

Performance Update: April to November 2020

Table 1: Key Performance Indicators

Ref	Key Corporate Indicator	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Actual	3-Year Average	Differ
KCI 1 Incidents Attended																
I.1	Total incidents	580	741	643	617	661	714	645	677					5278	5730	-452
I.2	Fire incidents	172	248	189	183	167	175	119	172					1425	1717	-292
a	Primary fire incidents	76	106	94	82	78	96	71	87					690	870	-180
b	Secondary fire incidents	90	140	94	98	88	78	46	77					711	817	-106
c	Chimney fire incidents	6	2	1	3	1	1	2	8					24	30	-6
I.3	Fire false alarms	218	261	233	195	230	283	259	270					1949	1966	-17
a	Due to apparatus	98	101	117	89	124	151	152	137					969	1160	-191
b	Good intent	114	151	113	104	102	123	101	121					929	732	197
c	Malicious attended	6	9	3	2	4	9	6	12					51	74	-23
I.4	Non-fire incidents	190	232	221	239	264	256	267	235					1904	2047	-143
a	Non-fire false alarms	7	7	6	8	4	12	7	10					61	74	-13
b	Special service	183	225	215	231	260	244	260	225					1843	1973	-130
-	Road traffic collision (RTC)	31	42	44	53	60	55	67	49					401	480	-79
-	Assist other agencies	68	82	78	70	80	75	86	70					609	390	219
-	Medical incident - co-responder/first responder	12	12	8	15	6	17	14	9					93	318	-225
-	Effecting entry / exit	18	14	14	13	20	30	23	26					160	204	-44
KCI 2 Fatalities and casualties																
2.1	Fatalities in fires	0	0	0	0	1	1	1	0					3	6	-3
2.2	Non-fatal casualties in fires	2	3	3	1	1	1	2	2					15	48	-33
2.3	Fatalities in non-fire incidents	9	3	4	4	3	6	9	7					45	37	8
2.4	Non-fatal casualties in non-fire incidents	37	53	56	63	66	62	62	44					443	601	-158
2.5	Number of TRIM (Trauma Risk Management):															
a	Notifications	10	4	6	5	4	8	18	11					66	N/A	N/A

Ref	Key Corporate Indicator	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Actual	3-Year Average	Differ
b	Interventions	5	3	2	2	2	4	8	2					28	N/A	N/A
c	l to l's	0	0	1	0	0	2	4	0					7	N/A	N/A
2.6	Number of LFRS employees injured whilst attending incidents	0	0	0	0	0	0	0	0					0	0	0
KCI 3 Level of emergency response service provision																
3.1	Number of emergency calls received	1327	1569	1430	1338	1438	1553	1407	1428					11490	12490	-1000
3.2	The total average response times of life threatening incidents (mins)	9:18	9:21	10:12	10:29	9:59	10:44	10:01	9:39					10.01	10.48	-0:47
a	Average call handling time	2:03	1:51	1:53	1:56	2:10	1:56	2:02	2:09					2.01	2:21	-0:20
b	Average appliance mobilisation time	1:30	1:28	1:35	1:32	1:22	1:37	1:30	1:23					1:30	1:52	-0:22
c	Average time to drive to the incident	5:45	6:02	6:44	7:01	6:27	7:11	6:29	6:07					6.30	6.35	-0:05
d	Number of life threatening incidents attended	54	54	59	74	91	79	88	70					569	949	-380
3.3	The total average response times of non-life threatening incidents (mins)	10:10	9:41	10:13	9:56	9:37	10:08	9:28	9:57					9.54	9.49	0.05
a	Average call handling time	2:27	2:01	2:24	2:06	2:07	2:23	2:05	2:11					2.13	2.11	0.02
b	Average appliance mobilisation time	1:47	1:38	1:44	1:38	1:39	1:44	1:31	1:44					1.41	1.37	0.04
c	Average time to drive to the incident	5:56	6:02	6:05	6:12	5:51	6:01	5:52	6:02					6.00	6.01	-0.01
d	Number of non-life risk incidents attended	518	671	573	535	562	626	552	603					4640	4746	-106
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	9:30					9.33	9.45	-0.12
a	Average call handling time	1:34	1:32	1:38	1:39	1:30	1:37	1:52	1:42					1.38	1.42	-0.04
b	Average appliance mobilisation time	1:53	1:30	1:26	1:41	1:30	1:40	1:41	1:41					1.37	1.37	0.00
c	Average time to drive to the incident	5:34	6:05	6:56	7:07	5:57	6:15	6:27	6:07					6.18	6.26	-0.08
d	Number of primary fire incidents attended	70	95	86	72	76	86	62	77					624	705	-81
3.5	The % availability of Wholetime fire appliances	99.8%	99.5%	99.1%	99.0%	98.2%	98.1%	99.3%	98.7%					99.0%	98.2%	0.8%
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%					77.7%	61.4%	16.3%
3.7	The % of people satisfied with our overall response	100%	100%	100%	100%	100%	94%	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%	0%
b	The % of people satisfied with the service they received at the scene	100%	100%	100%	100%	100%	100%	100%	100%					100%	100%	0%

Ref	Key Corporate Indicator	Apr	May	June	July	Aug	Sept	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	637					5062	4730	332
4.2	Home safety feedback surveys	230	135	164	139	179	172	146	126					1291	New Indicator	
a	Percentage satisfied	100%	100%	99%	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%	10%	10%					11%	30%	-19%
a	Fire safety audits	1	6	14	39	49	83	67	80					339	234	105
b	Action plans and enforcement notices	0	0	0	5	9	7	7	8					36	71	-35
5.2	Fire protection survey – Overall how satisfied were you with the service received	100%	100%	100%	100%	100%	100%	100%	100%					100%	100%	0%
KCI 6 Capacity, staff and availability																
6.1	Average number of days/shifts lost to sickness by operational staff per person (inc COVID 19)	1.07 (1.77)			1.02 (1.37)			-			-			2.09 (3.14)	2.46	-0.37
a	Days/shifts lost to short-term sickness	90.94			121.46			-			-			212.40	263.84	-51.44
b	Days/shifts lost to long-term sickness	313.02			265.00									578.02	647.24	-69.22
c	Total days/shifts lost to sickness (COVID 19)	403.96 (263.86)			386.46 (135.99)			-			-			790.42 (399.85)	911.08	-120.66
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)			-			-			2.95 (4.19)	4.33	-1.38
a	Days/shifts lost to short-term sickness	8.84			27.97			-			-			36.81	113.57	-76.76
b	Days/shifts lost to long-term sickness	145.27			139.08			-			-			284.35	325.78	-41.43
c	Total days/shifts lost to sickness (COVID 19)	154.11 (107.47)			167.05 (27.10)									321.16 (134.57)	439.35	-118.19
6.3	Average number of staff on modified duties for the entire month	5	4	6	11	6	11	8	9					7.50	9.29	-1.79
a	Wholetime	1	2	3	6	1	5	3	5					3.25	4.71	-1.46
b	On-Call	3	2	3	4	4	5	4	3					3.50	4.42	-0.92
c	Support	1	0	0	1	1	1	1	1					0.75	0.16	0.59
6.3	Average number of staff on modified duties at some point throughout the month	14	13	16	4	12	11	16	10					12.00	12.21	-0.21
a	Wholetime	10	10	12	2	8	6	9	4					7.62	8.46	-0.84
b	On-Call	3	2	3	2	3	4	6	4					3.38	2.75	0.63

Ref	Key Corporate Indicator	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Actual	3-Year Average	Differ
c	Support	1	1	1	0	1	1	1	2					1.00	1.00	0.00

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

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

1.1 Total incidents – April to November 2020

Of the 5278 incidents April to November 2020, 1949 (37%) were fire false alarms, 1904 (36%) non-fire incidents and 1425 (27%) were fire incidents. Most incidents occurred in Western, followed by Charnwood and Eastern. The 3-year average is 5730, so in comparison to this, there are 452 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 to November 2020

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Apr to Nov 2020
1.1	Total incidents	578	673	847	388	233	213	217	367	826	426	510	5278

Looking at the 3 areas:

Fire incidents – reduction of 292 incidents compared to 3-year average.

False alarms – reduction of 17 incidents compared to the 3-year average.

Non-fire incidents – reduction of 143 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.

November 2020

Of the 677 incidents in November, 270 (40%) were fire false alarms, 235 (35%) were non-fire incidents and 172 (25%) were fire incidents. Most incidents occurred in Charnwood, followed by Western and Central. The increase in incidents in November is due in most to a significant increase in fire incidents from October (119).

Table 3: Total incidents – November 2020

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	November 2020
I.1	Total incidents	101	85	106	53	19	29	22	42	118	53	49	677

Chart 1: The total number of incidents by day in November 2020 shows the number of incidents by day, ranging from 11 at its lowest in a day on 22nd November, to 45 incidents at its peak on the 5th of November. After a busy start to the month, the number of incidents slightly reduced throughout the remainder of the month. On average, there were 22.57 incidents attended each day. The 677 incidents include fires, fire false alarms and non-fire related incidents.

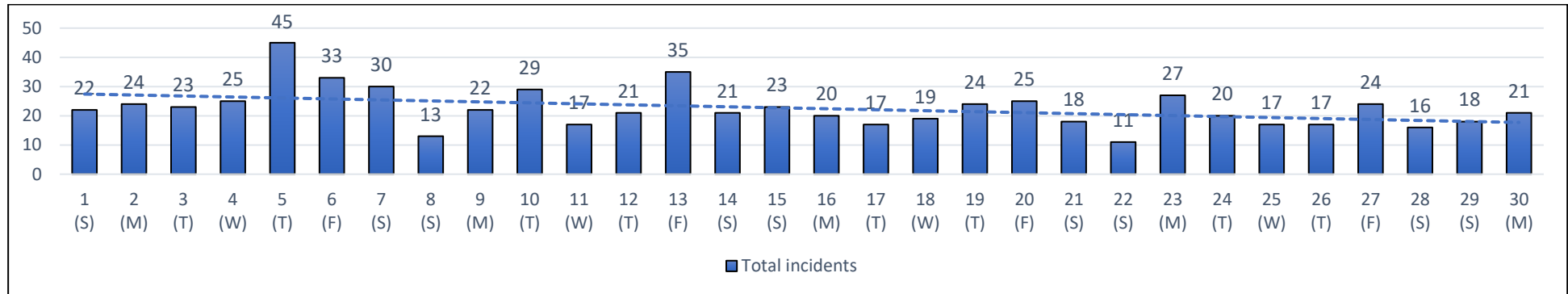
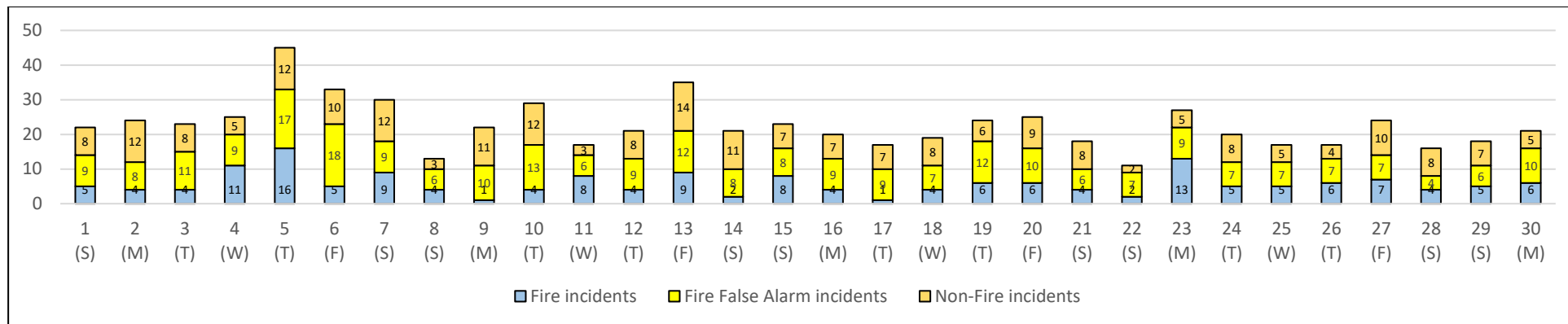


Chart 2: The total number of incidents broken down by type and day in November 2020 shows the 45 incidents on the 5th of November broken down into 17 fire false alarm incidents, 16 fire incidents and 12 non-fire incidents. There was also a little spike in the number of incidents on Monday the 23rd of November showing 27 incidents, with 13 fire incidents, 9 fire false alarm incidents and 5 non-fire incidents. The day before this, Sunday the 22nd of November, was the day with the least amount of incidents in the month, showing 11 incidents, with 2 fire incidents, 7 fire false alarm incidents and 2 non-fire incidents.



1.2 Fire incidents – April to November 2020

Of the 1425 fire incidents April to November, 690 were primary fires, 711 were secondary fires and 24 were chimney fires. Most incidents occurred in Charnwood, Western and North West Leicester (NWL). The 3-year average is 1717, so to have less is pleasing, especially as we are now past the period of year where sustained drier spells can result in a spike in secondary fires.

Table 4: Fire incidents – April to November 2020

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Apr to Nov 2020
I.2	Fire incidents	109	150	216	132	82	48	51	114	234	120	169	1425
a	Primary fire incidents	51	75	109	74	37	22	29	48	103	68	74	690
b	Secondary fire incidents	58	74	107	54	43	25	17	65	125	51	92	711
c	Chimney fire incidents	0	1	0	4	2	1	5	1	6	1	3	24

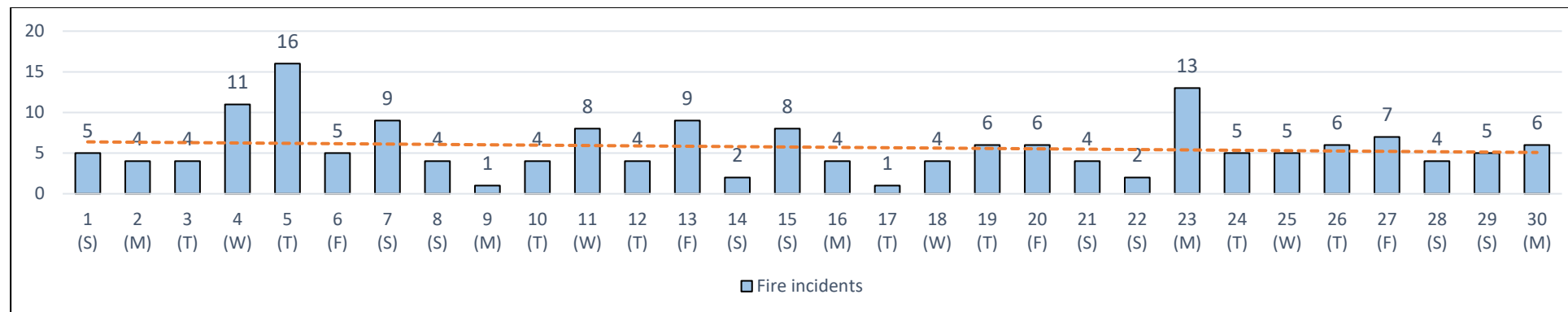
November 2020

Of the 172 incidents in November 2020, 87 (50%) were primary fires, 77 (45%) were secondary fires and 8 (5%) were chimney fires. Most incidents occurred in Charnwood, Western and Eastern. This is an increase of 53 incidents from October (119).

Table 5: Fire incidents – November 2020

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	November 2020
I.2	Fire incidents	19	21	24	12	5	9	8	8	39	7	20	172
a	Primary fire incidents	8	10	16	7	3	5	5	5	17	3	8	87
B	Secondary fire incidents	11	10	8	4	1	4	2	2	19	4	12	77
c	Chimney fire incidents	0	1	0	1	1	0	1	1	3	0	0	8

Chart 3: The total number of fire incidents by day in November 2020 shows the number of incidents by day, ranging from 1 at its lowest in a day on the 9th and 17th November, to 16 incidents at its peak on the 5th of November. After a busy start to the month, the number of incidents reduced slightly throughout the remainder of the month. On average, there were 5.73 incidents attended each day.



1.2a Primary fire incidents

There were 87 primary fire incidents in November, an increase of 16 from October (71). Of these, 61 were accidental fires, 25 were deliberate fires and 1 was not known. Charnwood had the most incidents with 17, followed by Western 16 and Eastern 10.

Of the 61 accidental fires, there were 34 dwelling, 17 road vehicle, 5 non-residential, 2 outdoor storage, 1 other outdoor equipment/machinery, 1 other residential and 1 shelter. The main fire cause shows there were 13 fault in equipment or appliance, 9 cooking - other cooking and 8 faulty fuel supply - electricity. The main ignition source shows 22 were cooking appliance and 10 were electricity supply. The main times of the incidents show 6 of the incidents occurring between the hours of 6.00pm – 7.00pm.

Of the 25 deliberate fires, the main property category was 13 road vehicle, 6 dwelling and 5 non-residential. There were 2 more prison fires at HMP Stocken and another incident occurring on a Wednesday (2 previous month). Of the 13 road vehicle deliberate fires, 5 were actually motorcycles and 4 of these occurred in Western.

For Western, both cars and motorcycles continue to be the main target for deliberate fires and work with partners will aim to reduce these incidents. Local Beat teams around Braunstone Park have been informed and are making enquiries in the area and questions have been asked of the police to try to find out if the vehicles are being brought to the area or stolen from other parts of the city. However, this is a very low priority for the police and they inform us that the continued use of estate 'pool cars' leads to a number of deliberate car fires. The police believe that some motorcycles and mopeds are stolen and some are being brought by parents for children to ride. They are being burnt out at the end of life or sometimes when they run out of fuel. Police continue to target these when staffing allows.

1.2b Secondary fire incidents

There were 77 secondary fire incidents in November, which is 31 more than October (46). Of these, 31 were accidental fires and 46 were deliberate fires. Charnwood had the most incidents with 19, followed by NWL 12 and Central 11.

Of the 31 accidental fires, the main types of property were loose refuse (incl in garden) 8, private/domestic garden/allotment 4 and small refuse/rubbish/recycle container (excluding wheelie bin) 4. The main times of the incidents shows 6 incidents occurring between the hours of 6.00pm – 8.00pm

Of the 46 deliberate fires, the main type of property was loose refuse (incl in garden) 18, small refuse/rubbish/recycle container (excluding wheelie bin) 4 and wheelie bin 4. The main times of the incidents show 7 of the incidents occurring between the hours of 9.00pm – 10.00pm.

1.2c Chimney fire incidents

There were 8 chimney fire incidents in November. There were 3 in Charnwood, 1 in Blaby, 1 in Eastern, 1 in Harborough, 1 in Melton and 1 in Rutland.

1.3 Fire false alarms – April to November 2020

Of the 1949 fire false alarm incidents April to November, 969 were due to apparatus, 929 were good intent and 51 were malicious. Most incidents occurred in Western, Charnwood and Central. The 3-year average is 1966, so compared to the average, figures have decreased by 17.

Table 6: Fire false alarms – April to November 2020

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Apr to Nov 2020
I.3	Fire false alarms	275	254	333	126	70	82	110	121	279	139	160	1949
A	Due to apparatus	199	124	168	56	36	40	69	47	128	58	44	969
B	Good intent	64	125	152	69	33	41	36	72	144	79	114	929
C	Malicious attended	12	5	13	1	1	1	5	2	7	2	2	51

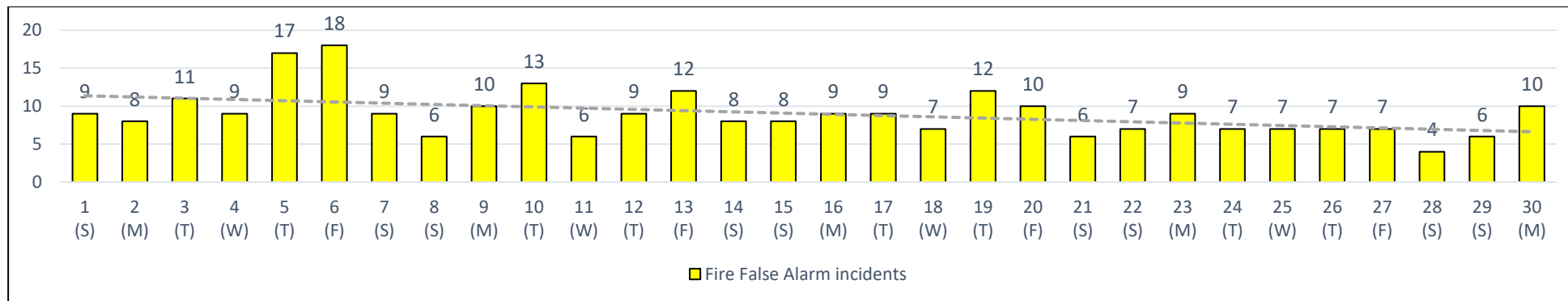
November 2020

Of the 270 fire false alarm incidents in November, 137 were due to apparatus, 121 were good intent and 12 were malicious. Most incidents occurred in Central, Charnwood and Western. There were 259 in October, so November has seen an increase of 11.

Table 7: Fire false alarms – November 2020

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	November 2020
I.3	Fire false alarms	52	28	37	25	7	12	10	19	41	27	12	270
A	Due to apparatus	40	17	19	6	5	9	3	8	18	10	2	137
B	Good intent	6	9	17	19	2	3	6	10	22	17	10	121
C	Malicious attended	6	2	1	0	0	0	1	1	1	0	0	12

Chart 4: The total number of fire false alarm incidents by day in November 2020 shows the number of incidents by day, ranging from 4 at its lowest in a day on 28th November, to 18 incidents at its peak on the 6th. There were 35 incidents between the 5th and 6th of November. After a busy start to the month, the number of incidents reduced throughout the remainder of the month. On average, there were 9 incidents attended each day.



1.3a Due to apparatus

There were 137 false alarms due to apparatus in November, a decrease of 15 from October (152). Of these, 80 were dwelling, 33 were non-residential and 24 were other residential.

Of the false alarms due to apparatus in dwellings, the main causes were cooking/burnt toast 20, faulty 15 and unknown 12. The main times of the incidents show 9 of the incidents occurring between the hours of 2.00pm – 3.00pm and 6.00pm – 7.00pm.

Of the false alarms due to apparatus in non-residential, the main causes were accidentally/carelessly set off 10 and faulty 7.

Of the false alarms due to apparatus in other residential, the main causes were cooking burnt/toast 8, dust 3 and unknown 3.

1.3b Good intent

There were 121 good intent false alarms in November, an increase of 20 from October (101). Of these, 58 were dwelling, outdoor 43, non-residential 10, road vehicle 5, outdoor structures 3, other residential 1 and rail vehicle 1.

Of the good intent false alarms, the main causes were bonfire 24, controlled burning 24 and other 23. The main times of the incidents show 24 of the incidents occurring between the hours of 6.00pm – 8.00pm.

1.3c Malicious attended

There were 12 malicious false alarms in November, an increase of 6 from October (6). Of these, 6 were in Central, 2 Eastern, 1 Blaby, 1 Charnwood, 1 Rutland and 1 Western. There were 2 malicious false alarms at Leicester General Hospital.

1.4 Non-fire incidents – April to November 2020

Of the 1904 non-fire incidents April to November, 61 were non-fire false alarms and 1843 were special service. Looking at the table below the most incidents occurred in Charnwood, Western and Eastern. The 3-year average is 2047, so compared to the average, figures have decreased by 143.

Data is provided for road traffic collision, assist other agencies, medical Incident - co-responder/first responder and effecting entry / exit, which are the main categories in special service. There are many other categories in special service and analysis will be provided if figures spike. Suicide was one category along with flooding that was highlighted last year. So far this year, we have attended 33 suicide attempts, with 6 in November.

Table 8: Non-fire incidents – April to November 2020

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Apr to Nov 2020
1.4	Non-fire incidents	194	269	298	130	81	83	56	132	313	167	181	1904
a	Non-fire false alarms	5	7	11	3	2	2	1	5	11	9	5	61
b	Special service	189	262	287	127	79	81	55	127	302	158	176	1843
-	Road traffic collision (RTC)	23	35	38	50	20	13	15	47	66	46	48	401
-	Assist other agencies	67	94	102	41	25	26	11	33	113	42	55	609
-	Medical incident - co-responder/first responder	6	8	15	4	3	15	6	3	11	9	13	93
-	Effecting entry / exit	19	26	40	4	9	4	4	9	18	17	10	160

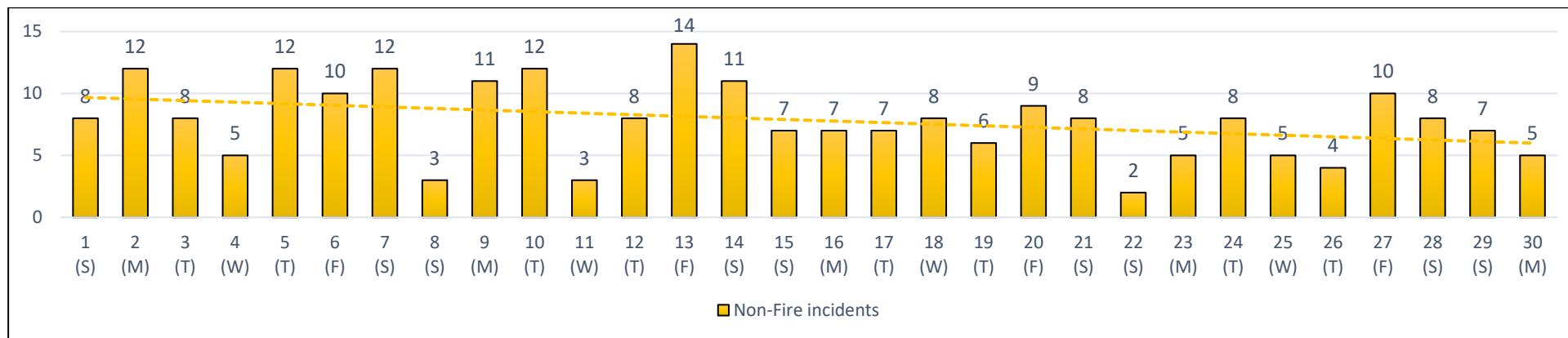
November 2020

Of the 235 incidents in November, 10 were non-fire false alarms and 225 were special service. Looking at the table below the most incidents occurred in Western, Charnwood and Eastern. There were 267 in October, so November has seen a decrease of 32.

Table 9: Non-fire incidents – November 2020

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	November 2020
I.4	Non-fire incidents	30	36	45	16	7	8	4	15	38	19	17	235
A	Non-fire false alarms	1	2	0	1	0	0	0	2	1	2	1	10
B	Special service	29	34	45	15	7	8	4	13	37	17	16	225
-	Road traffic collision (RTC)	3	4	6	6	1	3	1	7	7	2	9	49
-	Assist other agencies	7	9	19	5	1	1	1	2	15	7	3	70
-	Medical incident - co-responder/first responder	1	0	2	0	0	1	1	1	0	3	0	9
-	Effecting entry / exit	3	8	5	0	2	0	0	1	5	2	0	26

Chart 5: The total number of non-fire incidents by day in November 2020 shows the number of incidents by day, ranging from 2 at its lowest in a day on the 22nd November, to 14 incidents at its peak on the 13th. After a busy first half of the month, the number of incidents reduced. On average, there were 7.83 incidents attended each day.



1.4a Non-fire false alarms

Of the 10 non-fire false alarms in November, 2 were in Blaby, 2 Eastern, 2 Hinckley & Bosworth, 1 Central, 1 Charnwood, 1 Harborough and 1 NWL. This is 3 more than the number in October (7).

1.4b Special service

There were 225 special service incidents in November, a decrease of 35 from October (260). Of these, there were 70 assist other agencies, RTCs 49 and effecting entry / exit 26. Western had the most incidents with 45, followed by Charnwood 37 and Eastern 34. Assist other agencies has had 70 incidents in October, which is a decrease of 16 from October (86) and this type of incident has increased substantially over the past few years. There have now been 609 assist other agencies from April to November, compared to the 3-year average of (390). RTCs had 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 9 incidents attended in November and a total of 93 so far this year, compared to the 3 year-average (318). This is due to first responding being suspended.

2.1 Fatalities in fires – April to November 2020

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 will be submitted to the HM Coroner and investigations by the police are continuing. The victim was a male and was 35 years old.

The second fatality occurred in the early hours of Wednesday 30 September in Belgrave, Leicester. The call initially came in as an automated fire alarm in sheltered accommodation. Once in attendance, this incident became a confirmed flat fire on the ground floor, persons reported. An assistance message was relayed to control confirming this and requesting a total of 3 fire appliances 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 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.

The third 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. There are very few details at present and this is being investigated by a level 2 fire investigator. Further details will be available after the investigation is completed.

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

There have been 15 non-fatal casualties in fires April to November. This is 33 less than the 3-year average of 48. Of the 15 non-fatal casualties, 9 have occurred in fires in the City, 4 in Charnwood, 1 in Harborough and 1 in Rutland.

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

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Apr to Nov 2020
2.2	Non-fatal casualties in fires	1	3	5	1	0	0	1	0	4	0	0	15

November 2020

There were 2 non-fatal casualties in fires in November, which is exactly the same as October (2).

The first non-fatal casualty in a fire occurred on a Sunday morning on 15 November in Market Harborough-Logan Ward in Harborough. Upon arrival, control informed attending crew that the occupier of the apartment was on the floor. The occupier's son arrived on scene and provided access to the apartment for the crew. The occupier was on the floor and unable to get up due to her age and mobility issues. Fire service personnel assisted the occupier to a common area outside the apartment and treated her with oxygen due to smoke inhalation. The fire was caused by a tea towel on top of ceramic cooker hob and cooker hob being switched on. Part of tea towel had fallen to the floor and damaged a small area of kitchen floor. Handover was carried out with the occupier's son and occupier was handed over to EMAS where they were being transported to hospital for a precautionary check. The person injured was female and 93 years old.

The second non-fatal casualty in a fire occurred on a Monday afternoon on 16 November in Quorn and Mountsorrel Castle Ward in Quorn, Charnwood. The occupant was fitting a gas hob to his van, he was testing it and when he went back to the van, it was fully involved in fire. He tried to extinguish the fire with buckets of water, inhaled a lot of smoke, and burnt his hands before calling the fire service. The victim was male, 56 years old and went to hospital, where the injuries appeared to be slight.

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

There have been 45 fatal casualties in non-fire incidents April to November. This is 8 more than the 3-year average of 37.

Of the 45 fatalities, 31 were attended to assist other agencies, 4 were RTC, 3 were effecting entry / exit for a medical case, 3 were suicide/attempts, 2 were other rescue/release of persons, 1 was making safe (not RTC) removal/retrieval of dead body and 1 was spills and leaks (not RTC). When looking at the circumstances, 33 were thought to be already dead when firefighters arrived, 9 were unable to resuscitate, confirmed dead at scene, 2 were not known and 1 was unable to resuscitate at scene, confirmed dead at hospital. There were 34 male fatalities and 11 female fatalities. The cause of death shows 24 were not known, 6 chest pain/heart condition/cardiac arrest, 5 other medical condition, 3 other, 2 head injury, 2 other physical injury, 1 back/neck injury (spinal), 1 chest/abdominal injury and 1 drowning.

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

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Apr to Nov 2020
2.3	Fatalities in non-fire incidents	6	5	6	5	2	1	1	5	8	3	3	45

November 2020

There were 7 fatalities in non-fire incidents in November, compared to 9 in October.

Of the 7 fatalities, all 7 were assist other agencies and all were thought to be already dead when firefighters arrived. There were 5 male fatalities and 2 female fatalities, aged 41, 41, 59, 67, 69, 76 and 84 years of age. The cause of death shows 4 not known, 2 other medical condition and 1 other. There were 2 in Charnwood, 2 in Western, 1 in Blaby, 1 in Central and 1 in Harborough.

Table 12: Fatalities in non-fire incidents – November 2020

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	November 2020
2.3	Fatalities in non-fire incidents	1	0	2	1	0	0	0	1	2	0	0	7

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

There have been 443 non-fatal casualties in non-fire incidents April to November. This is 158 below the 3-year average of 601.

Of the 443 non-fatal casualties in non-fire incidents, 272 were in road vehicles, 148 in buildings, 21 in the outdoors, 1 on a train and 1 on an aircraft. The main types of injury attended, show back/neck injury 81, bruising 54 and fracture 49. There were 245 male non-fatal casualties, 192 female non-fatal casualties and 6 not known. Charnwood has had most non-fatal casualties with 91. 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 November 2020

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Apr to Nov 2020
2.4	Non-fatal casualties in non-fire incidents	38	37	44	37	28	8	14	46	91	42	58	443

November 2020

There were 44 non-fatal casualties in non-fire incidents in November, compared to 62 in October.

Of the 44 non-fatal casualties in non-fire incidents, 27 were in road vehicles, 14 in buildings and 3 outdoors. The main types of injury attended, show fracture 6, other physical injury 6, back/neck injury (spinal) 5 and cuts/lacerations 5. There were 23 female non-fatal casualties and 21 male non-fatal casualties. The district with the most non-fatal casualties in non-fire incidents in November was Western with 8.

Table 14: Non-fatal casualties in non-fire incidents – November 2020

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	November 2020
2.4	Non-fatal casualties in non-fire incidents	4	6	8	6	3	1	0	7	2	4	3	44

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

The indicator Trauma Risk Management is a new indicator and looks at the number of notifications, interventions and 1 to 1's.

There have been 66 TRiM notifications April to November.

November 2020

There were 11 TRiM notifications in November, compared to 18 in October.

The 11 incidents that were reported, include 9 gain entry and the calls came from EMAS, Police and concerned neighbors/family. There was 1 incident in Oakham that led to crews carrying out CPR for 45 mins on a 51 year old woman, 1 fire was over the border in Nottinghamshire and 1 RTC was in North West District. All incidents were triaged and actions put in place where required. There were no

interventions for individuals, although advice was given to Managers for 2 of the incidents. The annual operating license is being renewed and lead coordinator continuous professional development event with Leicestershire Police has been booked for January 2021.

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

No injuries to report.

3.1 Number of emergency calls received – April to November 2020

There have been 11490 emergency calls received April to November. This is 1000 below the 3-year average of 12490.

November 2020

There were 1428 emergency calls received in November, which is 21 more than October (1407). 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 4.23 seconds in November.

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

There have been 569 incidents classed as life risk by Control between April and November. This is 380 below last year's total of 949. The total average response time for the 569 incidents was 10 minutes 1 second, compared to 10 minutes 48 seconds last year.

The 10 minutes 1 second can be broken down further:

Average call handling was 2 minutes 1 second, a reduction of 20 seconds on last years' time (2 minutes 21 seconds).

Average mobilisation time was 1 minute 30 seconds, a reduction of 22 seconds on last years' time (1 minute 52 seconds).

Average drive time was 6 minutes 30 seconds, a reduction of 5 seconds on last years' time (6 minutes 35 seconds).

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

Any incidents that take over 3 minutes in call handling, 3 minutes in mobilisation time for Wholetime, 7 minutes in mobilisation time for On-Call and 10 minutes in drive time, get investigated. During April to November there have been 63 investigations carried out by Control, 24 mobilisation investigations and 87 drive time investigations. This picks up any anomalies with the system and highlights any possible areas of concern.

Table 15: The total average response times of life threatening incidents (mins) – April to November 2020

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Apr to Nov 2020
3.2	The total average response times of life threatening incidents (mins)	7.27	7.30	8.22	12.14	10.56	7.39	15.05	12.00	10.03	11.33	10.17	10.01
A	Average call handling time	1.48	2.09	1.52	1.54	2.03	1.58	2.09	2.15	2.00	2.07	1.59	2.01
B	Average appliance mobilisation time	1.17	1.09	1.23	1.46	1.58	1.25	1.39	1.21	1.18	1.47	1.46	1.30
C	Average time to drive to the incident	4.22	4.12	5.07	8.34	6.55	4.16	11.17	8.24	6.45	7.39	6.32	6.30
d	Number of life threatening incidents attended	42	59	89	51	29	20	22	50	88	51	68	569

November 2020

There have been 70 incidents classed as life risk by Control in November. This is 18 less than October (88). The total average response time for the 70 incidents was 9 minutes 39 seconds, compared to 10 minutes 1 second in October.

The 9 minutes 39 seconds can be broken down further:

Average call handling was 2 minutes 9 seconds, an increase of 7 seconds on the time in October (2 minutes 2 seconds).

Average mobilisation time was 1 minute 23 seconds, a reduction of 7 seconds on the time in October (1 minute 30 seconds).

Average drive time was 6 minutes 7 seconds, a reduction of 22 seconds on the time in October (6 minutes 29 seconds).

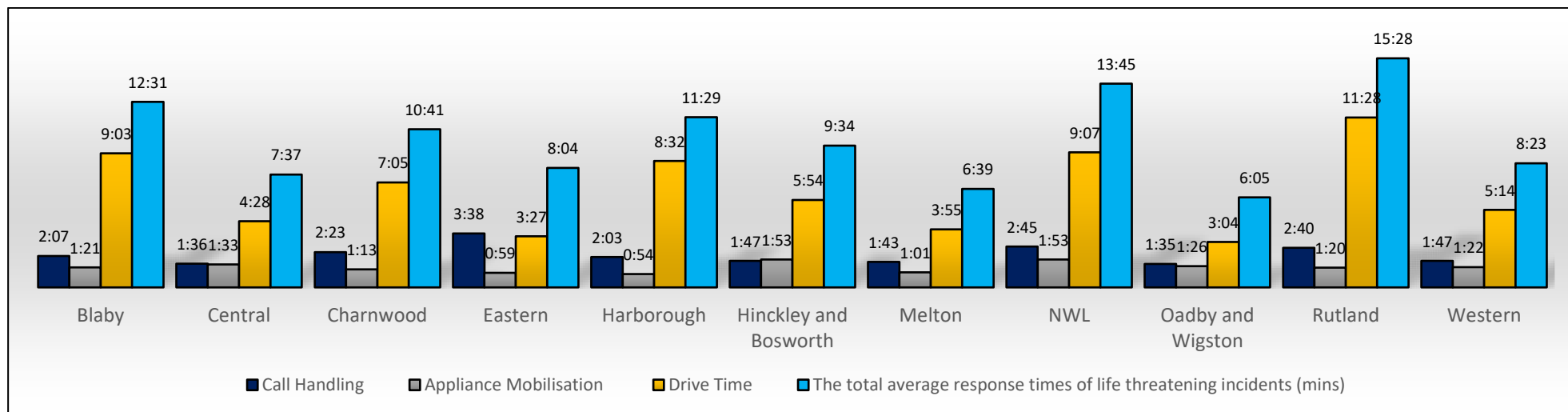
During November there have been 7 investigations carried out by Control, 3 mobilisation investigations and 10 drive time investigations. This picks up any anomalies with the system and highlights any possible areas of concern.

Please note that small numbers are being analysed here.

Table 16: The total average response times of life threatening incidents (mins) – November 2020

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	November 2020
3.2	The total average response times of life threatening incidents (mins)	7.37	8.04	8.23	11.29	6.39	6.05	15.28	12.31	10.41	9.34	13.45	9.39
a	Average call handling time	1.36	3.38	1.47	2.03	1.43	1.35	2.40	2.07	2.23	1.47	2.45	2.09
b	Average appliance mobilisation time	1.33	0.59	1.22	0.54	1.01	1.26	1.20	1.21	1.13	1.53	1.53	1.23
c	Average time to drive to the incident	4.28	3.27	5.14	8.32	3.55	3.04	11.28	9.03	7.05	5.54	9.07	6.07
d	Number of life threatening incidents attended	13	7	13	6	2	4	2	6	6	4	7	70

Chart 6: The total average response times of life threatening incidents in November 2020 shows the average call handling time, average mobilisation time, average time to drive and average total response time broken down by district. Oadby and Wigston shows the quickest average response time and Rutland shows the longest average response time to life threatening incidents.



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

There have been 4640 incidents classed as non-life risk by Control April to November. This is 106 below last year's total of 4746. The total average response time for the 4640 incidents was 9 minutes 54 seconds, compared to 9 minutes 49 seconds last year.

The 9 minutes 54 seconds can be broken down further:

Average call handling was 2 minutes 13 seconds, an increase of 2 seconds on last years' time (2 minutes 11 seconds).

Average mobilisation time was 1 minute 41 seconds, an increase of 4 seconds on last years' time (1 minute 37 seconds).

Average drive time was 6 minutes 0 seconds, a reduction of 1 second on last years' time (6 minutes 1 seconds).

Please note: There were a total of 4709 non-life risk incidents attended April to November, but 69 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 November 2020

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Apr to Nov 2020
3.3	The total average response times of non-life threatening incidents (mins)	8.20	8.04	8.52	12.39	11.18	8.54	10.56	11.14	9.34	11.06	11.48	9.54
a	Average call handling time	2.21	2.04	2.09	2.16	2.05	2.24	2.08	2.14	2.08	2.19	2.21	2.13
b	Average appliance mobilisation time	1.23	1.14	1.20	2.31	2.44	1.25	2.04	1.30	1.38	1.52	2.06	1.41
c	Average time to drive to the incident	4.36	4.46	5.23	7.52	6.29	5.05	6.44	7.30	5.48	6.55	7.21	6.00
d	Number of non-life threatening incidents attended	533	597	747	336	200	188	195	313	727	370	434	4640

November 2020

There have been 603 incidents classed as non-life risk by Control in November. This is 51 more than October (552).

The total average response time for the 603 incidents was 9 minutes 57 seconds, compared to 9 minutes 28 seconds in October.

The 9 minutes 57 seconds can be broken down further:

Average call handling was 2 minutes 11 seconds, an increase of 6 seconds on the time in October (2 minutes 5 seconds).

Average mobilisation time was 1 minute 44 seconds, an increase of 13 seconds on the time in October (1 minute 31 seconds).

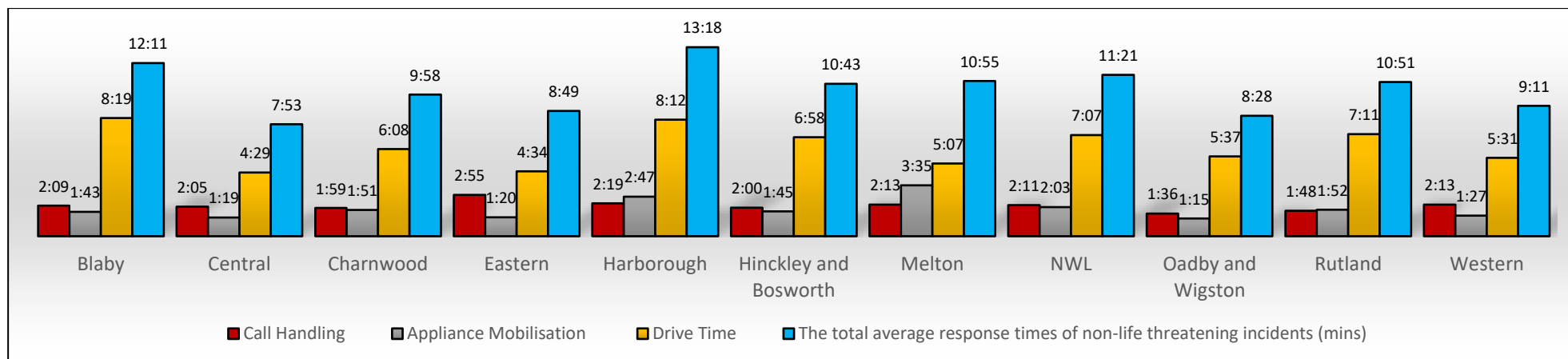
Average drive time was 6 minutes 2 seconds, an increase of 10 seconds on the time in October (5 minutes 52 seconds).

Currently no investigations are carried out.

Table 18: The total average response times of non-life threatening incidents (mins) – November 2020

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	November 2020
3.3	The total average response times of non-life threatening incidents (mins)	7.53	8.49	9.11	13.18	10.55	8.28	10.51	12.11	9.58	10.43	11.21	9.57
a	Average call handling time	2.05	2.55	2.13	2.19	2.13	1.36	1.48	2.09	1.59	2.00	2.11	2.11
b	Average appliance mobilisation time	1.19	1.20	1.27	2.47	3.35	1.15	1.52	1.43	1.51	1.45	2.03	1.44
c	Average time to drive to the incident	4.29	4.34	5.31	8.12	5.07	5.37	7.11	8.19	6.08	6.58	7.07	6.02
d	Number of non-life threatening incidents attended	88	75	93	47	17	25	20	36	111	49	42	603

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

There were a total of 690 primary fires attended April to November, but 66 incidents have been excluded as per Home Office guidelines. So, the response time calculations for primary fires are based on 624 primary fires April to November. The total average response time for the 624 primary fires is 9 minutes 33 seconds, compared to 9 minutes 45 seconds last year.

The 9 minutes 33 seconds can be broken down further:

Average call handling was 1 minute 38 seconds, a reduction of 4 seconds on last years' time (1 minutes 42 seconds).

Average mobilisation time was 1 minute 37 seconds, the same as last years' time (1 minute 37 seconds).

Average drive time was 6 minutes 18 seconds, a reduction of 8 seconds on last years' time (6 minutes 26 seconds).

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

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Apr to Nov 2020
3.3	The total average response times of primary fire incidents (mins)	7.49	7.04	7.48	13.02	11.47	7.45	12.06	9.15	8.43	10.38	10.51	9.33
a	Average call handling time	1.30	1.31	1.27	1.52	1.59	1.17	1.39	1.35	1.33	1.49	1.45	1.38
b	Average appliance mobilisation time	1.26	1.14	1.23	2.11	2.01	1.29	2.42	1.21	1.24	1.39	1.42	1.37
c	Average time to drive to the incident	4.53	4.19	4.58	8.59	7.47	4.59	7.45	6.19	5.46	7.10	7.24	6.18
d	Number of primary fire incidents attended	46	71	88	68	35	22	27	44	92	60	70	624

November 2020

There have been 77 primary fires in November. This is 15 more than October (62).

The total average response time for the 77 incidents was 9 minutes 30 seconds, compared to 10 minutes 0 seconds in October.

This 9 minutes 30 seconds can be broken down further:

Average call handling was 1 minute 42 seconds, a reduction of 10 seconds on the time in October (1 minute 52 seconds).

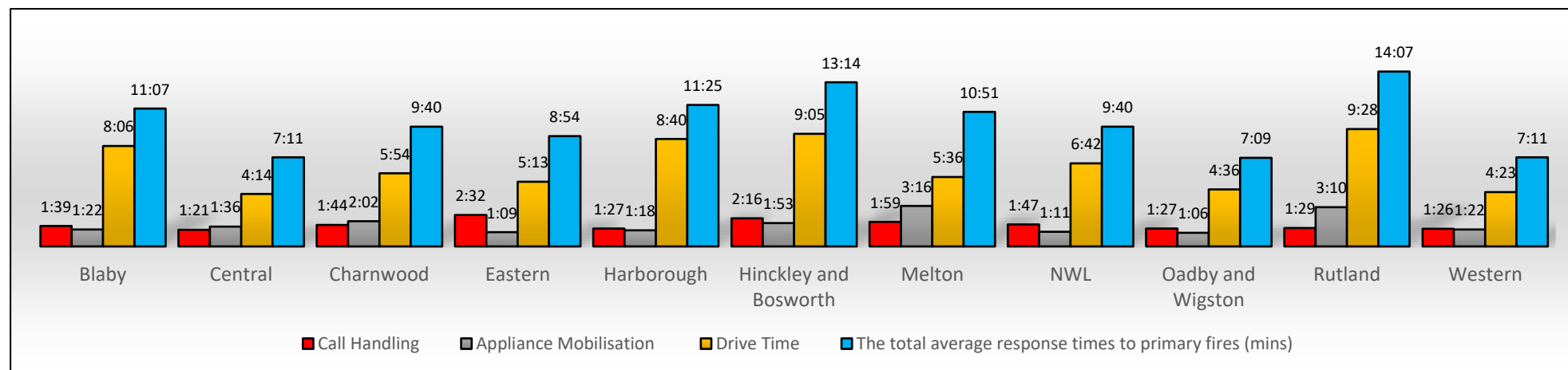
Average mobilisation time was 1 minute 41 seconds, exactly the same as time as in October (1 minute 41 seconds).

Average drive time was 6 minutes 7 seconds, a reduction of 20 seconds on the time in October (6 minutes 27 seconds).

Table 20: The total average response times of primary fire incidents (mins) – November 2020

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	November 2020
3.3	The total average response times of primary fire incidents (mins)	7.11	8.54	7.11	11.25	10.51	7.09	14.07	11.07	9.40	13.14	9.40	9.30
a	Average call handling time	1.21	2.32	1.26	1.27	1.59	1.27	1.29	1.39	1.44	2.16	1.47	1.42
b	Average appliance mobilisation time	1.36	1.09	1.22	1.18	3.16	1.06	3.10	1.22	2.02	1.53	1.11	1.41
c	Average time to drive to the incident	4.14	5.13	4.23	8.40	5.36	4.36	9.28	8.06	5.54	9.05	6.42	6.07
d	Number of primary fire incidents attended	8	8	10	7	3	5	5	4	17	2	8	77

Chart 8: The total average response times of primary fire incidents in November 2020 shows the average call handling time, average mobilisation time, average time to drive and average total response time broken down by district. Oadby and Wigston shows the quickest average response time and Rutland shows the longest average response time to primary fire incidents.



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

For April to November, Wholetime fire appliances have been available 99.0% of the time due to crewing, an increase of 0.8% 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 to November 2020

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%					99.80%
Birstall	19P2	Wholetime	99.72%	100.00%	99.86%	99.73%	100.00%	100.00%	100.00%	97.80%					99.64%
Loughborough	20P1	Wholetime	100.00%	98.79%	99.86%	99.33%	98.66%	99.73%	100.00%	98.61%					99.37%
Loughborough	20P2	Wholetime	99.54%	95.03%	94.44%	91.13%	86.47%	84.49%	97.38%	96.04%					93.06%
Melton	21P1	Wholetime (07.00 – 19.00)	99.44%	100.00%	99.35%	99.46%	99.73%	99.72%	99.60%	99.35%					99.58%
Eastern	23P1	Wholetime	100.00%	100.00%	98.89%	100.00%	100.00%	98.75%	99.73%	98.80%					99.53%
Eastern	23P2	Wholetime	99.79%	100.00%	98.33%	99.73%	99.60%	94.31%	96.75%	97.73%					98.29%
Western	24P1	Wholetime	100.00%	99.87%	97.59%	99.87%	92.61%	98.47%	100.00%	99.17%					98.44%
Coalville	25P1	Wholetime	100.00%	99.87%	99.58%	99.87%	99.60%	100.00%	99.60%	99.12%					99.71%
Central	30P1	Wholetime	99.58%	99.87%	100.00%	99.46%	99.73%	100.00%	99.73%	100.00%					99.79%
Central	30P2	Wholetime	99.28%	99.87%	99.93%	97.31%	97.72%	98.13%	99.40%	99.26%					98.86%
Wigston	31P1	Wholetime	99.86%	99.87%	100.00%	99.87%	99.87%	99.65%	99.19%	96.46%					99.35%
Oakham	33P1	Wholetime	99.93%	99.87%	100.00%	99.80%	100.00%	100.00%	100.00%	99.26%					99.86%
Market Harborough	36P1	Wholetime (07.00 – 19.00)	99.44%	99.19%	99.44%	99.60%	99.15%	98.33%	99.33%	99.77%					99.28%
Lutterworth	37P1	Wholetime (07.00 – 19.00)	99.72%	99.46%	99.72%	100.00%	100.00%	99.26%	99.73%	98.94%					99.61%
Hinckley	38P1	Wholetime	99.86%	99.87%	99.72%	99.87%	100.00%	99.72%	99.73%	99.84%					99.83%
Southern	40P1	Wholetime	99.98%	100.00%	98.61%	98.92%	98.52%	98.47%	98.66%	99.31%					99.06%
Total			99.79%	99.50%	99.10%	98.99%	98.19%	98.07%	99.29%	98.71%					98.96%

November 2020

For November, Wholetime fire appliances have been available 98.7% of the time due to crewing, a reduction of 0.6% compared to October (99.3%).

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

For April to November, On-Call fire appliances have been available 77.7% of the time due to crewing, an increase of 16.3% compared to the 3-year average (61.4%). Please note these figures are calculated based purely on the crew/skill availability held on the Systel Data Warehouse. Any unavailability due to mechanical reasons are not included. The effects of COVID 19 have had a dramatic increase on the availability of On-Call appliances during April to June, although figures have levelled out now.

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

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%					99.90%
	21P2	On-Call	97.44%	97.60%	96.90%	90.64%	87.19%	92.50%	92.19%	97.80%					94.00%
	Total	On-Call Station	99.43%	99.82%	99.58%	95.28%	95.77%	95.30%	97.11%	98.47%					97.58%
Coalville	25P3	On-Call	94.10%	93.66%	91.90%	90.97%	82.28%	87.96%	88.89%	90.56%					90.02%
Ashby	26P2	On-Call	97.13%	93.62%	93.26%	82.08%	87.43%	88.22%	99.10%	88.73%					90.04%
Shepshed	28P2	On-Call	98.54%	98.39%	95.90%	76.75%	84.03%	77.82%	85.22%	91.92%					88.53%
Wigston	31P2	On-Call	96.90%	89.67%	81.76%	80.51%	53.99%	54.54%	58.33%	72.20%					73.44%
Billesdon	32P2	On-Call	20.74%	23.59%	18.19%	26.61%	14.94%	19.31%	23.63%	39.14%					23.25%
	32P3	On-Call	54.95%	49.46%	41.85%	31.59%	36.11%	40.62%	37.82%	29.70%					40.24%
	Either	Total	75.69%	73.05%	60.04%	58.20%	51.05%	59.93%	61.45%	68.84%					63.49%
Oakham	33P3	On-Call	76.57%	69.67%	64.10%	79.03%	68.17%	73.94%	72.04%	73.17%					72.09%
Uppingham	34P2	On-Call	88.13%	89.36%	81.37%	70.95%	66.73%	61.78%	67.25%	73.13%					74.82%
	34P3	On-Call	10.16%	8.67%	14.12%	20.34%	23.84%	26.53%	24.64%	21.82%					18.77%
	Either	Total	98.29%	98.03%	95.49%	91.29%	90.57%	88.31%	91.89%	94.95%					93.59%
Kibworth	35P2	On-Call	92.31%	82.75%	78.56%	71.10%	63.42%	60.49%	65.01%	69.24%					72.82%
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%					95.78%
	36P3	On-Call	57.92%	47.63%	66.85%	36.02%	38.42%	33.10%	19.98%	31.14%					41.28%
	Total	On-Call Station	79.86%	65.86%	80.95%	60.46%	61.56%	56.16%	54.41%	58.71%					64.68%
Lutterworth	37P1	On-Call (19.00 – 07.00)	99.81%	99.55%	99.35%	98.92%	98.12%	98.94%	98.70%	99.68%					99.13%
	37P3	On-Call	61.02%	66.60%	61.72%	49.58%	45.41%	57.75%	49.71%	57.85%					56.15%

	Total	On-Call Station	80.63%	81.05%	74.38%	65.91%	65.01%	64.88%	62.70%	68.20%					70.31%
Hinckley	38P2	On-Call	88.38%	86.18%	84.98%	72.98%	57.72%	72.70%	54.57%	65.00%					72.67%
Market Bosworth	39P2	On-Call	85.46%	89.87%	83.43%	65.28%	64.83%	62.45%	62.66%	51.69%					70.71%
Total			87.48%	85.23%	83.06%	75.33%	70.31%	72.81%	71.58%	75.85%					77.67%

November 2020

For November, On-Call fire appliances have been available 75.9% of the time due to crewing, an increase of 4.3% compared to October (71.6%).

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

We have received 130 public responses to our After the Incident Survey April to November. 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.

November 2020

For November, we have received 19 responses to our After the Incident Survey, which is 7 more than we have received in October (12). All 19 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 November 2020

We have received 70 public responses to this question in our After the Incident Survey April to November. 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%.

November 2020

For November, we have received 9 responses to this question in our After the Incident Survey, which is 2 more than we have received in October (7). All 9 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 to November 2020

We have received 126 public responses to this question in our After the Incident Survey for April to November. 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%.

November 2020

For November, we have received 18 responses to our After the Incident Survey, which is 6 more than we have received in October (12). All 18 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 November 2020

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 5062 home safety checks April to November. This is 332 more than the 3-year average of 4730. The previous year shows there were 4510 home safety checks completed during the same period.

The 5062 home fire safety checks can be broken down further:

Successful gain entry 637, a decrease of 3304 home safety checks on last year’s (3941).

Successful advice no entry 3615, an increase of 3299 home safety checks on last year’s (316).

Follow ups 810, an increase of 557 home safety checks on last year’s (253).

Table 23: Home safety checks – April to November 2020

Ref	Key Corporate Indicator	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr to Nov 2020
4.1	Home safety checks	446	277	493	517	787	870	1035	637					5062
a	Successful gain entry	32	42	65	65	113	101	124	95					637
b	Successful advice no entry	328	196	347	348	627	643	740	386					3615
c	Follow ups	86	39	81	104	47	126	171	156					810

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

The 5062 home fire safety checks can be broken down further:

Stations 2300, an increase of 269 home safety checks on last year's (2031).

Community safety educators 2693, an increase of 506 home safety checks on last year's (2187).

Partners 55, a decrease of 237 home safety checks on last year's (292).

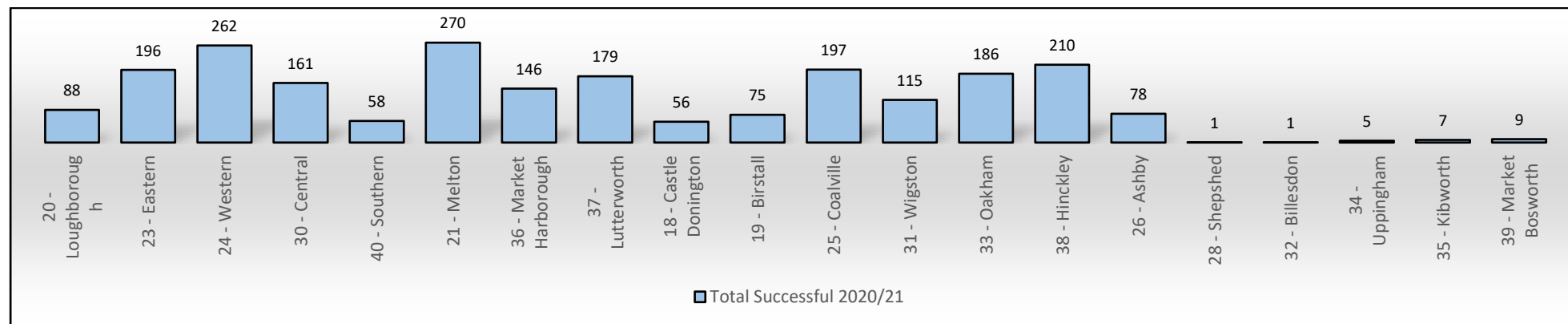
LFRS (Website) 14, an increase of 14 home safety checks on last year's (0).

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

Ref	Key Corporate Indicator	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr to Nov 2020
4.l	Home safety checks	446	277	493	517	787	870	1035	637					5062
a	Stations	39	38	176	164	468	494	619	302					2300
b	CSE	407	237	297	343	296	374	412	327					2693
c	Partners data	0	2	20	10	11	0	4	8					55
d	LFRS (Website)	0	0	0	0	12	2	0	0					14

The 2300 home safety checks carried out April to November 2020 by stations are shown below.

Chart 9: The Total Successful HSCs by Station April to November 2020 shows the number of number completed by stations, ranging from 1 to 270. The stations delivering less than 10 home safety checks were On-Call stations. The stations delivering the most home safety checks were Melton (270), Western (262) and Hinckley (262).



November 2020

For November, there were 637 home safety checks, which is 398 less than October (1035).

Of the 637, there were 95 successful gain entry. 386 successful advice no entry and 156 follow ups. There were 302 carried out by stations, 327 carried out by community safety educators and 8 partners.

4.2 Home safety feedback surveys – April to November 2020

There have been 1291 home safety feedback surveys April to November. This is a new indicator, which has only very recently started.

Of the 1291 surveys, 1076 were first visits and 215 were repeat visits. Of the 1076 first visits, 99.9% were satisfied (1 person wasn't satisfied) and of the 215 repeat visits, 100% were satisfied.

November 2020

For November, we have received 126 home safety feedback surveys, which is 20 less than in October (146). Of this, 89 were first visits in November, which is 30 less than in October (119) and 100% were satisfied. There were 37 repeat visits in November, which is 10 more than in October (27) and 100% were satisfied.

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

There have been 339 fire safety audits carried out April to November and there have been 36 action plans or enforcement notices. The number of fire safety audits carried out is 105 more than the 3-year average of 234 and the number of action plans or enforcement notices is 35 less than the 3-year average of 71.

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 in Leicester City continue. Across Leicester Leicestershire and Rutland, this blended approach has enabled an increase in completed audits from the Risk Based Inspection Programme.

November 2020

For November, there were 80 fire safety audits carried out, which is 13 more than in October (67). There were 8 action plans or enforcement notices issued, which is 1 more than was issued in October (7).

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

There have been 64 completed surveys received April to November and all 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. We are also looking to move to the new snap survey rather than survey monkey, which will hopefully give a greater number of returns and will be available to a wider selection of the community to whom we have engagement with.

November 2020

For November, there were 4 completed surveys received and they were all satisfied with the service they have received, which is 16 less than in October (20).

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

An average of 2.09 days/shifts per person were lost to sickness by operational staff during April to September, compared to the 3-year average of 2.46 days/shifts lost per person. In total, there have been 790.42 days/shifts lost to sickness, compared to the 3-year average of 911.08 days/shifts lost.

The 790.42 days/shifts lost April to September can be broken down further:

There were 212.40 short term days/shifts lost, a reduction of 51.44 days/shifts lost compared to the 3-year average of 263.84 days/shifts lost. Of the 212.40 short term days/shifts lost, 90.94 short term days/shifts lost were reported April to June, compared to 121.46 short term days/shifts lost July to September.

There were 578.02 long term days/shifts lost, a reduction of 69.22 days/shifts lost compared the 3-year average of 647.24 days/shifts lost. Of the 578.02 long term days/shifts lost, 313.02 long term days/shifts lost were reported April to June, compared to 265.00 long term days/shifts lost July to September.

The result of COVID 19 has also had an impact on sickness. If you include this data, an average of 3.14 days/shifts would be lost by operational staff during April to September. In total, there have been 399.85 days/shifts lost to COVID 19. There were 263.86 days/shifts lost to COVID 19 April to June and 135.99 days/shifts lost July to September. 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 September 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	19.00	56.50	75.50	34.00	2.22
23 – Eastern	15.00	85.50	100.50	41.67	2.41
24 – Western	33.00	83.00	116.00	23.00	5.04
30 – Central	31.00	0.00	31.00	38.83	0.80
40 – Southern	27.00	10.00	37.00	28.00	1.32
Total	125.00	235.00	360.00	165.50	2.18
DC					
21 – Melton	3.64	36.15	39.79	11.00	3.62
36 – Market Harborough	4.43	22.72	27.15	11.50	2.36
37 – Lutterworth	3.54	0.00	3.54	11.00	0.32
Total	11.61	58.87	70.48	33.50	2.10
DCP					
18 – Castle Donington	6.39	0.00	6.39	11.67	0.55
19 – Birstall	4.22	0.00	4.22	11.67	0.36
25 – Coalville	1.53	0.00	1.53	11.33	0.14
31 – Wigston	8.80	19.05	27.85	11.00	2.53
33 – Oakham	11.21	81.42	92.63	14.00	6.62
38 – Hinckley	5.14	75.18	80.32	12.00	6.69
Total	37.29	175.65	212.94	71.67	2.97
Control	18.50	57.00	75.50	26.00	2.90
Non Station	20.00	51.50	71.50	81.83	0.87
Total Operational	212.40	578.02	790.42	378.50	2.09

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
75.50	26.00	101.50	34.00	2.99
100.50	17.50	118.00	41.67	2.83
116.00	31.00	147.00	23.00	6.39
31.00	43.50	74.50	38.83	1.92
37.00	61.50	98.50	28.00	3.52
360.00	179.50	539.50	165.50	3.26
39.79	0.00	39.79	11.00	3.62
27.15	10.49	37.64	11.50	3.27
3.54	12.52	16.06	11.00	1.46
70.48	23.01	93.49	33.40	2.79
6.39	5.16	11.55	11.67	0.99
4.32	52.31	56.53	11.67	4.85
1.53	18.17	19.70	11.33	1.74
27.85	25.68	53.53	11.00	4.87
92.63	5.43	98.06	14.00	7.00
80.32	5.59	85.91	12.00	7.16
212.94	112.34	325.78	71.67	4.54
75.50	48.50	124.00	26.00	4.77
71.50	36.50	108.00	81.83	1.32
	399.85	1190.27	378.50	3.14

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

An average of 2.95 days/shifts per person were lost to sickness by support staff during April to September, compared to the 3-year average of 4.33 days/shifts lost per person. In total, there have been 321.16 days/shifts lost to sickness, compared to the 3-year average of 439.35 days/shifts lost.

The 321.16 days/shifts lost April to September can be broken down further:

There were 36.81 short term days/shifts lost, a reduction of 76.76 days/shifts lost compared to the 3-year average of 113.57 days/shifts lost. Of the 36.81 short term days/shifts lost, 8.84 short term days/shifts lost were reported April to June, compared to 27.97 short term days/shifts lost July to September.

There were 284.35 long term days/shifts lost, a reduction of 41.43 days/shifts lost compared the 3-year average of 325.78 days/shifts lost. Of the 284.35 long term days/shifts lost, 145.27 long term days/shifts lost were reported April to June, compared to 139.08 long term days/shifts lost July to September.

The result of COVID 19 has also had an impact on sickness. If you include this data, an average of 4.19 days/shifts would be lost by operational staff during April to September. In total, there have been 134.57 days/shifts lost to COVID 19. There were 107.47 days/shifts lost to COVID 19 April to June and 27.10 days/shifts lost July to September. However, for the most part we know that support staff have maintained working from home when self-isolating. As such, COVID 19 should not be considered as part of lost shifts, more the impact of COVID on Service support staff, is simply identified by the total shifts affected. The loss (in productivity) would likely be minimal in comparison to natural 'shifts lost' data. A full detailed report on sickness and reasons for sickness has been produced.

Table 26: The total support sickness – April to September 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	1.00	0.00
Estates and Facilities	1.00	0.00	1.00	4.00	0.25
Finance	4.73	0.00	4.73	6.72	0.70
Information and Technology	0.00	52.00	52.00	10.95	4.75
Service Support	3.43	0.00	3.43	12.86	0.27
Total	9.16	52.00	61.16	35.53	1.72
People and Organisational Development					
Area Manager	0.00	0.00	0.00	1.00	0.00
Human Resources	0.00	47.57	47.57	7.81	6.09
Learning and Development	3.00	63.62	66.62	10.40	6.40
Occupational Health	2.00	0.00	2.00	2.92	0.68
Total	5.00	111.19	116.19	22.13	5.25
Community Risk					
Corporate Risk and Resilience	0.00	0.00	0.00	2.00	0.00
Operational Risk	3.00	0.00	3.00	5.81	0.52
Safer Communities	11.00	111.00	122.00	18.17	6.72
Total	14.00	111.00	125.00	25.98	4.81
Directors					
Emergency Services Network Project Coordinator	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	4.00	0.00	4.00	6.05	0.66
Total	4.00	0.00	4.00	6.05	0.66
Service Assurance					
Business Assurance	3.00	0.00	3.00	1.00	3.00

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	1.00	0.00
1.00	0.00	1.00	4.00	0.25
4.73	0.00	4.73	6.72	0.70
52.00	0.00	52.00	10.95	4.75
3.43	26.00	29.43	12.86	2.29
61.16	26.00	87.16	35.53	2.45
0.00	0.00	0.00	1.00	0.00
47.57	0.00	47.57	7.81	6.09
66.62	2.50	69.12	10.40	6.64
2.00	0.00	2.00	2.92	0.68
116.19	2.50	118.69	22.13	5.36
0.00	0.00	0.00	2.00	0.00
3.00	4.00	7.00	5.81	1.20
122.00	95.00	217.00	18.17	11.94
125.00	99.00	224.00	25.98	8.62
0.00	0.00	0.00	1.00	0.00
0.00	0.00	0.00	1.00	0.00
4.00	1.07	5.07	6.05	0.84
4.00	1.07	5.07	6.05	0.84
3.00	0.00	3.00	1.00	3.00

Corporate Communications	1.00	0.00	1.00	3.00	0.33	1.00	0.00	1.00	3.00	0.33
Information Governance	0.65	10.16	10.81	9.40	1.15	10.81	0.00	10.81	9.40	1.15
Planning and Performance Management	0.00	0.00	0.00	4.33	0.00	0.00	6.00	6.00	4.33	1.38
Total	4.65	10.16	14.81	17.74	0.83	14.81	6.00	20.81	17.74	1.17
Service Delivery										
Service Delivery – Fire Control	0.00	0.00	0.00	0.33	0.00	0.00	0.00	0.00	0.33	0.00
Total	0.00	0.00	0.00	0.33	0.00	0.00	0.00	0.00	0.33	0.00
Total Support										
Total Support	36.81	284.35	321.16	108.76	2.95	321.16	134.57	455.73	108.76	4.19

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

There have been on average, 7.50 members of staff that have been on modified duties for the entire month, per month April to November. This is 1.79 less than the 3-year average of 9.29.

The breakdown includes 3.25 from Wholetime, 3.50 from On-Call and 0.75 from Support.

November 2020

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

- Wholetime - 5 - 2 Non-Station, 1 Birstall, 1 Hinckley and 1 Market Harborough.
- On-Call - 3 – 2 Market Harborough and 1 Billesdon.
- Support - 1 - 1 People and Organisational Development.

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

There have been on average, 12.00 members of staff that have been on modified duties at some point throughout the month, per month April to November. This is 0.21 less than the 3-year average of 12.21.

The breakdown includes 7.62 from Wholetime, 3.38 from On-Call and 1.00 from Support.

November 2020

The breakdown of 10 members of staff on modified duties at some point throughout the month in November:

- Wholetime – 4 – 2 Central, 2 Western, 1 Eastern, 1 Hinckley, 1 Loughborough, 1 Market Harborough and 1 Non Station.
- On-Call – 4 – 2 Wigston, 1 Central and 1 Oakham.
- Support – 2 – 2 People and Organisational Development.