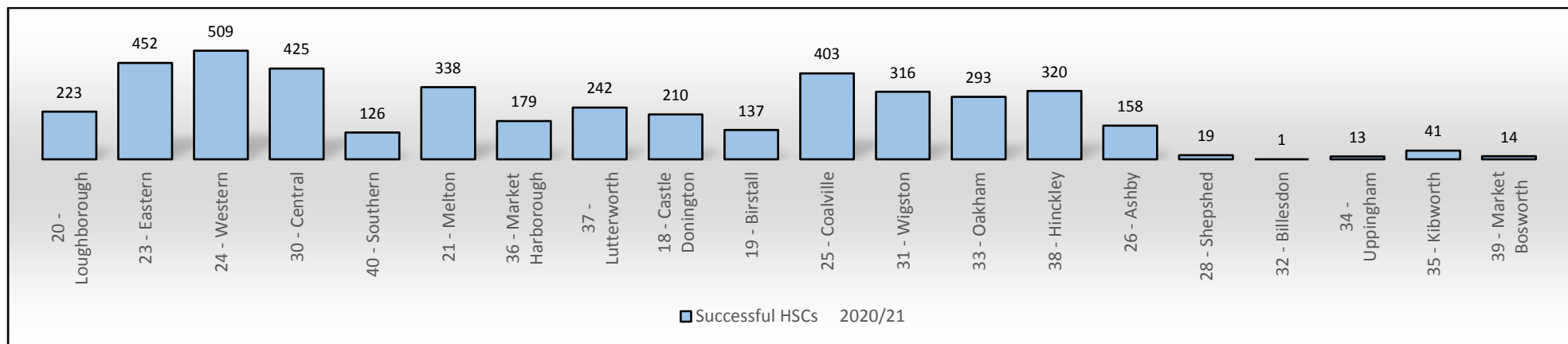
Table 24: Home safety checks carried out by stations, community safety educators, control, partners and LFRS (website) and the number of vulnerable person interventions are included – April 2020 to March 2021

Ref	Key Corporate Indicator	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr 2020 to Mar 2021
4.l	Home safety checks	447	278	517	549	879	902	1075	771	617	1075	809	938	8857
a	Stations	40	38	182	167	469	495	622	406	394	716	412	478	4419
b	CSE	407	237	297	341	296	374	412	328	196	319	347	391	3945
c	Control	0	0	0	0	0	0	0	0	0	2	0	15	17
d	Partners data	0	2	20	10	13	11	6	14	8	18	14	17	133

e	LFRS (Website)	0	0	0	0	73	3	0	0	0	0	0	0	76
f	Vulnerable person interventions	0	1	18	31	29	19	34	23	19	20	37	36	267

The 4419 home safety checks carried out April 2020 to March 2021 by stations are shown below.

Chart 9: The Total Successful HSCs by Station April 2020 to March 2021 shows the number of number completed by stations, ranging from 1 to 509. The stations delivering less than 20 home safety checks were On-Call stations. The stations delivering the most home safety checks were Western (509), Eastern (452) and Central (425).



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March 2021

For March, there were 938 home safety checks, which is 129 more than February (809).

Of the 938, there were 180 successful gain entry, 505 successful advice no entry and 253 follow ups. There were 479 carried out by stations, 391 carried out by community safety educators, 15 carried out by control, 17 by partners and 36 were vulnerable person interventions.

There were 160 successful home safety checks carried out by Central station in March 2021 alone, with 2 successful gain entry, 151 successful advice no entry and 7 follow ups. This was due to Central targeting the Watkin Road area of Leicester. The staff that completed these jobs were from the crews, utilising staff on light duties or volunteers from the watches.

4.2 Home safety feedback surveys – April 2020 to March 2021

There have been 1614 home safety feedback surveys April 2020 to March 2021. This is a new indicator, which is new for this year. Of the 1614 surveys, 1343 were first visits and 271 were repeat visits. Of the 1343 first visits, 99.9% were satisfied (1 person wasn't satisfied) and of the 271 repeat visits, 100% were satisfied.

March 2021

For March, we have received 68 home safety feedback surveys, which is 10 less than in February (78). Of this, 51 were first visits in March, which is 8 less than in February (59) and 100% were satisfied. There were 17 repeat visits in March, which is 2 less than in February (19) and 100% were satisfied.

5.1 The % of fire safety audits that result in action plans and enforcement notices – April 2020 to March 2021

There have been 702 fire safety audits carried out April 2020 to March 2021 and there have been 73 action plans or enforcement notices. The number of fire safety audits carried out is 360 more than the 3-year average of 342 and the number of action plans or enforcement notices is 36 less than the 3-year average of 109.

The Fire Protection Department continue to work flexibility. With a combination of remote 'virtual' audits and direct engagement with the Responsible Person on site. The Fire Protection Inspecting Officer has returned to carrying out the majority of audits on site whilst ensuring the site is COVID-19 compliant prior to visiting. The completion of the Risk Based Inspection Programme (RBIP) has remained a department priority. It has been acknowledged within the department that the number of audits being completed to achieve the RBIP has effected the percentage of action plans and enforcement notices.

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March 2021

For March, there were 77 fire safety audits carried out, which is 57 less than in February (134). There were 9 action plans or enforcement notices issued, which is 1 less than was issued in February (10).

5.2 Fire protection Survey – Overall how satisfied were you with the service received – April 2020 to March 2021

There have been 161 completed surveys received April 2020 to March 2021 and 159 were satisfied with the service they have received, with 2 dissatisfied. 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.

March 2021

For March, there were 26 completed surveys received and 25 were satisfied with the service they have received. There were 10 less completed than there were in February (36).

6.1 Average number of days/shifts lost to sickness by operational staff per person – April 2020 to March 2021

An average of 4.60 days/shifts per person were lost to sickness by operational staff during April 2020 to March 2021, compared to the 3-year average of 6.02 days/shifts lost per person. In total, there have been 1729.68 days/shifts lost to sickness, compared to the 3-year average of 2247.19 days/shifts lost.

The 1729.68 days/shifts lost April 2020 to March 2021 can be broken down further:

There were 434.56 short term days/shifts lost, a reduction of 247.81 days/shifts lost compared to the 3-year average of 682.37 days/shifts lost. Of the 434.56 short term days/shifts lost, 90.94 short term days/shifts were lost April to June, 121.46 short term days/shifts were lost July to September, 91.58 short term days/shifts were lost October to December and 130.58 short term days/shifts were lost January to March.

There were 1295.12 long term days/shifts lost, a reduction of 269.70 days/shifts lost compared the 3-year average of 1564.82 days/shifts lost. Of the 1295.12 long term days/shifts lost, 313.02 long term days/shifts were lost April to June, 265.00 long term days/shifts were lost July to September, 389.68 long term days/shifts were lost October to December and 327.42 long term days/shifts were lost January to March.

The result of COVID 19 has also had an impact on sickness. If you include this data, an average of 7.90 days/shifts would be lost by operational staff during April 2020 to March 2021. In total, there have been 1236.52 days/shifts lost to COVID 19. There were 263.86 days/shifts lost to COVID 19 April to June, 135.99 days/shifts lost to COVID 19 July to September, 456.01 days/shifts lost to COVID 19 October to December and 380.66 days/shifts were lost to COVID 19 January to March. Looking at the number of days/shifts lost by quarter, the period October to December has been far greater than the first two quarters and the period January to March was also high, although showing a reduction from the high levels in October to December. 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 172 instances, as well as 54 long term sickness instances and 309 COVID 19 instances, so the scale of the impact COVID 19 can really be seen on the service here. A full detailed report on sickness and reasons for sickness has been produced.

Table 25: The total operational sickness – April 2020 to March 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	48.50	122.50	171.00	33.67	5.08
23 – Eastern	45.00	189.00	234.00	41.42	5.65
24 – Western	54.00	239.00	293.00	22.75	12.88
30 – Central	60.00	29.00	89.00	40.67	2.19
40 – Southern	39.00	10.00	49.00	27.83	1.76
Total	246.50	589.50	836.00	166.33	5.03
DC					
21 – Melton	12.29	72.46	84.75	11.00	7.70
36 – Market Harborough	10.12	43.66	53.78	11.50	4.68
37 – Lutterworth	8.59	0.00	8.59	11.00	0.78
Total	31.00	116.12	147.12	33.50	4.39
DCP					
18 – Castle Donington	13.51	30.74	44.25	11.75	3.77
19 – Birstall	10.63	0.00	10.63	11.92	0.89
25 – Coalville	13.60	0.00	13.60	11.50	1.18
31 – Wigston	8.80	53.55	62.35	11.50	5.42
33 – Oakham	27.65	229.16	251.81	14.00	17.99
38 – Hinckley	15.87	111.55	127.42	11.92	10.69
Total	85.06	425.00	510.06	72.58	7.03
Control	40.00	69.00	109.00	26.00	4.19
Non Station	32.00	95.50	127.50	77.25	1.65
Total Operational	434.56	1295.12	1729.68	375.67	4.60

Operational Sickness including COVID 19

Total Sickness Days/Shifts Lost	Total Sickness Days/Shifts Lost to COVID 19	Total Sickness Days/Shifts Lost	Average FTE	Average No of Days/Shifts Lost per person
171.00	209.50	380.50	33.67	11.30
234.00	95.00	329.00	41.42	7.94
293.00	91.50	384.50	22.75	16.90
89.00	117.50	206.50	40.67	5.08
49.00	146.00	195.00	27.83	7.01
836.00	659.50	1495.50	166.33	8.99
84.75	9.13	93.88	11.00	8.53
53.78	31.31	85.09	11.50	7.40
8.59	34.54	43.13	11.00	3.92
147.12	74.98	222.10	33.50	6.63
44.25	15.48	59.73	11.75	5.08
10.63	125.02	135.65	11.92	11.38
13.60	38.11	51.71	11.50	4.50
62.35	29.82	92.17	11.50	8.01
251.81	29.88	281.69	14.00	20.12
127.42	24.73	152.15	11.92	12.77
510.06	263.04	773.10	72.58	10.65
109.00	95.50	204.50	26.00	7.87
127.50	143.50	271.00	77.25	3.51
1729.68	1246.52	2966.20	375.67	7.90

6.2 Average number of days/shifts lost to sickness by support staff per person – April 2020 to March 2021

An average of 4.86 days/shifts per person were lost to sickness by support staff during April 2020 to March 2021, compared to the 3-year average of 9.73 days/shifts lost per person. In total, there have been 531.45 days/shifts lost to sickness, compared to the 3-year average of 981.44 days/shifts lost. The average for the year is the lowest recorded figure and represents a 50% reduction on the 3-year average.

The 531.45 days/shifts lost April 2020 to March 2021 can be broken down further:

There were 89.11 short term days/shifts lost, a reduction of 174.44 days/shifts lost compared to the 3-year average of 263.55 days/shifts lost. Of the 89.11 short term days/shifts lost, 8.84 short term days/shifts were lost April to June, 27.97 short term days/shifts were lost July to September, 26.03 short term days/shifts were lost October to December and 26.27 short term days/shifts were lost January to March.

There were 442.34 long term days/shifts lost, a reduction of 275.55 days/shifts lost compared the 3-year average of 717.89 days/shifts lost. Of the 442.34 long term days/shifts lost, 145.27 long term days/shifts were lost April to June, 139.08 long term days/shifts were lost July to September, 69.24 long term days/shifts were lost October to December and 88.75 long term days/shifts were lost January to March.

The result of COVID 19 has also had an impact on support sickness. If you include this data, an average of 7.21 days/shifts would be lost by support staff during April 2020 to March 2021. In total, there have been 257.56 days/shifts lost to COVID 19. There were 107.47 days/shifts lost to COVID 19 April to June, 27.10 days/shifts lost to COVID 19 July to September, 65.75 days/shifts lost to COVID 19 October to December and 57.24 days/shifts were lost to COVID 19 January to March. Looking at the number of days/shifts lost by quarter, the period April to June has been far greater than the other three quarters.

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 45 instances, as well as 14 long term sickness instances and 37 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 2020 to March 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					
Area Manager	0.00	0.00	0.00	0.58	0.00
Estates and Facilities	3.50	5.00	8.50	4.00	2.13
Finance	5.73	0.00	5.73	6.31	0.91
Information and Technology	0.00	52.00	52.00	10.95	4.75
Service Support	14.24	10.00	24.24	12.73	1.90
Total	23.47	67.00	90.47	34.57	2.62
People and Organisational Development					
Area Manager	0.00	0.00	0.00	1.00	0.00
Human Resources	10.00	78.04	88.04	7.72	11.40
Learning and Development	7.00	81.63	88.63	10.78	8.22
Occupational Health	11.32	24.74	36.06	3.17	11.38
Total	28.32	184.41	212.73	22.68	9.38
Community Risk					
Corporate Risk and Resilience	0.00	0.00	0.00	2.00	0.00

Support Sickness including COVID 19

Total Sickness Days/Shifts Lost	Total Sickness Days/Shifts Lost to COVID 19	Total Sickness Days/Shifts Lost	Average FTE	Average No of Days/Shifts Lost per person
0.00	0.00	0.00	0.58	0.00
8.50	8.00	16.50	4.00	4.13
5.73	0.00	5.73	6.31	0.91
52.00	5.50	57.50	10.95	5.25
24.24	34.73	58.97	12.73	4.63
90.47	48.23	138.70	34.57	4.01
0.00	0.00	0.00	1.00	0.00
88.04	0.00	88.04	7.72	11.40
88.63	2.50	91.13	10.78	8.45
36.06	4.26	40.32	3.17	12.72
212.73	6.76	219.49	22.68	9.68
0.00	5.00	5.00	2.00	2.50

Operational Risk	5.00	17.50	22.50	5.56	4.05	22.50	3.00	25.50	5.56	4.59
Safer Communities	15.00	127.00	142.00	18.50	7.68	142.00	118.50	260.50	18.50	14.08
Total	20.00	144.50	164.50	26.06	6.31	164.50	126.50	291.00	26.06	11.17
Directors										
Support Staff	0.00	0.00	0.00	1.08	0.00	0.00	0.00	0.00	1.08	0.00
Total	0.00	0.00	0.00	1.08	0.00	0.00	0.00	0.00	1.08	0.00
Operational Response										
Station Support Staff	2.00	0.00	2.00	6.14	0.33	2.00	33.00	35.00	6.14	5.70
Total	2.00	0.00	2.00	6.14	0.33	2.00	33.00	35.00	6.14	5.70
Service Assurance										
Business Assurance	3.50	0.00	3.50	1.00	3.50	3.50	25.50	29.00	1.00	29.00
Corporate Communications	2.00	0.00	2.00	2.83	0.71	2.00	0.00	2.00	2.83	0.71
Information Governance	4.82	46.43	51.25	10.07	5.09	51.25	3.57	54.82	10.07	5.44
Planning and Performance Management	5.00	0.00	5.00	4.67	1.07	5.00	14.00	19.00	4.67	4.07
Total	15.32	46.43	61.75	18.57	3.33	61.75	43.07	104.82	18.57	5.64
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 Support										
	89.11	442.34	531.45	109.42	4.86	531.45	257.56	789.01	109.42	7.21

6.3 Average number of staff on modified duties for the entire month – April 2020 to March 2021

There have been on average 8.16 members of staff that have been on modified duties for the entire month from April 2020 to March 2021. This is 1.34 less than the 3-year average of 9.50.

The breakdown includes 4.00 from Wholetime, 3.66 from On-Call and 0.50 from Support.

March 2021

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

- Wholetime - 7 – 2 Hinckley, 2 Market Harborough, 1 Melton, 1 Western and 1 Non Station.
- On-Call - 3 – 1 Billesdon, 1 Kibworth and 1 Shepshed.
- Support - 0.

6.4 Average number of staff on modified duties at some point throughout the month – April 2020 to March 2021

There have been on average 13.33 members of staff that have been on modified duties at some point throughout the month from April 2020 to March 2021. This is 1.09 more than the 3-year average of 12.24.

The breakdown includes 8.25 from Wholetime, 3.75 from On-Call and 1.33 from Support.

March 2021

The breakdown of 19 members of staff on modified duties at some point throughout the month in March:

- Wholetime – 11 – 3 Non Station, 2 Central, 2 Loughborough, 2 Southern, 1 Eastern and 1 Oakham.
- On-Call – 7 – 2 Billesdon, 1 Ashby, 1 Hinckley, 1 Kibworth, 1 Lutterworth and 1 Oakham.
- Support – 1 – 1 Service Assurance.

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