

Performance Update: April 2020 to January 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	690	602	538			6435	7083	-648
I.2	Fire incidents	172	248	189	184	168	175	119	175	136	96			1662	1998	-336
a	Primary fire incidents	76	106	94	82	79	96	71	88	88	62			842	1052	-210
b	Secondary fire incidents	90	140	94	99	88	78	46	79	38	23			775	894	-119
c	Chimney fire incidents	6	2	1	3	1	1	2	8	10	11			45	52	-7
I.3	Fire false alarms	218	261	233	195	230	283	260	277	200	202			2359	2409	-50
a	Due to apparatus	98	101	117	89	123	153	151	146	114	103			1195	1428	-233
b	Good intent	114	151	113	104	103	121	103	119	78	87			1093	889	204
c	Malicious attended	6	9	3	2	4	9	6	12	8	12			71	92	-21
I.4	Non-fire incidents	190	232	222	239	264	256	267	238	266	240			2414	2676	-262
a	Non-fire false alarms	7	7	6	8	4	12	7	10	11	13			85	90	-5
b	Special service	183	225	216	231	260	244	260	228	255	227			2329	2586	-257
-	Road traffic collision (RTC)	31	42	45	53	60	55	67	49	55	38			495	611	-116
-	Assist other agencies	68	82	78	70	80	75	86	72	82	78			771	508	263
-	Medical incident - co-responder/first responder	12	12	8	15	6	17	14	9	8	15			116	477	-361
-	Effecting entry / exit	18	14	14	13	20	32	23	26	18	13			191	264	-73
KCI 2 Fatalities and casualties																
2.1	Fatalities in fires	0	0	0	0	1	1	2	0	1	0			5	7	-2
2.2	Non-fatal casualties in fires	2	3	3	1	1	1	1	2	6	2			22	61	-39
2.3	Fatalities in non-fire incidents	9	3	4	4	3	6	9	7	8	9			62	52	10
2.4	Non-fatal casualties in non-fire incidents	37	53	57	63	66	62	62	44	63	47			554	810	-256
2.5	Number of TRIM (Trauma Risk Management):															
a	Notifications	10	4	6	5	4	8	18	11	16	10			92	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			49	N/A	N/A
c	l to l's	0	0	1	0	0	2	4	0	4	2			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			12	13	-1
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			14136	15246	-1110
3.2	The total average response times of life threatening incidents (minutes)	9:18	9:21	10:12	10:29	9:59	10:21	10:01	9:42	11:34	10:49			10:13	10:45	-0:32
a	Average call handling time	2:03	1:51	1:53	1:56	2:10	1:56	2:02	2:10	2:34	2:24			2:06	2:14	-0:08
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			1:30	1:58	-0:28
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	6:47			6:37	6:33	0:04
d	Number of life threatening incidents attended	54	54	59	74	91	80	88	71	80	52			703	1276	-573
3.3	The total average response times of non-life threatening incidents (minutes)	10:10	9:41	10:14	9:56	9:37	10:08	9:28	9:58	10:01	10:13			9:56	9:49	0:07
a	Average call handling time	2:27	2:01	2:24	2:06	2:06	2:23	2:05	2:13	2:22	2:10			2:14	2:12	0:02
b	Average appliance mobilisation time	1:47	1:38	1:44	1:38	1:39	1:44	1:31	1:45	1:39	1:46			1:41	1:36	0:05
c	Average time to drive to the incident	5:56	6:02	6:06	6:12	5:52	6:01	5:52	6:00	6:00	6:17			6:01	6:01	0:00
d	Number of non-life risk incidents attended	518	671	574	536	563	626	552	613	513	473			5639	5836	-197
3.4	The total average response times to primary fires (as recorded by Home Office)	9:01	9:07	10:00	10:27	8:57	9:32	10:00	9:33	9:24	10:32			9:37	9:46	-0:09
a	Average call handling time	1:34	1:32	1:38	1:39	1:30	1:37	1:52	1:42	1:43	1:36			1:38	1:44	-0:06
b	Average appliance mobilisation time	1:53	1:30	1:26	1:41	1:30	1:40	1:41	1:40	1:23	1:51			1:36	1:35	0:01
c	Average time to drive to the incident	5:34	6:05	6:56	7:07	5:57	6:15	6:27	6:11	6:18	7:05			6:23	6:27	-0:04
d	Number of primary fire incidents attended	70	95	86	72	76	86	62	77	80	52			756	860	-104
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%			99.1%	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%			77.1%	61.4%	15.7%
3.7	The % of people satisfied with our overall response	100%	100%	100%	100%	100%	94%	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%	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%	0%

Ref	Key Corporate Indicator	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Actual	3-Year Average	Differ
KCI 4 Home Fire Safety Checks and Smoke Alarms																
4.1	Home safety checks	446	277	493	517	787	870	1035	739	589	987			6740	5833	907
4.2	Home safety feedback surveys	230	135	164	139	179	172	148	128	73	100			1468	New Indicator	
a	Percentage satisfied	100%	100%	99%	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%			11%	30%	-19%
a	Fire safety audits	1	6	14	39	49	83	67	82	63	87			491	280	211
b	Action plans and enforcement notices	0	0	0	5	9	7	8	8	6	11			54	85	-31
5.2	Fire protection survey – Overall how satisfied were you with the service received	100%	100%	100%	100%	100%	100%	100%	100%	100%	95%			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)			-			3.37 (5.63)	4.28	-0.91
a	Days/shifts lost to short-term sickness	90.94			121.46			91.58			-			303.98	483.35	-179.37
b	Days/shifts lost to long-term sickness	313.02			265.00			389.68			-			967.70	1115.76	-148.06
c	Total days/shifts lost to sickness (COVID 19)	403.96 (263.86)			386.46 (135.99)			481.26 (456.01)			-			1271.68 (855.86)	1599.11	-327.43
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)			-			3.83 (5.67)	7.34	-3.51
a	Days/shifts lost to short-term sickness	8.84			27.97			26.03			-			62.84	203.97	-141.13
b	Days/shifts lost to long-term sickness	145.27			139.08			69.24			-			353.59	570.08	-216.49
c	Total days/shifts lost to sickness (COVID 19)	154.11 (107.47)			167.05 (27.10)			95.27 (65.75)			-			416.43 (200.32)	774.05	-357.62
6.3	Average number of staff on modified duties for the entire month	5	4	6	11	6	11	8	10	10	7			7.80	9.33	-1.53
a	Wholetime	1	2	3	6	1	5	3	5	4	4			3.40	4.77	-1.37
b	On-Call	3	2	3	4	4	5	4	4	6	3			3.80	4.43	-0.63
c	Support	1	0	0	1	1	1	1	1	0	0			0.60	0.13	0.47
6.3	Average number of staff on modified duties at some point throughout the month	14	13	16	4	12	11	16	10	10	17			12.30	12.16	0.14
a	Wholetime	10	10	12	2	8	6	9	4	7	10			7.80	8.63	-0.83
b	On-Call	3	2	3	2	3	4	6	4	1	4			3.20	2.66	0.54

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			1.30	0.87	0.43

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 (minutes) 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 January 2021

Of the 6435 incidents April 2020 to January 2021, 2414 (37%) non-fire incidents, 2359 (37%) were fire false alarms, and 1662 (26%) were fire incidents. Most incidents occurred in Western, followed by Charnwood and Eastern. The 3-year average is 7083, so in comparison to this, there are 648 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 January 2021

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Apr 2020 to Jan 2021
1.1	Total incidents	740	820	1021	472	285	262	266	447	983	519	620	6435

Looking at the 3 areas:

Fire incidents – reduction of 336 incidents compared to 3-year average.

False alarms – reduction of 50 incidents compared to the 3-year average.

Non-fire incidents – reduction of 262 incidents compared to 3-year average.

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

January 2021

Of the 538 incidents in January, 240 (45%) were non-fire incidents, 202 (37%) were fire false alarms and 96 (18%) were fire incidents. Most incidents occurred in Western, followed by Central and Eastern. The decrease in incidents in January is due in most to a significant decrease in fire incidents from December (136) and a decrease in non-fire incidents from December (266).

Table 3: Total incidents – January 2021

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	January 2021
I.1	Total incidents	71	71	95	40	28	18	20	35	66	42	52	538

Chart 1: The total number of incidents by day in January 2021 shows the number of incidents by day, ranging from 11 at its lowest in a day on 10th January, to 26 incidents at its peak on the 1st of January. The number of incidents has remained quite consistent throughout the month, raising slightly towards the end of the month. On average, there were 17.35 incidents attended each day. The 538 incidents include fires, fire false alarms and non-fire related incidents.

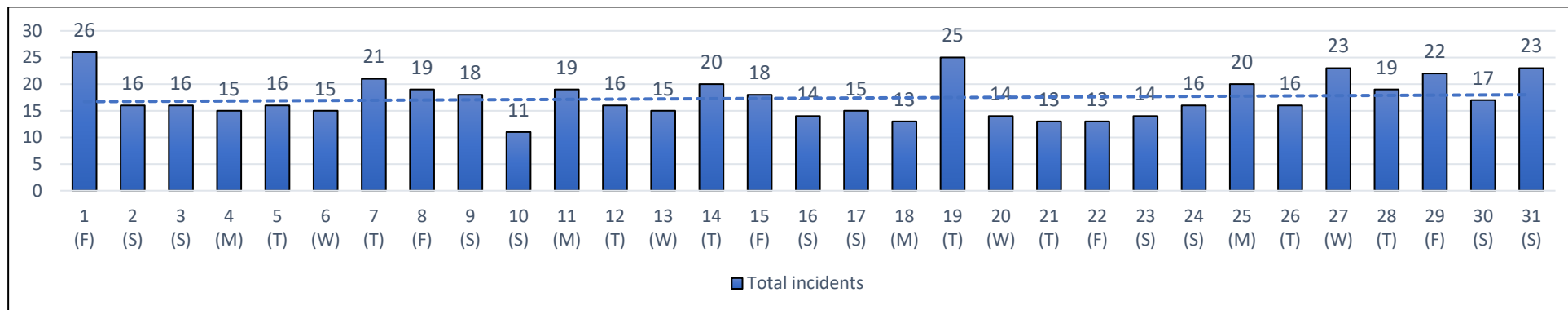
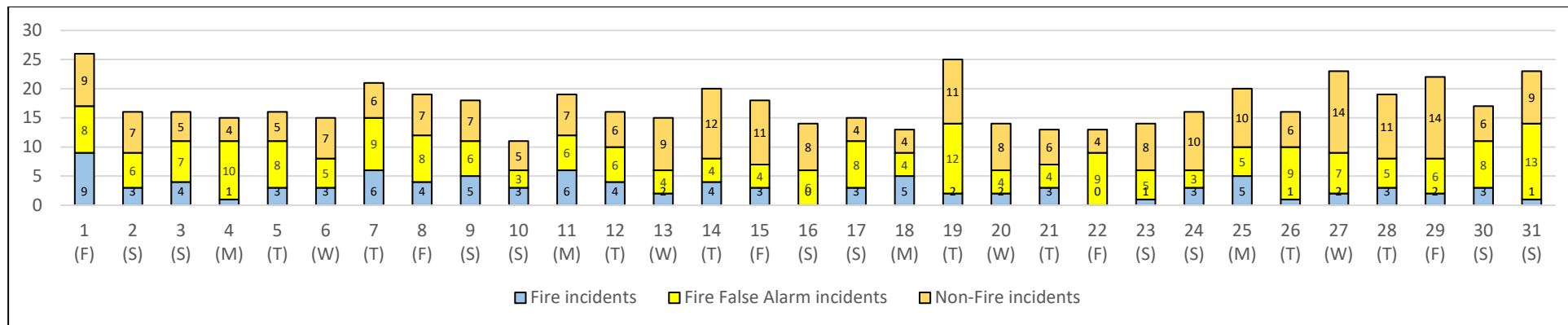


Chart 2: The total number of incidents broken down by type and day in January 2021 shows the 26 incidents on the 1st of January broken down into 9 fire incidents, 9 non-fire incidents and 8 fire false alarm incidents. The 10th January, was the day with the least amount of incidents in the month, showing 11 incidents, with 5 non-fire incidents, 3 fire incidents and 3 fire false alarm incidents.



1.2 Fire incidents – April 2020 to January 2021

Of the 1662 fire incidents April 2020 to January 2021, 842 were primary fires, 775 were secondary fires and 45 were chimney fires. Most incidents occurred in Charnwood, Western and North West Leicester (NWL). The 3-year average is 1998, so to have less is pleasing, especially as we are now into the colder period of year, when numbers in secondary fires are at its lowest.

Table 4: Fire incidents – April 2020 to January 2021

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Apr 2020 to Jan 2021
I.2	Fire incidents	129	181	257	152	100	53	60	129	266	137	198	1662
a	Primary fire incidents	64	98	139	85	49	25	34	60	125	75	88	842
b	Secondary fire incidents	65	82	118	59	48	26	19	67	131	58	102	775
c	Chimney fire incidents	0	1	0	8	3	2	7	2	10	4	8	45

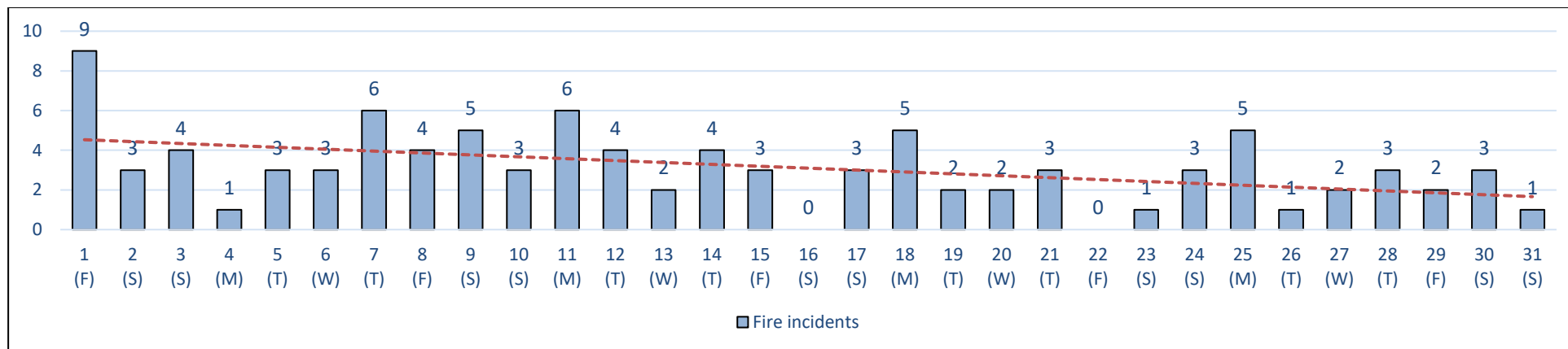
January 2021

Of the 96 incidents in January, 62 (64%) were primary fires, 23 (15%) were secondary fires and 11 (11%) were chimney fires. Most incidents occurred in Western, Charnwood and NWL. This is a decrease of 40 incidents from December (136).

Table 5: Fire incidents – January 2021

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	January 2021
I.2	Fire incidents	8	9	16	11	11	1	4	6	12	7	11	96
a	Primary fire incidents	5	7	11	5	7	1	3	4	10	3	6	62
B	Secondary fire incidents	3	2	5	3	3	0	0	1	1	2	3	23
c	Chimney fire incidents	0	0	0	3	1	0	1	1	1	2	2	11

Chart 3: The total number of fire incidents by day in January 2021 shows the number of incidents by day, ranging from 0 at its lowest in a day on two different days, to 9 incidents at its peak on the 1st of January. The number of incidents has decreased steadily as the month has progressed. On average, there were 3.09 incidents attended each day.



1.2a Primary fire incidents

There were 62 primary fire incidents in January, a decrease of 26 from December (88). Of these, 44 were accidental fires and 18 were deliberate fires. Western had the most incidents with 11, followed by Charnwood 10, Eastern 7 and Melton 7.

Of the 44 accidental fires, there were 29 dwelling, 8 non-residential, 4 road vehicle, 2 outdoor structure and 1 other residential. The main fire cause shows there were 12 fault in equipment or appliance and 10 faulty fuel supply – electricity. The main ignition source shows 11 were cooking appliance and 9 were electricity supply. The main times of the incidents show 4 of the incidents occurring between the hours of 9.00pm – 10.00pm and 11.00pm – 12.00am each.

Of the 18 deliberate fires, the main property category was 10 road vehicle, 6 dwelling, 1 other residential and 1 outdoor structure.

1.2b Secondary fire incidents

There were 23 secondary fire incidents in January, which is 15 less than December (38). Of these, 11 were accidental fires and 12 were deliberate fires. Western had the most incidents with 5.

Of the 11 accidental fires, the main types of property were fence 2, loose refuse (incl in garden) 2 and other outdoor items including roadside furniture 2. The main times of the incidents shows 4 incidents occurring between the hours of 11.00am – 12.00pm

Of the 12 deliberate fires, the main types of property were small refuse/rubbish/recycle container (excluding wheelie bin) 5 and loose refuse (incl in garden) 3. The main times of the incidents show 3 of the incidents occurring between the hours of 6.00pm – 7.00pm.

1.2c Chimney fire incidents

There were 11 chimney fire incidents in January. There were 3 in Harborough, 2 in Hinckley and Bosworth, 2 in NWL, 1 in Blaby, 1 in Charnwood, 1 in Melton and 1 in Rutland.

1.3 Fire false alarms – April 2020 to January 2021

Of the 2359 fire false alarm incidents April 2020 to January 2021, 1195 were due to apparatus, 1093 were good intent and 71 were malicious. Most incidents occurred in Western, Central and Charnwood. The 3-year average is 2409, so compared to the average, figures have decreased by 50.

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

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Apr 2020 to Jan 2021
I.3	Fire false alarms	357	312	399	151	80	102	121	145	322	172	198	2359
A	Due to apparatus	263	151	211	68	37	48	75	59	157	69	57	1195
B	Good intent	75	152	173	81	41	52	39	83	157	101	139	1093
C	Malicious attended	19	9	15	2	2	2	7	3	8	2	2	71

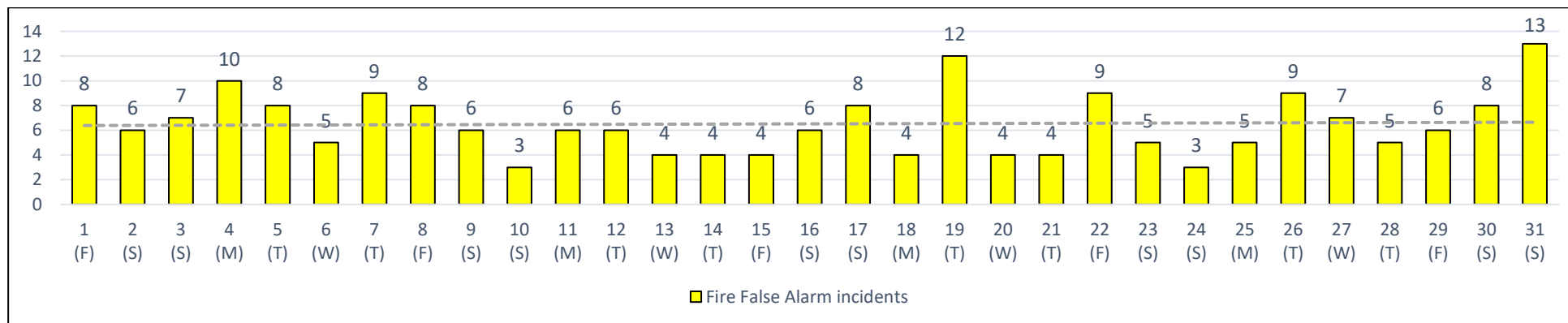
January 2021

Of the 202 fire false alarm incidents in January, 103 were due to apparatus, 87 were good intent and 12 were malicious. Most incidents occurred in Western, Central and Eastern. There were 200 in December, so January has seen an increase of 2.

Table 7: Fire false alarms – January 2021

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	January 2021
I.3	Fire false alarms	36	32	38	12	6	11	6	12	15	15	19	202
A	Due to apparatus	26	15	25	3	2	4	3	5	8	6	6	103
B	Good intent	7	14	11	8	4	7	1	7	6	9	13	87
C	Malicious attended	3	3	2	1	0	0	2	0	1	0	0	12

Chart 4: The total number of fire false alarm incidents by day in January 2021 shows the number of incidents by day, ranging from 3 at its lowest in a day on two different days, to 13 incidents at its peak on the 31st of January. The number of incidents has remained quite consistent throughout the entire month. On average, there were 6.52 incidents attended each day.



1.3a Due to apparatus

There were 103 false alarms due to apparatus in January, a decrease of 11 from December (114). Of these, 59 were dwelling, 30 were non-residential and 14 were other residential.

Of the false alarms due to apparatus in dwellings, the main causes were cooking/burnt toast 18, unknown 13 and faulty 8. The main times of the incidents show 6 of the incidents occurring between the hours of 1.00pm – 2.00pm and 5.00pm – 6.00pm each.

Of the false alarms due to apparatus in non-residential, the main causes were faulty 11 and unknown 6.

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

1.3b Good intent

There were 87 good intent false alarms in January, an increase of 9 from December (78). Of these, 52 were dwelling, outdoor 18, road vehicle 7, non-residential 6, outdoor structures 3 and aircraft 1.

Of the good intent false alarms, the main causes were other 14, controlled burning 11 and other cooking 11. The main times of the incidents show 9 of the incidents occurring between the hours of 4.00pm – 5.00pm.

1.3c Malicious attended

There were 12 malicious false alarms in January, an increase of 4 from December (8). Of these, 3 were in Central, 3 Eastern, 2 Rutland, 2 Western, 1 in Charnwood and 1 in Harborough.

1.4 Non-fire incidents – April 2020 to January 2021

Of the 2414 non-fire incidents April 2020 to January 2021, 85 were non-fire false alarms and 2329 were special service. Looking at the table below the most incidents occurred in Charnwood, Western and Eastern. The 3-year average is 2676, so compared to the average, figures have decreased by 262.

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 40 suicide attempts, with 1 in January.

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

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Apr 2020 to Jan 2021
I.4	Non-fire incidents	254	327	365	169	105	107	85	173	395	210	224	2414
a	Non-fire false alarms	9	11	17	5	2	4	1	5	13	11	7	85
b	Special service	245	316	348	164	103	103	84	168	382	199	217	2329
-	Road traffic collision (RTC)	27	41	46	62	29	14	18	59	81	59	59	495
-	Assist other agencies	84	113	129	51	31	32	18	48	139	54	72	771
-	Medical incident - co-responder/first responder	8	10	18	4	4	16	11	3	17	10	15	116
-	Effecting entry / exit	25	32	48	5	10	6	5	11	20	17	12	191

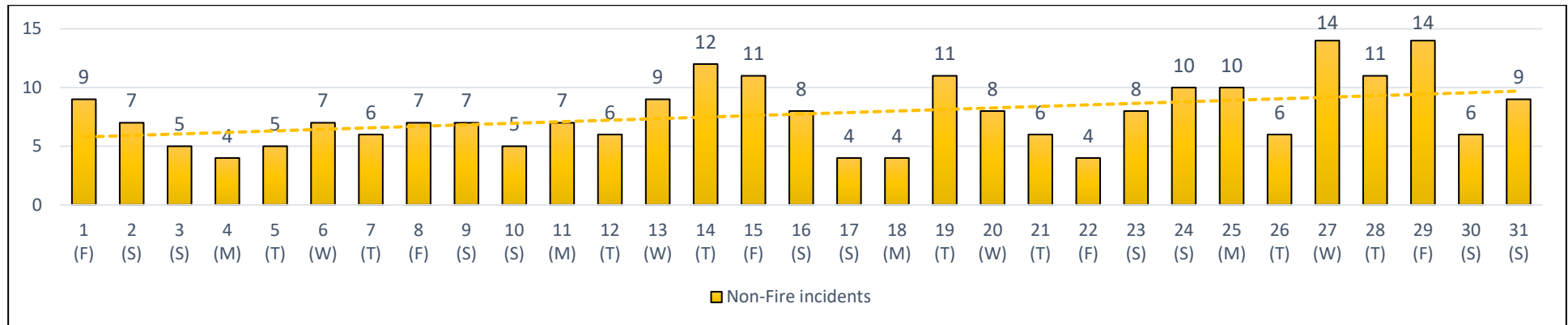
January 2021

Of the 240 incidents in January, 13 were non-fire false alarms and 227 were special service. Looking at the table below the most incidents occurred in Western, Charnwood and Eastern. There were 266 in December, so January has seen a decrease of 26.

Table 9: Non-fire incidents – January 2021

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	January 2021
I.4	Non-fire incidents	27	30	41	17	11	6	10	17	39	20	22	240
A	Non-fire false alarms	3	1	5	0	0	0	0	0	1	2	1	13
B	Special service	24	29	36	17	11	6	10	17	38	18	21	227
-	Road traffic collision (RTC)	2	4	4	5	3	1	0	5	5	4	5	38
-	Assist other agencies	6	10	14	7	5	2	4	6	9	6	9	78
-	Medical incident - co-responder/first responder	0	2	4	0	0	0	3	0	4	1	1	15
-	Effecting entry / exit	1	3	6	0	1	0	0	1	0	0	1	13

Chart 5: The total number of non-fire incidents by day in January 2021 shows the number of incidents by day, ranging from 4 at its lowest in a day on 4 different days, to 14 incidents at its peak on the 27th and 29th of January. The number of incidents steadily increased as the month progressed. On average, there were 7.74 incidents attended each day.



1.4a Non-fire false alarms

Of the 13 non-fire false alarms in January, 5 were in Western, 3 Central, 2 Hinckley, 1 Charnwood, 1 Eastern and 1 NWL. This is 2 more than the number in December (11).

1.4b Special service

There were 227 special service incidents in January, a decrease of 28 from December (255). Of these, there were 78 assist other agencies, RTCs 38, medical incident - co-responder/first responder 15 and flooding 15. Charnwood had the most incidents with 38, followed by Western 36 and Eastern 29. Assist other agencies has had 78 incidents in January, which is a decrease of 4 from December (82) and this type of incident has increased substantially over the past few years. There have now been 771 assist other agency incidents from April 2020 to January 2021, compared to the 3-year average of (508). RTCs has remained low and this can be related to the significant reduction in traffic on the roads during lockdown. Medical incident - co-responder/first responder continues to be extremely low with 15 incidents attended in January and a total of 116 so far this year, compared to the 3 year-average (477). This is due to first responding being suspended.

2.1 Fatalities in fires – April 2020 to January 2021

There have been 5 fatalities in fires April 2020 to January 2021. This is 2 less than the 3-year average of 7. Of the 5 fatalities in fires, 3 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. An inquest date has now been set for March 2021.

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 and 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 (EMAS) who commenced CPR. 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 is 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.

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

There have been 22 non-fatal casualties in fires April 2020 to January 2021. This is 39 less than the 3-year average of 61. Of the 22 non-fatal casualties, 11 have occurred in fires in the City, 5 in Charnwood, 2 in Melton, 1 in Harborough, 1 in Hinckley, 1 in Oadby and Wigston and 1 in Rutland.

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

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Apr 2020 to Jan 2021
2.2	Non-fatal casualties in fires	1	3	7	1	2	1	1	0	5	1	0	22

January 2021

There were 2 non-fatal casualties in fires in January, which is 4 less than in December (6). There was 1 in Hinckley and 1 in Charnwood.

The first non-fatal casualty in a fire occurred in the very early hours of Saturday 9 January in Catherine's and Lash Hill Ward in Hinckley. The occupant had been cooking in the oven, but turned on the grill by mistake. Subsequently, a ceramic bowl on the hob cracked and the contents within fell to the floor alight. The sleeping occupant was woken by their smoke alarm. They smothered the fire with a tea towel and left the flat. However, they then re-entered the flat and fell over. Smoke inhalation rendered the person unable to escape. A firefighter opened the door and rescued the occupant from the hallway. EMAS took the 80 year old female occupant to hospital suffering from smoke inhalation. They have subsequently been discharged.

The second non-fatal casualty in a fire occurred in the early evening of Sunday 17 January in Loughborough Outwoods Ward in Loughborough. Crews attended a bedroom fire that was out on arrival. A box containing smoldering material was removed from property. The female injured was 52 years of age, she was taken to hospital, where the injuries appeared to be slight.

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

There have been 62 fatal casualties in non-fire incidents April 2020 to January 2021. This is 10 more than the 3-year average of 52. Of the 62 fatalities, 38 were attended to assist other agencies, 10 were RTCs, 5 were effecting entry / exit for a medical case, 4 were suicide/attempts, 2 were other rescue/release of persons, 1 was making safe (not RTC) removal/retrieval of dead body, 1 was no action (not false alarm) and 1 was spills and leaks (not RTC). When looking at the circumstances, 42 were thought to be already dead when firefighters arrived, 16 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 45 male fatalities and 17 female fatalities. The cause of death shows 30 were not known, 10 chest

pain/heart condition/cardiac arrest, 6 head injury, 5 other medical condition, 4 other, 2 other physical injury, 2 chest/abdominal injury, 1 back/neck injury (spinal), 1 drowning and 1 overcome by gas, smoke or toxic fumes; asphyxiation.

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

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Apr 2020 to Jan 2021
2.3	Fatalities in non-fire incidents	6	7	8	7	2	1	4	7	10	3	7	62

January 2021

There were 9 fatalities in non-fire incidents in January, compared to 8 in December.

Of the 9 fatalities, 5 were assist other agencies, 2 were RTCs, 1 was effecting entry / exit for a medical case and 1 was a suicide/attempt. When looking at the circumstances, 5 were thought to be already dead when firefighters arrived, 3 were unable to resuscitate, confirmed dead at scene and 1 was unable to resuscitate at scene, confirmed dead at hospital. There were 6 male fatalities and 3 female fatalities, aged 28, 34, 47, 51, 52, 57, 60, 65 and 73 years of age. The cause of death shows 3 chest pain/heart condition/cardiac arrest, 3 not known, 2 head injury and 1 other. There were 2 in NWL, 2 in Rutland, 1 in Blaby, 1 in Charnwood, 1 in Eastern, 1 in Harborough and 1 in Western.

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

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	January 2021
2.3	Fatalities in non-fire incidents	0	1	1	1	0	0	2	1	1	0	2	9

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

There have been 554 non-fatal casualties in non-fire incidents April 2020 to January 2021. This is 256 below the 3-year average of 810. Of the 554 non-fatal casualties in non-fire incidents, 334 were in road vehicles, 190 in buildings, 28 in the outdoors, 1 on a train and 1 on an aircraft. The main types of injury attended, show back/neck injury 98, bruising 68 and fracture 63. There were 309 male non-fatal casualties, 238 female non-fatal casualties and 7 not known. Charnwood has had most non-fatal casualties with 106. 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 January 2021

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Apr 2020 to Jan 2021
2.4	Non-fatal casualties in non-fire incidents	45	48	52	51	40	9	16	66	106	50	71	554

January 2021

There were 47 non-fatal casualties in non-fire incidents in January, compared to 63 in December.

Of the 47 non-fatal casualties in non-fire incidents, 23 were in road vehicles, 20 in buildings and 4 outdoors. The main types of injury attended, show chest/abdominal injury 8, head injury 6 and cuts/lacerations 5. There were 24 male non-fatal casualties, 22 female non-fatal casualties and 1 not known. The district with the most non-fatal casualties in non-fire incidents in January was Blaby with 9.

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

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	January 2021
2.4	Non-fatal casualties in non-fire incidents	1	8	5	5	5	1	0	9	6	1	6	47

2.5 Number of TRiM (Trauma Risk Management) – April 2020 to January 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 92 TRiM notifications April 2020 to January 2021.

January 2021

There were 10 TRiM notifications in January, compared to 16 in December.

Of the 10 incidents that were reported, 5 incidents were gain entry with a fatality, 2 incidents were RTCs with a fatality, 1 incident was a special service with a fatality and 1 was a fire with a fatality. One of the RTC incidents was high profile and led to 12 interventions and 2 1 to 1's. None of the gain entry incidents required any interventions due to EMAS being in attendance and no further action required after gaining entry. The training/continuous professional development event with Leicestershire Police has been postponed due to Covid and is now planned for April 2021.

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

There have been 12 personal injuries whilst attending incidents April 2020 to January 2021. This is 1 less than the 3-year average of 13. Of the 12 personal injuries, 9 were classed as minor and 3 moderate, with 3 occurring at Eastern station, 3 at Oakham station and 2 at Melton station. The personal injuries were categorised further as 4 - injured while lifting or manual handling, 4 - slipped, tripped and fell on same level, 1 - hit by flying or falling object, 1 - other - burn/scald, 1 - other - not listed and 1 - overexertion. Of the total personal injuries, 8 of the injuries occurred whilst at fires, 3 occurred at special service incidents and 1 occurred at an RTC. Based on the RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013) reporting, there were no sickness or modified duties for 5 of the injuries, 5 of the injuries resulted in periods of sickness over 7 days, 1 injury resulted in a period of sickness over 3 days and 1 injury was recorded as a 'specified injury'.

January 2021

There have been 2 personal injuries whilst attending incidents in January, which is 1 more than in December (1). Of the 2 personal injuries, both were classed as minor, with 1 at Melton station and 1 at Oakham station. The 2 injuries were categorised further as 1 - injured while lifting or manual handling and 1 - slipped, tripped and fell on same level. One of the injuries occurred whilst at a special service incident and the other occurred at an RTC. Both of the injuries recorded led to periods of sickness over 7 days.

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

There have been 14136 emergency calls received April 2020 to January 2021. This is 1110 below the 3-year average of 15246.

January 2021

There were 1277 emergency calls received in January, which is 92 less than December (1369). This is the fewest amount of calls received in a month so far this 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 January.

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

There have been 703 incidents classed as life risk by Control between April 2020 and January 2021. This is 573 below last year's total of 1276. The total average response time for the 703 incidents was 10 minutes 13 seconds, compared to 10 minutes 45 seconds last year.

The 10 minutes 13 seconds can be broken down further:

Average call handling was 2 minutes 6 seconds, a reduction of 8 seconds on last years' time (2 minutes 14 seconds).
 Average mobilisation time was 1 minute 30 seconds, a reduction of 28 seconds on last years' time (1 minute 58 seconds).
 Average drive time was 6 minutes 37 seconds, an increase of 4 seconds on last years' time (6 minutes 33 seconds).

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

Any incidents that take over 3 minutes in call handling, 3 minutes in mobilisation time for Wholetime, 7 minutes in mobilisation time for On-Call and 10 minutes in drive time, get investigated. During April 2020 to January 2021 there have been 96 investigations carried out by Control, 27 mobilisation investigations and 111 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 (minutes) – April 2020 to January 2021

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Apr 2020 to Jan 2021
3.2	The total average response times of life threatening incidents (minutes)	7:37	7:28	8:16	12:22	11:17	8:03	15:01	12:17	10:16	11:55	10:36	10:13
A	Average call handling time	1:56	2:08	1:51	2:05	2:03	2:07	2:36	2:24	2:06	2:20	1:59	2:06
B	Average appliance mobilisation time	1:15	1:08	1:22	1:39	2:00	1:26	1:47	1:25	1:18	1:48	1:50	1:30
C	Average time to drive to the incident	4:26	4:12	5:03	8:38	7:14	4:30	10:38	8:28	6:52	7:47	6:47	6:37
d	Number of life threatening incidents attended	58	67	105	64	38	25	29	61	109	65	82	703

January 2021

There have been 52 incidents classed as life risk by Control in January. This is 28 less than December (80).
 The total average response time for the 52 incidents was 10 minutes 49 seconds, compared to 11 minutes 34 seconds in December.

The 10 minutes 49 seconds can be broken down further:

Average call handling was 2 minutes 24 seconds, a reduction of 10 seconds on the time in December (2 minutes 34 seconds).
 Average mobilisation time was 1 minute 38 seconds, an increase of 5 seconds on the time in December (1 minute 33 seconds).

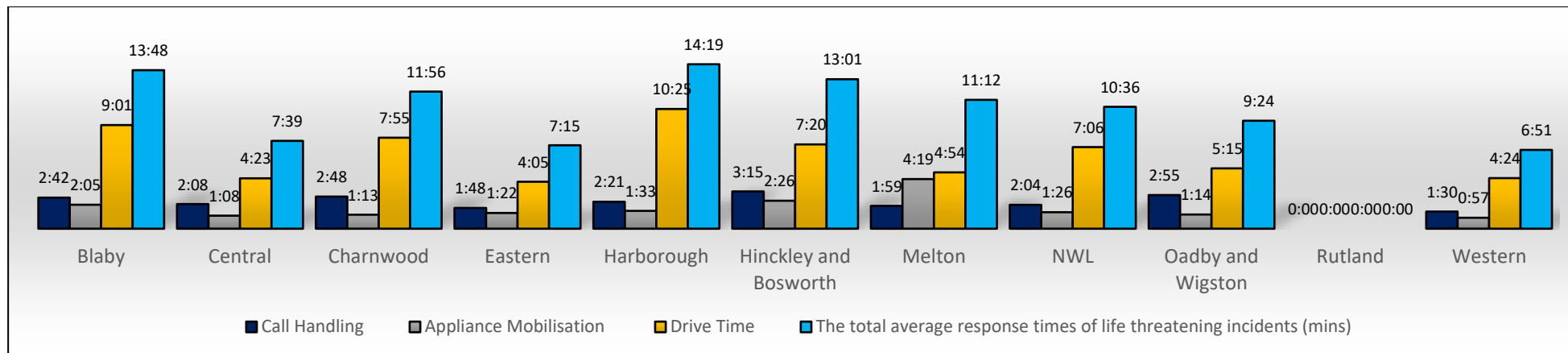
Average drive time was 6 minutes 47 seconds, a reduction of 40 seconds on the time in December (7 minutes 27 seconds).

During January there have been 12 investigations carried out by Control, 3 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 (minutes) – January 2021

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	January 2021
3.2	The total average response times of life threatening incidents (minutes)	7:39	7:15	6:51	14:19	11:12	9:24	0:00	13:48	11:56	13:01	10:36	10:49
a	Average call handling time	2:08	1:48	1:30	2:21	1:59	2:55	0:00	2:42	2:48	3:15	2:04	2:24
b	Average appliance mobilisation time	1:08	1:22	0:57	1:33	4:19	1:14	0:00	2:05	1:13	2:26	1:26	1:38
c	Average time to drive to the incident	4:23	4:05	4:24	10:25	4:54	5:15	0:00	9:01	7:55	7:20	7:06	6:47
d	Number of life threatening incidents attended	4	4	6	4	2	3	0	6	8	7	8	52

Chart 6: The total average response times of life threatening incidents in January 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 Harborough 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 January 2021

There have been 5639 incidents classed as non-life risk by Control April 2020 to January 2021. This is 197 below last year’s total of 5836. The total average response time for the 5639 incidents was 9 minutes 56 seconds, compared to 9 minutes 49 seconds last year.

The 9 minutes 56 seconds can be broken down further:

Average call handling was 2 minutes 14 seconds, an increase of 2 seconds on last years’ time (2 minutes 12 seconds).

Average mobilisation time was 1 minute 41 seconds, an increase of 5 seconds on last years’ time (1 minute 36 seconds).

Average drive time was 6 minutes 1 second, which is the same as last years’ time (6 minutes 1 second).

Please note: There were a total of 5732 non-life risk incidents attended April 2020 to January 2021. 93 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 (minutes) – April 2020 to January 2021

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Apr 2020 to Jan 2021
3.3	The total average response times of non-life threatening incidents (minutes)	8:17	8:08	8:55	12:46	11:29	8:45	11:15	11:09	9:39	11:10	11:53	9:56
a	Average call handling time	2:17	2:04	2:10	2:23	2:02	2:15	2:10	2:17	2:09	2:24	2:24	2:14
b	Average appliance mobilisation time	1:25	1:14	1:19	2:28	2:55	1:27	2:05	1:30	1:36	1:52	2:09	1:41

c	Average time to drive to the incident	4:35	4:50	5:26	7:55	6:32	5:03	7:00	7:22	5:54	6:54	7:20	6:01
d	Number of non-life threatening incidents attended	678	733	902	403	243	230	237	378	861	446	528	5639

January 2021

There have been 473 incidents classed as non-life risk by Control in January. This is 40 less than December (513). The total average response time for the 473 incidents was 10 minutes 13 seconds, compared to 10 minutes 1 second in December.

The 10 minutes 13 seconds can be broken down further:

Average call handling was 2 minutes 10 seconds, a reduction of 12 seconds on the time in December (2 minutes 22 seconds).

Average mobilisation time was 1 minute 46 seconds, an increase of 7 seconds on the time in December (1 minute 39 seconds).

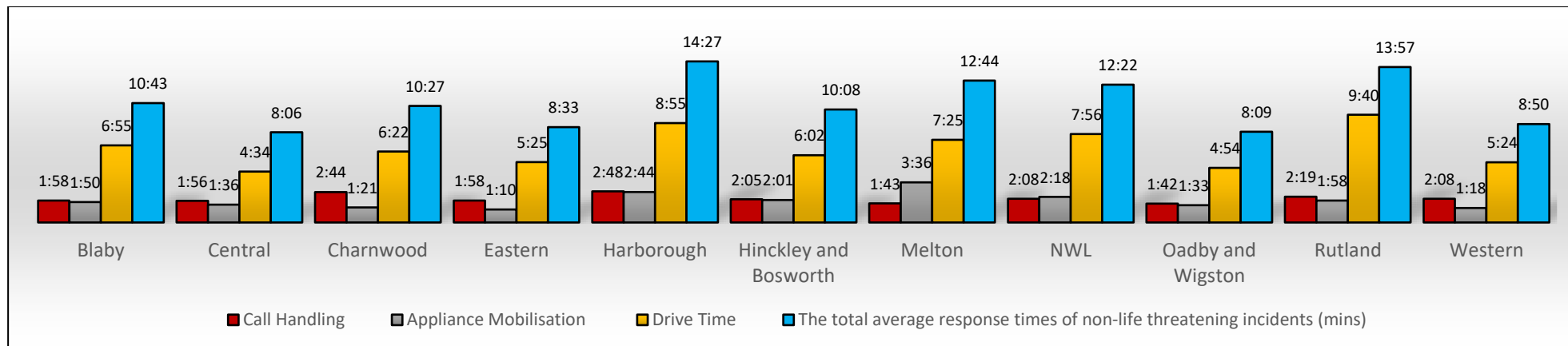
Average drive time was 6 minutes 17 seconds, an increase of 17 seconds on the time in December (6 minutes 0 seconds).

Currently no investigations are carried out.

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

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	January 2021
3.3	The total average response times of non-life threatening incidents (minutes)	8:06	8:33	8:50	14:27	12:44	8:09	13:57	10:43	10:27	10:08	12:22	10:13
a	Average call handling time	1:56	1:58	2:08	2:48	1:43	1:42	2:19	1:58	2:44	2:05	2:08	2:10
b	Average appliance mobilisation time	1:36	1:10	1:18	2:44	3:36	1:33	1:58	1:50	1:21	2:01	2:18	1:46
c	Average time to drive to the incident	4:34	5:25	5:24	8:55	7:25	4:54	9:40	6:55	6:22	6:02	7:56	6:17
d	Number of non-life threatening incidents attended	65	66	88	33	26	15	20	26	56	34	44	473

Chart 7: The total average response times of non-life threatening incidents in January 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 2020 to January 2021

There were a total of 842 primary fires attended April 2020 to January 2021. 86 incidents have been excluded as per Home Office guidelines. So, the response time calculations for primary fires are based on 756 primary fires April 2020 to January 2021. The total average response time for the 756 primary fires is 9 minutes 37 seconds, compared to 9 minutes 46 seconds last year.

The 9 minutes 37 seconds can be broken down further:

Average call handling was 1 minute 38 seconds, a reduction of 6 seconds on last years’ time (1 minutes 44 seconds).

Average mobilisation time was 1 minute 36 seconds, an increase of 1 second on last years’ time (1 minute 35 seconds).

Average drive time was 6 minutes 23 seconds, a reduction of 4 seconds on last years’ time (6 minutes 27 seconds).

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

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Apr 2020 to Jan 2021
3.3	The total average response times of primary fire incidents (minutes)	7:53	7:08	7:54	12:50	13:02	7:43	12:22	9:22	8:42	10:32	11:02	9:37
a	Average call handling time	1:32	1:29	1:30	1:55	1:54	1:16	1:43	1:36	1:32	1:50	1:44	1:38
b	Average appliance mobilisation time	1:27	1:12	1:21	2:11	2:13	1:25	2:37	1:21	1:19	1:40	1:48	1:36
c	Average time to drive to the incident	4:54	4:27	5:03	8:44	8:55	5:02	8:02	6:25	5:51	7:02	7:30	6:23
d	Number of primary fire incidents attended	57	92	111	78	47	25	32	55	111	66	82	756

January 2021

There have been 52 primary fires in January. This is 28 less than December (80).
The total average response time for the 52 incidents was 10 minutes 32 seconds, compared to 9 minutes 24 seconds in December.

This 10 minutes 32 seconds can be broken down further:

Average call handling was 1 minute 36 seconds, a reduction of 7 seconds on the time in December (1 minute 43 seconds).

Average mobilisation time was 1 minute 51 seconds, an increase of 28 seconds on the time as in December (1 minute 23 seconds).

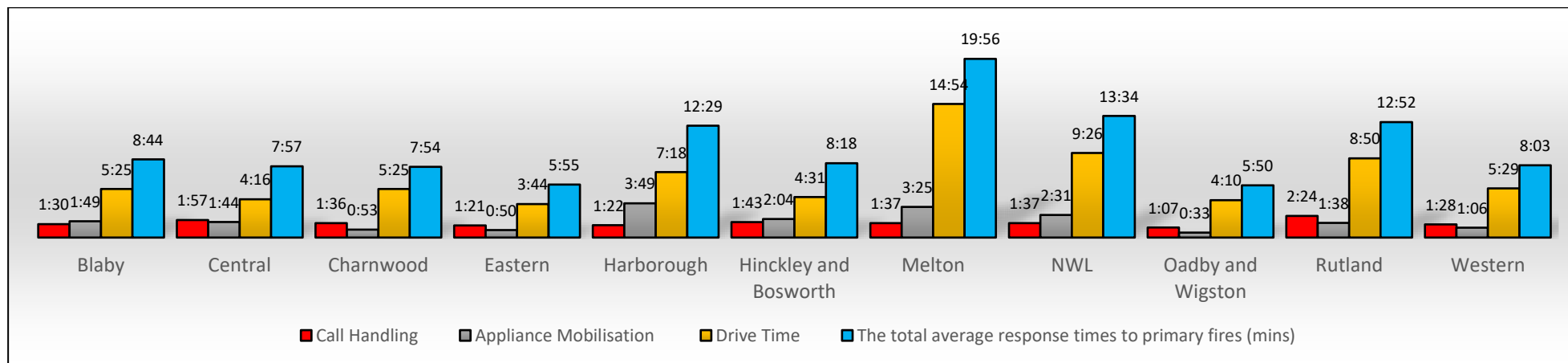
Average drive time was 7 minutes 5 seconds, an increase of 47 seconds on the time in December (6 minutes 18 seconds).

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

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	January 2021
3.3	The total average response times of primary fire incidents (minutes)	7:57	5:55	8:03	12:29	19:56	5:50	12:52	8:44	7:54	8:18	13:34	10:32
a	Average call handling time	1:57	1:21	1:28	1:22	1:37	1:07	2:24	1:30	1:36	1:43	1:37	1:36
b	Average appliance mobilisation time	1:44	0:50	1:06	3:49	3:25	0:33	1:38	1:49	0:53	2:04	2:31	1:51
c	Average time to drive to the incident	4:16	3:44	5:29	7:18	14:54	4:10	8:50	5:25	5:25	4:31	9:26	7:05
d	Number of primary fire incidents attended	4	6	8	4	7	1	3	4	8	2	5	52

The average response time at Melton looks very high for January. However, this is due to 1 incident on the 25th of January at 02:04:13 in Long Clawson, where a caller had rung to say a stable was on fire with horses in it. That night there was a lot of snow in the area and conditions on the road were extremely hazardous. The caller actually rang back to at 02:16:45 to say that the fire was out and the horses were out of the building and that the fire service did not need to attend. They also said that the roads up to the farm were bad with snow and didn't think a fire engine would be able to get to the address, but Control said they would still attend to check. The road conditions were that bad, that crews had trouble actually getting to the station and at least one person ended up running from his house to get to the station to get the appliance mobile. This of course led to an extended turn out time and the drive time was also extended due to the nature of the roads and the bad conditions. One pump actually ended up getting stuck and the crews eventually got in attendance at approximately 02:58:00. This incident has adversely affected the average timings this month, but is important to see the reasons behind the data.

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



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

For April 2020 to January 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 January 2021

Station	Appliance	Type	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Total
Castle Donington	18P1	Wholetime	99.98%	100.00%	100.00%	99.87%	99.73%	99.73%	99.44%	99.63%	99.87%	100.00%			99.82%
Birstall	19P2	Wholetime	99.72%	100.00%	99.86%	99.73%	100.00%	100.00%	100.00%	97.80%	99.87%	99.73%			99.68%
Loughborough	20P1	Wholetime	100.00%	98.79%	99.86%	99.33%	98.66%	99.73%	100.00%	98.61%	100.00%	99.87%			99.48%
Loughborough	20P2	Wholetime	99.54%	95.03%	94.44%	91.13%	86.47%	84.49%	97.38%	96.04%	97.98%	99.55%			94.21%
Melton	21P1	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%			99.39%
Eastern	23P1	Wholetime	100.00%	100.00%	98.89%	100.00%	100.00%	98.75%	99.73%	98.80%	99.73%	100.00%			99.60%

Eastern	23P2	Wholetime	99.79%	100.00%	98.33%	99.73%	99.60%	94.31%	96.75%	97.73%	99.26%	99.33%		98.50%
Western	24P1	Wholetime	100.00%	99.87%	97.59%	99.87%	92.61%	98.47%	100.00%	99.17%	98.66%	100.00%		98.62%
Coalville	25P1	Wholetime	100.00%	99.87%	99.58%	99.87%	99.60%	100.00%	99.60%	99.12%	100.00%	100.00%		99.77%
Central	30P1	Wholetime	99.58%	99.87%	100.00%	99.46%	99.73%	100.00%	99.73%	100.00%	99.87%	100.00%		99.82%
Central	30P2	Wholetime	99.28%	99.87%	99.93%	97.31%	97.72%	98.13%	99.40%	99.26%	94.98%	98.79%		98.46%
Wigston	31P1	Wholetime	99.86%	99.87%	100.00%	99.87%	99.87%	99.65%	99.19%	96.46%	99.87%	99.87%		99.46%
Oakham	33P1	Wholetime	99.93%	99.87%	100.00%	99.80%	100.00%	100.00%	100.00%	99.26%	99.46%	99.46%		99.78%
Market Harborough	36P1	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%		99.36%
Lutterworth	37P1	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%		99.59%
Hinckley	38P1	Wholetime	99.86%	99.87%	99.72%	99.87%	100.00%	99.72%	99.73%	99.84%	99.80%	99.73%		99.81%
Southern	40P1	Wholetime	99.98%	100.00%	98.61%	98.92%	98.52%	98.47%	98.66%	99.31%	100.00%	100.00%		99.25%
Total			99.79%	99.50%	99.10%	98.99%	98.19%	98.07%	99.29%	98.71%	99.26%	99.68%		99.06%

January 2021

For January, Wholetime fire appliances have been available 99.7% of the time due to crewing, an increase of 0.4% compared to December (99.3%).

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

For April 2020 to January 2021, On-Call fire appliances have been available 77.1% of the time due to crewing, an increase of 15.7% 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 January 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%	100.00%	99.94%	99.69%	100.00%	100.00%	99.55%	100.00%	99.82%	99.87%			99.89%

	21P2	On-Call	97.44%	97.60%	96.90%	90.64%	87.19%	92.50%	92.19%	97.80%	98.70%	99.40%		95.02%
	Total	On-Call Station	99.43%	99.82%	99.58%	95.28%	95.77%	95.30%	97.11%	98.47%	99.71%	99.80%		98.02%
Coalville	25P3	On-Call	94.10%	93.66%	91.90%	90.97%	82.28%	87.96%	88.89%	90.56%	89.09%	86.65%		89.59%
Ashby	26P2	On-Call	97.13%	93.62%	93.26%	82.08%	87.43%	88.22%	99.10%	88.73%	94.62%	96.10%		91.12%
Shepshed	28P2	On-Call	98.54%	98.39%	95.90%	76.75%	84.03%	77.82%	85.22%	91.92%	91.69%	97.63%		88.77%
Wigston	31P2	On-Call	96.90%	89.67%	81.76%	80.51%	53.99%	54.54%	58.33%	72.20%	60.75%	74.04%		72.22%
Billesdon	32P2	On-Call	20.74%	23.59%	18.19%	26.61%	14.94%	19.31%	23.63%	39.14%	19.38%	14.83%		22.01%
	32P3	On-Call	54.95%	49.46%	41.85%	31.59%	36.11%	40.62%	37.82%	29.70%	36.91%	46.33%		40.52%
	Either	Total	75.69%	73.05%	60.04%	58.20%	51.05%	59.93%	61.45%	68.84%	56.29%	61.16%		62.52%
Oakham	33P3	On-Call	76.57%	69.67%	64.10%	79.03%	68.17%	73.94%	72.04%	73.17%	65.88%	72.63%		71.51%
Uppingham	34P2	On-Call	88.13%	89.36%	81.37%	70.95%	66.73%	61.78%	67.25%	73.13%	72.94%	57.39%		72.86%
	34P3	On-Call	10.16%	8.67%	14.12%	20.34%	23.84%	26.53%	24.64%	21.82%	16.58%	26.79%		19.36%
	Either	Total	98.29%	98.03%	95.49%	91.29%	90.57%	88.31%	91.89%	94.95%	89.52%	84.18%		92.23%
Kibworth	35P2	On-Call	92.31%	82.75%	78.56%	71.10%	63.42%	60.49%	65.01%	69.24%	69.78%	75.99%		72.84%
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%		95.86%
	36P3	On-Call	57.92%	47.63%	66.85%	36.02%	38.42%	33.10%	19.98%	31.14%	12.86%	6.84%		34.91%
	Total	On-Call Station	79.86%	65.86%	80.95%	60.46%	61.56%	56.16%	54.41%	58.71%	50.23%	49.47%		61.67%
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%		98.18%
	37P3	On-Call	61.02%	66.60%	61.72%	49.58%	45.41%	57.75%	49.71%	57.85%	64.85%	74.49%		58.89%
	Total	On-Call Station	80.63%	81.05%	74.38%	65.91%	65.01%	64.88%	62.70%	68.20%	74.89%	78.03%		71.56%
Hinckley	38P2	On-Call	88.38%	86.18%	84.98%	72.98%	57.72%	72.70%	54.57%	65.00%	66.85%	44.18%		69.20%
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%		70.70%
Total			87.48%	85.23%	83.06%	75.33%	70.31%	72.81%	71.58%	75.85%	73.52%	76.21%		77.10%

January 2021

For January, On-Call fire appliances have been available 76.2% of the time due to crewing, an increase of 2.7% compared to December (75.9%).

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

We have received 159 public responses to our After the Incident Survey April 2020 to January 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.

January 2021

For January, we have received 24 responses to our After the Incident Survey, which is 19 more than we have received in December (5). All 24 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 January 2021

We have received 92 public responses to this question in our After the Incident Survey April 2020 to January 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%.

January 2021

For January, we have received 22 responses to this question in our After the Incident Survey, which is 17 more than we have received in December (5). All 22 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 January 2021

We have received 155 public responses to this question in our After the Incident Survey for April 2020 to January 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%.

January 2020

For January, we have received 24 responses to our After the Incident Survey, which is 19 more than we have received in December (5). All 24 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 January 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 6740 home safety checks April 2020 to January 2021. This is 907 more than the 3-year average of 5833. The previous year shows there were 5547 home safety checks completed during the same period.

The 6740 home fire safety checks can be broken down further:

Successful gain entry 892, a decrease of 3878 home safety checks on last year's (4770).

Successful advice no entry 4826, an increase of 4426 home safety checks on last year's (400).

Follow ups 1022, an increase of 645 home safety checks on last year's (377).

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

Ref	Key Corporate Indicator	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr 2020 to Jan 2021
4.1	Home safety checks	446	277	493	517	787	870	1035	739	589	987			6740
a	Successful gain entry	32	42	65	65	113	101	124	102	126	122			892
b	Successful advice no entry	328	196	347	348	627	643	740	478	387	732			4826
c	Follow ups	86	39	81	104	47	126	171	159	76	133			1022

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

The 6740 home fire safety checks can be broken down further:

Stations 3462, an increase of 924 home safety checks on last year's (2538).

Community safety educators 3207, an increase of 551 home safety checks on last year's (2656).

Control 2, an increase of 2 home safety checks on last year's (0).

Partners 55, a decrease of 298 home safety checks on last year's (353).

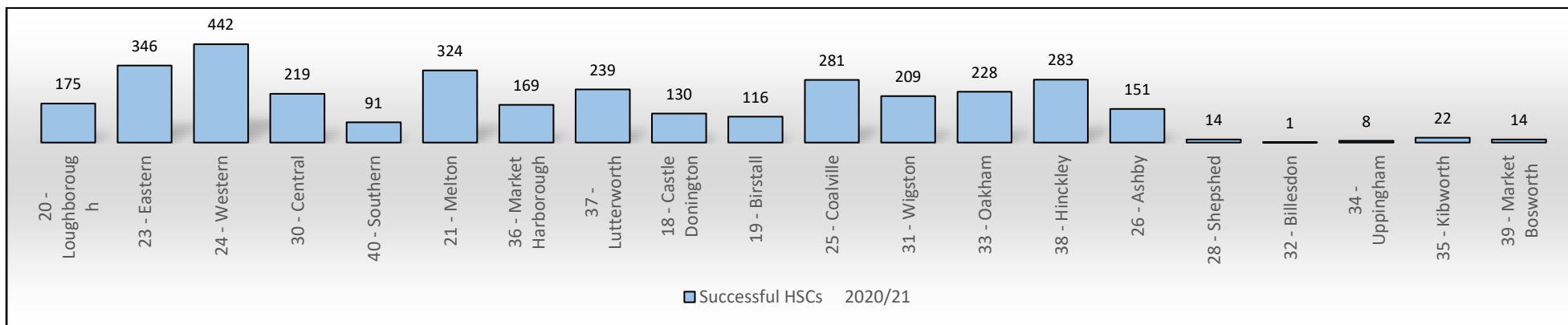
LFRS (Website) 14, an increase of 14 home safety checks on last year's (0).

Table 24: Home safety checks carried out by stations, community safety educators, control, partners and LFRS (website) – April 2020 to January 2021

Ref	Key Corporate Indicator	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr 2020 to Jan 2021
4.l	Home safety checks	446	277	493	517	787	870	1035	739	589	987			6740
a	Stations	39	38	176	164	468	494	619	404	393	667			3462
b	CSE	407	237	297	343	296	374	412	327	196	318			3207
c	Control	0	0	0	0	0	0	0	0	0	2			2
d	Partners data	0	2	20	10	11	0	4	8	0	0			55
e	LFRS (Website)	0	0	0	0	12	2	0	0	0	0			14

The 3462 home safety checks carried out April 2020 to January 2021 by stations are shown below.

Chart 9: The Total Successful HSCs by Station April 2020 to January 2021 shows the number of number completed by stations, ranging from 1 to 442. The stations delivering less than 10 home safety checks were On-Call stations. The stations delivering the most home safety checks were Western (442), Eastern (346) and Melton (324).



January 2021

For January, there were 987 home safety checks, which is 398 more than December (589).

Of the 987, there were 122 successful gain entry. 732 successful advice no entry and 133 follow ups. There were 667 carried out by stations, 318 carried out by community safety educators and 2 by control.

4.2 Home safety feedback surveys – April 2020 to January 2021

There have been 1468 home safety feedback surveys April 2020 to January 2021. This is a new indicator, which is new for this year.

Of the 1468 surveys, 1233 were first visits and 235 were repeat visits. Of the 1233 first visits, 99.9% were satisfied (1 person wasn't satisfied) and of the 235 repeat visits, 100% were satisfied.

January 2021

For January, we have received 100 home safety feedback surveys, which is 27 more than in December (73). Of this, 91 were first visits in January, which is 29 more than in December (62) and 100% were satisfied. There were 9 repeat visits in January, which is 2 less than in December (11) and 100% were satisfied.

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

There have been 491 fire safety audits carried out April 2020 to January 2021 and there have been 54 action plans or enforcement notices. The number of fire safety audits carried out is 211 more than the 3-year average of 280 and the number of action plans or enforcement notices is 31 less than the 3-year average of 85.

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

January 2021

For January, there were 87 fire safety audits carried out, which is 24 more than in December (63). There were 11 action plans or enforcement notices issued, which is 5 more than was issued in December (6).

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

There have been 99 completed surveys received April 2020 to January 2021 and 98 were satisfied with the service they have received, with 1 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.

January 2021

For January, there were 22 completed surveys received and 21 were satisfied with the service they have received, with 1 dissatisfied. There were 12 more completed than in December (10).

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

An average of 3.37 days/shifts per person were lost to sickness by operational staff during April to December, compared to the 3-year average of 4.28 days/shifts lost per person. In total, there have been 1271.68 days/shifts lost to sickness, compared to the 3-year average of 1599.11 days/shifts lost.

The 1271.68 days/shifts lost April to December can be broken down further:

There were 303.98 short term days/shifts lost, a reduction of 179.37 days/shifts lost compared to the 3-year average of 483.35 days/shifts lost. Of the 303.98 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 and 91.58 short term days/shifts were lost October to December.

There were 967.70 long term days/shifts lost, a reduction of 148.06 days/shifts lost compared the 3-year average of 1115.76 days/shifts lost. Of the 967.70 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 and 389.68 long term days/shifts were lost October to December.

The result of COVID 19 has also had an impact on sickness. If you include this data, an average of 5.63 days/shifts would be lost by operational staff during April to December. In total, there have been 855.86 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 and 456.01 days/shifts lost to COVID 19 October to December. Looking at the number of days/shifts lost by quarter, the period October to December has been far greater than the first two quarters. There were more days/shifts lost in this quarter, than the first two quarters put together. In respect of operational staff, although the ability to work from home has been significantly more challenging, a number of personnel have been able to do so, and as such it would be impossible to consider the COVID 19 information as lost shifts in its purest sense. It would however, be pertinent to view this figure as the amount of operational shifts impacted, which does have a direct correlation with crewing/resilience requirements during the period. A full detailed report on sickness and reasons for sickness has been produced.

Table 25: The total operational sickness – April to December 2020

Operational Sickness

Wholetime	Short Term Sickness Days/Shifts Lost	Long Term Sickness Days/Shifts Lost	Total Sickness Days/Shifts Lost	Average FTE	Average No of Days/Shifts Lost per person
20 - Loughborough	37.50	110.50	148.00	34.00	4.35
23 - Eastern	26.50	131.50	158.00	41.67	3.79
24 - Western	34.00	175.50	209.50	22.89	9.15
30 - Central	44.50	21.50	66.00	40.67	1.62
40 - Southern	31.00	10.00	41.00	28.00	1.46
Total	173.50	449.00	622.50	167.22	3.72
DC					
21 - Melton	5.57	36.15	41.72	11.00	3.79
36 - Market Harborough	6.90	32.50	39.40	11.50	3.43
37 - Lutterworth	5.89	0.00	5.89	11.00	0.54
Total	18.36	68.65	87.01	33.50	2.60
DCP					
18 - Castle Donington	9.98	15.03	25.01	11.67	2.14
19 - Birstall	10.62	0.00	10.62	11.89	0.89
25 - Coalville	2.85	0.00	2.85	11.67	0.24
31 - Wigston	8.80	46.28	55.08	11.33	4.86
33 - Oakham	16.70	176.06	192.76	14.00	13.77
38 - Hinckley	7.17	75.18	82.35	12.00	6.86
Total	56.12	312.55	368.67	72.56	5.08
Control	29.50	69.00	98.50	26.00	3.79
Non Station	26.50	68.50	95.00	78.33	1.21
Total Operational	303.98	967.70	1271.68	377.61	3.37

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
148.00	100.50	248.50	34.00	7.31
158.00	50.00	208.00	41.67	4.99
209.50	52.00	261.50	22.89	11.42
66.00	96.50	162.50	40.67	4.00
41.00	129.00	170.00	28.00	6.07
622.50	428.00	1050.50	167.22	6.28
41.72	6.84	48.56	11.00	4.41
39.40	19.95	59.35	11.50	5.16
5.89	21.66	27.55	11.00	2.50
87.01	48.45	135.46	33.50	4.04
25.01	15.48	40.49	11.67	3.47
10.62	89.28	99.90	11.89	8.40
2.85	35.79	38.64	11.67	3.31
55.08	29.37	84.45	11.33	7.45
192.76	9.51	202.27	14.00	14.45
82.35	17.48	99.83	12.00	8.32
368.67	196.91	565.58	72.56	7.80
98.50	65.50	164.00	26.00	6.31
95.00	117.00	212.00	78.33	2.71
1271.68	855.86	2127.54	377.61	5.63

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

An average of 3.83 days/shifts per person were lost to sickness by support staff during April to December, compared to the 3-year average of 7.34 days/shifts lost per person. In total, there have been 416.43 days/shifts lost to sickness, compared to the 3-year average of 774.05 days/shifts lost.

The 416.43 days/shifts lost April to December can be broken down further:

There were 62.84 short term days/shifts lost, a reduction of 141.13 days/shifts lost compared to the 3-year average of 203.97 days/shifts lost. Of the 62.84 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 and 26.03 short term days/shifts were lost October to December.

There were 353.59 long term days/shifts lost, a reduction of 216.49 days/shifts lost compared the 3-year average of 570.08 days/shifts lost. Of the 353.59 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 and 69.24 long term days/shifts were lost October to December.

The result of COVID 19 has also had an impact on sickness. If you include this data, an average of 5.67 days/shifts would be lost by support staff during April to September. In total, there have been 200.32 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 and 65.75 days/shifts lost to COVID 19 October to December. The last quarter has not seen the increase in day/shifts lost to COVID 19 that the wholetime staff have.

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.

Table 26: The total support sickness – April to December 2020

Support Sickness

Support	Short Term Sickness Days/Shifts Lost	Long Term Sickness Days/Shifts Lost	Total Sickness Days/Shifts Lost	Average FTE	Average No of Days/Shifts Lost per person
Business Support					
Area Manager	0.00	0.00	0.00	0.78	0.00
Estates and Facilities	3.50	0.00	3.50	4.00	0.88
Finance	5.73	0.00	5.73	6.36	0.90
Information and Technology	0.00	52.00	52.00	10.95	4.75
Service Support	12.43	0.00	12.43	12.83	0.97
Total	21.66	52.00	73.66	34.91	2.11
People and Organisational Development					
Area Manager	0.00	0.00	0.00	1.00	0.00
Human Resources	0.00	78.04	78.04	7.81	10.00
Learning and Development	4.00	63.62	67.62	10.57	6.40
Occupational Health	6.32	10.00	16.32	2.92	5.59
Total	10.32	151.66	161.98	22.30	7.26
Community Risk					
Corporate Risk and Resilience	0.00	0.00	0.00	2.00	0.00
Operational Risk	5.00	11.50	16.50	5.48	3.01
Safer Communities	12.50	127.00	139.50	18.55	7.52
Total	17.50	138.50	156.00		

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	0.78	0.00
3.50	8.00	11.50	4.00	2.88
5.73	0.00	5.73	6.36	0.90
52.00	3.00	55.00	10.95	5.02
12.43	31.00	43.43	12.83	3.39
73.66	42.00	115.66	34.91	3.31
0.00	0.00	0.00	1.00	0.00
78.04	0.00	78.04	7.81	10.00
67.62	2.50	70.12	10.57	6.63
16.32	0.00	16.32	2.92	5.59
161.98	2.50	164.48	22.30	7.38
0.00	1.00	1.00	2.00	0.50
16.50	3.00	19.50	5.48	3.56
139.50	117.00	256.50	18.55	13.83

Directors					
Support Staff	0.00	0.00	0.00	1.00	0.00
Total	0.00	0.00	0.00	1.00	0.00
Operational Response					
Station Support Staff	2.00	0.00	2.00	6.11	0.33
Total	2.00	0.00	2.00	6.11	0.33
Service Assurance					
Business Assurance	3.00	0.00	3.00	1.00	3.00
Corporate Communications	1.00	0.00	1.00	2.78	0.36
Information Governance	3.86	11.43	15.29	9.85	1.55
Planning and Performance Management	3.50	0.00	3.50	4.56	0.77
Total	11.36	11.43	22.79	18.18	1.25
Service Delivery					
Service Delivery – Fire Control	0.00	0.00	0.00	0.33	0.00
Total	0.00	0.00	0.00	0.33	0.00
Total Support	62.84	353.59	416.43	108.86	3.83

0.00	0.00	0.00	1.00	0.00
0.00	0.00	0.00	1.00	0.00
2.00	0.75	2.75	6.11	0.45
2.00	0.75	2.75	6.11	0.45
3.00	25.50	28.50	1.00	28.50
1.00	0.00	1.00	2.78	0.36
15.29	2.57	17.86	9.85	1.81
3.50	6.00	9.50	4.56	2.09
22.79	34.07	56.86	18.18	3.13
0.00	0.00	0.00	0.33	0.00
0.00	0.00	0.00	0.33	0.00
416.43	200.32	616.75	108.86	5.67

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

There have been on average, 7.80 members of staff that have been on modified duties for the entire month, per month April 2020 to January 2021. This is 1.53 less than the 3-year average of 9.33. The breakdown includes 3.40 from Wholetime, 3.80 from On-Call and 0.60 from Support.

January 2021

The breakdown of 7 members of staff on modified duties for the entire month in January:

- Wholetime - 4 - 1 Market Harborough, 1 Western and 2 Non Station.
- On-Call - 3 –, 1 Billesdon, 1 Kibworth and 1 Oakham.
- Support - 0.

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

There have been on average, 12.30 members of staff that have been on modified duties at some point throughout the month, per month April 2020 to January 2021. This is 0.14 more than the 3-year average of 12.16.

The breakdown includes 7.80 from Wholetime, 3.20 from On-Call and 1.30 from Support.

January 2021

The breakdown of 17 members of staff on modified duties at some point throughout the month in January:

- Wholetime – 10 – 2 Hinckley, 2 Loughborough, 2 Non Station, 1 Central, 1 Market Harborough, 1 Melton and 1 Western.
- On-Call – 4 – 2 Market Harborough, 1 Billesdon and 1 Shepshed.
- Support – 3 – 2 People and Organisational Development and 1 Community Risk.