

Performance Update: April to May 2021

Table 1: Key Performance Indicators

Ref	Key Corporate Indicator	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Actual	3-Year Average	Differ
KCI 1 Incidents Attended																
I.1	Total incidents	706	597											1303	1367	-64
I.2	Fire incidents	236	136											372	432	-60
a	Primary fire incidents	99	80											179	206	-27
b	Secondary fire incidents	126	53											179	215	-36
c	Chimney fire incidents	11	3											14	11	3
I.3	Fire false alarms	223	209											432	448	-16
a	Due to apparatus	102	112											214	227	-13
b	Good intent	115	95											210	204	6
c	Malicious attended	6	2											8	17	-9
I.4	Non-fire incidents	247	252											499	487	12
a	Non-fire false alarms	6	11											17	21	-4
b	Special service	241	241											482	466	16
-	Road traffic collision (RTC)	49	59											108	96	12
-	Assist other agencies	66	53											119	122	-3
-	Medical incident - co-responder/first responder	12	16											28	69	-41
-	Effecting entry / exit	19	29											48	47	1
KCI 2 Fatalities and casualties																
2.1	Fatalities in fires	0	0											0	2	-2
2.2	Non-fatal casualties in fires	4	10											14	10	4
2.3	Fatalities in non-fire incidents	10	4											14	9	5
2.4	Non-fatal casualties in non-fire incidents	55	62											117	133	-16
2.5	Number of TRIM (Trauma Risk Management):															
a	Notifications	11	11											22	14	8

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											7	8	-1
c	I to I's	1	2											3	0	3
2.6	Number of LFRS employees injured whilst attending incidents	2	0											2	4	-2
KCI 3	Level of emergency response service provision															
3.1	Number of emergency calls received	1560	1341											2901	2955	-54
3.2	The total average response times of life threatening incidents (mins)	10:10	10:09											10:09	9.46	0:23
a	Average call handling time	2:18	2:12											2:15	1:59	0:16
b	Average appliance mobilisation time	1:32	1:28											1:29	1:54	-0:25
c	Average time to drive to the incident	6:20	6:29											6:25	5:53	0:32
d	Number of life threatening incidents attended	62	63											125	173	-48
3.3	The total average response times of non-life threatening incidents (mins)	10:10	9:53											10:02	9:51	0:11
a	Average call handling time	2:12	2:19											2:13	2:12	0:01
b	Average appliance mobilisation time	1:36	1:35											1:36	1:43	-0:07
c	Average time to drive to the incident	6:22	5:59											6:13	5:56	0:17
d	Number of non-life risk incidents attended	635	525											1160	1203	-43
3.4	The total average response times to primary fires (as recorded by Home Office)	10:13	10:11											10:12	9:23	0:49
a	Average call handling time	1:46	1:43											1:45	1:38	0:07
b	Average appliance mobilisation time	1:20	1:32											1:25	1:43	-0:18
c	Average time to drive to the incident	7:07	6:56											7:02	6:02	1:00
d	Number of primary fire incidents attended	90	75											165	177	-12
3.5	The % availability of Wholtime fire appliances	99.6%	99.4%											99.5%	98.7%	0.8%
3.6	The % availability of On-Call fire appliances	73.6%	68.2%											70.9%	66.8%	4.1%
3.7	The % of people satisfied with our overall response	100%	100%											100%	100%	0%
a	The % of people satisfied with their initial contact with the service	97%	97%											97%	100%	-3%
b	The % of people satisfied with the service they received at the scene	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	1006	1198											2204	1095	1109
4.2	Home safety feedback surveys	83	81											164	365	-201
a	Percentage satisfied	100%	100%											100%	100%	0%
KCI 5 Fire Protection and Enforcement																
5.1	The % of fire safety audits that result in action plans and enforcement notices	10%	12%											11%	23%	-12%
a	Fire safety audits	78	65											143	66	77
b	Action plans and enforcement notices	8	8											16	15	1
5.2	Fire protection survey – Overall how satisfied were you with the service received	100%	100%											100%	100%	0%
KCI 6 Capacity, staff and availability																
6.1	Average number of days/shifts lost to sickness by operational staff per person (inc COVID 19)		-											-	-	-
a	Days/shifts lost to short-term sickness		-											-	-	-
b	Days/shifts lost to long-term sickness		-											-	-	-
c	Total days/shifts lost to sickness (COVID 19)		-											-	-	-
6.2	Average number of days/shifts lost to sickness by support staff per person (inc COVID 19)		-											-	-	-
a	Days/shifts lost to short-term sickness		-											-	-	-
b	Days/shifts lost to long-term sickness		-											-	-	-
c	Total days/shifts lost to sickness (COVID 19)		-											-	-	-
6.3	Average number of staff on modified duties for the entire month	8	6											7.00	7.83	-0.83
a	Wholetime	4	5											4.50	2.83	1.67
b	On-Call	4	1											2.50	4.67	-2.17
c	Support	0	0											0.00	0.33	-0.33
6.3	Average number of staff on modified duties at some point throughout the month	9	13											11.00	13.34	-2.34
a	Wholetime	8	6											7.00	9.67	-2.67
b	On-Call	0	3											1.50	2.50	-1.00

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											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 May 2021

Of the 1303 incidents April to May 2021, 499 (38%) non-fire incidents, 432 (33%) were fire false alarms and 372 (29%) were fire incidents. Most incidents occurred in Western, followed by Charnwood and Central. The 3-year average is 1367, so in comparison to this, there are 64 fewer incidents.

Table 2: Total incidents – April to May 2021

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Apr to May 2021
1.1	Total incidents	171	141	218	98	55	56	46	108	186	105	119	1303

Looking at the 3 areas:

Fire incidents – reduction of 60 incidents compared to 3-year average.

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

Non-fire incidents – increase of 12 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, it has been an extremely wet May, which has had a considerable impact on the number of secondary fires attended. 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.

May 2021

Of the 597 incidents in May, 252 (42%) were non-fire incidents, 209 (35%) were fire false alarms and 136 (23%) were fire incidents. Most incidents occurred in Western, followed by Charnwood and Eastern. The decrease in incidents in May is due in main to large decreases in fire incidents.

Table 3: Total incidents – May 2021

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	May 2021
I.1	Total incidents	68	76	90	53	27	28	23	47	88	51	46	597

Chart 1: The total number of incidents by day in May 2021 shows the number of incidents by day, ranging from 8 at its lowest in a day on the 26 of May, to 33 incidents at its peak on the 30 of May. The number of incidents has remained quite consistent throughout the month. On average, there were 19.26 incidents attended each day.

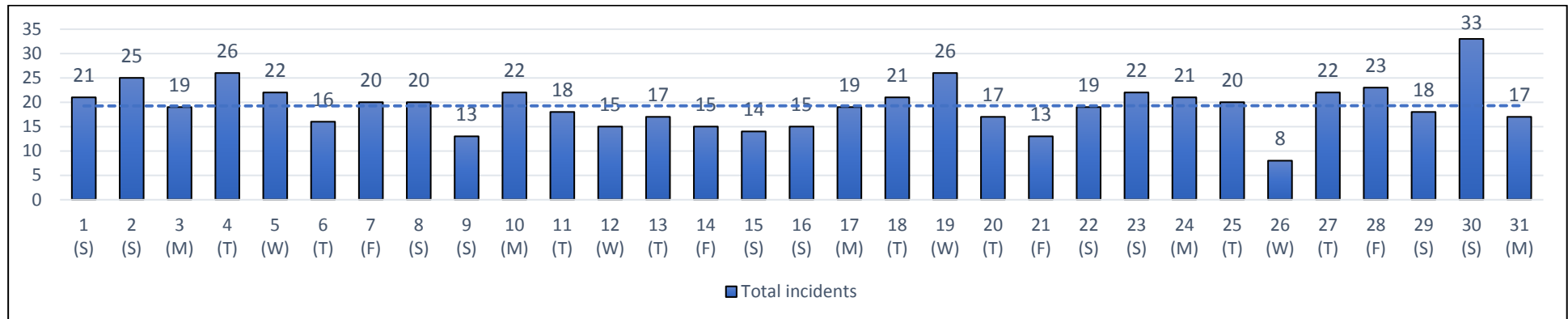
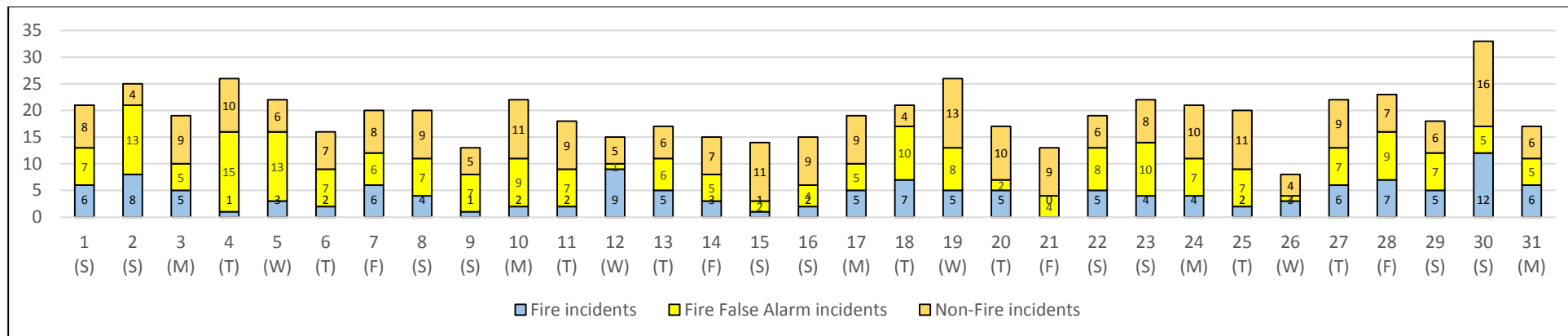


Chart 2: The total number of incidents broken down by type and day in May 2021 shows the 33 incidents on the 30 May broken down into 16 non-fire incidents, 12 fire incidents and 5 fire false alarm incidents. The 26 May was the day with the least amount of incidents in the month, showing 8 incidents, with 4 non-fire incidents, 3 fire incidents and 1 fire false alarm incident.



1.2 Fire incidents – April to May 2021

Of the 372 fire incidents April to May 2021, 179 were primary fires, 179 were secondary fires and 14 were chimney fires. Most incidents occurred in Western, North West Leicester (NWL) and Blaby. The 3-year average is 432, so in comparison to this, there are 60 fewer incidents.

Table 4: Fire incidents – April to May 2021

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Apr to May 2021
I.2	Fire incidents	37	35	74	30	24	6	12	39	38	32	45	372
a	Primary fire incidents	18	21	31	23	9	5	7	20	19	7	19	179
b	Secondary fire incidents	19	14	43	5	12	1	3	18	17	23	24	179
c	Chimney fire incidents	0	0	0	2	3	0	2	1	2	2	2	14

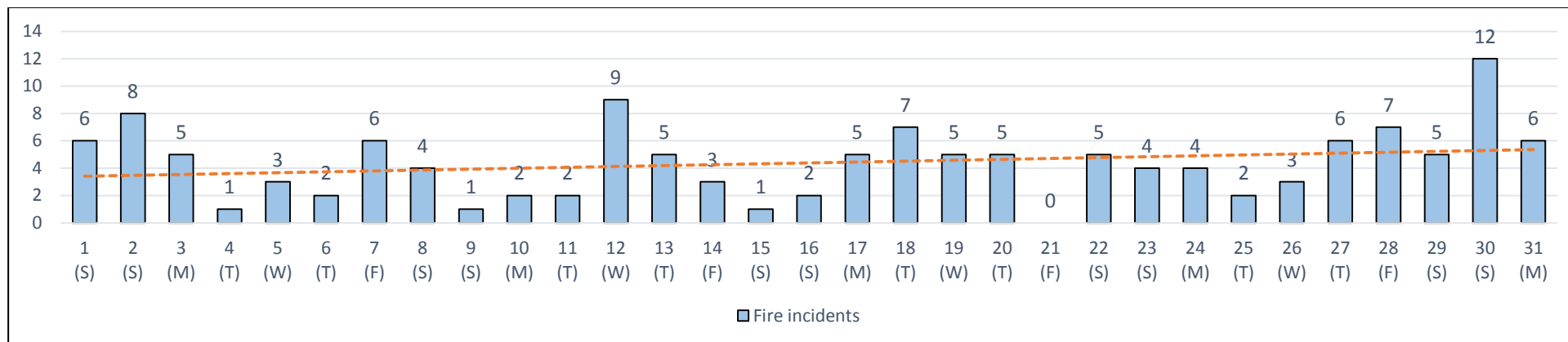
May 2021

Of the 136 incidents in May, 80 (59%) were primary fires, 53 (39%) were secondary fires and 3 (2%) were chimney fires. Most incidents occurred in Western, Harborough and Blaby. This is a decrease of 100 incidents from April (236). One thing to be noted for May was that it was one of the wettest months of May on record and this often results in a reduction in secondary fires. Looking at where the incidents happen, shows Harborough being the district which is out of the ordinary here, as Western and Charnwood consistently see these kind of numbers of fires and higher, every month.

Table 5: Fire incidents – May 2021

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	May 2021
I.2	Fire incidents	8	16	23	18	11	2	4	17	10	12	15	136
A	Primary fire incidents	5	10	13	16	5	1	2	10	6	3	9	80
B	Secondary fire incidents	3	6	10	2	6	1	1	6	4	8	6	53
C	Chimney fire incidents	0	0	0	0	0	0	1	1	0	1	0	3

Chart 3: The total number of fire incidents by day in May 2021 shows the number of incidents by day, ranging from 0 at its lowest in a day on the 21 May, to 12 incidents at its peak on the 30 May. The number of incidents has increased steadily as the month has progressed. On average, there were 4.39 fire incidents attended each day.



1.2a Primary fire incidents

There were 80 primary fire incidents in May, a decrease of 19 from April (99). Of these, 62 were accidental fires, 15 were deliberate fires and 3 were not known. Harborough had the most incidents with 16, followed by Western 13, Blaby 10 and Eastern 10. Harborough has seen a spike in primary fire incidents, with the last time there being at least 16 primary fire incidents being June 2017. It is interesting this month that the districts outside of the City and Charnwood are being mentioned. When this does happen, what we tend to see is a rise in primary fire response times, as inevitably the incidents are located further away from the nearest station and it takes longer to attend.

Of the 62 accidental fires, there were 32 dwelling, 13 road vehicle, 10 non-residential, 2 stacked/baled crop (incl manure heap), 2 woodland/forest - broadleaf/hardwood, 1 hedge, 1 other outdoor equipment/machinery and 1 other residential. The main fire cause shows there were 9 faulty fuel supply - electricity, 7 accumulation of flammable material and 7 fault in equipment or appliance. The main ignition source shows 16 were cooking appliance, 11 were vehicles only and 10 were electricity supply. The main times of the incidents show 9 of the incidents occurring between the hours of 12.00pm – 3.00pm.

Of the 15 deliberate fires, the main property category was 5 dwelling. 5 road vehicle, 3 non-residential and 2 woodland/forest - broadleaf/hardwood.

1.2b Secondary fire incidents

There were 53 secondary fire incidents in May, which is 73 less than April (126). As mentioned previously, this has been one of the wettest months ever recorded, so it is no surprise to see secondary fires decrease. The number of deliberate secondary fires will always reduce when there are prolonged periods of wet weather, as it actually puts people off going out and if they did go out, all different types of property would be too wet to set alight. Of the incidents in May, 24 were accidental fires, 28 were deliberate fires and 1 was not known. Western had the most incidents with 10.

Of the 24 accidental fires, the main types of property were small refuse/rubbish/recycle container (excluding wheelie bin) 7 and wheelie bin 4. The main times of the incidents shows 4 incidents occurring between the hours of 5.00pm – 6.00pm.

Of the 28 deliberate fires, the main types of property were small refuse/rubbish/recycle container (excluding wheelie bin) 5 and tree scrub (includes single trees not in garden) 5. The main times of the incidents show 7 of the incidents occurring between the hours of 6.00pm – 7.00pm.

1.2c Chimney fire incidents

There were 3 chimney fire incidents in May, which is 8 less than April (11). There was 1 in Blaby, 1 in Hinckley and Bosworth and 1 in Rutland.

1.3 Fire false alarms – April to May 2021

Of the 432 fire false alarm incidents April to May 2021, 214 were due to apparatus, 210 were good intent and 8 were malicious. Most incidents occurred in Central, Charnwood and Western. The 3-year average is 448, so compared to the average, figures have decreased by 16.

Table 6: Fire false alarms – April to May 2021

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Apr to May 2021
I.3	Fire false alarms	68	57	63	29	12	23	15	34	65	33	33	432
A	Due to apparatus	49	34	33	18	5	10	11	14	24	9	7	214
B	Good intent	19	21	27	11	7	11	3	20	41	24	26	210
C	Malicious attended	0	2	3	0	0	2	1	0	0	0	0	8

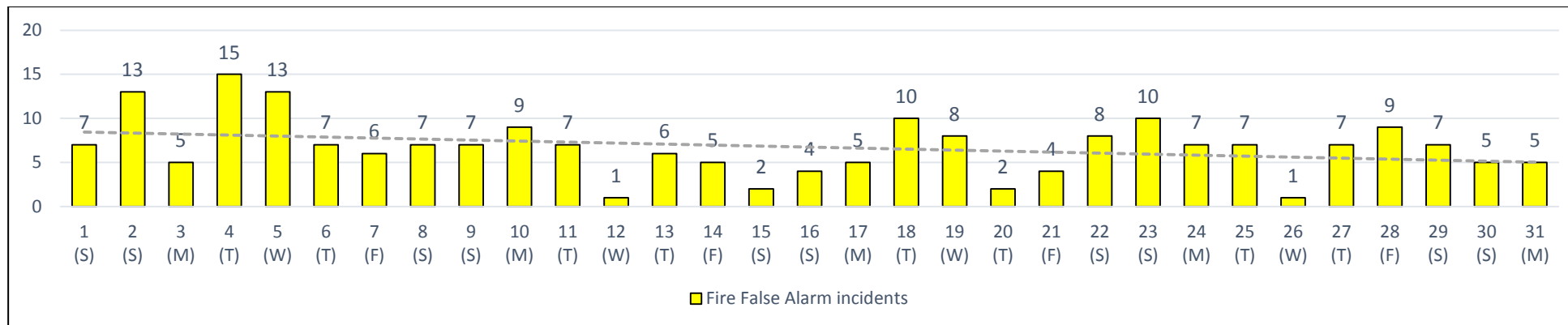
May 2021

Of the 209 fire false alarm incidents in May, 112 were due to apparatus, 95 were good intent and 2 were malicious. Most incidents occurred in Eastern, Western and Central. There were 223 in April, so May has seen a decrease of 14.

Table 7: Fire false alarms – May 2021

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	May 2021
I.3	Fire false alarms	31	36	36	11	6	12	8	11	25	19	14	209
A	Due to apparatus	25	20	21	9	1	7	6	4	7	8	4	112
B	Good intent	6	16	15	2	5	4	1	7	18	11	10	95
C	Malicious attended	0	0	0	0	0	1	1	0	0	0	0	2

Chart 4: The total number of fire false alarm incidents by day in May 2021 shows the number of incidents by day, ranging from 1 at its lowest in a day on two different days, to 15 incidents at its peak on the 4 May. The number of incidents has decreased steadily throughout the entire month. On average, there were 6.74 incidents attended each day.



1.3a Due to apparatus

There were 112 false alarms due to apparatus in May, an increase of 10 from April (102). Of these, 83 were dwelling, 19 were non-residential and 10 were other residential.

Of the false alarms due to apparatus in dwellings, the main causes were cooking/burnt toast 23 and faulty 11. The main times of the incidents show 10 of the incidents occurring between the hours of 2.00pm – 3.00pm.

Of the false alarms due to apparatus in non-residential, the main causes were unknown 6, accidentally/carelessly set off 2, faulty 2 and smoking 2.

Of the false alarms due to apparatus in other residential, the main causes were cooking burnt/toast 4 and accidentally/carelessly set off 3.

1.3b Good intent

There were 95 good intent false alarms in May, a decrease of 20 from April (115). Of these, 39 were dwelling, outdoor 26, road vehicle 13, non-residential 11, outdoor structures 5 and other residential 1.

Of the good intent false alarms, the main causes were controlled burning 18, other 12, bonfire 11 and vehicle 11. The main times of the incidents show 9 of the incidents occurring between the hours of 8.00pm – 9.00pm.

1.3c Malicious attended

There were 2 malicious false alarms in May, a decrease of 4 from April (6). Of these, 1 was in Oadby and Wigston and 1 was in Rutland.

1.4 Non-fire incidents – April to May 2021

Of the 499 non-fire incidents April to May 2021, 17 were non-fire false alarms and 482 were special service. Looking at the table below the most incidents occurred in Charnwood, Western and Central. The 3-year average is 487, so compared to the average, figures have increased by 12.

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 13 suicide attempts, with 5 in May.

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

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Apr to May 2021
1.4	Non-fire incidents	66	49	81	39	19	27	19	35	83	40	41	499
a	Non-fire false alarms	3	1	5	1	0	1	2	2	0	1	1	17
b	Special service	63	48	76	38	19	26	17	33	83	39	40	482
-	Road traffic collision (RTC)	6	12	14	13	5	2	5	11	19	10	11	108
-	Assist other agencies	19	8	20	7	5	4	5	7	23	9	12	119
-	Medical incident - co-responder/first responder	3	3	1	5	1	4	1	2	5	2	1	28
-	Effecting entry / exit	4	7	11	2	0	4	1	3	9	4	3	48

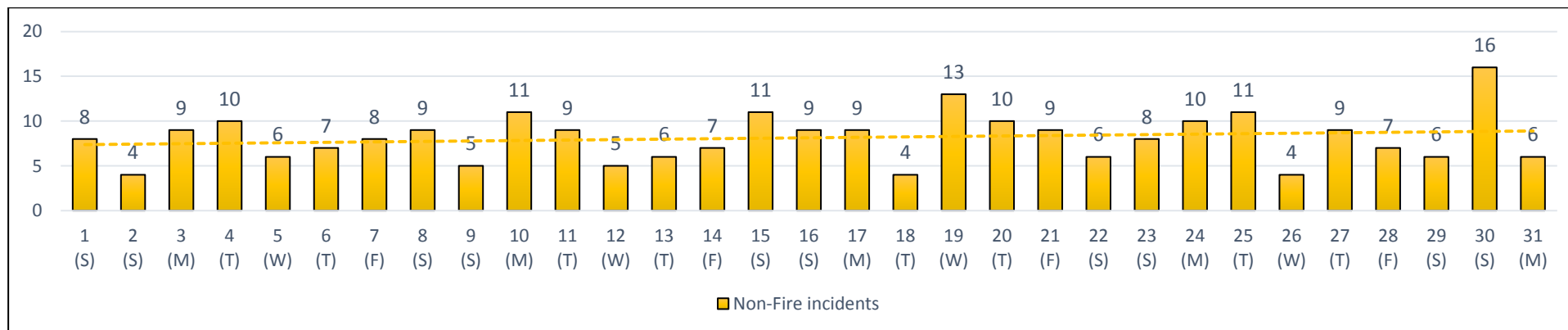
May 2021

Of the 252 incidents in May, 11 were non-fire false alarms and 241 were special service. Looking at the table below the most incidents occurred in Charnwood, Western and Central. There were 247 in May, so May has seen a decrease of 5.

Table 9: Non-fire incidents – May 2021

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	May 2021
I.4	Non-fire incidents	29	24	31	24	10	14	11	19	53	20	17	252
A	Non-fire false alarms	2	1	4	1	0	1	0	1	0	1	0	11
B	Special service	27	23	27	23	10	13	11	18	53	19	17	241
-	Road traffic collision (RTC)	4	2	6	8	2	1	4	8	13	6	5	59
-	Assist other agencies	6	7	4	5	1	1	3	4	13	3	6	53
-	Medical incident - co-responder/first responder	1	2	0	4	1	3	1	0	3	0	1	16
-	Effecting entry / exit	3	3	7	0	0	1	1	2	8	2	2	29

Chart 5: The total number of non-fire incidents by day in May 2021 shows the number of incidents by day, ranging from 4 at its lowest in a day on 3 different occasions, to 16 incidents at its peak on the 30 May. The number of incidents increased steadily throughout the month. On average, there were 8.13 incidents attended each day.



1.4a Non-fire false alarms

Of the 11 non-fire false alarms in May, 4 were in Western, 2 Central, 1 Blaby, 1 Eastern, 1 Harborough, 1 Hinckley and Bosworth and 1 Oadby and Wigston. This is 5 more than the number in April (6).

1.4b Special service

There were 241 special service incidents in May, which is exactly the same as April (241). Of these, there were 59 road traffic collisions, 53 assist other agencies and effecting entry/exit 29. Charnwood had the most incidents with 53 followed by Central 27 and Western 27. Assist other agencies has had 53 incidents in May, which is a decrease of 13 from April (66) and this type of incident has increased substantially over the past few years. There have now been 119 assist other agency incidents from April to May 2021, which is just lower than the 3-year average of (122). The number of road traffic collisions has increased with 108 April to May 2021, compared to the 3-year average of 96. However, the 3-year average will have been affected by the significant reduction in traffic on the roads during April and May last year and this year's figures are consistent with pre-pandemic year's numbers. The increase can be related to the greater activity on the roads as the nation has come out of lockdown. Medical incident - co-responder/first responder continues to be extremely low with 16 incidents attended in May and a total of 28 so far this year, compared to the 3 year-average (69). This is due to co-responding still being suspended for the year.

2.1 Fatalities in fires – April to May 2021

There have been no fatalities in fires recorded in April to May 2021. This 2 less than the 3-year average of 2 fatalities.

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

There have been 14 non-fatal casualties in fires April to May 2021. This is 4 more than the 3-year average of 10. Of the 14 non-fatal casualties, 5 have occurred in fires in the City, 3 in Charnwood, 3 in North West Leicestershire, 1 in Blaby, 1 in Hinckley and Bosworth and 1 in Rutland. Out of the 14 non-fatal casualties in fires, 12 casualties occurred in buildings and 2 in the outdoors. The breakdown of the 14 non-fatal casualties also shows 13 were caused accidentally and 1 was not known. The main location of where the fires started where there were injuries, shows the main categories being the kitchen 7, bed sitting room 2 and living room 2. There were 9 male non-fatal casualties and 5 female non-fatal casualties. The circumstances leading to the injury, shows that of the 14 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 May 2021

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Apr to May 2021
2.2	Non-fatal casualties in fires	0	2	3	0	0	0	1	1	3	1	3	14

May 2021

There were 10 non-fatal casualties in fires in May, which is 6 more than in April (4). There were 2 in Charnwood, 2 Eastern, 2 North West Leicestershire, 1 Blaby, 1 Hinckley and Bosworth, 1 Rutland and 1 in Western. There were 7 out of the 10 injuries that were specifically related to cooking oil or fat and there were 3 incidents within a 24-hour period that each had 2 injuries each that were related to cooking oil or fat.

The first non-fatal casualty in a fire occurred in the evening of Wednesday 5 May in the Groby Ward in Groby. Crews attended a fire at a property which was started accidentally. The cause was cooking – other cooking, the first item ignited was cooking oil or fat and was located in the kitchen. A 74 year old male was injured discovering the fire and the nature of injury shows burns - slight.

The second non-fatal casualty in a fire occurred in the early hours of Monday 17 May in the Saxondale Ward in Glen Parva. Crews attended a fire at a property which was started accidentally. The cause was careless handling - due to knocking over, smoking materials, the first item ignited was upholstered furniture and was located in the living room. A 45 year old male was injured discovering the fire and the nature of injury shows a combination of burns and overcome by gas/smoke.

The third non-fatal casualty in a fire occurred in the afternoon of Saturday 29 May in the Uppingham Ward in Uppingham. Crews attended a fire at a property which was started accidentally. The cause was combustible articles too close to heat source (or fire), the ignition source was other heating equipment, the first item ignited was a hedge and was located on or near tracks or patio. A 91 year old male was injured and the nature of injury shows burns - slight.

The fourth non-fatal casualty in a fire occurred in the afternoon of Saturday 29 May in the Braunstone Park & Rowley Fields Ward in Leicester. Crews attended a fire at a property which was started accidentally. The cause was accumulation of flammable material, the ignition source was other domestic style appliance, the first item ignited was tumble dryer and was located in the kitchen. A 28 year old female was injured discovering the fire and the nature of injury shows breathing difficulties (other than 'overcome by gas, smoke or toxic fumes; asphyxiation').

The fifth and sixth non-fatal casualty in a fire occurred in the evening of Sunday 30 May in the Stoneygate Ward in Leicester. Crews attended a fire at a property which was started accidentally. The cause was cooking - chip pan/deep fat fryer, the first item ignited was cooking oil or fat and was located in the kitchen. A 57 year old male was injured fighting fire (including attempts) and a 53 year old female was injured rescuing the 57 year old male. The nature of injury shows both were burns - slight.

The seventh and eighth non-fatal casualty in a fire occurred in the early hours of the morning of Monday 31 May in the Castle Rock Ward in Coalville. Crews attended a fire at a property which was started accidentally. The cause was cooking - chip pan/deep fat fryer, the first item ignited was cooking oil or fat and was located in the bedsitting room. A 25 year old male and a 19 year old female were injured fighting fire (including attempts) and the nature of injury shows both were burns - slight.

The ninth and tenth non-fatal casualty in a fire occurred in the evening of Monday 31 May in The Wolds Ward in Burton on the Wolds. Crews attended a fire at a property which was started accidentally. The cause was cooking - chip pan/deep fat fryer, the first item ignited was cooking oil or fat and was located in the kitchen. A 67 year old male was injured fighting fire (including attempts) and a 78 year old female was injured escaping. The nature of injury shows the male with a combination of burns and overcome by gas/smoke and the female was overcome by gas, smoke or toxic fumes; asphyxiation. Both persons went to hospital, where the injuries appeared to be slight.

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

There have been 14 fatal casualties in non-fire incidents April to May 2021. This is 5 more than the 3-year average of 9. Of the 14 fatalities, 6 were attended to assist other agencies, 4 were road traffic collisions, 3 were suicide/attempts and 1 was rescue or evacuation from water. When looking at the circumstances, 9 were thought to be already dead when firefighters arrived and 5 were unable to resuscitate, confirmed dead at scene. There were 13 male fatalities and 1 female fatality. The cause of death shows 4 were not known, 3 other, 2 chest/abdominal injury, 2 head injury, 1 back/neck injury (spinal), 1 chest pain/heart condition/cardiac arrest and 1 overcome by gas, smoke or toxic fumes; asphyxiation.

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

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Apr to May 2021
2.3	Fatalities in non-fire incidents	2	0	1	2	0	2	2	1	2	0	2	14

May 2021

There were 4 fatalities in non-fire incidents in May, compared to 10 in April.

Of the 4 fatalities, 2 were suicide/attempts, 1 was a road traffic collision and 1 was rescue or evacuation from water. When looking at the circumstances, 2 were thought to be already dead when firefighters arrived and 2 were unable to resuscitate, confirmed dead at scene. They were all male fatalities, aged 49, 60, 65 and 70 years of age. The cause of death shows 1 chest/abdominal injury, 1 not known, 1 other and 1 overcome by gas, smoke or toxic fumes; asphyxiation. There were 2 in Rutland, 1 in Central and 1 in Oadby and Wigston.

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

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

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

There have been 117 non-fatal casualties in non-fire incidents April to May 2021. This is 16 below the 3-year average of 133. Of the 117 non-fatal casualties in non-fire incidents, 66 were in road vehicles, 46 in buildings and 5 in the outdoors. The main types of injury attended, show back/neck injury 23 and bruising 12. There were 65 male non-fatal casualties, 51 female non-fatal casualties and 1 not known. Charnwood has had most non-fatal casualties with 24. 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 May 2021

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Apr to May 2021
2.4	Non-fatal casualties in non-fire incidents	10	8	13	15	3	4	4	8	24	18	10	117

May 2021

There were 62 non-fatal casualties in non-fire incidents in May, compared to 55 in April.

Of the 62 non-fatal casualties in non-fire incidents, 39 were in road vehicles and 23 in buildings. The main types of injury attended, show back/neck injury (spinal) 10 and fracture 7, chest/abdominal injury 6 and head injury 6. There were 33 male non-fatal casualties, 28 female non-fatal casualties and 1 not known. The district with the most non-fatal casualties in non-fire incidents in May was Charnwood with 16 and these can be related somewhat to the high number of special service incidents and road traffic collisions.

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

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	May 2021

2.4	Non-fatal casualties in non-fire incidents	5	4	5	9	1	1	1	7	16	11	2	62
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2.5 Number of TRiM (Trauma Risk Management) – April to May 2021

The indicator Trauma Risk Management has now been running for just over a year and looks at the number of notifications, interventions and 1 to 1’s. There have been 22 TRiM notifications April to May 2021. This is 8 more than last year’s figure of 14 during the same period.

May 2021

There were 11 TRiM notifications in May, compared to 11 in April. Of the 11 Incidents that were reported, there were 2 fatalities in road traffic collisions, 2 road traffic collisions with life changing injuries, 2 suicides assistance required, 1 suicide attempt, 1 body removed from canal, 1 fatality in assist EMAS gain entry, 1 emergency special service remove fatality from house and 1 life risk fire with severe burns. There were 4 incidents that required interventions and two 1 to 1’s were carried out. Advice was also given out to Incident Commanders and junior officers that attended incidents after consultation with the Incident Commander. Online learning is being applied to the Learning Management System by the end of June and 2 dates for continuous professional development training dates have been arranged for July and August for practitioners with Leicestershire police. The new process and ability to access or self-refer TRiM will go live on 1 September.

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

There have been 2 personal injuries whilst attending incidents April to May 2021. This is 2 less than the 3-year average of 4. Of the 2 personal injuries, both were classed as minor, with 1 occurring at Eastern station and 1 at Western station. The personal injuries were categorised further as 1 - injury from change in floor levels/height and 1 knee injury whilst running. Of the 2 personal injuries, 1 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 and 1 injury resulted in a period of sickness over 3 days.

May 2021

There have been no personal injuries whilst attending incidents in May, compared to 2 in April.

3.1 Number of emergency calls received – April to May 2021

There have been 2901 emergency calls received April to May 2021. This is 54 below the 3-year average of 2955.

May 2021

There were 1341 emergency calls received in May, which is 219 less than April (1560). 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 4.45 seconds in May.

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

There have been 125 incidents classed as life risk by Control April to May 2021. This is 48 less than the 2-year average of 173. 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 125 incidents was 10 minutes 9 seconds, compared to the 2-year average of 9 minutes 46 seconds.

The 10 minutes 9 seconds can be broken down further:

Average call handling was 2 minutes 15 seconds, an increase of 16 seconds on the 2-year average time (1 minute 59 seconds).

Average mobilisation time was 1 minute 29 seconds, a reduction of 25 seconds on the 2-year average time (1 minute 54 seconds).

Average drive time was 6 minutes 25 seconds, an increase of 32 seconds on the 2-year average time (5 minutes 53 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 May 2021 there have been 19 investigations carried out by Control, 7 mobilisation investigations and 19 drive time investigations. This picks up any anomalies with the system and highlights any possible areas of concern.

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Table 15: The total average response times of life threatening incidents (mins) – April to May 2021

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Apr to May 2021
3.2	The total average response times of life threatening incidents (mins)	6:54	7:36	7:30	14:46	14:13	9:59	13:40	9:52	10:25	12:38	11:11	10:09
A	Average call handling time	1:54	1:54	2:00	3:34	2:08	2:37	2:23	2:29	1:43	2:19	2:15	2:15
B	Average appliance mobilisation time	0:59	0:53	1:00	2:36	2:52	0:50	2:08	1:28	1:19	1:21	1:59	1:29
C	Average time to drive to the incident	4:01	4:49	4:30	8:36	9:13	6:32	9:09	5:55	7:23	8:58	6:57	6:25
d	Number of life threatening incidents attended	13	10	25	13	5	4	6	12	16	8	13	125

May 2021

There have been 63 incidents classed as life risk by Control in May 2021. This is 1 more than April (62). The total average response time for the 63 incidents was 10 minutes 9 seconds, compared to 10 minutes 10 seconds in April.

The 10 minutes 9 seconds can be broken down further:

Average call handling was 2 minutes 12 seconds, a reduction of 6 seconds on the time in April (2 minutes 18 seconds).

Average mobilisation time was 1 minute 28 seconds, a reduction of 4 seconds on the time in April (1 minute 32 seconds).

Average drive time was 6 minutes 29 seconds, an increase of 9 seconds on the time in April (6 minutes 20 second).

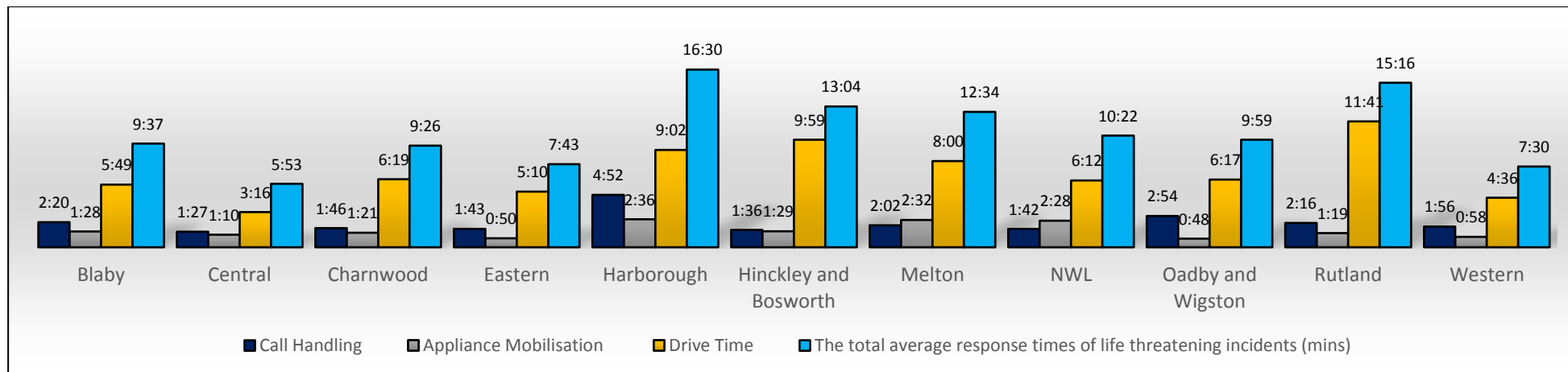
During May there have been 6 investigations carried out by Control, 4 mobilisation investigation and 10 drive time investigations. This picks up any anomalies with the system and highlights any possible areas of concern.

Please note that small numbers are being analysed here.

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

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	May 2021
3.2	The total average response times of life threatening incidents (mins)	5:53	7:43	7:30	16:30	12:34	9:59	15:16	9:37	9:26	13:04	10:22	10:09
a	Average call handling time	1:27	1:43	1:56	4:52	2:02	2:54	2:16	2:20	1:46	1:36	1:42	2:12
b	Average appliance mobilisation time	1:10	0:50	0:58	2:36	2:32	0:48	1:19	1:28	1:21	1:29	2:28	1:28
c	Average time to drive to the incident	3:16	5:10	4:36	9:02	8:00	6:17	11:41	5:49	6:19	9:59	6:12	6:29
d	Number of life threatening incidents attended	5	5	11	6	2	2	4	8	12	4	4	63

Chart 6: The total average response times of life threatening incidents in May 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 Harborough shows the longest average response time to life threatening incidents.



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

There have been 1160 incidents classed as non-life risk by Control April to May 2021. This is 43 less than the 2-year average of 1203. The total average response time for the 1160 incidents was 10 minutes 2 seconds, compared to the 2-year average of 9 minutes 51 seconds.

The 10 minutes 2 seconds can be broken down further:

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

Average mobilisation time was 1 minute 36 seconds, a reduction of 7 seconds on the 2-year average time (1 minute 43 seconds).

Average drive time was 6 minutes 13 seconds, an increase of 17 seconds on the 2-year average time (5 minutes 56 seconds).

Please note: There were a total of 1178 non-life risk incidents attended April to May 2021. 18 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 May 2021

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Apr to May 2021
3.3	The total average response times of non-life threatening incidents (mins)	7:42	8:37	9:16	12:29	10:56	8:51	10:45	12:13	10:03	11:29	11:13	10:02
a	Average call handling time	1:57	2:22	2:19	2:22	2:08	2:35	2:29	2:48	2:01	2:22	1:58	2:13

b	Average appliance mobilisation time	1:15	1:07	1:14	1:50	2:57	1:16	2:08	1:18	1:33	1:48	2:34	1:36
c	Average time to drive to the incident	4:30	5:08	5:43	8:17	5:51	5:00	6:08	8:07	6:29	7:19	6:41	6:13
d	Number of non-life threatening incidents attended	154	130	192	85	50	51	40	95	164	95	104	1160

May 2021

There have been 525 incidents classed as non-life risk by Control in May. This is 110 less than April (635). The total average response time for the 525 incidents was 9 minutes 53 seconds, compared to 10 minutes 10 seconds in April.

The 9 minutes 53 seconds can be broken down further:

Average call handling was 2 minutes 19 seconds, an increase of 7 seconds on the time in April (2 minutes 12 seconds).

Average mobilisation time was 1 minute 35 seconds, a reduction of 1 second on the time in April (1 minute 36 seconds).

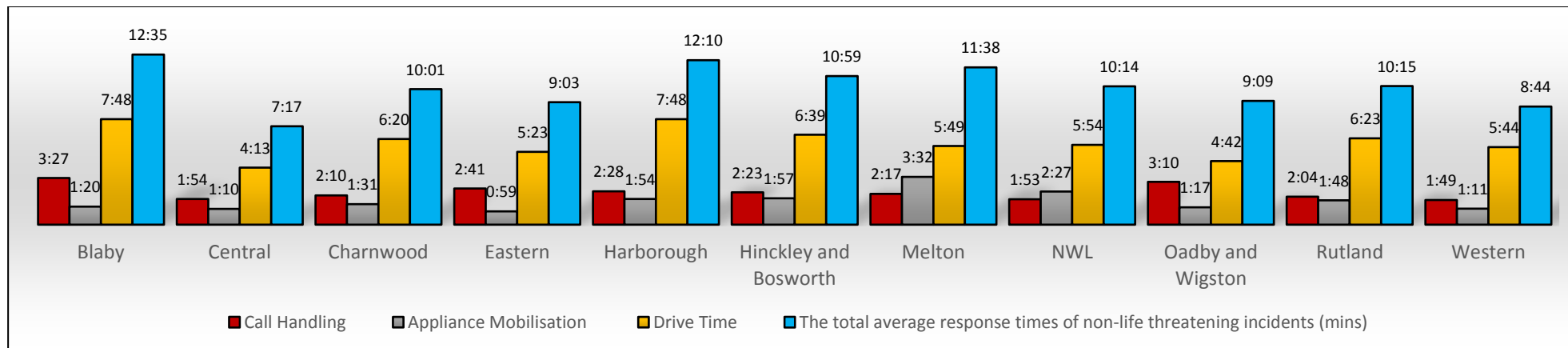
Average drive time was 5 minutes 59 seconds, a reduction of 23 seconds on the time in April (6 minutes 22 seconds).

Currently no investigations are carried out.

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

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	May 2021
3.3	The total average response times of non-life threatening incidents (mins)	7:17	9:03	8:44	12:10	11:38	9:09	10:15	12:35	10:01	10:59	10:14	9:53
a	Average call handling time	1:54	2:41	1:49	2:28	2:17	3:10	2:04	3:27	2:10	2:23	1:53	2:19
b	Average appliance mobilisation time	1:10	0:59	1:11	1:54	3:32	1:17	1:48	1:20	1:31	1:57	2:27	1:35
c	Average time to drive to the incident	4:13	5:23	5:44	7:48	5:49	4:42	6:23	7:48	6:20	6:39	5:54	5:59
d	Number of non-life threatening incidents attended	63	70	79	47	25	25	19	38	73	45	41	525

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



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

There were a total of 179 primary fires attended April to May 2021. 14 incidents have been excluded as per Home Office guidelines. So, the response time calculations for primary fires are based on 165 primary fires April to May 2021. The total average response time for the 165 primary fires is 10 minutes 12 seconds, compared to the 2-year average of 9 minutes 23 seconds.

The 10 minutes 12 seconds can be broken down further:

Average call handling was 1 minute 45 seconds, an increase of 7 seconds on the 2-year average time (1 minutes 38 seconds).

Average mobilisation time was 1 minute 25 seconds, a reduction of 18 seconds on the 2-year average time (1 minute 43 seconds).

Average drive time was 7 minutes 2 seconds, an increase of 1 minute on the 2-year average time (6 minutes 2 seconds).

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

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Apr to May 2021
3.3	The total average response times of primary fire incidents (mins)	7:22	6:53	9:05	13:12	13:28	6:27	10:30	11:43	10:05	11:27	12:19	10:12
a	Average call handling time	1:47	1:28	1:28	1:43	1:34	1:19	3:29	1:52	1:36	1:49	2:01	1:45
b	Average appliance mobilisation time	0:58	0:48	1:17	2:02	2:47	0:49	1:02	1:01	1:07	1:55	2:15	1:25
c	Average time to drive to the incident	4:37	4:37	6:20	9:27	9:07	4:19	5:59	8:50	7:22	7:43	8:03	7:02
d	Number of primary fire	18	19	28	22	8	5	7	18	16	7	17	165

incidents attended													
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May 2021

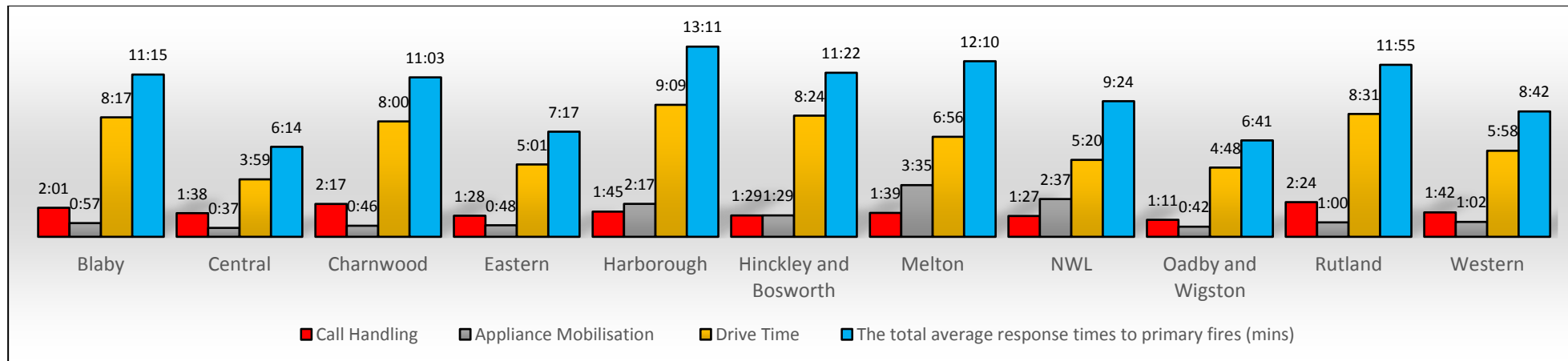
There have been 75 primary fires in May. This is 15 less than April (90).
 The total average response time for the 75 incidents was 10 minutes 11 seconds, compared to 10 minutes 13 seconds in April.

This 10 minutes 11 seconds can be broken down further:
 Average call handling was 1 minute 43 seconds, a reduction of 3 seconds on the time in April (1 minute 46 seconds).
 Average mobilisation time was 1 minute 32 seconds, an increase of 12 seconds on the time as in April (1 minute 20 seconds).
 Average drive time was 6 minutes 56 seconds, a reduction of 11 seconds on the time in April (7 minutes 7 seconds).

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

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	May 2021
3.3	The total average response times of primary fire incidents (mins)	6:14	7:17	8:42	13:11	12:10	6:41	11:55	11:15	11:03	11:22	9:24	10:11
a	Average call handling time	1:38	1:28	1:42	1:45	1:39	1:11	2:24	2:01	2:17	1:29	1:27	1:43
b	Average appliance mobilisation time	0:37	0:48	1:02	2:17	3:35	0:42	1:00	0:57	0:46	1:29	2:37	1:32
c	Average time to drive to the incident	3:59	5:01	5:58	9:09	6:56	4:48	8:31	8:17	8:00	8:24	5:20	6:56
d	Number of primary fire incidents attended	5	10	12	16	4	1	2	9	5	3	8	75

Chart 8: The total average response times of primary fire incidents in May 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 Harborough shows the longest average response time to primary fire incidents.



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

For April to May 2021, Wholetime fire appliances have been available 99.5% of the time due to crewing, an increase of 0.8% 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 May 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%											99.70%
Birstall	19P2	Wholetime	100.00%	100.00%											100.00%
Loughborough	20PI	Wholetime	99.86%	99.87%											99.87%
Loughborough	20P3	Wholetime	99.12%	99.87%											99.50%
Melton	21PI	Wholetime (07.00 – 19.00)	97.64%	92.74%											99.15%
Eastern	23PI	Wholetime	99.86%	99.06%											99.45%
Eastern	23P2	Wholetime	99.65%	98.66%											99.15%
Western	24PI	Wholetime	99.03%	98.25%											98.63%
Coalville	25PI	Wholetime	100.00%	99.33%											99.66%
Central	30PI	Wholetime	100.00%	100.00%											100.00%

Central	30P2	Wholetime	99.93%	99.93%												99.93%
Wigston	31PI	Wholetime	100.00%	100.00%												100.00%
Oakham	33PI	Wholetime	100.00%	99.87%												99.93%
Market Harborough	36PI	Wholetime (07.00 – 19.00)	98.89%	100.00%												99.45%
Lutterworth	37PI	Wholetime (07.00 – 19.00)	99.44%	99.19%												99.31%
Hinckley	38PI	Wholetime	98.33%	99.69%												99.02%
Southern	40PI	Wholetime	100.00%	100.00%												100.00%
Total			99.60%	99.35%												99.47%

May 2021

For May, Wholetime fire appliances have been available 99.4% of the time due to crewing, compared to April (99.6%).

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

For April to May 2021, On-Call fire appliances have been available 70.9% of the time due to crewing, an increase of 4.1% 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 May 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%											99.91%
	21P2	On-Call	97.06%	89.34%											93.13%
	Total	On-Call Station	98.20%	94.00%											96.06%
Coalville	25P3	On-Call	94.07%	93.35%											93.70%
Ashby	26P2	On-Call	90.16%	84.61%											87.34%
Shepshed	28P2	On-Call	91.25%	76.97%											83.99%
Wigston	31P2	On-Call	68.89%	60.42%											64.59%
Billesdon	32P2	On-Call	10.90%	15.09%											13.03%

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	32P3	On-Call	48.54%	48.49%														48.51%
	Either	Total	59.44%	63.58%														61.54%
Oakham	33P3	On-Call	73.73%	67.41%														70.52%
	34P2	On-Call	69.33%	60.01%														64.59%
Uppingham	34P3	On-Call	23.68%	28.39%														26.07%
	Either	Total	93.01%	88.40%														90.67%
Kibworth	35P2	On-Call	65.83%	58.74%														62.23%
	36P1	On-Call (19.00 – 07.00)	80.00%	77.46%														78.71%
Market Harborough	36P3	On-Call	18.10%	13.51%														15.77%
	Total	On-Call Station	53.73%	46.53%														50.07%
	37P1	On-Call (19.00 – 07.00)	98.10%	98.92%														98.52%
Lutterworth	37P3	On-Call	59.68%	58.92%														59.29%
	Total	On-Call Station	70.90%	70.00%														70.44%
Hinckley	38P2	On-Call	55.79%	42.63%														49.10%
Market Bosworth	39P2	On-Call	61.60%	52.22%														56.83%
Total			73.63%	68.15%														70.85%

May 2021

For May, On-Call fire appliances have been available 68.2% of the time due to crewing, a decrease of 5.4% compared to April (73.6%).

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

We have received 115 public responses to our After the Incident Survey April to May 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.

May 2021

For May, we have received 56 responses to our After the Incident Survey, which is 3 less than we have received in April (59). All 56 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 to May 2021

We have received 61 public responses to this question in our After the Incident Survey April to May 2021. 97% 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. 3% of people responding stated they were neither 'satisfied' nor 'dissatisfied' with the initial contact. This is 3% 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.

May 2021

For May, we have received 29 responses to this question in our After the Incident Survey, which is 3 less than we have received in April (32). There were 28 responses stated that they were 'very satisfied' with their initial contact with the service and 1 response stated that they were neither 'satisfied' nor 'dissatisfied' with the initial contact.

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

We have received 109 public responses to this question in our After the Incident Survey for April to May 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.

May 2021

For May, we have received 55 responses to our After the Incident Survey, which is 1 more than we have received in April (54). All 55 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 May 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. The number of vulnerable person interventions is now included in this data.

There have been 2204 home safety checks April to May 2021. This is 1109 more than the 3-year average of 1095. The previous year shows there were 725 home safety checks completed during the same period.

The 2204 home fire safety checks can be broken down further:

Successful gain entry 627, an increase of 554 home safety checks on last year's (73).
 Successful advice no entry 1022, an increase of 495 home safety checks on last year's (527).
 Follow ups 555, an increase of 430 home safety checks on last year's (125).

Table 23: Home safety checks – April to May 2021

Ref	Key Corporate Indicator	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr to May 2021
4.1	Home safety checks	1006	1198											2204
a	Successful gain entry	249	378											627
b	Successful advice no entry	476	546											1022
c	Follow ups	281	274											555

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 2204 home fire safety checks can be broken down further:

- Stations 1465, an increase of 1387 home safety checks on last year's (78).
- Community safety educators 678, an increase of 34 home safety checks on last year's (644).
- Control 6, an increase of 6 home safety checks on last year's (0).
- Partners 0, a decrease of 2 home safety checks on last year's (2).
- LFRS (Website) 0, an increase of 0 home safety checks on last year's (0).
- Vulnerable person interventions 55, an increase of 54 on last year's (1).

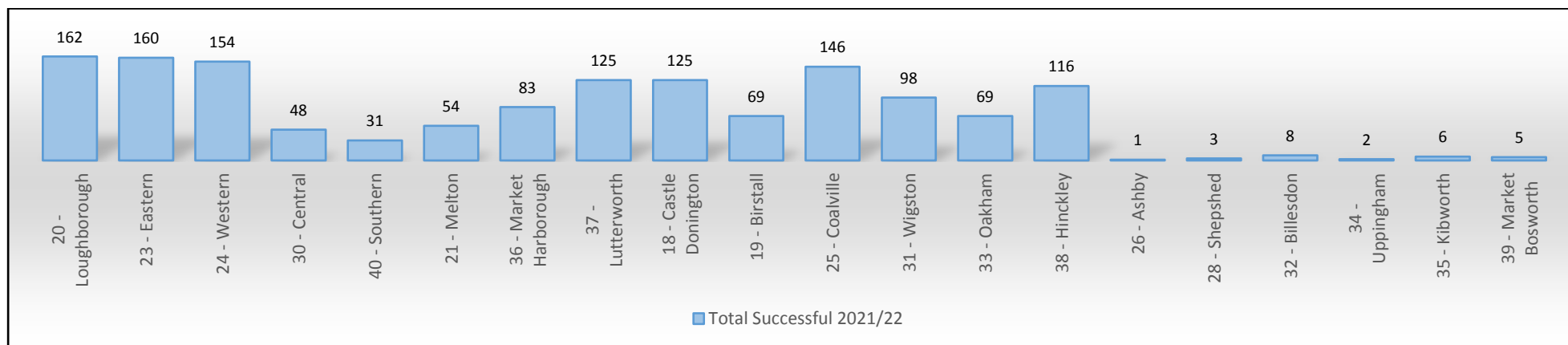
Table 24: Home safety checks carried out by stations, community safety educators, control, partners and LFRS (website) and the number of vulnerable person interventions are included – April to May 2021

Ref	Key Corporate Indicator	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr to May 2021
4.1	Home safety checks	1006	1198											2204
a	Stations	599	866											1465
b	CSE	376	302											678
c	Control	4	2											6

d	Partners data	0	0																0
e	LFRS (Website)	0	0																0
f	Vulnerable person interventions	27	28																55

The 2204 home safety checks carried out April to May 2021 by stations are shown below.

Chart 9: The Total Successful HSCs by Station April to May 2021 shows the number of number completed by stations, ranging from 1 to 162. The stations delivering less than 20 home safety checks were On-Call stations. The stations delivering the most home safety checks were Loughborough (162), Eastern (160) and Western (154).



601

May 2021

For May, there were 1198 home safety checks, which is 192 more than April (1006).

Of the 1198, there were 378 successful gain entry, 546 successful advice no entry and 274 follow ups. There were 866 carried out by stations, 302 carried out by community safety educators, 2 carried out by control and 28 were vulnerable person interventions.

4.2 Home safety feedback surveys – April to May 2021

There have been 164 home safety feedback surveys April to May 2021. This indicator has now been in place for a year and figures this year are compared to figures last year and not the 3-year average, as this is not available.

Of the 164 surveys, 130 were first visits and 34 were repeat visits. Of the 130 first visits, 100% were satisfied and of the 34 repeat visits, 100% were satisfied. The previous year shows there were 365 surveys, with 325 first visits and 40 repeat visits.

May 2021

For May, we have received 81 home safety feedback surveys, which is 2 less than in April (83). Of this, 66 were first visits in May, which is 2 more than in April (64) and 100% were satisfied. There were 15 repeat visits in May, which is 4 less than in April (19) and 100% were satisfied.

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

There have been 143 fire safety audits carried out April to May 2021 and there have been 16 action plans or enforcement notices. The number of fire safety audits carried out is 77 more than the 3-year average of 66 and the number of action plans or enforcement notices is 1 more than the 3-year average of 15.

In line with the continued easing of both national and local Covid-19 restrictions, 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 May maintains the momentum and keeps the Fire Protection Department on track in achieving the agreed target figure, which has been set for the 2021-2022 Risk Based Inspection Programme (RBIP).

May 2021

For May, there were 65 fire safety audits carried out, which is 13 less than in April (78). There were 8 action plans or enforcement notices issued, which is exactly the same as was issued in April (8).

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

There have been 26 completed surveys received April to May 2021 and 26 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 10 more than the 3-year average of 16.

May 2021

For May, there were 9 completed surveys received and 9 were satisfied with the service they have received. There were 8 less completed than there were in April (17).

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

This is a quarterly indicator and will reported in July 2021.

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

This is a quarterly indicator and will reported in July 2021.

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

There have been on average 7.00 members of staff that have been on modified duties for the entire month from April to May 2021. This is 0.83 less than the 3-year average of 7.83.

The breakdown includes 4.50 from Wholetime, 2.50 from On-Call and 0.00 from Support.

May 2021

The breakdown of 6 members of staff on modified duties for the entire month in May:

- Wholetime - 5 – 1 Hinckley, 1 Loughborough, 1 Market Harborough, 1 Western and 1 Non Station.
- On-Call - 1 – 1 Billesdon.
- Support - 0.



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

There have been on average 11.00 members of staff that have been on modified duties at some point throughout the month from April to May 2021. This is 2.34 less than the 3-year average of 13.34.

The breakdown includes 7.00 from Wholetime, 1.50 from On-Call and 2.50 from Support.

May 2021

The breakdown of 13 members of staff on modified duties at some point throughout the month in May:

- Wholetime – 6 – 2 Western, 2 Wigston, 1 Control and 1 Non Station.
- On-Call – 3 – 1 Billesdon, 1 Kibworth and 1 Shepshed.
- Support – 4 – 2 Business Support and 2 People and Organisational Development.

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