

**LEICESTERSHIRE**  
**FIRE and RESCUE SERVICE**

# Annual Report and Statement of Assurance

## 2019/20



# Our Purpose

At Leicestershire Fire and Rescue Service, our purpose is:



This document provides a summary of our performance between April 2019 - March 2020 in pursuit of our purpose.

It highlights our key achievements against each of the our five strategies which are detailed in our corporate planning document 'Our Plan'.

## Our Strategies

-  **Response Strategy**
-  **Safer Communities Strategy**
-  **Finance and Resources Strategy**
-  **People Strategy**
-  **Governance Strategy**

# ! Response

Aim – Respond effectively to incidents



Nicole Marvin  
Wholetime Firefighter

Leicestershire Fire and Rescue Service

In 2019/20, we attended a total of **8,541** emergency incidents which included:

 **2,079** fires

 **748** road traffic collisions

 **2,994** fire alarms

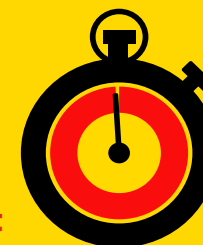
 **2,720** special services

We rescued a total of **1,030** members of the public from incidents. Unfortunately, there were **8** fire related deaths

## We attended:



**95.22%**  
of life threatening incidents  
within our 10 minute target



**99.48%**  
of non-life threatening incidents  
within our 20 minutes target



**1,218** community safety activities totalling over **11,000 hours** of time engaging with members of the public





**82.61%** fire engine availability  
98.12% wholtime and 64.55% On-Call



**1 minute 36 seconds**  
average time for a wholtime fire engine to be mobilised



**5 minute 52 seconds**  
average time for a On-Call fire engine to be mobilised

**208** After the Incident questionnaires received of which:

**100%** rated the service received as **'satisfactory'** or **better**.

**99%** said the first fire engine arrived as **'expected'** or **'quicker than expected'**





Ash Spriggs  
Fire Control Operative

We received a total of **17,130** 999 calls



**93%** of 999 calls were answered within **7 seconds**



**4.34 seconds** average time for 999 calls to be answered



**1 minute 56 seconds** average time taken to get incident details and send the quickest fire engine

Out of the 17,130 calls we received, **208** were hoax calls



**103** of the hoax calls were attended




Ashleigh Spriggs, who works in Fire Control, won the **Control Room Ambassador of the Year** award for his extraordinary work in serving and protecting the public.





A total of **7,274** Home Safety Checks were completed

**We delivered:**

-  **5,603** full Home Safety Checks
-  **744** advice given on the doorstep
-  **561** follow up visits
-  **366** checks completed by our partners (Hinckley and Bosworth Borough Council, Rotary Club and Charnwood Borough Council)
-  **1,274** 'extra mile' visits, offering practical support to resolve non-fire related problems

**387** Home Safety Check questionnaires received of which:

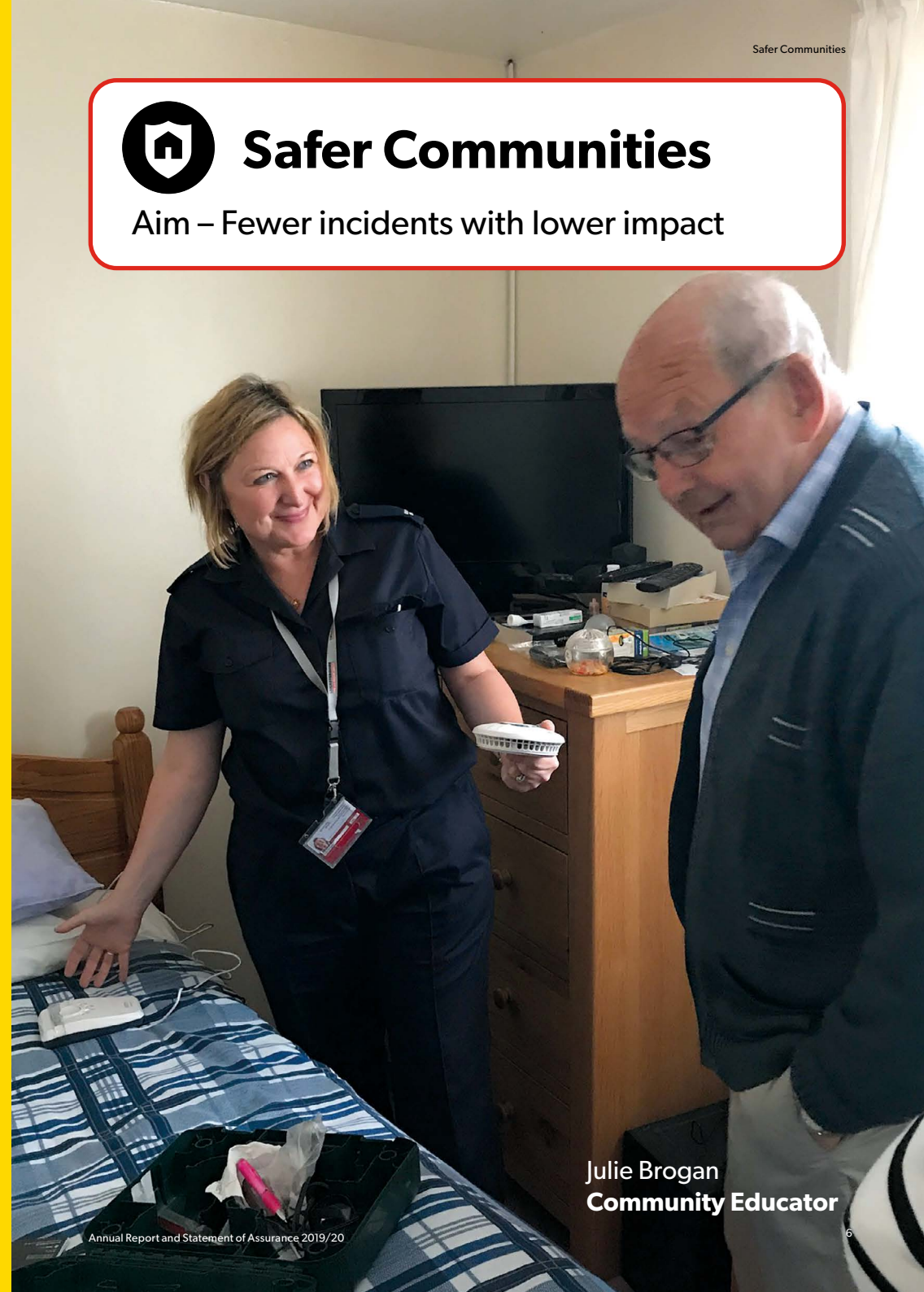
**99%** said they '**felt safer**' after the a visit.

**92%** said they '**would change their habits**' after receiving advice



# Safer Communities

Aim – Fewer incidents with lower impact



Julie Brogan  
Community Educator





Fire Skills Course  
Coalville Fire and Rescue Station



**4,720** smoke alarms supplied and fitted



**305** schools visits engaging with **26,218** children



**105** road safety events engaging with **28,502** people

**117** FireCare (juvenile fire-setters) engagements

**288** youth safeguarding concerns raised by our staff

**8,832** routine fire hydrant inspections

Review of our **health and safety provision** completed

**New arson strategy** agreed with the police

**80%** of firefighters staff trained in the new risk identification process

**70%** firefighters staff trained on dealing with a terrorist attack



## We carried out:

**349** fire safety advice requests

**503** fire safety concerns

**790** building regulations inspections

**381** fire safety audits







 **212** licensing consultations

 **141** specific inspections

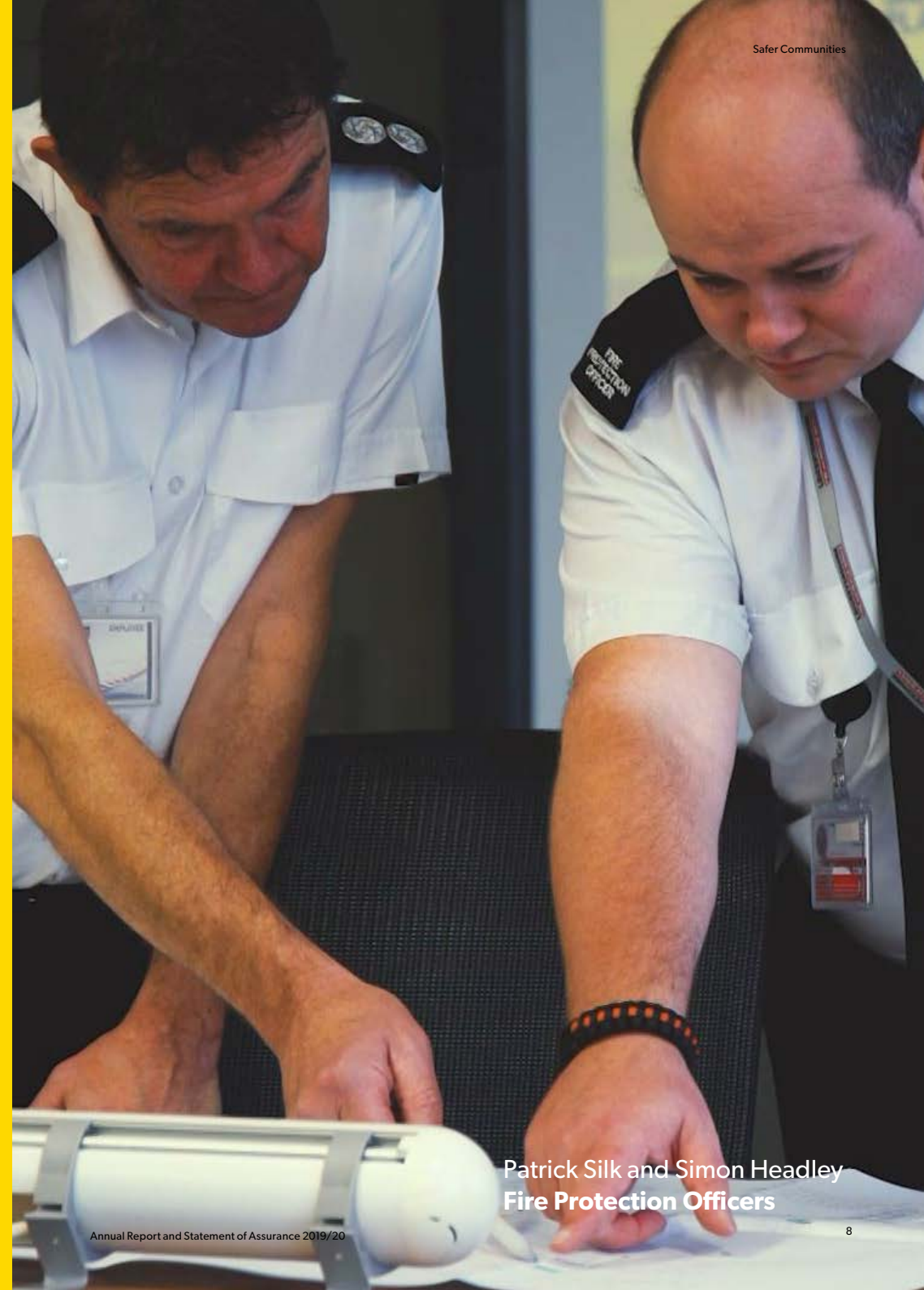
 **43** desk-based inspections

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## All of this work resulted in the following being served:

-  **81** action plans
-  **18** interim measures
-  **18** prohibition notices
-  **36** formal enforcement notices
-  **109** deficiency notices
-  **6** alteration notices

Gap analysis completed in response to the **Grenfell Tower Inquiry Phase 1 Report**



Patrick Silk and Simon Headley  
Fire Protection Officers





We had a total of **46,059** followers on our corporate and fire station Facebook accounts

**1,224** posts offering advice and safety tips, reaching **3.46 million people**

**241,247** engagements from followers who either liked, shared or commented on our corporate posts

We had a total of **26,383** followers on our corporate and fire station Twitter accounts

**1,025** tweets offering advice and safety tips, reaching over **2 million people**

**35,574** engagements from followers who either liked, retweeted or commented on our corporate posts

During our 12 week **Integrated Risk Management Plan** public consultation:

- ✓ **18** Twitter posts reached over **24,000** people
- ✓ **18** Facebook posts reached over **36,000** people

## We delivered:



**4** replacement fire engines

**2** additional Tactical Response Vehicles

**31** replacement **fleet vehicles**

Plans developed for a **new Learning and Development Centre**

ICT equipment to support **'working from home'** during the **COVID-19 outbreak**



**Skype for Business** telephone system



**Fire station building improvements** following condition surveys



New firefighter **Personal Protective Equipment contract** signed



## Finance and Resources

Aim – Deliver value for money quality services





# People

Aim – An engaged and productive workforce



Michael Teago  
Community Educator and Have A Go Day Participant

Leicestershire Fire and Rescue Service

 **29** new firefighters recruited (12 wholetime and 17 On-Call)

**452** people registered to attended recruitment 'Have A Go' days (344 wholetime and 108 On-Call)


**6.96** average sickness days/shifts lost per person


**Learning Management System** purchased

Revised **absence management procedures** agreed for implementation

**Health and wellbeing processes** implemented

Service **values and behaviours** established

 The Service **won an award at the LGBT+ Inclusion Awards** for the work it has done in promoting equality for both LGBT staff and communities.

 Ronnie Stanley and Craig Hallam **won an award at the Asian Fire Service Association's Annual Conference 2019 for the positive action work carried out** over a sustained period of time, resulting in positive change.

**HMICFRS inspection completed** with the Service assessed as 'Requiring Improvement'

**HMICFRS inspection action plan** developed and published

**IRMP consultation undertaken** and the seven proposals were approved for implementation

**General Data Protection Regulation (GDPR)** compliance achieved

**New policy framework** established

**Whistleblowing policy** successfully communicated

**546** responses to our website survey of which:

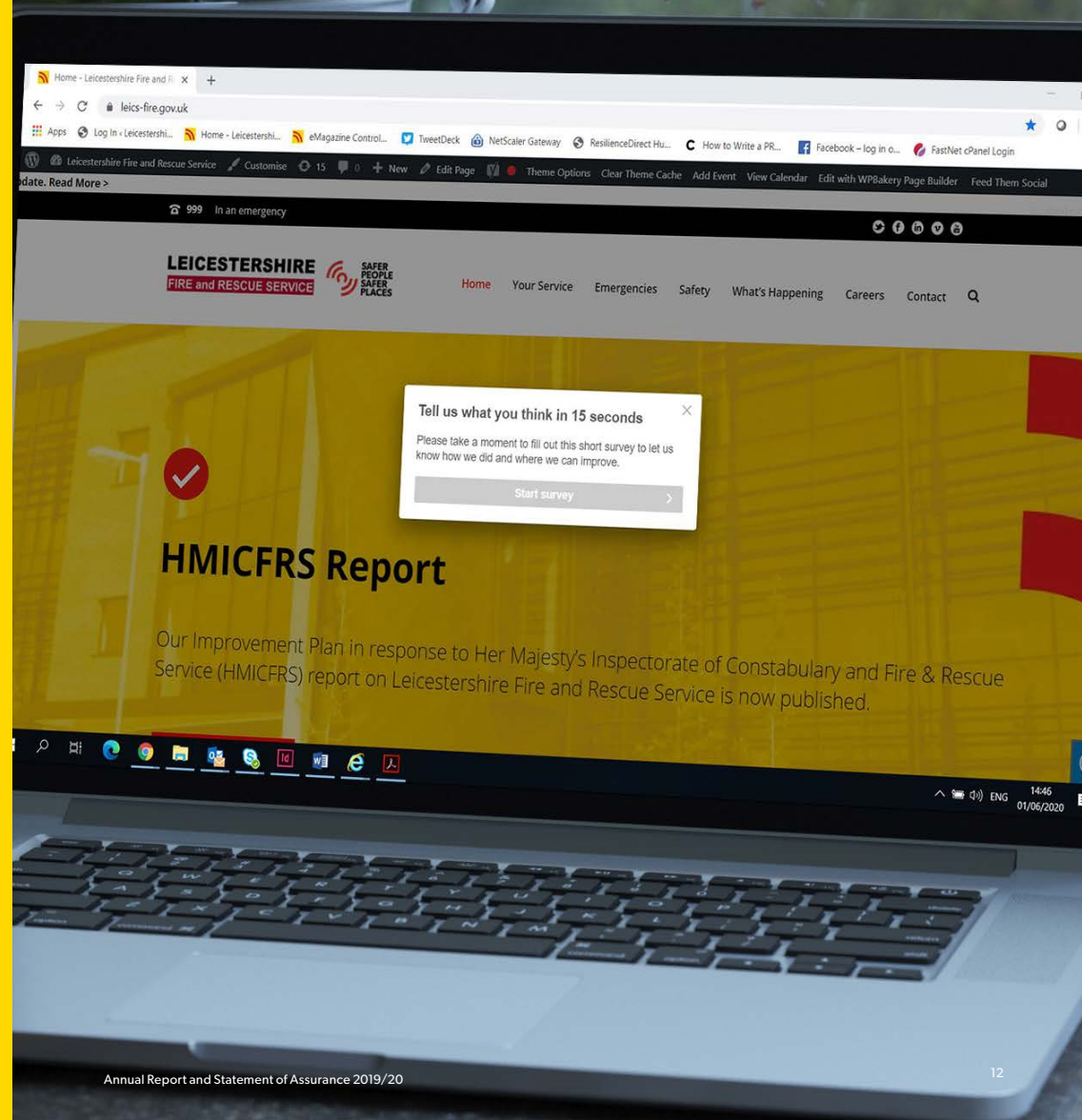
**83%** said they 'found the information useful'

**93%** said they 'would visit the site again'



# Governance

Aim – Provide assurance





# Statement of Assurance

## Operational Assurance

**The Combined Fire Authority (CFA) maintains key responsibilities that they are bound to carry out. These are primarily found within:**

 [The Fire and Rescue Services Act 2004](#)

 [The Civil Contingencies Act 2004](#)

 [The Regulatory Reform \(Fire Safety\) Order 2005](#)

 [The Fire and Rescue Services \(Emergencies\) \(England\) Order 2007](#)

 [The Localism Act 2011](#)

 [The Fire and Rescue National Framework for England](#)

**This section provides assurance that our service is delivered in line with our statutory responsibilities.**

To meet the requirements of the Fire and Rescue Services Act 2004 and The Fire and Rescue National Framework for England, we publish an [Integrated Risk Management Plan \(IRMP\)](#) that identifies and assesses all foreseeable fire and rescue related risks.

Our risk identification and monitoring processes take into account historical incident data and trends, demographic data and local development strategies. We have a Community Risk Model (CRM) that suggests where a serious incident is more likely to occur relative to other locations within our area. We also have regard to our local resilience forum [community risk register](#) as well as national risks, and the arrangements we have in place with our neighbouring services for mutual assistance in response and fire investigation. All of this information is used to help make decisions on where our resources are best placed according to risk, helping us to make proposals.

By combining the IRMP and the corporate plan, we have one plan for responding to all of the risks and challenges facing our local communities, as well as to the organisation itself.

All of our corporate and IRMP objectives can be found in Our Plan which is updated each year. Our five priorities (response, safer communities, finance and resource and people and governance) each have a strategy that provides details on how we will achieve their aims. They underpin our planning framework and will guide us until 2024.

## Financial Assurance

As a public service we are responsible for ensuring that public money is properly accounted for and used economically, efficiently and effectively. As part of financial assurance, our key financial systems are audited every year.

In line with the [Accounts and Audits \(England\) Regulations 2015](#), we publish our [statement of accounts](#) annually. This document sets out the costs of providing our service for the financial year 2019/20. It includes information on income and expenditure, a balance sheet, cash flow statement and a pension fund statement.

Our draft statement for 2019/20 will be published in September 2020. Regulations state that the final audited accounts must be published with the audit opinion and certificate and be approved by the CFA by 31 July each year. However, this date has been extended this year due to the COVID-19 outbreak.

In February 2020, we published our [budget strategy](#), [capital programme](#) and [revenue budget](#), setting out our spending plans for 2020/21. This is effectively our Medium Term Financial Plan (MTFP). The budget strategy links with the planned actions from our corporate plan and IRMP.

The statutory requirement to publish the [Gender Pay Gap](#) information was achieved prior to April 2020

## Assurance

In line with the requirements of the Accounts and Audit (England) Regulations 2015, we published an [Annual Governance Statement \(AGS\)](#). This document is produced in accordance with the CIPFA/SOLACE framework and provides a self-assessment of the CFA's performance, along with a review of the effectiveness of our system of internal control and overall corporate governance arrangements.

Our AGS for 2019/20 is signed by the Chair of the CFA and the Chief Fire and Rescue Officer and is due to be approved by the CFA at its meeting in July 2020.


We are committed to being open and transparent to the public. Part of this includes meeting the [Local Governance Transparency Code 2015](#) where we are required to publish specific information on a regular basis. All of the transparency information can be accessed via one link on our website, found by visiting [leics-fire.gov.uk/transparency](https://leics-fire.gov.uk/transparency).

## Health and Safety

The Health, Safety and Welfare Committees have been constituted under Section 2 (7) of the Health and Safety at Work Act etc. 1974, and the Safety Representatives and Safety Committees Regulations 1977. The committees enable communications between staff and management supporting the health, safety and welfare of staff at work.

We acknowledge our legal duty and seek to embrace this joint working approach. This process helps our managers liaise with the workforce and ensures that chief officers have a thorough picture of the management of health, safety and welfare within the Service through leadership of the committee structure.

The organisational structure of the main consultative committees is: Under these committees we evaluate risks, and proactively plan for

-  Health, Safety, Welfare and Corporate Risk Committee
-  Infrastructure Risk Committee
-  Operational Risk Committee
-  Road Risk Committee

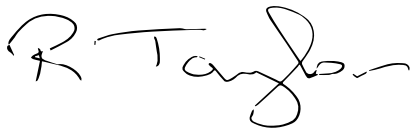


the management of hazards and risks. This improves our ability to predict the likelihood of emerging risks and therefore aim to prevent them from occurring in the first place.

## Assurance Declaration

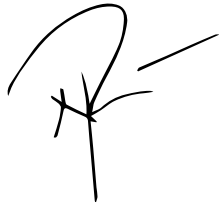
This statement of assurance informs and assures our communities and other relevant stakeholders that we are meeting national operational, financial and governance expectations; and declares that we are meeting the requirements set out in the [Fire and Rescue National Framework for England](#).

We are committed to continuing to provide an excellent level of service to you, our communities, whilst continuing to meet our statutory requirements and keeping you informed.



**Rick Taylor**

Chief Fire and Rescue Officer



**Nicholas Rushton**

Chair of the Combined Fire Authority



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