

**LEICESTER, LEICESTERSHIRE AND RUTLAND COMBINED FIRE
AUTHORITY
CORPORATE GOVERNANCE COMMITTEE**

To: Members of the Corporate Governance Committee

Mr. R. Allen CC (Chairman)

Mr. N. Bannister CC
Mr. D. Grimley CC
Cllr. H. Rae Bhatia
Mr. K. Ghattoraya CC

Mr. D. Gamble CC
Mrs. M. E. Newton CC
Cllr. S. Barton
Cllr. S. Harvey

Copies by email to:

Other Members of the Combined Fire Authority for information only
Chief Fire Officer and Assistant Chief Fire Officers, Leicestershire Fire and
Rescue Service.

Dear Sir/Madam,

You are invited to attend a meeting of the **Leicester, Leicestershire and
Rutland Combined Fire Authority's Corporate Governance Committee**
which will be held at **Leicestershire Fire and Rescue Service, 12 Geoff
Monk Way, Birstall** on **WEDNESDAY 22 NOVEMBER 2023** at **2.00pm** for
the transaction of business set out on the attached Agenda.

Yours Faithfully



Lauren Haslam
Monitoring Officer



Leicestershire Fire and Rescue Service

Headquarters, 12 Geoff Monk Way, Birstall, Leicester LE4 3BU

Tel 0116 2872241

Fax 0116 2271330

Email info@lfrs.org

leics-fire.gov.uk

Follow [@LeicsFireRescue](https://www.instagram.com/LeicsFireRescue)



**LEICESTER, LEICESTERSHIRE AND RUTLAND COMBINED FIRE
AUTHORITY
CORPORATE GOVERNANCE COMMITTEE
WEDNESDAY 22 NOVEMBER 2023 at 2.00pm**

Location **Leicestershire Fire and Rescue Service, 12 Geoff Monk Way,
Birstall, Leicester, LE4 3BU**

Officer to contact **Gemma Duckworth (Tel. 0116 305 2583)**

E-Mail **gemma.duckworth@leics.gov.uk**

AGENDA

<u>Item</u>	<u>Report by</u>	
1. Apologies for absence.		
2. To receive declarations by members of interests in respect of items on this agenda.		
3. To advise of any other items which the Chair has decided to take as urgent.		
4. Chairman's Announcements.		
5. Minutes of the meeting held on 20 September 2023.		(Pages 5 - 10)
6. Financial Monitoring to the end of September 2023.	The Treasurer	(Pages 11 - 16)
7. Completion of the 2020/21 Statement of Accounts.	The Treasurer	(Pages 17 - 22)
8. Performance Monitoring April - October 2023.	The Chief Fire and Rescue Officer	(Pages 23 - 62)
9. Service Development Programme and 'Our Plan 2020-24' - Appendix A Tasks.	The Chief Fire and Rescue Officer	(Pages 63 - 78)



Leicestershire Fire and Rescue Service

Headquarters, 12 Geoff Monk Way, Birstall, Leicester LE4 3BU

Tel 0116 2105555

Fax 0116 2271330

Email info@leics-fire.gov.uk

leics-fire.gov.uk

Follow @LeicsFireRescue



- | | | |
|---|--------------------------------------|-------------------|
| 10. Progress against the Internal Audit Plan 2023/24. | The Treasurer | (Pages 79 - 100) |
| 11. People Programme of Work. | The Chief Fire and Rescue Officer | (Pages 101 - 108) |
| 12. Review and Revision of the Constitution. | The Solicitor and Monitoring Officer | (Pages 109 - 116) |
| 13. Urgent Items. | | |
| 14. Date of Next Meeting. | | |

The next meeting of the Corporate Governance Committee will be held on 13 March 2024 at 2.00pm.

This page is intentionally left blank



Minutes of a meeting of the Leicester, Leicestershire and Rutland CFA - Corporate Governance Committee held at County Hall, Glenfield on Wednesday, 20 September 2023.

PRESENT

Ms. Betty Newton CC (in the Chair)

Mr. N. D. Bannister CC
Cllr. S. Barton

Mr. D. J. Grimley CC
Cllr. Hemant Rae Bhatia

In attendance

Callum Faint, Chief Fire and Rescue Officer
Paul Weston, Assistant Chief Fire and Rescue Officer
Stuart McAvoy, Head of Finance, Leicester City Council
Matt Davis, Audit Manager, Leicestershire County Council
Gemma Duckworth, Senior Democratic Services Officer

46. Apologies for absence.

Apologies for absence were received from Mr. R. Allen CC, Mr. D. Gamble CC, Mr. K. Ghattoraya and Councillor S Harvey.

47. Declarations of Interest.

The Chairman invited members who wished to do so to declare an interest in respect of items on the agenda.

No declarations were made.

48. Urgent items.

There were no urgent items.

49. Chairman's Announcements.

The Chairman made her announcements which covered the following matters:

- Variable Response Vehicles
- Performance
- CRMP

50. Minutes.

The minutes of the meeting held on 13 July 2023 were taken as read, confirmed and signed.

51. Financial Monitoring to the end of July 2023.

The Committee considered a report of the Treasurer which presented the financial monitoring to the end of July 2023, including the key issues arising from the revenue budget and capital programme. A copy of the report marked 'Agenda Item 6' is filed with these minutes.

It was noted that the revenue position currently showed an overall forecast overspend of £341,000; this was planned to be funded from the budget strategy reserve. The capital programme was reporting spend of £506,000 to date. Slippage of £3,626,000 had been identified and was being kept under review. Due to favourable interest rates compared to budget interest receivable, this was forecast to be £340,000 more than budget.

Shortages in staffing levels had led to some delays in progressing the estates capital programme, with the majority of the slippage relating to the procurement exercise for the Eastern and Southern Fire station refurbishment projects. It was reported that slippage of £244,000 was also forecast for the Fire Control Project.

The recommendation contained within the report was moved by Mrs Newton CC and seconded by Mr Bannister CC. The motion was put and carried unanimously.

RESOLVED:

That the revenue budget and capital programme position at the end of July 2023 be noted.

52. Performance Monitoring April - August 2023.

The Committee considered a report of the Chief Fire and Rescue Officer which presented an update on the performance of the Leicestershire Fire and Rescue Service for the period April 2023 to August 2023. A copy of the report marked 'Agenda Item 7' is filed with these minutes.

Arising from the discussion, the following points were raised:

- i) The total number of incidents attended in the period was higher than anticipated. However, there had been a decrease in the number of secondary fire incidents attended. There had been a significant increase in the number of special service incidents attended; this continued to be a challenging area of work due to the type of incidents and the locations in which they occurred. For example, road traffic collisions and support for the Police and Ambulance Service tended to be required in more rural locations. There had also been an increase in the number of responses to flooding incidents, but this was largely out of the control of the Service.
- ii) The current average response time for life threatening incidents was 11 minutes 15 seconds, which was significantly outside the target of 10 minutes. The Chief Fire and Rescue Officer recognised that this target was currently unattainable and a number of initiatives were being considered to address the issue. As part of the CRMP, there was a proposal to increase the target response time for life threatening incidents to 12 minutes (including the call handline time), except for primary domestic dwelling fires.
- iii) A contributing factor to the increased response time was the fact that many incidents were in more rural locations. Consideration had previously been given to relocating some fire stations, but this would not improve the situation. It was also not possible to

increase resources to such an extent that it would have a long lasting impact. It was the intention to focus community prevention work in more rural areas.

iv) In relation to Home Fire Safety Checks (KCI4) and Fire Protection and Enforcement (KCI5), the Service continued to improve its performance and was now in the top five best performing FRS in the country. A more detailed report around this performance was being presented to the CFA at its meeting on 4 October.

v) In response to a query around support for officers attending suicides, the Chief Fire and Rescue Officer stated that crews were very supportive of one another after incidents, and a number of staff had undertaken mental health fire aid training. The service also used the TRIM system whereby officers who had attended or dealt with a fatal incident were referred to see a TRIM practitioner. Where required, external practitioners were utilised and staff had access to external counselling.

vi) It was noted that the new mobilising system was very sophisticated and data was based on real time information which could identify the location of an incident very quickly. The new vehicles had live tracking equipment, and it was hoped that this would reduce the current response time.

The recommendation contained within the report was moved by Mrs Newton CC and seconded by Councillor Rae Bhatia. The motion was put and carried unanimously.

RESOLVED:

That the performance of the Leicestershire Fire and Rescue Service for the period April 2023 to August 2023 be noted.

53. Service Development Programme and 'Our Plan 2020-24' Appendix A Tasks.

The Committee considered a report of the Chief Fire and Rescue Officer which presented the progress made since July 2023 in the delivery of projects within the Service Development Programme and the tasks included in Appendix A of Our Plan 2020-24. A copy of the report marked 'Agenda Item 8' is filed with these minutes.

Arising from the discussion, the following points were raised:

i) It was pleasing to note that the replacement mobilising system project was ahead of schedule, and the first stage of the project was due to be implemented by December 2023. Training for staff was beginning to take place and discussions were being undertaken with partners to ensure that there was an appropriate back up if there was an issue with the system.

ii) In relation to attendance at life threatening incidents, it was stated that District Managers were engaging with Community Safety Partnerships around rural road traffic collisions. Work was also taking place with Leicestershire Police to undertake co-enforcement and education events.

iii) Lots of positive work was taking place around equality and inclusion. A query was raised around whether LFRS was better at capturing complaints and being aware of what was happening across the Service. The Chief Fire and Rescue Officer stated that lots had been undertaken to create an environment where staff felt comfortable to report any issues. The Service had subscribed to the 'Say So' phone service and had promoted its

whistleblowing policy to staff. Where required, it was felt that staff were dealt with effectively and a number of networks were in place to cover protected characteristics. The recommendations from the Spotlight report continued to be worked through to ensure further improvements were being made. A more detailed report would be provided to the exempt part of the next meeting.

The recommendation contained within the report was moved by Mrs Newton CC and seconded by Mr Grimley CC. The motion was put and carried unanimously.

RESOLVED

That the progress made since July 2023 in the delivery of projects within the Service Development Programme and the tasks that are included in Our Plan 2020-24 be noted.

54. Progress against the Internal Audit Plan 2023/24.

The Committee considered a report of the Treasurer which gave an update of progress against the Internal Audit Plan for 2023/24. A copy of the report marked 'Agenda Item 9' is filed with these minutes.

Arising from the discussion, the following points were raised:

i) Work was progressing well with the 2023/24 audit plan and was at the stage anticipated for this time of year. Of the ten pieces of work for the 2023/24 internal audit plan, all prior year audits had been completed, two current year audits had been finalised and reported, one current year audit was at draft report stage, six current year audits were at various stages of work in progress, and one current year audit had not yet stated. It was the intention that this would be undertaken in parallel with another piece of work.

ii) It had been agreed that one audit, relating to Learning and Development, would be replaced by an audit of the Risk Based Inspection Programme.

iii) There were three partial assurance reports and associated high importance recommendations and progress against these was reported.

The recommendations contained within the report were moved by Mrs Newton CC and seconded by Mr Bannister CC. The motion was put and carried unanimously.

RESOLVED:

That the report be noted, in particular that:

a) three legacy partial assurance report ratings containing high importance recommendations remain outstanding and the ACFO (Service Support) continues to work to bring timely resolutions to these outstanding actions; and

b) work is progressing well with the 2023/24 audit plan and is at the stage anticipated for this time of year.

55. Organisational Risk Register.

The Committee considered a report of the Chief Fire and Rescue Officer which presented the progress made in the identification, documentation and management of

organisational risk through the Organisational Risk Register. A copy of the report marked 'Agenda Item 10' is filed with these minutes.

The overall level of assessed risk had remained steady due to the implementation of planned control measures. Failure of the mobilising system and inability to receive 999 calls remained the two most significant risks on the Register. The global pandemic continued to be a risk, along with cyber security. However, lots of work had been undertaken to ensure control measures were in place.

The recommendation contained within the report was moved by Mrs Newton CC and seconded by Mr Grimley CC. The motion was put and carried unanimously.

RESOLVED:

That the report and the Organisational Risk Register be noted.

56. People Programme of Work.

The Committee considered a report of the Chief Fire and Rescue Officer which provided an update on the actions arising from the Cultural Survey and other people related plans, including the HMICFRS 'Spotlight' report and the Service's external cultural review. A copy of the report marked 'Agenda Item 11' is filed with these minutes.

The Chief Fire and Rescue Officer gave assurance that work was in hand across the Service to ensure relevant recommendations from the Spotlight report were acted on and to move forward positively as an organisation. It was acknowledged that there was more work to do to develop the Service, but there was an absolute commitment to ensure improvement and ultimately, it would be the responsibility of everyone. Further detail would be included in the exempt report around the level of comfort in reporting issues.

It was noted that the People Plan would be signposted in the CRMP.

The recommendation contained within the report was moved by Mrs Newton CC and seconded by Mr Bannister CC. The motion was put and carried unanimously.

RESOLVED:

That the People Plan and programme of work being implemented across the Service be noted.

57. Date of Next Meeting.

The next meeting of the CFA Corporate Governance Committee will be held on 22 November 2023 at 2.00pm.

2.00 - 2.56 pm
20 September 2023

CHAIRMAN

This page is intentionally left blank

Status of Report: Public

Meeting: Corporate Governance Committee

Date: 22 November 2023

Subject: Financial Monitoring to end September 2023

Report by: The Treasurer

Author: Manjora Bisla (Finance Manager)

For: Discussion and Decision

Purpose

1. The purpose of this report is to present the financial monitoring to the end of September 2023. This report is the second in the budget monitoring cycle and presents the key issues arising from the revenue budget and capital programme as at the end of September 2023 (Financial Period 6 in the 2023/24 year).

Recommendations

2. The CGC is asked to:
 - a. Note the revenue budget and capital programme position as at the end of September 2023 and make any observations it sees fit.
 - b. Note the capital overspend of £422,000 to be funded from the Capital Fund Reserve and Estates Strategy Reserve, reducing resources available for future years' budgets.

Executive Summary

3. This report indicates the current financial position compared to the Revenue Budget and Capital Programme.
4. The revenue position currently shows an overall forecast overspend of £482,000, an increase of £141,000 compared with the position reported at the end of July. This overspend is planned to be funded from the Budget Strategy Reserve.
5. The forecast position reflects the pressures being faced as a consequence of general inflation and recent pay awards. The overspends have been partially offset by the On Call service being below establishment, underspends in staffing in support services, savings in transport costs and interest income. Members will also be aware that the 2022/23 and 2023/24 pay awards for firefighters exceeded the budget provision.

6. The capital programme is reporting spend of £772,000 to date. Slippage of £5,637,000 has been identified and is being kept under review. An overspend of £422,000 is currently anticipated, largely as a result of urgent unplanned estates works. The overspend is planned to be funded from the Capital Fund Reserve and Estates Strategy Reserve, reducing resources available for future years' budgets.

Revenue Budget

7. The revenue budget position is summarised in Table 1 below. The forecast overall overspend is £482,000.

Table 1 - 2023/24 Revenue Budget	Annual Budget £000	Forecast Outturn £000	Variance £000
Employees	33,641	33,935	294
Premises	3,218	3,546	328
Transport	986	887	(99)
Supplies and Services	3,744	4,107	363
Capital Financing	6,036	6,036	0
Total Expenditure	47,625	48,511	886
Income	(47,625)	(48,029)	(404)
Overspend/(Underspend)	0	482	482

8. The following notes relate to issues currently highlighted:

Employees

- i. Firefighter's pay is forecast to overspend by £905,000. This is largely a result of the recent pay awards agreed for 2022/23 (£460,000) and 2023/24 (£252,000) as well as the recruitment drive to bring in more firefighters ahead of the Day Crewing Plus exit in 2024/25. The forecast assumes the recruitment of 27 new firefighters across 2023/24.
- ii. Support staff pay is forecasting to underspend by £387,000. A pay award of £1,925 per person (FTE) for Green Book staff was agreed on 1 November 2023, costing an additional £126,000 over and above the 4% budgeted. However, this is more than offset by around £513,000 of underspends arising from vacant posts, employees not having yet reached the top of their salary bands and employees opting out of the

Local Government Pension Scheme. A plan is in place to recruit to a number of vacant support staff roles over the next 6 months.

- iii. On Call staffing is currently forecasting an underspend of £256,000, largely due to being below full establishment. Work is still underway to increase the on-call availability across the service. In comparison to the Summer of 2022 where there was a significant increase in incidents due to the hot and dry weather, the Summer of 2023 was relatively stable with less reliance on on-call staff.
- iv. Training is forecast to overspend by £107,000. Due to delays in recruitment within the Learning and Organisational Development department, there has been a reliance on outsourcing training sessions at a higher cost. The remaining £75,000 underspend is largely due to savings in firefighter pension costs as the financial impact of previous ill health retirements wind down.

Other Expenditure

- v. Premises costs are forecast to overspend by £328,000. Around £165,000 of this relates to Buildings repairs and maintenance costs due to inflation increases as well as a rise in the number of unplanned repairs required throughout the year. Cleaning costs are forecast to overspend by around £145,000 due to a number of year's inflationary increases. These overspends follow trends over the past few years and will be addressed as part of the 2024/25 budget. The remaining £18,000 overspend is largely attributed to the inflationary increases in building insurance costs.
- vi. Transport costs are forecasting an underspend of £99,000. The forecast savings from fuel costs that were reported at period 4 have reduced to £50,000 as fuel prices have started to rise once again. Following some amendments to our insurance policy, savings of £25,000 are forecast on vehicle insurance. Savings of around £21,000 on staff travel expenses are still anticipated. The remaining underspend of £3,000 relates to other transport related costs.
- vii. Supplies and services are forecast to overspend by £363,000. Around £51,000 relates specifically to the inflationary increase in the Firelink ICT Contract. Approximately £161,000 of the overspend relates to a 5 year condition survey across the estate, an independent culture review of the service and some consultancy fees for the Reinforced Aerated Autoclaved Concrete (RAAC) review. The remaining £151,000 relate to operational equipment and other contracts, including the impact of higher inflation. To the extent that some of these pressures will persist, these will be reflected in the 2024/25 budget.

Income

- viii. Due to favourable interest rates compared to budget, interest receivable is forecast to be £340,000 more than budget.
- ix. Unbudgeted income of £64,000 is due to be received following the successful prosecution of a high rise building owner for fire safety breaches. Of this £37,000 has actually been received to date with the balance due in February 2024.

Capital Programme

9. After inclusion of carry forwards totalling £5,171,000 the capital programme totals £8,731,000. This is summarised in Table 2 below.

Table 2 2023/24 Capital Programme	Programme after Carry Forwards	Actual YTD	Forecast Outturn	Slippage	Forecast (Savings)/ Overspends
	£'000	£'000	£'000	£'000	£'000
Vehicles	3,090	328	1,633	1,475	18
Property	3,957	271	1,307	3,054	404
ICT	573	148	225	348	0
Equipment	817	25	351	466	0
Fire Control	244	0	0	244	0
Life Safety Sprinkler	50	0	0	50	0
TOTAL	8,731	772	3,516	5,637	422

Vehicles

10. Vehicle purchases have been subject to supplier delays, resulting in slippage of £1,475,000. £1,100,000 of this relates to the supply of 7 new appliances which are expected to arrive in service in early 2024/25. The remaining slippage relates to several vans which have been delayed due to supplier resourcing issues.

The second Variable Response Vehicle is anticipated to arrive in service in November 2023. A slight overspend of around £18,000 is anticipated in relation to this, to be funded from the Capital Fund Reserve.

Property

11. A forecast spend of £1,307,000 has been estimated, with £661,000 of this being for refurbishment projects at Western and Market Bosworth Station. Unplanned urgent boiler replacement works at Eastern and Central Station have been identified, costing £559,000; whilst the estates contingency budget of £155,000 will fund part of these costs, the remaining unfunded balance of £404,000 will be funded from the Estates Strategy Reserve. Since this will reduce resources available for future years budgets, this will need to be taken into account in the budget setting report for 2024/25.

As previously reported, the majority of the slippage relates to refurbishments at Eastern and Southern Station. Revised cost estimates for both of these stations indicate that the forecast expenditure is likely to exceed the approved budget. Value engineering work is underway to identify whether the scope and scale of the scheme can be revisited in order to bring costs down. Any residual budget shortfall following this work will need to be addressed as part of the 2024/25 budget setting process.

Following an independent review across our estate to determine the presence of Reinforced Aerated Autoclaved Concrete (RAAC), Wigston Station was identified as having RAAC. Whilst it does not have an operational impact on the service, various options are being explored to address this.

ICT

12. Updated forecasting has highlighted slippage of £348,000 relating to various projects including performance reporting software, Microsoft 365 and others.

Equipment

13. The forecast spend of £350,000 includes anticipated expenditure on Road Traffic Collision (RTC) equipment and other firefighting equipment. The majority of the slippage relates to the replacement of the Breathing Apparatus Equipment, with work to commence in 2024/25.

Fire Control

14. Slippage of £244,000 is forecast for the Fire Control Project. This represents the balance of the £1,800,000 capital grant awarded by the government for the Tri-Service Control Project. Derbyshire Fire and Rescue is the lead on this project and will keep LFRS informed on any planned expenditure for the year.

Report Implications/Impact

15. Legal (including crime and disorder)
There are no legal implications arising from this report.
16. Financial (including value for money, benefits and efficiencies)
These are included in the main body of the report.
17. Risk (including corporate and operational, health and safety and any impact on the continuity of service delivery)

It is important to be aware of how the budget is progressing as it enables early action to be taken to address any issues that arise.
18. Staff, Service Users and Stakeholders (including the Equality Impact Assessment)
There are no staff, service user or stakeholder implications arising from this report.
19. Environmental
There are no environmental implications arising from this report.
20. Impact upon "Our Plan" Objectives
The Finance and Resources strategic aim of demonstrating value for money is supported by the effective monitoring and review of the revenue and capital budgets throughout the year.

Background Papers

Budget Strategy 2023/24 to 2025/26 (CFA 8 February 2023)

<https://leics-fire.gov.uk/wp-content/uploads/2023/02/item-9-budget-strategy.pdf>

Revenue and Capital Outturn 2022/23 (CFA 21 June 2023)

<https://leics-fire.gov.uk/wp-content/uploads/2023/06/item-10-revenue-and-capital-outturn-202223.pdf>

Financial Monitoring to end July 2023 (CGC 20 September 2023)

<https://leics-fire.gov.uk/wp-content/uploads/2023/09/Item-6.pdf>

Officers to Contact

Manjora Bisla, Finance Manager, LFRS

Manjora.Bisla@leics-fire.gov.uk

0116 210 5503

Stuart McAvoy, Head of Finance, Leicester City Council

Stuart.McAvoy@leicester.gov.uk

0116 454 4004

Status of Report:	Public
Meeting:	Corporate Governance Committee
Date:	22 November 2023
Subject:	Completion of the 2020/21 Statement of Accounts
Report by:	The Treasurer
Author:	Finance Manager, Leicestershire Fire and Rescue Service
For:	Information

Purpose

1. The purpose of the report is to present the Audit Completion Certificate for the year ended 31 March 2021, as signed by the CFA's External Auditors, Mazars.

Recommendation

2. The Corporate Governance Committee is asked to note the completion of the Audit for the year ended 31 March 2021 and the issuing of the Audit Completion Certificate.

Executive Summary

3. The attached letter from the Authority's External Auditors, Mazars, explains the significant delay in the issue of the Audit Completion Certificate for the year ended 31 March 2021. This work has now been concluded and the certificate is attached as an Appendix to the report.

Background

4. The auditor's report, dated 3 December 2021, explained that the audit could not be formally concluded until all the work necessary to issue an assurance statement in respect of the Authority's Whole of Government Accounts consolidation pack had been completed, along with the work necessary to satisfy Mazars that the Authority had made proper arrangements for securing economy, efficiency and effectiveness in its use of resources.
5. This work has now been completed. There has been a significant delay in the issue of the audit certificate due to Mazars awaiting confirmation from the National Audit Office that the Authority would not be selected for additional WGA work as a sampled component. Mazars has reported that no matters have come to its attention since 3 December 2021 that would have a material impact on the financial statements on which it gave an unqualified opinion.
6. The Audit Completion Certificate for the year ended 31 March 2021 and accompanying letter are attached as appendices to this report. The signed audit certificate formally concludes the 2020/21 audit and allows the Audit Certificate for 2020/21 to be published,

alongside the 2020/21 financial statements and with the Notice required to be published under Regulation 16 of the Accounts and Audit (England) Regulations 2015.

Report Implications/Impact

7. Legal (including crime and disorder)

There are no legal implications arising directly from the report.

8. Financial (including value for money, benefits and efficiencies)

There are no financial implications arising directly from the report.

9. Risk (including corporate and operational, health and safety and any impact on the continuity of service delivery)

There are no risks arising directly from the report.

10. Staff, Service Users and Stakeholders (including the Equality Impact Assessment)

There are no staff, service user or stakeholder implications arising directly from the report.

11. Environmental

There are no environmental implications arising directly from the report.

12. Impact upon "Our Plan" Objectives

None arising directly from the report.

Background Papers

Appendix

Audit Completion Certificate for the year ended 31 March 2021 and accompanying letter.

Officers to Contact

Amy Oliver, Treasurer
amy.oliver@leicester.gov.uk
0116 454 5667

Audit Completion Certificate issued to the Members of Leicester, Leicestershire & Rutland Combined Fire Authority for the year ended 31 March 2021

In our auditor's report dated 3 December 2021 we explained that the audit could not be formally concluded until we had completed the work necessary to issue our assurance statement in respect of the Authority's Whole of Government Accounts consolidation pack and the work necessary to satisfy ourselves that the Authority had made proper arrangements for securing economy, efficiency and effectiveness in its use of resources.

This work has now been completed.

No matters have come to our attention since 3 December 2021 that would have a material impact on the financial statements on which we gave our unqualified opinion.

The Authority's arrangements for securing economy, efficiency and effectiveness in its use of resources

We are required to report to you if, in our opinion, we are not satisfied that the Authority has made proper arrangements for securing economy, efficiency and effectiveness in its use of resources for the year ended 31 March 2021.

On the basis of our work, having regard to the guidance issued by the Comptroller and Auditor General in April 2021, we have nothing to report in this respect.

Certificate

We certify that we have completed the audit of Leicester, Leicestershire & Rutland Combined Fire Authority for the year ended 31 March 2021 in accordance with the requirements of the Local Audit and Accountability Act 2014 and the Code of Audit Practice issued by the National Audit Office.



Gavin Barker
Key Audit Partner
For and on behalf of Mazars LLP

The Corner
Bank Chambers
26 Mosley Street
Newcastle upon Tyne
NE1 1DF

15 September 2023

This page is intentionally left blank



The Corner
Bank Chambers
26 Mosley Street
Newcastle upon Tyne
NE1 1DF

Tel: +44 (0)191 383 6300
www.mazars.co.uk

Ms A Oliver
Treasurer
Leicester, Leicestershire and Rutland
Combined Fire Authority
Leicestershire Fire and Rescue Service
12 Geoff Monk Way
Birstall
Leicester
LE4 3BU

Direct +44 (0)191 383 6300
Dial
Email gavin.barker@mazars.co.uk

15 September 2023

Dear Ms Oliver

Leicester, Leicestershire and Rutland Combined Fire Authority - Issue of Audit Certificate on the Statement of Accounts 2020/21

We are pleased to attach our signed Audit Certificate for the 2020/21 financial year which formally concludes the 2020/21 audit.

There was a substantial delay in the issue of the Audit Certificate due to us awaiting confirmation from the National Audit Office (NAO) that the Authority would not be selected for additional WGA work as a sampled component. We have now received the confirmation awaited from NAO, and I am delighted to attach our audit certificate dated today.

On 3 December 2021, following approval and certification of the 2020/21 financial statements by the Authority we issued our Independent Auditor's Report in relation to the accounts for the year ended 31 March 2021. The audit opinion was unqualified.

At that point, we had not yet completed our other areas of work.

We subsequently issued our commentary on Value for Money (VFM) arrangements in our Auditor's Annual Report 2020/21 on 17 February 2022. We did not identify any significant weaknesses or recommendations in relation to the Authority's VFM arrangements.

We issued our report on WGA to NAO on 18 December 2022, following a delay in the issue of group audit instructions for this work by NAO.

As the audit certificate has been issued you are now able to issue the notice required by Regulation 16 of the Accounts and Audit (England) Regulations 2015.

Under Regulation 10 of the Accounts and Audit (England) Regulations 2015 you published on your website:



- the statement of accounts together with any certificate or opinion entered by the local auditor in accordance with section 20(2) of the Act;
- the annual governance statement approved in accordance with regulation 6(3); and
- the narrative statement prepared in accordance with regulation 8.

You also provided a notice of explanation for the delay in the issue of the Audit Certificate.

You will now be able to publish the attached Audit Certificate for 2020/21 alongside the 2020/21 financial statements and with the Notice you are now required to publish under Regulation 16.

For the avoidance of doubt, the Independent Auditor's Report for the year ended 31 March 2021 comprises the report issued on 3 December 2021 and incorporated into your financial statements and the Audit Certificate issued today.

Following guidance issued to auditors by the National Audit Office, it is now our policy that our signed audit report should be published as part of the publication of your financial statements on your website.

We have provided you with a copy of the financial statements for the year ended 31 March 2021 including our report on those statements. We outline below your responsibilities in respect of the use of our report.

Please ensure that:

- you only publish the financial statements accompanied by our report on those statements;
- you only publish the financial statements accompanied by any 'other information' provided to us before we issued our report and specifically referred to in our report; and
- you do not publish the financial statements accompanied by any other information not provided to us prior to issuing our report.

Please note that:

- the examination of the controls over the electronic publication of audited financial statements is beyond the scope of the audit of the financial statements and we cannot be held responsible for changes made to audited information after the initial publication of the financial statements and our report; and
- where you wish to publish or distribute the financial statements electronically, you are responsible for ensuring that the publication accurately presents the financial statements and our report on those financial statements. This responsibility also applies to the presentation of any financial information published in respect of prior periods.

Please feel free to contact me if you like clarification on any point. Thank you again to you and your team for the support and cooperation in enabling us to complete the audit of the financial statements in the difficult circumstances this year.

Yours sincerely

Gavin Barker

Gavin Barker
Director

Status of Report: Public

Meeting: Corporate Governance Committee

Date: 22 November 2023

Subject: Performance Monitoring April 2023 to October 2023

Report by: Chief Fire and Rescue Officer

Author: Chris Moir, Planning Manager

For: Information Only

Purpose

1. The purpose of this report (and the accompanying appendix) is to present the Corporate Governance Committee with an update on the performance of the Leicestershire Fire and Rescue Service (LFRS) for the period April 2023 to October 2023.

Recommendation

2. The CFA Corporate Governance Committee is asked to note the performance of the Leicestershire Fire and Rescue Service for the period April 2023 to October 2023.

Executive Summary

3. A comprehensive performance update is attached as Appendix 1. It contains full details of the key performance indicators and provides further analysis and comparison information.
4. Service performance is measured through corporate performance indicators. Where the data is available, each indicator is monitored against an average of the previous three years.
5. Following a relatively quiet start to the year, incident numbers have remained consistent during the summer and autumn, with the year to date figures being slightly higher than the 3-year average. Although it looks as though 2023 is going to be one of the hottest years on record, Leicester, Leicestershire and Rutland haven't currently seen the extreme weather conditions experienced in July and August 2022. This is one of the reasons why fires are slightly below previous year's levels.
6. The average response times to life-risk incidents is 11 minutes 31 seconds (3-year average 10:11). This is due to a significant amount of life risk incidents occurring outside of the City and being Road Traffic Collisions (RTCs) rather than dwelling fires.
7. The response time to non-life risk incidents between April 2023 and October 2023 was 10 minutes 3 seconds and primary fires 9 minutes 59 seconds.

8. Wholetime appliance availability is available for April 2023 to September 2023 and is currently 97.85% against a 3-year average of 98.50%. On-Call availability is 64.50% against a 3-year average of 68.90%.

Background

9. The detailed Performance Report, attached at Appendix 1, was created following consultation with members of the Corporate Governance Committee at a Performance Reporting Workshop held in November 2019. The agreed changes became effective from April 2020.
10. One performance report is now published for the Committee, the Senior Leadership Team (SLT) and the Tactical Management Team (TMT). The report is more detailed and easier to understand. Targets and the Red, Amber, Green (RAG) status methodology is removed as requested by members, with performance now being compared against the last three-year average.
11. Life risk incident attendance times (KCI 3.2) are measured against a 10-minute average as agreed in the Integrated Risk Management Plan. The proposal within the current Community Risk Management Plan is to increase this figure to 12 minutes for all life risk incidents other than primary domestic dwelling fires, which will remain at 10 minutes. To ensure consistency with the Home Office and the reporting mechanisms of Her Majesty's Inspectorate of Constabulary and Fire and Rescue Services (HMICFRS) the average response time to primary fires is also included.
12. There were 5,554 incidents attended between April and October 2023 – 1,413 fire incidents against a three-year average of 1,455, 2,007 fire false alarms (three-year average 1,763) and 2,134 non fire incidents (three-year average 1,884). 12,410 calls were received by Fire Control during this period (three-year average 11,385).
13. The number of special service incidents attended remains high compared to the three-year averages. This is despite the reduction in medical incidents - co-responder /first responder which continue to be extremely low. RTCs are also at higher levels to previous years and more suicide and suicide attempt incidents are being attended than ever before.
14. Fire prevention work continues, utilising a mix of telephone and in-person visits. The number of home safety checks undertaken between April 2023 and October 2023 was 9,262 which is significantly higher than the three-year average of 6,800.
15. Fire Protection has also increased the number of fire safety audits undertaken between April 2023 and October 2023 to 713, which is considerably higher than the three-year average of 474.
16. Public satisfaction in the service provided last year remains very high; 100% of the 180 people who responded to the After the Incident Survey were satisfied or very satisfied with the overall service they received at the incident. 100% of the 770 people who responded were satisfied with the engagement during a

home safety check visit, and 100% of the 119 people who responded were satisfied with the engagement during a fire protection visit.

Report Implications/Impact

17. Legal (including crime and disorder)

The timely production of relevant performance information and the achievement of continuous improvement is a statutory duty as described in the Local Government Act 1999.

18. Financial (including value for money, benefits and efficiencies)

There are no financial implications arising from this report.

19. Risk (including corporate and operational, health and safety and any impact on the continuity of service delivery)

Effective performance management including the reporting, monitoring and analysis of performance indicators enables proactive control measures to be implemented to reduce risk and demand.

20. Staff, Service Users and Stakeholders (including the Equality Impact Assessment)

Any identified action plans will be developed and delivered by relevant managers and staff.

21. Environmental

There are no environmental implications arising from this report.

22. Impact upon Our Plan Objectives

Active monitoring of performance indicators allows the Service to assess the effectiveness of delivering corporate objectives, influencing changes to strategies and policies where necessary. It also meets the Governance Strategy outcomes of well-informed communities and well-informed staff and the objective of 'monitor and report on our performance so everyone knows how we are doing'.

Background Papers

None.

Appendix

Appendix 1 - Performance Update – April 2023 to October 2023

Officers to Contact

Callum Faint, Chief Fire and Rescue Officer

callum.faint@leics-fire.gov.uk

0116 2105555

Chris Moir, Planning Manager

chris.moir@leics-fire.gov.uk

0116 2105555

Performance Update: April to October 2023

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	662	793	877	780	838	830	774						5554	5102	452
I.2	Fire incidents	152	222	272	192	249	185	141						1413	1455	-42
a	Primary fire incidents	83	95	105	88	123	105	79						678	627	51
b	Secondary fire incidents	65	125	167	104	126	80	53						720	811	-91
c	Chimney fire incidents	4	2	0	0	0	0	9						15	17	-2
I.3	Fire false alarm incidents	231	259	288	292	273	352	312						2007	1763	244
a	Due to apparatus	132	130	131	133	144	187	163						1020	878	142
b	Good intent	91	121	149	150	122	160	141						934	845	89
c	Malicious attended	8	8	8	9	7	5	8						53	40	13
I.4	Non-fire incidents	279	312	317	296	316	293	321						2134	1884	250
a	Non-fire false alarms	8	6	8	10	13	9	10						64	70	-6
b	Special service	271	306	309	286	303	284	311						2070	1814	256
-	Road traffic collision (RTC)	73	67	83	63	74	64	62						486	387	99
-	Assist other agencies	47	69	51	56	64	54	75						416	493	-77
-	Effecting entry / exit	31	32	28	39	43	33	33						239	186	53
-	Medical incident - co-responder/first responder	24	27	28	19	15	20	15						148	133	15
-	Flooding	19	22	35	13	6	15	19						129	82	47
-	Suicide/attempts	11	9	4	6	12	6	10						58	42	16
	- suicides	0	1	0	1	2	3	1						8	6	2
KCI 2 Fatalities and casualties																
2.1	Fatalities in fires	0	1	0	0	1	1	0						3	3	0
2.2	Non-fatal casualties in fires	10	4	7	4	8	8	3						44	30	14
2.3	Fatalities in non-fire incidents	3	3	5	6	5	14	12						48	37	11
2.4	Non-fatal casualties in non-fire incidents	57	68	53	63	43	61	69						414	425	-11

Ref	Key Corporate Indicator	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Actual	3-Year Average	Differ
2.5	Number of TRIM (Trauma Risk Management):															
a	Notifications	7	5	5	8	12	13	12						62	59	3
2.6	Number of LFRS employees injured whilst attending incidents	2	3	3	2	0	2	1						13	11	2
KCI 3	Level of emergency response service provision															
3.1	Number of emergency calls received	1372	1615	2222	1675	1676	1864	1986						12410	11385	1025
3.2	The total average response times of life threatening incidents (mins)	11:08	11:17	12:04	10:49	11:15	11:13	12:50						11:31	10:11	1:20
a	Average call handling time	2:06	2:02	2:46	2:12	2:02	2:19	2:44						2:19	2:05	0:14
b	Average appliance mobilisation time	1:35	1:28	1:22	1:37	1:28	1:44	1:48						1:35	1:27	0:08
c	Average time to drive to the incident	7:27	7:47	7:56	7:00	7:45	7:10	8:18						7:37	6:39	0:58
d	Number of life-threatening incidents attended	78	73	71	80	72	72	79						525	484	41
3.3	The total average response times of non-life threatening incidents (mins)	9:39	9:52	10:15	9:56	10:14	9:59	10:23						10:03	9:59	0:04
a	Average call handling time	2:15	2:04	2:06	2:14	2:06	2:03	2:10						2:08	2:06	0:02
b	Average appliance mobilisation time	1:32	1:32	1:39	1:42	1:44	1:51	1:54						1:42	1:37	0:05
c	Average time to drive to the incident	5:52	6:16	6:30	6:00	6:24	6:05	6:19						6:13	6:16	-0:03
d	Number of non-life risk incidents attended	570	708	785	680	750	745	679						4917	4574	343
3.4	The total average response times to primary fires (as recorded by Home Office)	9:25	10:58	10:02	09:33	10:07	9:26	10:29						9:59	9:55	0:04
a	Average call handling time	1:47	1:36	1:36	1:40	1:41	1:34	1:41						1:39	1:38	0:01
b	Average appliance mobilisation time	1:25	1:32	1:45	1:41	1:29	1:47	2:06						1:40	1:29	0:11
c	Average time to drive to the incident	6:13	7:50	6:41	6:12	6:57	6:05	6:42						6:40	6:48	-0:08
d	Number of primary fire incidents attended	75	78	92	81	114	97	66						603	562	41
3.5	The % availability of Wholetime fire appliances	98.20%	98.20%	97.47%	97.88%	97.86%	97.50%	-						97.85%	98.50%	-0.65%
3.6	The % availability of On-Call fire appliances	67.03%	66.74%	67.94%	60.39%	62.05%	63.03%	-						64.50%	68.90%	-4.40%
3.7	The % of people satisfied with our overall response	100%	100%	100%	100%	100%	100%	100%						100%	100%	0%
a	The % of people satisfied with their initial contact with the service	100%	100%	94%	100%	100%	100%	100%						99.0%	98.7%	0.3%
b	The % of people satisfied with the service they received at the scene	100%	100%	100%	100%	100%	100%	100%						100%	99.7%	0.3%

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																
4.1	Home safety checks	1320	1493	1326	1407	1377	1148	1191						9262	6800	2462
4.2	Home safety feedback surveys	190	70	55	100	170	90	95						770	1272	-502
a	Percentage satisfied	100%	100%	100%	100%	100%	100%	100%						100%	99.7%	0.3%
KCI 5 Fire Protection and Enforcement																
5.1	The % of fire safety audits that result in action plans and enforcement notices	15%	15%	16%	16%	21%	15%	28%						17%	14%	3%
a	Fire safety audits	88	123	133	89	101	111	68						713	474	239
b	Action plans and enforcement notices	13	19	21	14	21	17	19						124	66	58
5.2	Fire protection survey – Overall how satisfied were you with the service received	100%	100%	100%	100%	100%	100%	100%						100%	99%	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)	1.68			1.79			-			-			3.47	3.05 (3.82)	0.42 (-0.35)
a	Days/shifts lost to short-term sickness	187.87			261.82			-			-			449.69	417.86	31.83
b	Days/shifts lost to long-term sickness	461.91			451.58			-			-			913.49	732.30	181.19
c	Total days/shifts lost to sickness	649.78			713.40			-			-			1363.18	1150.16 (1438.57)	213.03 (-75.39)
6.2	Average number of days/shifts lost to sickness by support staff per person (inc COVID 19)	1.45			2.04			-			-			3.49	3.19 (4.03)	0.30 (-0.54)
a	Days/shifts lost to short-term sickness	47.72			103.12			-			-			150.84	96.84	54.00
b	Days/shifts lost to long-term sickness	135.45			163.43			-			-			298.88	273.57	25.31
c	Total days/shifts lost to sickness	183.17			266.55			-			-			449.72	370.41 (465.25)	79.31 (-15.53)
6.3	Average number of staff on modified duties for the entire month	5	6	6	5	3	8	8						5.86	6.90	-1.04
a	Wholetime	3	5	4	2	1	5	5						3.57	3.67	-0.10
b	On-Call	2	1	2	3	2	2	1						1.86	2.81	-0.95
c	Support	0	0	0	0	0	1	2						0.43	0.42	0.01
6.4	Average number of staff on modified duties at some point throughout the month	12	19	20	13	14	13	11						14.57	14.05	0.52
a	Wholetime	10	13	15	12	9	8	9						10.86	9.43	1.43

Ref	Key Corporate Indicator	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Actual	3-Year Average	Differ
b	On-Call	2	6	4	1	3	2	1						2.71	3.29	-0.58
c	Support	0	0	1	0	2	3	1						1.00	1.33	-0.33

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

1.1 Total incidents – April to October 2023

Of the 5554 incidents April to October 2023, 2134 (38%) were non-fire incidents, 2007 (36%) were fire false alarm incidents and 1413 (26%) were fire incidents. Most incidents occurred in Western, followed by Central and Charnwood. The 3-year average is 5102, so in comparison to this, there are 452 more incidents (9%).

Table 2: Total incidents – April to October 2023

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Apr to Oct 2023
1.1	Total incidents	797	739	810	384	269	201	205	426	764	519	440	5554

Looking at the 3 areas:

Fire incidents – decrease of 42 incidents compared to 3-year average.

False alarms – increase of 244 incidents compared to the 3-year average.

Non-fire incidents – increase of 250 incidents compared to 3-year average.

The number of fire related incidents has decreased in October and the main reason is the decrease in secondary and primary fires. The number of fire false alarm incidents has decreased from September and the number of non-fire incidents attended has increased. Part of the non-fire incidents is the number of special service incidents, which shows greater increases in the number of road traffic collisions, effecting entry/exit entry, medical Incident - co-responder/first responder and flooding incidents. It is important to recognise that the 3-year average will have been affected somewhat by the COVID 19 pandemic.

October 2023

Of the 774 incidents in October, 321 (42%) were non-fire incidents, 312 (40%) were fire false alarm incidents and 141 (18%) were fire incidents. This has decreased from September (830) and can be put down largely due to decreases in secondary fires, primary fires, fire

false alarms due to apparatus and fire false alarms good intent. The number of non-fire incidents has increased in October to the highest number so far this year.

There were 141 fire incidents in October, compared to 185 in September. There were also 312 fire false alarm incidents in October, compared to 352 in September and there were 321 non-fire incidents in October, compared to 293 in September. Most incidents occurred in Central, Charnwood and Western.

Table 3: Total incidents – October 2023

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Oct 2023
I.1	Total incidents	117	95	111	45	38	23	35	57	112	83	58	774

Chart 1: The total number of incidents by day in October 2023 shows the number of incidents by day, ranging from 16 at its lowest in a day on 12 October, to 36 incidents at its peak on 20 October. The number of incidents has remained consistent as the month has progressed. On average, there were 24.97 incidents attended each day.

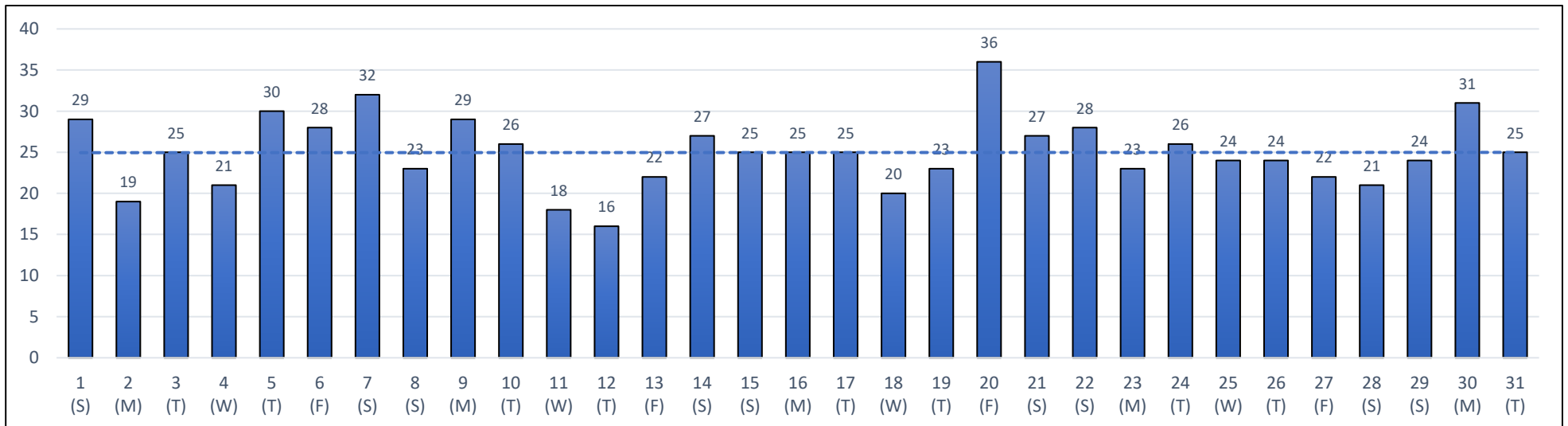
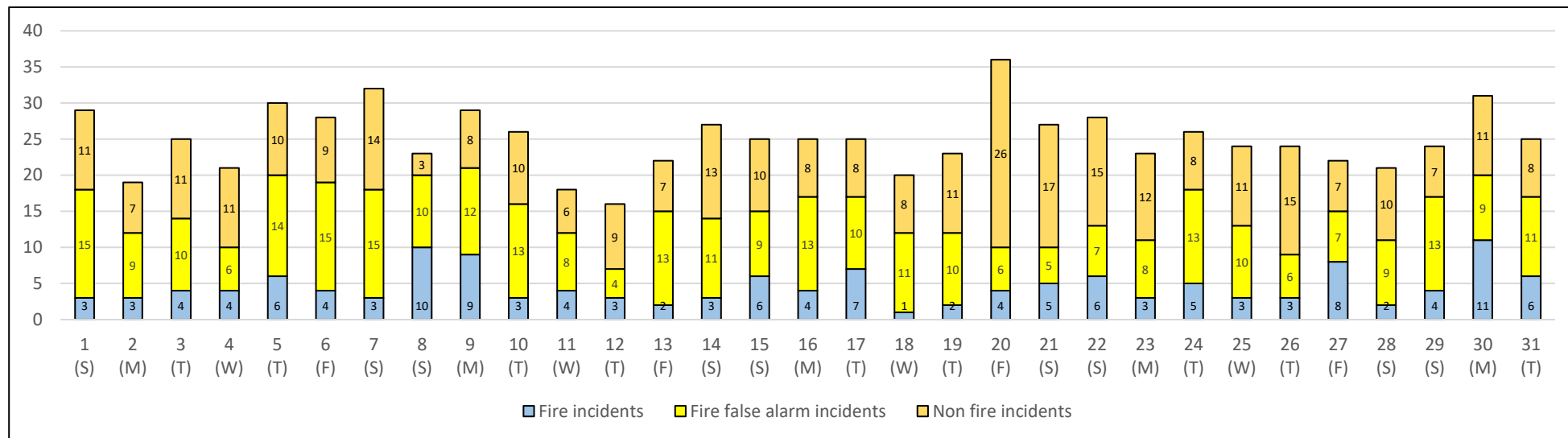


Chart 2: The total number of incidents broken down by type and day in October 2023 show the 36 incidents on 20 October broken down into 26 non-fire incidents, 6 fire false alarm incidents and 4 fire incidents.



1.2 Fire incidents – April to October 2023

Of the 1413 fire incidents April to October 2023, 678 were primary fires, 720 were secondary fires and 15 were chimney fires. Most incidents occurred in Western, Central and Charnwood. The 3-year average is 1455, so in comparison to this, there are 42 fewer incidents.

Table 4: Fire incidents – April to October 2023

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Apr to Oct 2023
1.2	Fire incidents	187	156	265	119	80	31	53	112	177	111	122	1413
a	Primary fire incidents	62	74	84	76	40	20	38	56	92	73	63	678
b	Secondary fire incidents	124	81	181	40	38	11	12	54	85	36	58	720
c	Chimney fire incidents	1	1	0	3	2	0	3	2	0	2	1	15

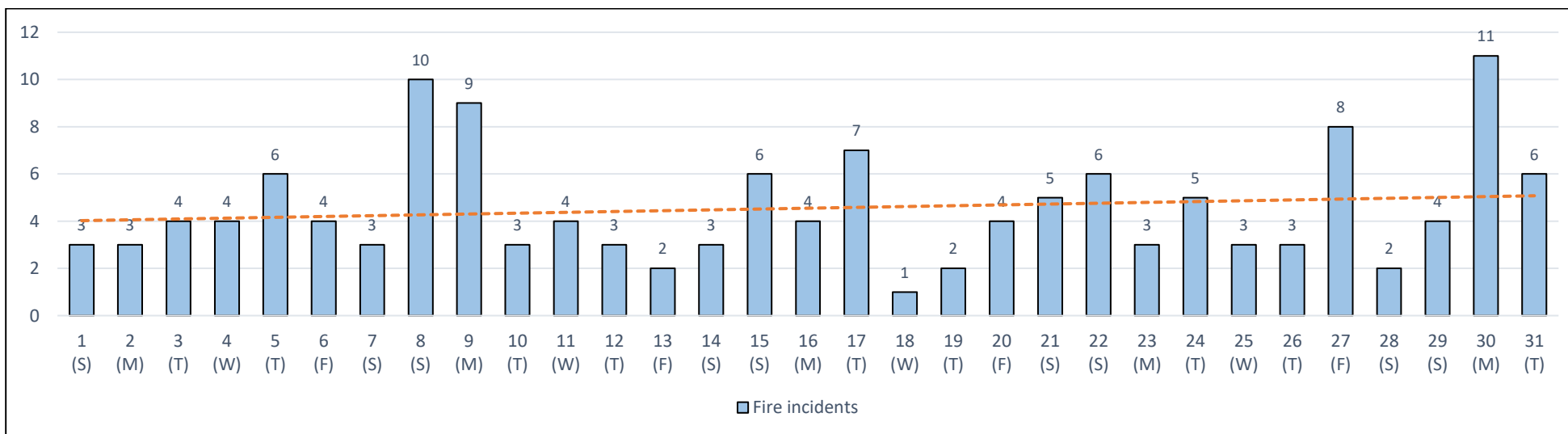
October 2023

Of the 141 incidents in October, 79 (56%) were primary fires, 53 (38%) were secondary fires and there 9 (6%) were chimney fires. Most incidents occurred in Western, Charnwood and Hinckley and Bosworth. This is a decrease of 44 incidents from September (185).

Table 5: Fire incidents – October 2023

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Oct 2023
I.2	Fire incidents	15	13	26	12	11	4	9	10	18	17	6	141
a	Primary fire incidents	6	8	9	7	8	3	3	7	10	14	4	79
b	Secondary fire incidents	8	5	17	2	2	1	3	2	8	3	2	53
c	Chimney fire incidents	1	0	0	3	1	0	3	1	0	0	0	9

Chart 3: The total number of fire incidents by day in October 2023 show the number of incidents by day, ranging from 1 incident in a day on 18 October, to 11 incidents at its peak on 30 October. The number of incidents has increased as the month has progressed. On average, there were 4.55 fire incidents attended each day.



1.2a Primary fire incidents

There were 79 primary fire incidents in October, which is 26 lower than September (105). Of these, 52 were accidental fires, 25 were deliberate fires and 2 were not known. Most incidents occurred in Hinckley and Bosworth 14, Charnwood 10 and Western 9.

Of the 52 accidental fires, the main property categories were dwelling 21 and car 9. The main fire cause show cooker incl. oven 8, electrical fault 5 and wiring, cabling, plugs 5. The main ignition source show cooking appliance 16 and vehicles only 12. The main times of the incidents show 7 of the incidents occurring between the hours of 8.00pm – 9.00pm.

Of the 25 deliberate fires, the main property categories were car 9, dwelling 4 and non-residential 4. There were 2 deliberate fires at H M Prison Stocken Hall Road. Of the 25 deliberate fires, the main times of the incidents show 3 of the incidents occurring between the hours of 2.00am – 3.00am and 5.00pm – 6.00pm each.

Of the 2 not known fires, the property categories were dwelling 1 and caravan unspecified 1. The main cause was not known 1 and smoking materials 1. The main times of the incidents show both incidents occurring at different times of the day.

1.2b Secondary fire incidents

There were 53 secondary fire incidents in October, which is 27 lower than September (80). Of these, 25 were accidental fires and 28 were deliberate fires. Most incidents occurred in Western 17, Central 8 and Charnwood 8. The number of deliberate secondary fires will always reduce when there are prolonged periods of wet and colder weather and we are now entering the months when secondary fires are at its lowest regarding activity.

Of the 25 accidental fires, the main types of property were grassland woodland and crops 10 and other outdoors (inc land) 9. The main times of the incidents show 5 of the incidents occurring between the hours of 6.00pm – 7.00pm.

Of the 28 deliberate fires, the main types of property were other outdoors (inc land) 14 and grassland woodland and crops 9. The main times of the incidents show 5 of the incidents occurring between the hours of 6.00pm – 7.00pm.

1.2c Chimney fire incidents

There were 9 chimney fire incidents in October, which is 9 more than September (0). Most incidents occurred in Harborough 3 and Rutland 3.

1.3 Fire false alarms – April to October 2023

Of the 2007 fire false alarm incidents April to October 2023, 1020 were due to apparatus, 934 were good intent and 53 were malicious. Most incidents occurred in Central 347, Eastern 304 and Western 288. The 3-year average is 1763, so compared to the average, figures have increased by 244. Last year was the highest number of fire false alarm incidents for several years and this year continues to see an increase in incidents.

Table 6: Fire false alarms – April to October 2023

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Apr to Oct 2023
I.3	Fire false alarms	347	304	288	110	73	82	86	152	272	182	111	2007
A	Due to apparatus	239	166	152	55	36	27	49	58	141	68	29	1020
B	Good intent	95	130	122	55	35	54	33	91	126	113	80	934
C	Malicious attended	13	8	14	0	2	1	4	3	5	1	2	53

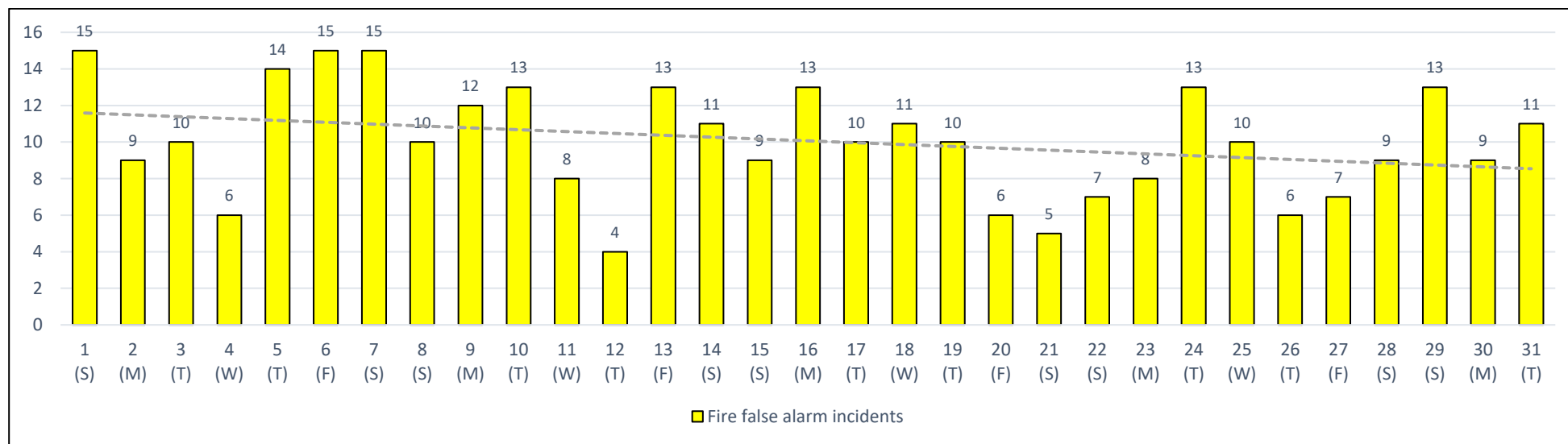
October 2023

Of the 312 fire false alarm incidents in October, 163 were due to apparatus, 141 were good intent and 8 were malicious. Most incidents occurred in Central 54, Western 49 and Eastern 44. This is the 2nd highest month for fire false alarms this year. There were 352 in September, so October has seen a reduction of 40 incidents.

Table 7: Fire false alarms – October 2023

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Oct 2023
I.3	Fire false alarms	54	44	49	13	12	10	13	23	41	38	15	312
A	Due to apparatus	38	23	24	8	6	5	5	9	20	22	3	163
B	Good intent	14	21	23	5	6	5	7	14	19	16	11	141
C	Malicious attended	2	0	2	0	0	0	1	0	2	0	1	8

Chart 4: The total number of fire false alarm incidents by day in October 2023 show the number of incidents by day, ranging from 4 at its lowest in a day on 12 October, to 15 incidents at its peak on 1, 6 and 7 October. The number of incidents has decreased as the month has progressed. On average, there were 10.06 incidents attended each day.



1.3a Due to apparatus

There were 163 false alarms due to apparatus in October, a reduction of 24 from September (187). Of these, the main categories were dwelling 102 and other residential 36.

Of the false alarms due to apparatus, the main causes were cooking/burnt toast 37, unknown 28 and faulty 25. The main times of the incidents show 15 of the incidents occurring between the hours of 6.00pm – 7.00pm.

1.3b Good intent

There were 141 good intent false alarms in October, a reduction of 19 from September (160). Of these, the main categories were dwelling 89 and non-residential 13.

Of the good intent false alarms, the main causes were other 41, other cooking 17 and bonfire 14. The main times of the incidents show 11 of the incidents occurring between 3.00pm – 4.00pm.

1.3c Malicious attended

There were 8 malicious false alarms in October, an increase of 3 from September (5). Most incidents occurred in Central 2, Charnwood 2 and Western 2.

1.4 Non-fire incidents – April to October 2023

Of the 2134 non-fire incidents April to October 2023, 64 were non-fire false alarms and 2070 were special service. The table below shows the most incidents occurred in Charnwood 315, Eastern 279 and Central 263. The 3-year average is 1884, so compared to the average, figures have increased by 250. Data is provided for road traffic collision, assist other agencies, effecting entry / exit, medical incident - co-responder/first responder, flooding and suicide / attempts, which are some of the categories in special service. There are however many other categories and analysis will be provided if figures spike in any of those.

Table 8: Non-fire incidents – April to October 2023

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Apr to Oct 2023
1.4	Non-fire incidents	263	279	257	155	116	88	66	162	315	226	207	2134
a	Non-fire false alarms	4	11	2	9	6	1	1	7	12	5	6	64
b	Special service	259	268	255	146	110	87	65	155	303	221	201	2070
-	Road traffic collision (RTC)	32	52	37	54	34	15	13	35	73	69	72	486
-	Assist other agencies	51	53	57	28	28	21	10	29	65	42	32	416
-	Effecting entry / exit	27	49	46	7	2	13	5	20	32	25	13	239
-	Medical incident - co-responder/first responder	19	11	11	20	5	6	15	11	17	17	16	148
-	Flooding	22	31	22	4	1	6	6	5	16	8	8	129
-	Suicide/attempts	9	7	11	1	0	2	1	8	9	7	3	58
	- suicides	2	2	1	1	0	0	0	1	0	0	1	8

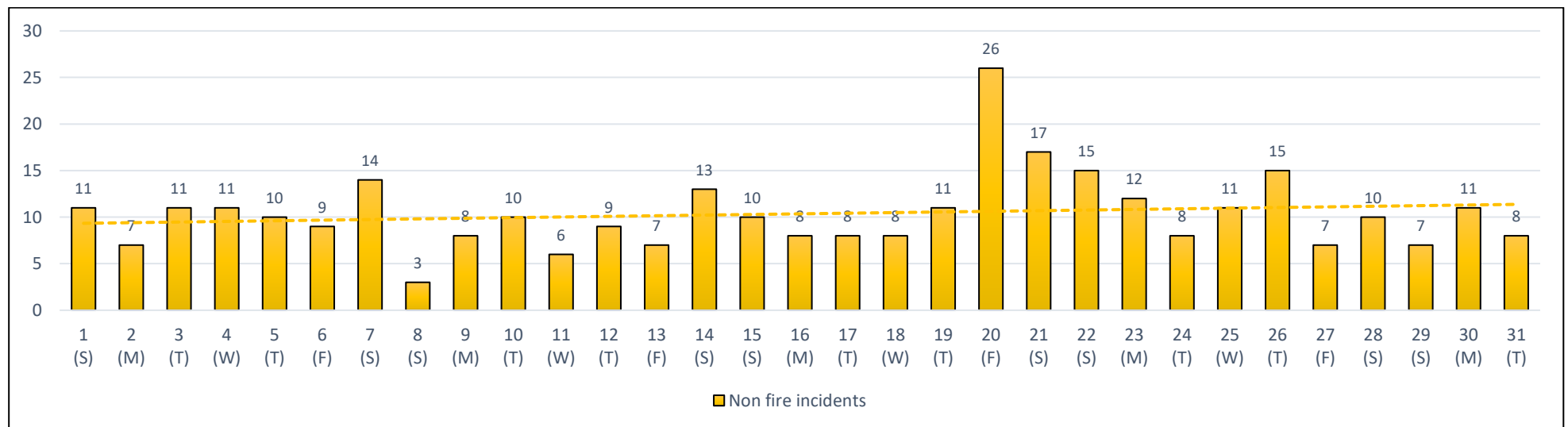
October 2023

Of the 321 incidents in October, 10 were non-fire false alarms and 311 were special service. Looking at the table below, the most incidents occurred in Charnwood 53, Central 48 and North West Leicester 37. There were 293 in September, so October has seen an increase of 28.

Table 9: Non-fire incidents – October 2023

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Oct 2023
1.4	Non-fire incidents	48	38	36	20	15	9	13	24	53	28	37	321
a	Non-fire false alarms	0	2	1	1	0	0	1	0	3	2	0	10
b	Special service	48	36	35	19	15	9	12	24	50	26	37	311
-	Road traffic collision (RTC)	1	8	6	7	5	1	2	3	11	6	12	62
-	Assist other agencies	12	7	8	6	3	2	3	7	13	8	6	75
-	Effecting entry / exit	6	7	9	0	0	0	0	3	2	3	3	33
-	Medical incident - co-responder/first responder	1	0	2	2	1	0	2	0	3	0	4	15
-	Flooding	5	2	2	1	0	0	2	1	5	0	1	19
-	Suicide/attempts	4	0	2	0	0	0	0	2	1	0	1	10
	- suicides	1	0	0	0	0	0	0	0	0	0	0	1

Chart 5: The total number of non-fire incidents by day in October 2023 show the number of incidents by day, ranging from 3 at its lowest in a day on 8 October, to 26 incidents at its peak on 20 October. The number of incidents has increased slightly as the month has progressed. On average, there were 10.35 incidents attended each day.



1.4a Non-fire false alarms

Of the 10 non-fire false alarms in October, 3 were in Charnwood, 2 were in Eastern, 2 were in Hinckley and Bosworth, 1 was in Harborough, 1 was in Rutland and 1 was in Western. This is an increase of 1 from September (9).

1.4b Special service

There were 311 special service incidents in October, an increase of 27 from September (284). Of these, there were 75 assist other agencies, 62 road traffic collisions and 33 effecting entry/exit. Charnwood had the most incidents with 53, followed by Central 48 and Eastern 38. The number of road traffic collisions has decreased this month, although increased overall this year with 486 April to October 2023, compared to the 3-year average of 387. Assist other agencies has had 75 incidents in October which is the highest month of the year so far and this type of incident has increased substantially over the past few years, although this year so far there has been a noticeable reduction. There has now been 416 assist other agency incidents April to October 2023, which is 77 lower than the 3-year average of 493. The vast majority of assist other agency incidents are effecting entry/exit incidents on behalf of other agencies and includes bariatric incidents. Effecting entry/exit where the Service was called by members of the public has had 239 incidents April to October 2023, compared to the 3-year average of 186 and this type of incident has increased substantially. Medical incident - co-responder/first responder has had 148 incidents April to October 2023, compared to the 3-year average of 133. Flooding has had 129 incidents April to October 2023, compared to the 3-year average of 82. There have been 58 suicide / attempts April to October 2023, compared to the 3-year average of 42. Of those, there were 8 actual suicides, compared to the 3-year average of 6.

2.1 Fatalities in fires – April to October 2023

There have been 3 fatalities in fires recorded in April to October 2023. This is the same as the 3-year average of 3 fatalities.

The first fire fatality occurred on the morning of Thursday 4 May in Knighton Ward in the City. An appliance from Eastern station was mobilised to a 'Fire in the open P3'. Two passers-by had reported the incident to fire control as believed drum or container involved in fire. They informed there was a strong smell of petrol. The fire was in a ditch/hedge line within the borders of some allotments. The officer in command instructed personnel to extinguish the fire utilising a hose reel jet through a hedgerow. Further access was gained through the hedgerow where it became apparent at the fire location there was a person in a sitting/reclining position, which had been involved in fire. Near to the casualty there was a can of fuel and a disposable lighter. The officer in command requested the relevant multi agency response with an additional fire appliance. The gentleman had suffered severe burns and was pronounced deceased at the scene. Scene preservation was established with large cordons. Both EMAS and police attended including Fire Investigation.

The second fire fatality occurred on the morning of Thursday 3rd August near to Gopsall Hall Farm, Twycross, located on the B4116. An appliance was mobilised from Ashby station to a vehicle fire. The call had been received from the Police to a vehicle fire and were in attendance when Ashby arrived. The car had come to rest between well-established trees in a ditch and the Incident Commander noted the

Police were looking into the vehicle with a torch but reported that they believed there were no persons within the vehicle. The Incident Commander also looked and believed this was the case. A firefighter was instructed to extinguish the fire using breathing apparatus and a hose reel jet. On further inspection, one person was identified located in the driver's seat and was clearly deceased after being fully involved in fire. The police officer was notified and fire control was updated as the Police made the incident a crime scene. On further inspection it appeared the car had left the road by crossing both lanes. The vehicle appeared to be travelling from Twycross to Snarestone on the B4116. Tyre marks on the grass verge identified where the car had left the road and clear damage to trees was evident. The car had appeared to collide with a tree to the offside driver's door before being re-directed into a large tree with two trunks head on. The impact was significant due to the damage caused to the engine compartment and the vehicle would have had to be travelling at speed to cause such damage. The cause of the fire was due to a disrupted fuel supply caused by the collision with fuel igniting on the hot engine.

The third fire fatality occurred on the morning of 2nd September in South Wigston Ward, Wigston. Fire Control received a call to a fire in a domestic property. On arrival crews were met by approximately 20 residents from various flats and were encouraged to follow one individual, however, they experienced difficulties obtaining further information regarding the fire and location of occupants due to a significant language barrier. The fire was located in a bedroom on the first floor and there was one casualty on the ground outside. There was smoke issuing from the top of the door, which was locked from the inside and there was a loud popping sound coming from behind the door. Following the arrival of East Midlands Ambulance Service (EMAS) fire service personnel assisted them with casualty management. It became evident that the casualty had escaped the fire via a bedroom window sustaining a serious head injury from the fall and was conveyed to Coventry hospital via land ambulance. The BA team having gained entry had located the source of the fire as an electric bicycle. A large number of lithium-ion battery cells scattered across the room were also involved. A tier 2 fire investigation was requested and unfortunately during this time the casualty was declared deceased.

2.2 Non-fatal casualties in fires – April to October 2023

There have been 44 non-fatal casualties in fires April to October 2023. This is 14 more than the 3-year average of 30. Of the 44 non-fatal casualties, 8 have occurred in fires in Melton (6 in 1 incident), 7 in Eastern, 6 in Central, 5 in Hinckley and Bosworth, 5 in Western, 3 in Charnwood, 3 in Harborough, 2 in Blaby, 2 in Oadby and Wigston, 2 in Rutland and 1 in North West Leicester. Out of the 44 non-fatal casualties in fires, 22 casualties occurred in dwellings, 13 in road vehicles, 7 in non-residential, 1 in outdoor and 1 in outdoor structure. Of the 44 non-fatal casualties, 35 were accidental and 9 were deliberate, with the circumstances leading to the injuries showing the main categories were caused by fighting fire (including attempts) 8 and other 3.

Table 10: Non-fatal casualties in fires – April to October 2023

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Apr to Oct 2023
2.2	Non-fatal casualties in fires	6	7	5	3	8	2	2	2	3	5	1	44

October 2023

There were 3 non-fatal casualties in fires in October, compared to 8 in September, with 1 in Eastern, 1 in Western and 1 in Oadby and Wgston.

Of the 3 non-fatal casualties, 2 were accidental and 1 was deliberate. The circumstances leading to the injuries shows all different categories.

2.3 Fatalities in non-fire incidents – April to October 2023

There have been 48 fatal casualties in non-fire incidents April to October 2023. This is 11 more than the 3-year average of 37.

Of the 48 fatalities, 17 were attended to assist other agencies, 13 were road traffic collisions, 7 were suicide/attempts, 6 were effecting entry/exit, 1 was medical Incident - first responder, 1 was no action (not false alarm), 1 was other rescue/release of persons, 1 was other transport incident and 1 was rescue or evacuation from water. There were 6 in Charnwood, 6 in Hinckley and Bosworth, 5 in Blaby, 5 in Central, 5 in Eastern, 5 in Melton, 5 in Western, 4 in North West Leicester, 3 in Harborough, 2 in Oadby and Wigston and 2 in Western.

Table 11: Fatalities in non-fire incidents – April to October 2023

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Apr to Oct 2023
2.3	Fatalities in non-fire incidents	5	5	5	3	5	2	2	5	6	6	4	48

October 2023

There were 12 fatalities in non-fire incidents in October, compared to 14 in September.

Of the 12 fatalities, 5 were assist other agencies, 3 were road traffic collisions (2 in 1 incident), 2 were effecting entry/exit, 1 was medical Incident - first responder and 1 was suicide/attempts. There were 3 Central, 3 in Charnwood, 2 in Western, 1 in Blaby, 1 in Eastern, 1 in Hinckley and Bosworth and 1 in North West Leicester.

Table 12: Fatalities in non-fire incidents – October 2023

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Oct 2023
2.3	Fatalities in non-fire incidents	3	1	2	0	0	0	0	1	3	1	1	12

2.4 Non-fatal casualties in non-fire incidents – April to October 2023

There have been 414 non-fatal casualties in non-fire incidents April to October 2023. This is 11 lower than the 3-year average of 425.

Of the main property types of non-fatal casualties, 261 were road vehicle, 105 were dwellings and 12 were other outdoors (including land). Charnwood has had most non-fatal casualties with 74. These can be related somewhat to the high number of road traffic collisions.

Table 13: Non-fatal casualties in non-fire incidents – April to October 2023

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Apr to Oct 2023
2.4	Non-fatal casualties in non-fire incidents	19	45	32	43	55	10	16	35	74	42	43	414

October 2023

There were 69 non-fatal casualties in non-fire incidents in October, compared to 61 in September.

Of the 69 non-fatal casualties, the main property types of non-fatal casualties were road vehicle 43 and dwelling 20. The districts with the most non-fatal casualties in non-fire incidents in October was Melton 15, Harborough 11 and Charnwood 10.

Table 14: Non-fatal casualties in non-fire incidents – October 2023

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Oct 2023
2.4	Non-fatal casualties in non-fire incidents	2	3	7	11	15	2	3	7	10	4	5	69

2.5 Number of TRiM (Trauma Risk Management) – April to October 2023

The indicator Trauma Risk Management has now been running for just over 3 years and looks at the number of notifications. There have been 62 TRiM notifications April to October 2023. This is 3 more than the previous 3 years figures of 59 during the same period.

October 2023

There was a total of 12 notifications that came from different sources in October, compared to 13 in September. Of the 12 notifications, 5 were to assist EMAS, 3 were road traffic collisions, 3 were concern for welfare from a family member and 1 was to assist Police. The 'concerns from a family member' appears to be a new trend and it is unclear as to whether they had already contacted EMAS or not. We will monitor this call type moving forwards.

2.6 Number of LFRS employees injured whilst attending incidents – April to October 2023

There have been 13 personal injuries whilst attending incidents April to October 2023. This is 2 more than the 3-year average of 11. Of the 13 personal injuries, 11 were classed as minor and 2 were classed as moderate, with 3 occurring at Southern Station, 2 at Birstall Station, 2 at Lutterworth Station, 2 at Loughborough Station, 1 at Coalville Station, 1 at Eastern Station, 1 at Melton Station and 1 at Western Station.

The personal injuries were categorised further as injured from change in floor levels/height 2, suffered a cut/abrasion at a fire incident 2, injured from manual handling at a road traffic collision 2, suffered graze/cut on their hand 1, injured while manual handling at a special service incident 1, injured by animal or insect 1, injured by contact with something fixed or stationary 1, other - injured using hand tools 1, other – injured hand opening seized hydrant cover 1 and suffered an injury while walking related to previous injury at fire 1.

Of the 13 personal injuries, 9 injuries occurred whilst at a fire incident and 4 injuries occurred at a special service incident. Based on the RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013) reporting, 7 injuries resulted in no sickness or modified duties, 1 injury resulted in under 3 days sickness, 1 injury resulted in sickness for 7 days, 1 injury resulted in sickness over 7 days, 1 injury resulted in under 7 days sickness, 1 injury resulted in 7 days modified duties and 1 injury resulted in sickness/modified duties check added to team calendar.

October 2023

There was 1 personal injury whilst attending incidents in October, compared to 2 in September. The personal injury was classed as minor and occurred at Western Station. It was categorised further as suffered an injury while walking related to previous injury at fire. Based on the RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013) reporting, the injury resulted in no sickness or modified duties.

3.1 Number of emergency calls received – April to October 2023

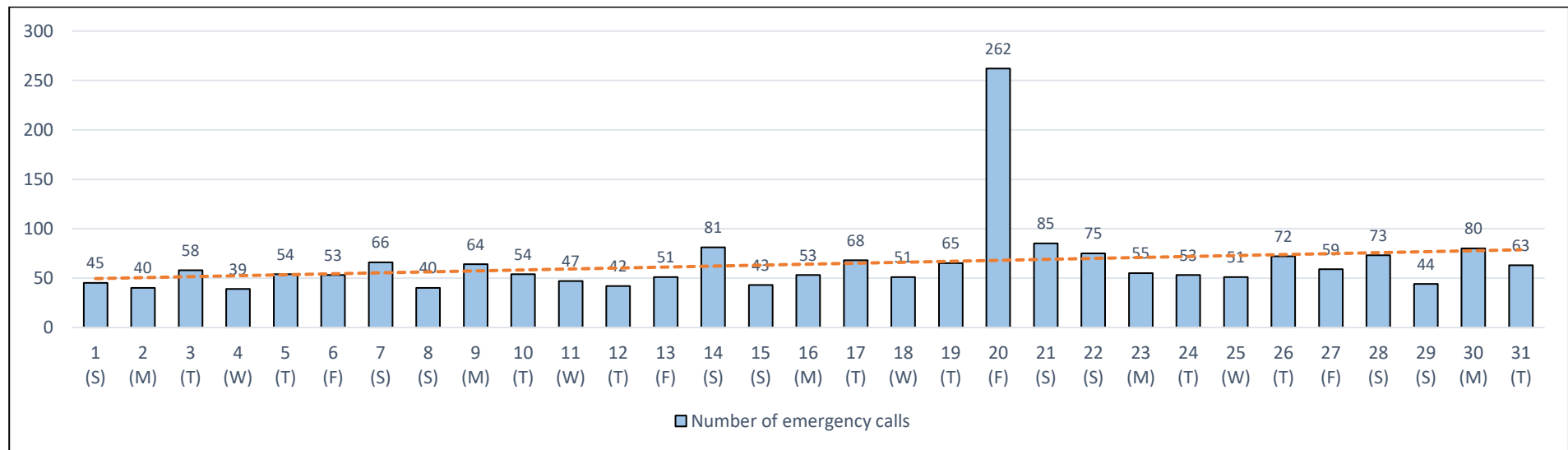
There have been 12410 emergency calls received April to October 2023. This is 1025 more than the 3-year average of 11385.

October 2023

There were 1986 emergency calls received in October, which is 122 more than September (1864). 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 there are approximately 50 to 60 emergency calls received per day during a typical month, so to receive 262 emergency calls in one day on 20 October was not a typical day. On that day there were 53 emergency calls between 12.00pm and 1.00pm.

Chart 6: The total number of emergency calls received by day in October 2023 shows the number of emergency calls by day, ranging from 40 at its lowest in a day on 8 October, to 262 emergency calls at its peak on 20 October.



3.2 The total average response times of life threatening incidents – April to October 2023

There have been 525 incidents classed as life risk by Control April to October 2023. This is 41 more than the 3-year average of 484. The total average response time for the 525 incidents was 11 minutes 31 seconds, compared to the 3-year average of 10 minutes 11 seconds.

The 11 minutes 31 seconds can be broken down further:

Average call handling was 2 minutes 19 seconds, an increase of 14 seconds on the 3-year average time (2 minutes 5 seconds).

Average mobilisation time was 1 minute 35 seconds, an increase of 8 seconds on the 3-year average time (1 minute 27 seconds).

Average drive time was 7 minutes 37 seconds, an increase of 58 seconds on the 3-year average time (6 minutes 39 seconds).

The 525 life risk incidents average response time of 11 minutes 31 seconds can also be broken down by incident type:

73 Fire incidents attended with an average response time of 10 minutes 31 seconds. This looks high compared to previous years. Of the 73 life risk fire incidents, there were 13 at Stocken Hall Road Prison which on average takes 16 minutes 54 seconds to attend and 7 were at Welland Avenue Gartree Prison which on average takes 9 minutes 32 seconds to attend. The other 53 life risk fire incidents took on average 9 minutes 4 seconds to attend.

40 Fire false alarm incidents attended with an average response time of 10 minutes 13 seconds.

412 Non-fire incidents attended with an average response time of 11 minutes 49 seconds. Of the 412 non-fire incidents, there were 298 RTC incidents attended with an average response time of 11 minutes 55 seconds.

Any incidents that take over 3 minutes in call handling, 3 minutes in mobilisation time for Wholetime, 7 minutes in mobilisation time for On-Call and 10 minutes in drive time, are investigated. During April to October 2023 there have been 95 investigations carried out by Control, 23 mobilisation investigations and 118 drive time investigations. This highlights anomalies with the system and any possible areas of concern.

Table 15: The total average response times of life threatening incidents (mins) – April to October 2023

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Apr to Oct 2023
3.2	The total average response times of life threatening incidents (mins)	9:01	7:50	8:43	13:52	14:58	10:36	15:45	11:40	10:47	12:13	12:44	11:31
a	Average call handling time	2:25	2:03	1:52	2:27	2:53	1:44	1:55	2:29	2:13	2:25	2:36	2:19
b	Average appliance mobilisation time	1:31	1:08	1:16	1:59	2:23	1:17	2:03	1:22	1:13	1:49	1:41	1:35
c	Average time to drive to the incident	5:05	4:39	5:35	9:26	9:42	7:35	11:47	7:49	7:21	7:59	8:27	7:37
d	Number of life threatening incidents attended	38	51	48	58	32	13	27	40	88	62	68	525

October 2023

There have been 79 incidents classed as life risk by Fire Control in October 2023. This is 7 more than September (72).

The total average response time for the 79 incidents was 12 minutes 50 seconds, compared to 11 minutes 13 seconds in September.

The 12 minutes 50 seconds can be broken down further:

Average call handling was 2 minutes 44 seconds, an increase of 25 seconds on the time in September (2 minutes 19 seconds).

Average mobilisation time was 1 minute 48 seconds, an increase of 4 seconds on the time in September (1 minute 44 seconds).

Average drive time was 8 minutes 18 seconds, an increase of 1 minute 8 seconds on the time in September (7 minutes 10 seconds).

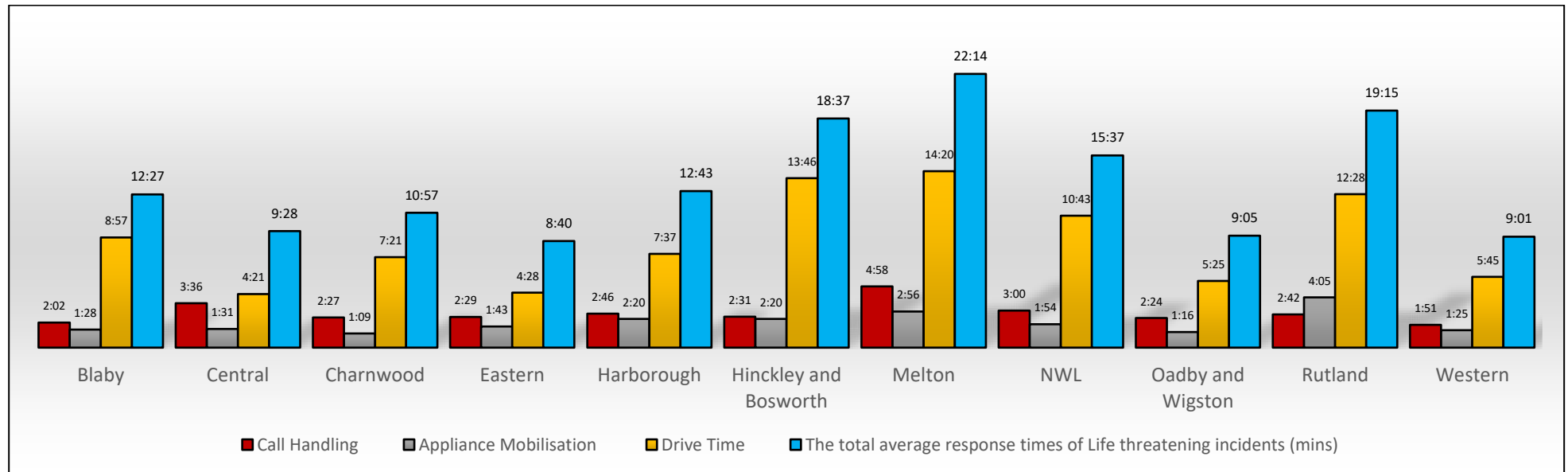
Out of the first 7 months so far this year, the number of life risk incidents ranges between 71 to 80 life risk incidents attended every month. There were 79 life risk incidents attended in October and the average attendance time was 12 minutes 50 seconds, which is the highest month so far this year. Important to note that there were 16 life risk incidents attended on the 20th of October when many parts in England suffered from extreme bad weather and floods. There were 10 rescue or evacuation from water life risk incidents from vehicles out of the 16 life risk incidents. On average the 16 life risk incidents attended on the 20th of October took 18 minutes 53 seconds to attend, so these incidents have had an impact on the overall life risk incidents attended this month.

During October there have been 29 investigations carried out by Control, 4 mobilisation investigations and 20 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.

Table 16: The total average response times of life-threatening incidents (mins) – October 2023

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Oct 2023
3.2	The total average response times of life threatening incidents (mins)	9:28	8:40	9:01	12:43	22:14	9:05	19:15	12:27	10:57	18:37	15:37	12:50
a	Average call handling time	3:36	2:29	1:51	2:46	4:58	2:24	2:42	2:02	2:27	2:31	3:00	2:44
b	Average appliance mobilisation time	1:31	1:43	1:25	2:20	2:56	1:16	4:05	1:28	1:09	2:20	1:54	1:48
c	Average time to drive to the incident	4:21	4:28	5:45	7:37	14:20	5:25	12:28	8:57	7:21	13:46	10:43	8:18
d	Number of life threatening incidents attended	7	10	8	4	5	1	3	4	19	7	11	79

Chart 7: The total average response times of life threatening incidents in October 2023 shows the average call handling time, average mobilisation time, average time to drive and average total response time broken down by district. Eastern shows the quickest average response time and Melton shows the longest average response time to life threatening incidents.



3.3 The total average response times of non-life threatening incidents – April to October 2023

There have been 4917 incidents classed as non-life risk by Control April to October 2023. This is 343 more than the 3-year average of 4574. The total average response time for 4917 incidents was 10 minutes 3 seconds, compared to the 3-year average of 9 minutes 59 seconds.

The 10 minutes 3 seconds can be broken down further:

Average call handling was 2 minutes 8 seconds, an increase of 2 seconds on the 3-year average time of 2 minutes 6 seconds.

Average mobilisation time was 1 minute 42 seconds, an increase 5 seconds on the 3-year average time of 1 minute 37 seconds.

Average drive time was 6 minutes 13 seconds, a reduction of 3 seconds on the 3-year average time of 6 minutes 16 seconds.

The 4917 non-life risk incidents average response time of 10 minutes 3 seconds can also be broken down by incident type:

1329 Fire incidents attended with an average response time of 10 minutes 7 seconds.

2024 Fire false alarm incidents attended with an average response time of 9 minutes 15 seconds.

1564 Non-fire incidents attended with an average response time of 11 minutes 4 seconds.

Of the 1564 non-fire incidents, there were 393 Assist other agencies incidents with an average response time of 10 minutes 54 seconds.

Please note: There were a total of 5029 non-life risk incidents attended April to October 2023. 112 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 October 2023

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Apr to Oct 2023
3.3	The total average response times of non-life threatening incidents (mins)	8:31	8:45	9:16	12:42	11:19	8:43	11:31	10:57	9:48	11:09	12:20	10:03
a	Average call handling time	1:54	1:58	2:07	2:19	2:06	1:49	2:25	2:20	2:08	2:12	2:30	2:08
b	Average appliance mobilisation time	1:29	1:20	1:22	2:15	3:01	1:46	1:47	1:36	1:32	1:55	2:19	1:42
c	Average time to drive to the incident	5:08	5:27	5:47	8:08	6:12	5:08	7:19	7:01	6:08	7:02	7:31	6:13
d	Number of non-life threatening incidents attended	741	670	753	319	231	182	171	381	661	444	364	4917

October 2023

There have been 679 incidents classed as non-life risk by Control in October. This is 66 lower than September (745). The total average response time for the 679 incidents was 10 minutes 23 seconds, compared to 9 minutes 59 seconds in September.

The 10 minutes 23 seconds can be broken down further:

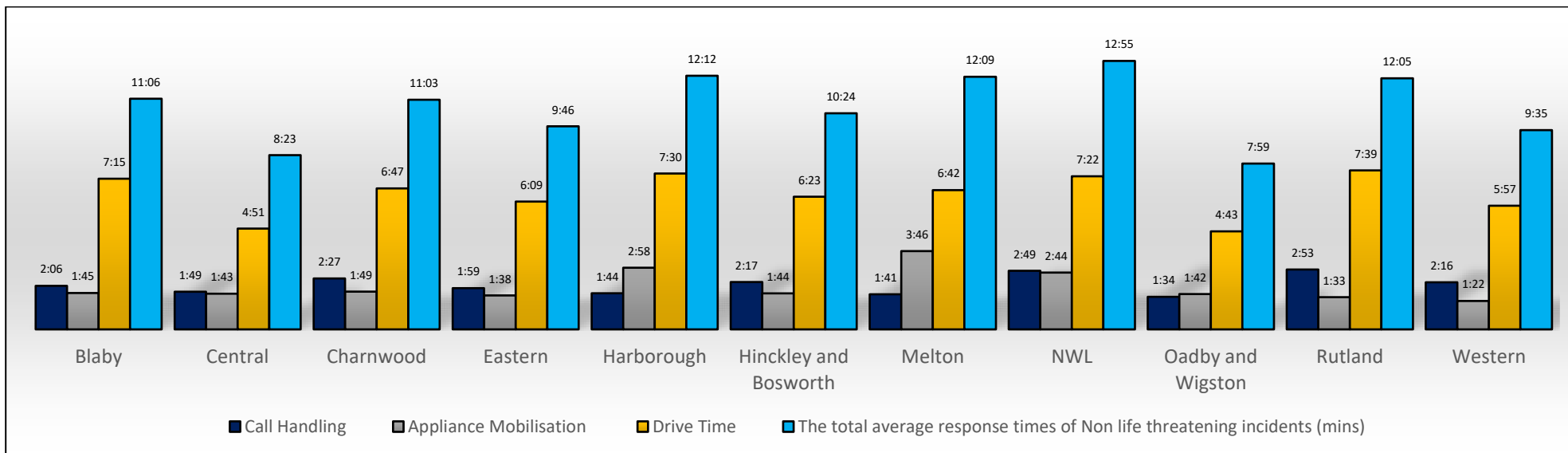
- Average call handling was 2 minutes 10 seconds, an increase of 7 seconds on the time in September (2 minutes 3 seconds).
- Average mobilisation time was 1 minute 54 seconds, an increase of 3 seconds on the time in September (1 minute 51 seconds).
- Average drive time was 6 minutes 19 seconds, an increase of 14 seconds on the time in September (6 minutes 5 seconds).

Currently no investigations are required.

Table 18: The total average response times of non-life threatening incidents (mins) – October 2023

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Oct 2023
3.3	The total average response times of non-life threatening incidents (mins)	8:23	9:46	9:35	12:12	12:09	7:59	12:05	11:06	11:03	10:24	12:55	10:23
a	Average call handling time	1:49	1:59	2:16	1:44	1:41	1:34	2:53	2:06	2:27	2:17	2:49	2:10
b	Average appliance mobilisation time	1:43	1:38	1:22	2:58	3:46	1:42	1:33	1:45	1:49	1:44	2:44	1:54
c	Average time to drive to the incident	4:51	6:09	5:57	7:30	6:42	4:43	7:39	7:15	6:47	6:23	7:22	6:19
d	Number of non-life threatening incidents attended	107	80	102	39	33	22	31	52	91	76	46	679

Chart 8: The total average response times of non-life threatening incidents in October 2023 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 North West Leicester 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 October 2023

There was a total of 678 primary fires attended April to October 2023. 75 incidents have been excluded as per Home Office guidelines. So, the response time calculations for primary fires are based on 603 primary fires April to October 2023. The total average response time for the 603 primary fires is 9 minutes 59 seconds, compared to the 3-year average of 9 minutes 55 seconds.

The 9 minutes 55 seconds can be broken down further:

Average call handling was 1 minute 39 seconds, an increase of 1 second on the 3-year average time of 1 minutes 38 seconds.

Average mobilisation time was 1 minute 40 seconds, an increase of 11 seconds on the 3-year average time of 1 minute 29 seconds.

Average drive time was 6 minutes 40 seconds, a reduction of 8 seconds on the 3-year average time of 6 minutes 48 seconds.

Table 19: The total average response times of primary fire incidents (mins) – April to October 2023

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Apr to Oct 2023
3.3	The total average response times of primary fire incidents (mins)	7:17	7:28	8:08	12:29	12:05	8:54	13:54	10:13	9:01	10:41	11:38	9:59
a	Average call handling time	1:30	1:27	1:37	1:45	1:33	1:28	1:33	1:38	1:43	1:47	1:55	1:39
B	Average appliance mobilisation time	1:23	1:13	1:11	1:51	2:58	1:25	1:47	1:25	1:26	1:55	2:10	1:40
c	Average time to drive to the incident	4:24	4:48	5:20	8:53	7:34	6:01	10:34	7:10	5:52	6:59	7:33	6:40
D	Number of primary fire incidents attended	57	70	63	71	38	19	35	47	82	65	56	603

October 2023

There have been 66 primary fires in October. This is 31 lower than September (97).

The total average response time for the 66 incidents was 10 minutes 29 seconds, compared to 9 minutes 26 seconds in September.

The 10 minutes 29 seconds can be broken down further:

Average call handling was 1 minute 41 seconds, an increase of 7 seconds on the time in September (1 minute 34 seconds).

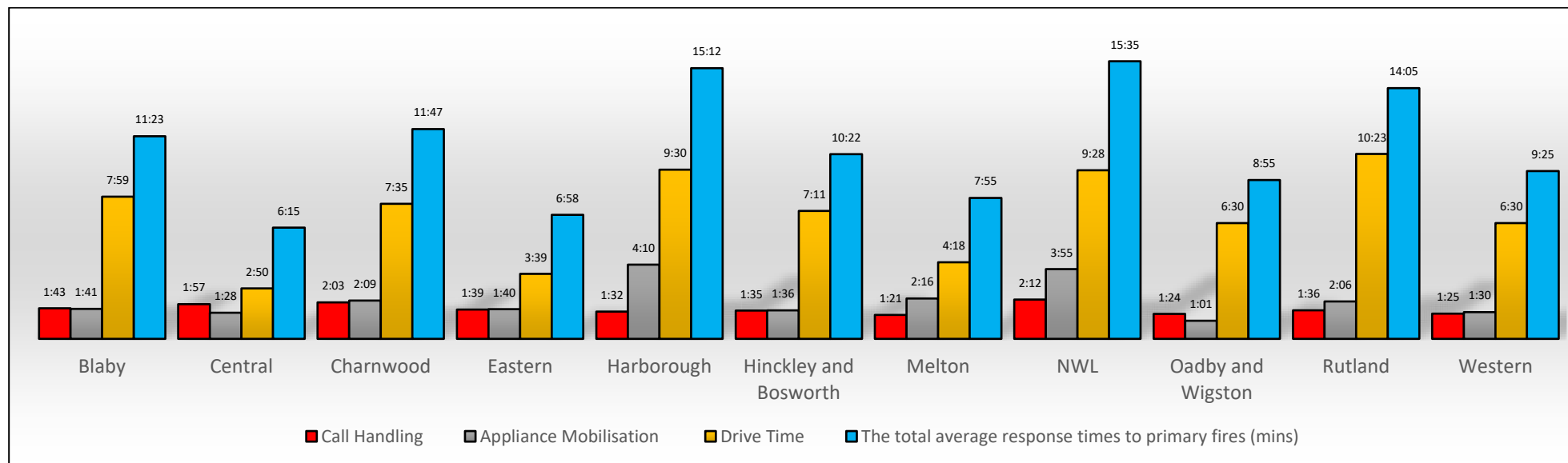
Average mobilisation time was 2 minutes 6 seconds, an increase of 19 seconds on the time in September (1 minute 47 seconds).

Average drive time was 6 minutes 42 seconds, a reduction of 37 seconds on the time in September (6 minutes 5 seconds).

Table 20: The total average response times of primary fire incidents (mins) – October 2023

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Oct 2023
3.3	The total average response times of primary fire incidents (mins)	6:15	6:58	9:25	15:12	7:55	8:55	14:05	11:23	11:47	10:22	15:35	10:29
a	Average call handling time	1:57	1:39	1:25	1:32	1:21	1:24	1:36	1:43	2:03	1:35	2:12	1:41
B	Average appliance mobilisation time	1:28	1:40	1:30	4:10	2:16	1:01	2:06	1:41	2:09	1:36	3:55	2:06
c	Average time to drive to the incident	2:50	3:39	6:30	9:30	4:18	6:30	10:23	7:59	7:35	7:11	9:28	6:42
D	Number of primary fire incidents attended	6	5	7	6	7	3	3	4	9	12	4	66

Chart 9: The total average response times of primary fire incidents in October 2023 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 North West Leicester shows the longest average response time to primary fire incidents.



3.5 The % availability of Wholetime fire appliances – April to September 2023

For April to September 2023, Wholetime fire appliances have been available 97.85% of the time due to crewing, a reduction of 0.65% compared to the 3-year average (98.50%). Please note these figures are calculated based purely on the crew/skill availability. Any unavailability due to mechanical reasons is not included.

Table 21: The % availability of Wholetime fire appliances – April 2022 to September 2023

Station	Appliance	Type	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Total
Castle Donington	18PI	Wholetime	100.00%	100.00%	100.00%	100.00%	95.84%	100.00%							99.30%
Birstall	19P2	Wholetime	100.00%	99.60%	100.00%	100.00%	100.00%	100.00%							99.93%
Loughborough	20PI	Wholetime	97.50%	100.00%	97.92%	100.00%	100.00%	100.00%							99.25%
Loughborough	20P3	Wholetime	83.20%	76.35%	70.56%	77.02%	73.53%	68.06%							74.80%
Melton	21PI	Wholetime (07.00 – 19.00)	97.78%	98.39%	100.00%	100.00%	100.00%	99.74%							99.32%
Eastern	23PI	Wholetime	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%							100.00%
Eastern	23P2	Wholetime	95.00%	98.39%	98.34%	95.03%	99.06%	96.12%							97.00%
Western	24PI	Wholetime	99.31%	100.00%	99.17%	100.00%	100.00%	100.00%							99.75%
Coalville	25PI	Wholetime	100.00%	99.74%	100.00%	100.00%	100.00%	99.87%							99.93%
Central	30PI	Wholetime	100.00%	100.00%	99.73%	100.00%	100.00%	100.00%							99.96%
Central	30P2	Wholetime	98.62%	98.93%	96.67%	98.12%	98.80%	98.62%							98.30%
Wigston	31PI	Wholetime	100.00%	100.00%	98.75%	100.00%	100.00%	100.00%							99.80%
Oakham	33PI	Wholetime	100.00%	100.00%	100.00%	100.00%	100.00%	99.87%							99.98%
Market Harborough	36PI	Wholetime (07.00 – 19.00)	99.72%	100.00%	99.72%	95.70%	100.00%	99.17%							99.04%
Lutterworth	37PI	Wholetime (07.00 – 19.00)	99.73%	99.74%	100.00%	99.47%	99.33%	100.00%							99.71%
Hinckley	38PI	Wholetime	99.87%	100.00%	100.00%	99.74%	100.00%	100.00%							99.93%
Southern	40PI	Wholetime	100.00%	100.00%	99.73%	99.60%	100.00%	99.31%							99.77%
Total			98.20%	98.20%	97.47%	97.88%	97.86%	97.50%							97.85%

September 2023

For September, Wholetime fire appliances have been available 97.50% of the time due to crewing, a reduction of 0.36% compared to August (97.86%).

3.6 The % availability of On-Call fire appliances – April to September 2023

For April to September 2023, On-Call fire appliances have been available 64.50% of the time due to crewing, a reduction of 4.40% compared to the 3-year average (68.90%). Please note these figures are calculated based purely on the crew/skill availability. Any unavailability due to mechanical reasons is not included.

Table 22: The % availability of On-Call fire appliances – April to September 2023

Station	Appliance	Type	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Total
Melton	21P1	On-Call (19.00 – 07.00)	100.00%	99.74%	100.00%	99.74%	100.00%	100.00%							99.91%
	21P2	On-Call	91.40%	94.36%	83.62%	70.97%	87.91%	97.37%							87.55%
	Total	On-Call Station	96.12%	97.46%	91.67%	87.37%	94.76%	98.34%							94.27%
Coalville	25P2	On-Call	70.70%	77.29%	83.62%	69.36%	75.00%	67.64%							73.93%
Ashby	26P2	On-Call	68.20%	74.20%	77.64%	80.92%	72.72%	72.64%							74.41%
Shepshed	28P2	On-Call	63.33%	60.22%	66.39%	58.74%	68.69%	61.12%							63.07%
Wigston	31P2	On-Call	35.98%	36.70%	49.03%	29.44%	40.33%	43.89%							39.17%
Billesdon	32P3	On-Call	55.70%	61.43%	57.50%	55.38%	37.77%	38.34%							51.03%
Oakham	33P3	On-Call	83.06%	78.50%	84.31%	71.24%	71.51%	72.37%							76.78%
Uppingham	34P2	On-Call	54.03%	49.87%	66.39%	48.93%	59.55%	61.12%							56.58%
	34P3	On-Call	27.09%	17.61%	14.31%	27.42%	12.31%	21.66%							20.05%
	Either	Total	81.12%	67.48%	80.70%	76.35%	71.86%	82.78%							76.64%
Kibworth	35P2	On-Call	45.00%	36.29%	47.78%	35.62%	43.28%	41.53%							41.53%
Market Harborough	36P1	On-Call (19.00 – 07.00)	87.78%	78.23%	71.39%	43.82%	66.67%	59.45%							67.81%
	36P3	On-Call	29.04%	27.56%	18.48%	22.72%	14.93%	12.23%							20.84%
	Total	On-Call Station	62.23%	56.86%	50.28%	38.99%	43.42%	39.87%							48.57%
Lutterworth	37P1	On-Call (19.00 – 07.00)	99.45%	95.43%	98.06%	95.97%	95.43%	97.50%							96.95%

53

	37P3	On-Call	67.78%	69.09%	64.03%	54.04%	53.50%	61.40%							61.59%
	Total	On-Call Station	78.34%	76.35%	76.25%	74.33%	70.17%	71.40%							74.46%
Hinckley	38P2	On-Call	62.09%	58.88%	42.50%	45.70%	45.70%	49.73%							50.76%
	38P3	On-Call	12.64%	18.28%	23.48%	24.33%	21.51%	17.64%							19.67%
	Either	Total	74.73%	77.16%	65.98%	70.03%	67.21%	67.37%							70.43%
Market Bosworth	39P2	On-Call	62.23%	70.70%	71.39%	61.03%	63.98%	66.81%							66.01%
Total			67.03%	66.74%	67.94%	60.39%	62.05%	63.03%							64.50%

September 2023

For September, On-Call fire appliances have been available 63.03% of the time due to crewing, an increase of 0.98% compared to August (62.05%).

3.7 The % of people overall satisfied with our response – April to October 2023

We have received 180 public responses to our After the Incident Survey April to October 2023. 100% of people responding to the survey stated that they were ‘satisfied or very satisfied’ with the overall service they received from Leicestershire Fire and Rescue Service. This is the same as the 3-year average figure of 100%. Any dissatisfaction taken place is investigated and appropriate action taken place where required.

October 2023

For October, we have received 22 responses to our After the Incident Survey, which is the same as we have received in September (22). Of the 22 responses, all 22 stated that they were ‘satisfied or very satisfied’ with the overall service.

3.7a The % of people satisfied with their initial contact with the service – April to October 2023

We have received 98 public responses to this question in our After the Incident Survey April to October 2023. 99.0% of people responding to the survey stated that they were ‘satisfied or very satisfied’ with the initial contact when they called Leicestershire Fire and Rescue Service, with 1.0% of people responding stating they were neither ‘satisfied’ nor ‘dissatisfied’ with the initial contact. This is 0.3% more than the 3-year average figure of 98.7%. Any dissatisfaction taken place is investigated and appropriate action taken place where required.

October 2023

For October, we have received 9 responses to this question in our After the Incident Survey, which is 2 lower than we have received in September (11). Of the 9 responses, all 9 stated that they were ‘satisfied or very satisfied’ with the initial contact with the service.

3.7b The % of people satisfied with the service they received at the scene – April to October 2023

We have received 168 public responses to this question in our After the Incident Survey for April to October 2023. 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 0.3% more than the 3-year average figure of 99.7%. Any dissatisfaction taken place is investigated and appropriate action taken place where required.

October 2023

For October, we have received 21 responses to our After the Incident Survey, which is 1 more than we have received in September (20). Of the 21 responses, all 21 stated that they were ‘satisfied or very satisfied’ with the service they have received at the scene.

4.1 Home safety checks – April to October 2023

The number of home safety checks includes the number of successful initial, successful follow up and successful vulnerable person.

There have been 9262 home safety checks April to October 2023. This is 2462 more than the 3-year average of 6800. The previous year shows there were 7467 home safety checks completed during the same period.

The 9262 home fire safety checks can be broken down further:

Successful initial 6179, an increase of 568 home safety checks on last year’s (5611).

Successful follow up 2953, an increase of 1207 home safety checks on last year’s (1746).

Successful vulnerable person 130, an increase of 20 home safety checks on last year’s (110).

Table 23: Home safety checks – April to October 2023

Ref	Key Corporate Indicator	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr to Oct 2023
4.1	Home safety checks	1320	1493	1326	1407	1377	1148	1191						9262
a	Successful initial	994	998	883	907	1006	724	667						6179

b	Successful follow up	304	474	430	486	345	401	513						2953
c	Successful vulnerable person	22	21	13	14	26	23	11						130

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

The 9262 home fire safety checks can be broken down further:

Stations 6447, an increase of 911 home safety checks on last year's (5536).

Community safety educators 2522, an increase of 739 home safety checks on last year's (1783).

Control 0, the same number of home safety checks on last year's (0).

Partners 280, an increase of 142 home safety checks on last year's (138).

LFRS (Website) 0, the same number of home safety checks on last year's (0).

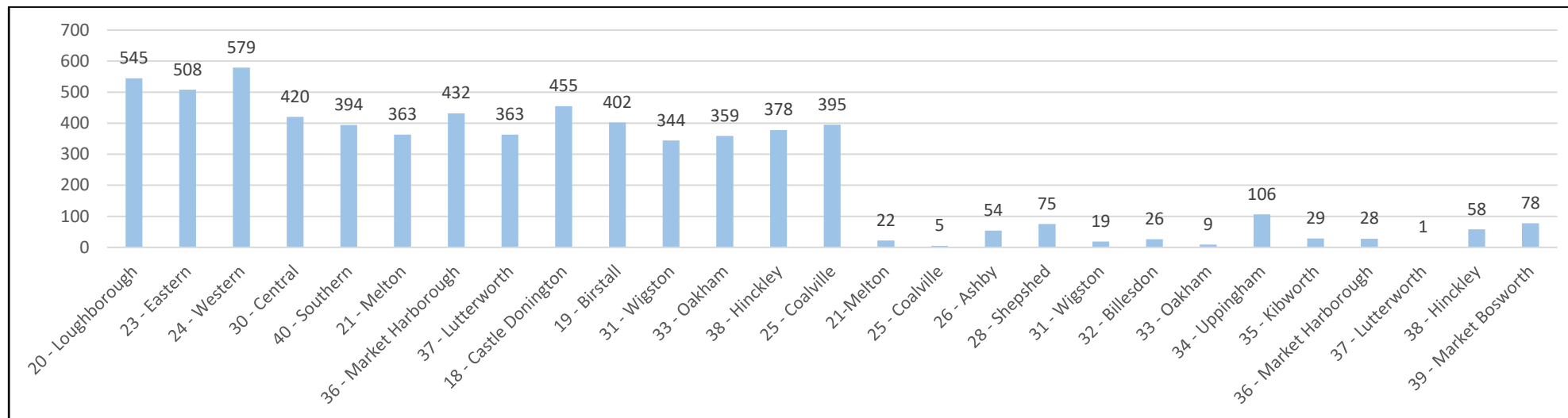
Unknown 13, an increase of 3 home safety checks last year's (10).

Table 24: Home safety checks carried out by stations, community safety educators, control, partners, LFRS (website) and unknown – April to October 2023

Ref	Key Corporate Indicator	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr to Oct 2023
4.l	Home safety checks	1320	1493	1326	1407	1377	1148	1191						9262
a	Stations	948	1043	953	1043	870	798	792						6447
b	CSE	321	385	320	315	463	341	377						2522
c	Control	0	0	0	0	0	0	0						0
d	Partners data	50	61	52	46	42	7	22						280
e	LFRS (Website)	0	0	0	0	0	0	0						0
f	Unknown	1	4	1	3	2	2	0						13

The 6447 home safety checks carried out April to October 2023 by stations are shown below.

Chart 10: The Total Successful HSCs by Station April to October 2023 shows the number home safety checks completed by stations, ranging from 1 to 579. The stations delivering less than 25 home safety checks were On-Call stations. The stations delivering the most home safety checks were Western 579, Loughborough 545 and Eastern 508.



October 2023

For October, there were 1191 home safety checks, which is 43 more than September (1148).

Of the 1191, there were 667 successful initial, 513 successful follow up and 11 successful vulnerable person. There were 792 carried out by stations, 377 carried out by community safety educators and 22 were carried out by partners.

4.2 Home safety feedback surveys – April to October 2023

There have been 770 home safety feedback surveys April to October 2023. This is 502 lower than the 3-year average figure of 1272.

Of the 770 surveys, 695 were first visits and 75 were repeat visits. Of the 695 first visits, 100% were satisfied and of the 75 repeat visits, 100% were satisfied. The previous year shows there were 1579 surveys, with 1320 first visits and 259 repeat visits.

October 2023

For October, we have received 95 home safety feedback surveys, which is 5 more than in September (90). Of this, 86 were first visits in October, which is 8 more than in September (78) and 100% were satisfied. There were 9 repeat visits in October, which is 3 lower than in September (12) and 100% were satisfied.

5.1 The % of fire safety audits that result in action plans and enforcement notices – April to October 2023

There have been 713 fire safety audits carried out April to October 2023 and there have been 124 action plans or enforcement notices. The number of fire safety audits carried out is 239 more than the 3-year average of 474 and the number of action plans or enforcement notices is 58 more than the 3-year average of 66.

The Fire Protection Department continues to benefit from an increase in establishment and therefore an increase in the number of qualified Fire Safety Inspecting Officers. This is reflected in the annual target figure for the Risk Based Inspection Programme (RBIP). Integral to the RBIP is the percentage figure of Fire Safety Audits that result in action plans and enforcement notices as this serves as a barometer as to whether the RBIP is identifying suitable premises to carry out a Fire Safety Audit in order to ensure 'safer people' 'safer places'.

October 2023

For October, there were 68 fire safety audits carried out, which is 43 lower than in September (111). There were 19 action plans or enforcement notices issued, which is 2 more than was issued in September (17).

5.2 Fire protection Survey – Overall how satisfied were you with the service received – April to October 2023

There have been 119 completed surveys received April to October 2023 and 119 were satisfied with the service they have received. At present surveys are only sent to people after a fire safety audit has been completed. The number of completed surveys received is 37 more than the 3-year average of 82.

October 2023

For October, there were 21 completed surveys received and all 21 were satisfied with the service they have received. This is 16 more than there were completed in September (5).

6.1 Average number of days/shifts lost to sickness by operational staff per person – April to October 2023

An average of 3.47 days/shifts per person were lost to sickness of operational staff during April to September 2023, compared to the 3-year average of 3.05 days/shifts lost per person. Covid data is now included in the 3.47 days/shifts lost, so if that was compared to the average when Covid data was reported separately, it would be 0.35 days/shifts lost lower (3.82 days/shifts lost). In total, there have been 1363.18 days/shifts lost to sickness, compared to the 3-year average of 1150.16 days/shifts lost. With Covid data included, there were 1438.57 days/shifts lost. Covid data is averaged over a 2 year period from April 2020.

The 1363.18 days/shifts lost April to September 2023 can be broken down further:

There were 449.69 short term days/shifts lost, an increase of 31.83 days/shifts lost compared to the 3-year average of 417.86 days/shifts lost.

There were 913.49 long term days/shifts lost, an increase of 181.19 days/shifts lost compared the 3-year average of 732.30 days/shifts lost.

There were 649.78 days/shifts lost in the 1st quarter and 713.40 days/shifts lost in the 2nd quarter, so there has been an increase of 63.62 days/shifts lost in the 2nd quarter. Short term sickness lost 187.87 days/shifts in the 1st quarter, compared to 261.82 days/shits lost in the 2nd quarter. Long term sickness lost 461.91 days/shifts in the 1st quarter, compared to 451.58 days/shifts lost in the 2nd quarter.

In total, there have been 49.13 days/shifts lost to Covid April to September 2023, compared to the 2-year average of 288.41 days/shifts. The Covid data for comparison is based on the average of 2 years from the start of the pandemic in April 2020.

In respect of the number of times personnel had short term sickness, there were 183 instances, of which 18 instances were Covid related sickness and there were no long term sickness instances, so the impact of Covid has significantly reduced. There was a total of 104 instances of Covid related sickness in 2022/23 and 432 instances of Covid related sickness in 2021/22, so there has been a significant reduction. A full detailed report on sickness, including reasons for sickness is produced quarterly.

Table 25: The total operational sickness – April to September 2023

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	51.50	77.00	128.50	29.83	4.31
23 – Eastern	58.50	116.50	175.00	36.33	4.82
24 – Western	28.60	147.50	176.10	23.00	7.66
30 – Central	52.50	103.50	156.00	34.67	4.50
40 – Southern	49.00	24.00	73.00	24.83	2.94
Total	240.10	468.50	708.60	148.66	4.77
DC					
21 – Melton	9.60	17.00	26.60	9.50	2.80
36 – Market Harborough	8.14	6.60	14.74	7.50	1.97
37 – Lutterworth	9.46	32.14	41.60	8.00	5.20
Total	27.20	55.74	82.94	25.00	3.32
DCP and 1212					
18 – Castle Donington	5.70	0.00	5.70	6.83	0.83
19 – Birstall	10.69	12.81	23.60	10.50	2.25
25 – Coalville (1212)	31.71	15.11	46.82	21.17	2.21
31 – Wigston	9.85	36.72	46.57	7.00	6.65
33 – Oakham	26.01	0.00	26.01	8.17	3.18
38 – Hinckley	18.43	11.01	29.44	4.50	6.54
Total	102.39	75.75	178.14	58.17	3.06

Control	36.00	146.00	182.00	27.50	6.62
Non Station	44.00	167.50	211.50	134.00	1.58
Total Operational	449.69	913.49	1363.18	393.33	3.47

6.2 Average number of days/shifts lost to sickness by support staff per person – April to September 2023

An average of 3.49 days/shifts per person were lost to sickness by support staff during April to September 2023, compared to the 3-year average of 3.19 days/shifts lost per person. Covid data is now included in the 3.49 days/shifts lost, so if that was compared to the average when Covid data was reported separately, it would be 0.54 days/shifts lost lower (4.03 days/shifts lost). In total, there have been 449.72 days/shifts lost to sickness, compared to the 3-year average of 370.41 days/shifts lost. With Covid data included, there were 465.25 days/shifts lost. Covid data is averaged over a 2 year period from April 2020.

The 449.72 days/shifts lost April to September 2023 can be broken down further:

There were 150.84 short term days/shifts lost, an increase of 54.00 days/shifts lost compared to the 3-year average of 96.84 days/shifts lost.

There were 298.88 long term days/shifts lost, an increase of 25.31 days/shifts lost compared the 3-year average of 273.57 days/shifts lost.

There were 183.17 days/shifts lost in the 1st quarter and 266.55 days/shifts lost in the 2nd quarter, so there has been an increase of 83.38 days/shifts in the 2nd quarter. Short term sickness lost 47.72 days/shifts in the 1st quarter, compared to 103.12 days/shits lost in the 2nd quarter. Long term sickness lost 135.45 days/shifts in the 1st quarter, compared to 163.43 days/shifts lost in the 2nd quarter.

In total, there have been 12.00 days/shifts lost to Covid April to September 2023, compared to the 2-year average of 94.84 days/shifts lost. The Covid data for comparison is based on the average of 2 years from the start of the pandemic in April 2020.

In respect of the number of times personnel had short term sickness, there were 46 instances, of which 2 instances were Covid related sickness and there were no long-term sickness instances. There was a total of 18 instances of Covid related in 2022/23 and 100 instances of Covid related sickness in 2021/22, so there has been a significant reduction. A full detailed report on sickness, including reasons for sickness is produced quarterly.

Table 26: The total support sickness – April to September 2023

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	29.64	222.00	251.64	38.07	6.61
People and Organisational Development	22.32	0.00	22.32	22.36	1.00
Community Risk	30.50	0.00	30.50	30.60	1.00
Corporate Support	0.00	0.00	0.00	0.67	0.00
Directors	5.00	0.00	5.00	1.50	3.33
Operational Response	45.24	4.00	49.24	13.91	3.54
Service Assurance	18.14	72.88	91.02	21.73	4.19
Total Support	150.84	298.88	449.72	128.83	3.49

6.3 Average number of staff on modified duties for the entire month – April to October 2023

There have been on average 5.86 members of staff that have been on modified duties for the entire month from April to October 2023. This is 1.04 lower than the 3-year average of 6.90.

The breakdown includes 3.57 from Wholetime, 1.86 from On-Call and 0.43 from Support.

October 2023

The breakdown of 8 members of staff on modified duties for the entire month in October:

- Wholetime - 5 – 2 Non-Station, 1 Southern, 1 Western and 1 Wigston.
- On-Call – 1 – 1 Market Harborough.
- Support – 2 Community Risk and 1 Service Assurance.

6.4 Average number of staff on modified duties at some point throughout the month – April to October 2023

There have been on average 14.57 members of staff that have been on modified duties at some point throughout the month from April to October 2023. This is 0.52 more than the 3-year average of 14.05.

The breakdown includes 10.86 from Wholetime, 2.71 from On-Call and 1.00 from Support.

October 2023

The breakdown of 11 members of staff on modified duties at some point throughout the month in October:

- Wholetime – 9 – 2 Eastern, 2 Southern, 1 Central, 1 Coalville, 1 Melton, 1 Non-Station and 1 Wigston.
- On-Call – 1 – 1 Lutterworth.
- Support – 1 – 1 Training School.

Status of Report: Public

Meeting: Corporate Governance Committee

Date: 22 November 2023

Subject: Service Development Programme and 'Our Plan 2020-24' – Appendix A tasks

Report by: Callum Faint, Chief Fire and Rescue Officer (CFO)

Author: Chris Moir, Planning Manager

For: Information

Purpose

1. The purpose of this report is to inform the Corporate Governance Committee (CGC) of progress made since September 2023 in the delivery of projects within the Service Development Programme and the tasks included in Appendix A of Our Plan 2020-24.

Recommendation

2. The Corporate Governance Committee is asked to note the progress made since September 2023 in the delivery of projects within the Service Development Programme and the tasks that are included in Our Plan 2020-24.

Executive Summary

3. Progress is reported in respect of 13 projects that are currently in various stages of development or implementation. The report also includes progress against the 20 tasks from Appendix A of Our Plan 2020-24.

Background

4. A summarised update is provided on the status of the projects that are currently being delivered by staff and officers.

Service Development Programme - Project Updates

Views Replacement

5. The project will replace the decommissioned 'views system' previously used for performance management and will seek to implement additional planning, risk management and project monitoring capability.
6. A number of reports are currently in varying stages of development in the data warehouse, and the final stages of user acceptance testing. New Power BI reports covering life risk and non-life risk response times has been developed

and tested in addition to a Service Overview Report providing an overview of key Service metrics and links to supporting data. Power BI licencing options are currently being reviewed to identify an affordable solution to provide improved functionality to end users.

FireWatch Project

7. This is a project to develop and improve the functionality of FireWatch, the HR and personnel recording system.
8. It has now been identified that a cloud solution for FireWatch would not allow data to be surfaced for the replacement mobilising system, and as a result the original project deliverables have been paused whilst an updated approach, which will support the new system is being implemented.

Learning Management System (Oracle) Project

9. This is a project to develop a comprehensive Learning Management System.
10. It has been acknowledged that the Oracle system could be more user friendly and would benefit from additional work and to embed champions across stations and automate data transfer between Oracle and other systems. This work is being progressed and has begun with the role out of a new Personal Development Discussion process for all staff.

Microsoft 365 Migration Programme

11. A Programme of 3 projects to migrate LFRS to cloud based M365 in the Cloud. The individual projects are:
 - Exchange Migration – which is now complete
 - Microsoft 365 Information Architecture and Governance
 - SharePoint Migration, OneDrive and Teams
12. The three projects will be governed by the same Programme Board and each of the projects will have an individual Project Initiation Document (PID) and separate project teams appropriate to the project. The PID for the final project within the programme; SharePoint Migration and Rollout was approved by SMT Project and Programme Board in January 2023. The programme has been extended to January 2024.

SharePoint Migration and Rollout Project

13. This project is the final project in the Microsoft 365 Programme, and will complete the migration of Officers OneDrive's, introduce a new intranet, and migrate SharePoint team sites for support departments and stations.

14. All station team sites are now live and the migration of the crewing process was successfully completed on 6 November. Migration of support department sites is continuing with 21 of the 34 sites completed and all remaining sites due to complete by the end of November. All individual "R drives" have now been migrated to OneDrive and training provided for all employees with video training accessible to all those unable to attend an in-person session.
15. Corporate meeting sites are being migrated to Microsoft Teams. Additional resource provided by the Health and Safety team is assisting with the migration of data into Microsoft Teams, to enable this work to be completed by the end of November. A design for Corporate Project Sites has been agreed and work has commenced with a view to completing all project sites by the end of November.

Corporate Workwear Project

16. This is a project to procure replacement corporate workwear and undress uniform provision.
17. Following consultation with both the Tactical Management Team and the Staff Consultation Forum the revised Corporate Workwear Procedure has been approved and published.
18. Corporate Workwear was rolled out across the Service from 1 October following an extended period of supplier issues. A supplier contract review meeting has recently taken place to discuss these issues. Predicting establishment figures significantly in advance, particularly where numbers and sizing are required with a degree of accuracy, has proved challenging particularly due to the lengthy manufacturing lead time on specific items. A project meeting with suppliers is scheduled for November 2023 to agree a sustainable way forward.

Western Station Redevelopment Project

19. This is a project to refurbish Western Fire and Rescue Station to update and futureproof facilities.
20. Following completion of the main project works, final elements of snagging are currently being managed and addressed by the external professional advisors, YMD Boon. A 3-month project extension to allow final snagging works to be completed was agreed in October. There are just four areas of work which remain outstanding, and discussions are currently taking place to agree the most appropriate way to address these.
21. A formal opening ceremony took place at the station on the 24 October. The event was attended by the Lord Major and CFA member, Cllr Dr Susan Barton.

Fleet Replacement Project 2022-2024

22. This project includes: seven new appliances, the provision of Variable Response Vehicles (VRVs), ten electric vans, replacement of the estates and workshop vans and a refurbishment of one command support vehicle.
23. Scania has confirmed that the 7-appliance chassis are expected to be delivered to the body builders by the end of November meaning that vehicles are expected to arrive in Service around the end of the financial year.
24. Issues with the initial Variable Response Vehicle (VRV) have now been resolved, training requirements have been established and the vehicle is now operationally available as part of a trial at Market Bosworth Station. The second variable response vehicle is scheduled to be received in service imminently with radio installation planned for 13 November.
25. Discussions are ongoing with the Community Safety Support Team to identify a suitable vehicle to replace existing electric service vans.

Contaminants Project

26. The project will oversee the implementation of tasks, identified from several sources, in relation to reducing the potential impact of contaminants on staff, partners and members of the public who are in contact with effluents during or following fire related incidents.
27. The second month of the contaminants second stage trial is progressing well with good engagement from all five stations. Since the start of the trial, there has been a sharp increase in the number of contaminant reports submitted (122 to date); these provide detail regarding duties undertaken during contamination exposure and the exposure time and also details of the methods of decontamination and PPE (personal protective equipment) worn.
28. Training and education materials are being produced for release during the later stages of the project. These will include instructional videos providing best practice for decontamination post incident. The project board is also considering how best to communicate this to the wider operational workforce. Guidance will likely recommend that the subject be covered as part of initial skills acquisition and potentially during annual fitness testing and following a Breathing Apparatus reaccreditation.

Market Bosworth Station Refurbishment Project

29. The project will implement the refurbishment of Market Bosworth Fire Station.
30. Following completion of a tender process Charles Henry and Sons has been selected for the build stage of the project. A pre-start meeting with contractors took place on 26 October confirming that enabling works are to commence on 13 November, followed by one week for the removal of identified asbestos, prior to work beginning on 4 December. Practical completion is planned for the end of April 2024. The Senior Leadership Team has approved an exception timescales to August 2024 to allow for post build works to be completed.

Community Risk Management Plan Project 2024-2028

31. This project will develop proposals for the Community Risk Management Plan 2024-28. The project will develop and complete a public consultation regarding the proposals and analyse and present the outcomes of the consultation to the Combined Fire Authority (CFA) for review and approval.
32. A public consultation exercise is currently underway and is due to end on 24 November. Significant communication has taken place to encourage engagement and raise awareness. To date, more than 114,000 individuals have been reached through leaflets, social media and email campaigns. A targeted communication, issuing approximately 16,000 leaflets via the Royal Mail to households in identified areas of low engagement, is scheduled to take place over the next 2 weeks and includes the areas of Belgrave, Evington and Oadby.

Water Rescue Capability Uplift Project

33. This project will carry out a trial to identify suitable equipment and specialist PPE before facilitating additional water rescue capability at Loughborough, Birstall, Oakham and Wigston.
34. Stage 1 of the project has been successfully completed. PPE trials have identified alternatives and procurement arrangements have been determined through an established procurement framework. Training plans have been developed and resourcing identified for stage 2 of the project. Initial work to update mobilising arrangements for water rescue resources has been deferred to stage 2 of the project to avoid resource conflicts with the Replacement Mobilising Project, this will not affect delivery of subsequent stages.

Replacement Mobilising System Project

35. The Service has contracted with Motorola to provide a cloud based mobilising system to replace the current Systel system. This will be a Leicestershire standalone solution moving away from the existing Tri Service arrangement.
36. A fault issue has been identified with (Dispatch Communications System) DCS software, which is expected to affect all blue light services. This issue will affect the deployment of the replacement ICCS (integrated command and control software), which was scheduled for the end of December 2023. The testing and training for this element will now be delayed to February 2024, resulting in delays nationally around ICCS solutions. This issue will not affect the later stages of the project transferring from the Systel system, stage one of the project will complete as planned at the end of November and other elements of work are progressing well.

LFRS Website Project

37. This project will revitalise the LFRS website, and will include the gathering of user requirements, selection of a website provider with a refreshed designed website and improved functionality and integration with other LFRS systems. This is in addition to addressing accessibility issues and enabling financial efficiencies for the Service. The project is scheduled to take 6 months to complete and the first stage of gathering user requirements is on track to be completed by the end of November 2023.

Our Plan Action Plan 2020-24 - Appendix A Tasks

Aim 1 – We want to achieve fewer incidents with lower impact

Continue to undertake our education and enforcement activities, targeting those most at risk.

38. From April to September 2023-24 the Fire Protection Team has completed 531 Audits from the Risk Based Inspection Programme from its target of 1040. An additional 113 Audits have been completed following concerns raised by Operational Crews, Members of the Public and Partner Agencies.
39. The Fire Protection Team attempt to target the buildings that present the highest risk to communities. This year this has led to an increase in enforcement activity with 87 action plans, enforcement notices or prohibitions being issued. This has led to an increased in the requirement to complete follow up Audits with all 87 follow up visits being completed.
40. The Building Safety Regulator commenced from 1 October 2023. A regional team has been established which is being led by Leicestershire as it has the most Buildings that fall within the scope of the Regulator. The Regulator will provide a regime of regulation for higher risk buildings and has been established following the Grenfell tragedy.
41. The total number of Home Safety Checks (HSC) completed by Community Educators (CEs) in Quarter 2 was 1115 against a target of 3600. This represents 30% of the annual target. 62% of referrals were received from partner agencies identifying the most vulnerable from risk of fire and requiring a high priority visit.
42. CEs completed 10 schools visits to Year 1 and 5 students providing Fire, Road and Water safety advice and information. In total 1080 students were engaged. Warning Zone was visited by 28 schools with 1220 students receiving input.
43. To highlight the dangers of E-bikes and scooters powered by lithium-ion batteries Community Educators visited hotels identified by partner agencies

which are housing asylum seekers and refugees to conduct fire safety talks with the use of interpreters on the safe usage of these e-bikes and scooters.

44. A Waterside Responder course aimed at businesses near water, and particularly those that sell alcohol, was delivered to 11 staff from the Moorings Public House which is situated next to the River Soar in close proximity to where a fatal incident involving a teenage boy occurred.
45. Biker Down - six courses have taken place in this period with a success story coming to light whereby an attendee has put CPR skills learnt into practice. A project has been launched to create a Biker Down promotional video using this case study working alongside the Corporate Communications department.
46. Level 3 Safeguarding training has been provided by an external provider, who is National Fire Chiefs Council approved. In total 8 LFRS colleagues are now designated safeguarding officers for the Service. New firefighter recruits received safeguarding and hoarding input as part of their induction week with Community safety.

Deliver the required improvements identified in the reports following the Grenfell fire.

47. Six actions remain open against the Grenfell Tower Report within LFRS. All are monitored and tracked monthly via the Organisational Learning Board. It is anticipated that one further action will be closed by the end of 2023. Engagement with East Midlands Ambulance Service is also planned before the end of 2023 to ensure the consistent fire survival Control Room advice is able to be given. This will close a further action. The remaining four actions are scheduled to be addressed during 2024 with additional training, exercising for fires in high rise buildings and to increase operational crews recognition of buildings that may fail when involved in fire.

Ensure effective risk management at incidents by improving assurance processes.

48. Improved engagement with staff to communicate the refreshed positive actions reporting process (formerly near miss event reporting) has increased reporting of incidents whereby positive actions have prevented potential accident or incidents around the organisation. A simple submission process, with the emphasis on the need to report issues in a blame free culture has contributed to the increase in submissions being made. It is expected over time this will contribute to a reduced occurrence of safety events. The engagement with staff in this area has focused on the benefits to the organisation of reporting in this way. Wider engagement to non-operational staff is now planned to broaden the reach of this work.
49. Work is ongoing to improve the incident debrief process which has already led to a significant increase in debrief submissions. Planned work will facilitate categorisation of debrief themes to facilitate effective trend monitoring and analysis to inform future learning and continue to identify good practice. The

process of sharing learning outcomes from larger structured debriefs is under review to ensure the learning is shared in a more engaging and interactive manner.

Develop and maintain plans or procedures for the top 10 risks identified on the Community Risk Register.

50. Work to develop and agree a Community Risk Register on behalf of the Local Resilience Forum is progressing well. The Group, chaired by the LFRS Corporate Risk and Resilience Manager met to agree a risk process and adopt a suitable template upon which the risk assessments can be made. The Group plans to deliver the raw risk data during Q3 of 2023.
51. The regular review of the Corporate Risk Register was completed and the updated Organisational Risk Register was submitted to the CFA Corporate Governance Committee for their information in September 2023. Work is also planned to provide a process through which links can be made between the Organisational Risk Register and the Community Risk Management Plan.

Aim 2 – Respond effectively to incidents

Use our fire engines flexibly, aiming to attend life threatening incidents in an average of 10 minutes.

52. During April to October the Service attended a total of 522 life risk incidents. The average response time is 11 minutes 35 seconds. To assist in achieving this appliances are relocated from their usual base, whilst others crews are committed at operational incidents or whilst they are training. Tactical Response Vehicles and the newly introduced Variable Response Vehicle are utilised at locations where crewing levels are reduced, to help reach life risk incidents as quickly as possible. Within the City areas, attendance is under 10 minutes. Other districts are over the 10 minutes response time due to the travel times.

Use our firefighters efficiently and flexibly to maximise our appliance availability.

53. During the period April to October, to support maximum appliance availability, Firefighters were relocated from their usual work base to support other stations on a total of 2706 occasions. This included On-Call staff working at whole-time stations on 226 occasions, Whole-time staff working at On-Call stations on 257 occasions, and whole-time staff working at another whole-time station on 2223 occasions.

Implement alternative crewing arrangements in the event of the Service moving away from the current Day Crewing Plus (DCP) duty system.

54. The CFA has previously approved changes to the Day Crewing Plus (DCP) duty system operating stations. On 6 February 2023 Coalville Station was the first station to transition from DCP and move to a 12 hour self-rostering shift.

55. Subject to the outcomes of the CRMP, a DCP 2024-2025 transition plan has been produced which will result in a further five stations transitioning to an alternative shift pattern, with the final station transitioning in April 2025.

Undertake Operational exercises with neighbouring Fire and Rescue Services and multiagency partners to test our interoperability and ensure efficient and effective response.

56. This year operational exercises have been completed with other Fire and Rescue Services and partner agencies. These have included; Multi agency Flood Exercise, Prisons, Tall buildings and rail. These types of exercises have also been supported by both Tactical and Strategic Co-ordinating Groups which embeds the multi-agency approach to incidents.

Aim 3 – Deliver value for money quality services

Purchase a second high reach appliance to replace the older one of the two vehicles.

57. The CFA approved the procurement of a replacement high reach appliance in February 2020 as proposal three of the 2020-2024 Integrated Risk Management Plan (IRMP). The vehicle is now operational and is actively attending incidents.

Relocate and centralise our Learning and Development facilities.

58. A report outlining the current progress was presented to the CFA at its meeting on 21 June 2023. A formal project to manage the build of the facility will be established when the location has been finalised and the land purchased.

Continue to collaborate with other blue light services and our partner agencies to support our purpose of 'safer people, safer places'.

59. The Corporate Communications Team attended a Resilience Media cell meeting to continue the close working relationship it has with partners across the Police, NHS, EMAS, County Council, City Council and District/Borough Councils.
60. A Memorandum of Understanding has been agreed regarding collaboration with the Salvation Army to provide LFRS with additional catering facilities for protracted incidents.
61. Melton Station attended a Community Trigger Review Meetings to assist the Police and Melton Borough Council in dealing with Anti-Social Behaviour at a local pub which was affecting residents.
62. Oakham Community Room is being used by a member of Community Safety to lead a girl's group, to educate local teenage girls that are starting to get involved with drinking and Anti-Social Behaviour.

63. The Service attended the launch of the Leicestershire Police Strategic Community Independent Advisory Group providing an opportunity to network with new and existing community contacts who are keen to work with LFRS to enhance community engagement, trust and confidence. A number of sessions are being scheduled to allow open dialogue with communities to understand how they perceive LFRS and any barriers to recruitment.
64. The mandatory Zero Suicide Alliance training package has now been completed by just over 67% of the workforce. A Face-to-Face Training package is in development to support attending operational crews where there is a person in crisis. This training is being developed in collaboration with Leicestershire Constabulary and will be designed to reduce potential mental health and trauma impact on LFRS employees, and not for LFRS employees to have formal negotiation skills.

Develop the bistro area of the headquarters building to maximise office and training space.

65. Work on the refurbishment of fire stations is currently taking priority, therefore the Bistro development has been delayed.

Refurbish Western Fire and Rescue Station.

66. Project progress is outlined in paragraphs 20 and 21 above.

Aim 4 – An engaged and productive workforce

Design and deliver learning and development interventions that ensure we have a competent, professional workforce who can help our communities.

67. Regular Equality Diversity and Inclusion (EDI) sessions with crews at stations across the Service are now incorporated as business as usual and are well received and open and honest. Recently visits have been co-ordinated with the Health and Wellbeing Co-ordinator and have provided a platform for discussion where health and wellbeing is being impacted by issues closely aligned to the EDI agenda.
68. A review of the organisational Positive Action statement has been completed and an updated Statement has been approved and shared with members of TEDIB and TMT. It will then signed be made available on the website.
69. The question set to be used in interviews in relation to EDI have been updated following feedback to both the EDI Manager and members of SLT. Work will be undertaken with Recruitment Manager to ensure the positive indicators are appropriate for the questions now being asked.
70. During this period the Hindu Festival of Raksha Bandan took place and members of the service were invited to take part in a ceremony where a Raki is

tied around the wrist. This was undertaken by two members of the community from Harmony House and the event was well attended, including by the newest firefighter recruits.

71. The Hindu festival of Navratri took place in October and together with the Area Manager People and Organisational Development, the EDI Manager attended community events meeting with members of the Dui, Daman and wider Hindu communities and took part in Navratri celebrations.

Implement improvements based on the staff feedback to improve the employee experience.

72. An EDI Maturity Model exercise has been completed using the NFCC maturity model. This will assist in determining key areas of focus and feed into other appropriate meetings/forums to support standards and behaviours. Staff across the organisation have requested access to guidance across the EDI space to support them in their development and progression and in turn support their employee experience. Learning and Organisational Development (L&OD) are leading on the implementation of the maturity models across the service and the EDI manager is working closely with the team to meet deadlines and objectives.
73. A business case has been approved by SLT to change to the way staff engagement is undertaken within the Service. The recommendation will see an empowerment of staff to become part of the solution to create an inclusive environment where staff voice adds a valuable contribution to decision-making.
74. The introduction of EDI champions across the service have been established and the EDI Manager works closely with them to raise awareness of key messages, training events and to ensure they are included in Equality Impact Assessment consultations. They will form an integral part of the EDI Forum.

Develop the knowledge, skills and behaviours of our leaders in order for them to engage and motivate their teams.

75. Due to demand within L&OD, the work in the creation of bitesize material has been scaled back to allow for priorities to be met. However the topics and base for the material have been created and are available for when work can progress. Phase 2 mandatory training has also been determined following feedback from across the Service and this will be launched in the new year following an EDI interactive session at the upcoming staff engagement event on 6th November 2023.

Introduce a range of interventions that prevent workplace stress and help people manage stressful situations.

76. The first cohort of Peer Supporters are now embedded in the service and a further eight are booked onto the training sessions. The Peer Supporter's role

will now be expanded to include the support of individuals going through and investigation or long-term sickness absence. This provision will replace that previously provided by a Welfare Officer.

77. External Health and Wellbeing support will continue to be provided by an Employee Assistance programme (through AXA Be supported) and counselling by Amica. Reports on usage and reasons for access are provided by both providers and analysed by the Occupational Health and Wellbeing Department to identify trends to influence the health and wellbeing services provided to employees.
78. The Health and Wellbeing Lead is undertaking a programme of station visits to update crews and departments on changes to Critical incident support. This includes the expansion of TRiM to include Critical Incident Wellbeing Support Discussions. This has followed feedback from crew who felt that there was a chance that some individuals who needed support might not feel confident asking for assistance. The Critical Incident Wellbeing Support Discussions are an opt-out session as opposed to an opt-in which will provide a stronger platform to ensure that this does not happen.
79. The Stress Risk Assessment and Support Plan for Individuals is now embedded with accompanying guidance and documentation to support employees to identifying stressors and enable managers to develop effective and appropriate action plans which may include agreed reasonable adjustments.

Take action to get the right people, with the right skills, in the right roles, at the right time and at the right costs who represent the communities we serve.

80. The new Diversity Community Engagement Officer (DCEO) has been in post since 26 June 2023 and engaged with various organisations (around 40-50 in total so far), ranging from local schools, colleges, clubs, and organisations supporting under-represented communities. In addition they have supported the recent Firefighter Have a Go Days, provided additional recruitment advice and support for those interested in both Wholetime and On-Call firefighter roles. Going forward the DCEO will aim to build long term relationships with diverse communities across Leicester, Leicestershire and Rutland.
81. The Recruitment Lead, Station Manager Geographical Support and Corporate Communications team have worked together to promote On-call campaigns by creating new recruitment materials. The On-call recruitment booklet is now in use. New recruitment leaflets have also been created to encompass the support / non-operational roles that are offered.
82. The On-Call 03/23 campaign received 67 initial applications, which is an increase compared to the previous 2022/23 campaign which received 33 applications.
83. The current wholetime campaign is nearing the end of the interview stage, concluding on 24 November 2023. A total of 116 applicants were invited to interview, consisting of 36 existing on-call, 4 transferee and 76 external applicants.

84. The Internship initiative was successfully completed and evaluated. It provided a valuable opportunity to two University students by taking on tasks and applying technology skills to bring creative opportunities and new ideas, also showcased career paths in the organisation and increased brand awareness. One of the interns won “Intern of the Year” at the University of Leicester, and the Service is proud of the support offered to her from LFRS.
85. The On-Call working group has been created with the purpose of addressing current challenges as well as introducing fresh ideas and improved processes to On-Call recruitment.
86. The Station Manager/Group Manager promotion process is now complete. The next Crew Manager/Watch Manager promotion process will start in November/December 2023.

Aim 5 – Provide assurance

Implement the findings from the multiculturalism and fire safety research.

87. The research from the University of Leicester has shaped the Service’s approach to multiculturalism. Many elements of the work are now included within recruitment and positive action activity and will be considered alongside the findings from the numerous reports that have landed since the research from the University of Leicester was completed. These include the HMICFRS Spotlight Report, Core Code of Ethics Report, staff survey and an Independent Report by an external consultant.
88. Work continues on the EDI Calendar, that promotes key religious/belief days, national EDI initiatives/campaigns and other key Inclusion days/dates, and will be utilised as part of strategic planning in 2024 to ensure allocation of resources and sharing of information in line with the EDI agenda.

Implement our HMICFRS Improvement Plan.

89. The latest HMICFRS inspection concluded on the 23 June 2022. The Inspection Report has been shared with CFA members, staff and the public. The Service achieved the grades of ‘Good’ for Effectiveness, ‘Requires Improvement’ for Efficiency and ‘Good’ for People. The report was overwhelmingly positive with 9 of the 11 categories being rated as ‘Good’ and only 2 as ‘Requires Improvement’.
90. The HMICFRS Spotlight Report looking at the values and culture in fire and rescue services was published at the end of March 2023. HMICFRS is now reporting on progress made against the recommendations and publishing on the HMICFRS website every 6 months (September and April). Regular reviews and progress updates monitoring delivery of the recommendations and the Areas for Improvements from the last inspection are taking place.

Achieve compliance with the fire standards approved by the Fire Standards Board.

91. The role of the Fire Standards Board is to oversee the identification, organisation, development and maintenance of professional standards for Fire and Rescue Services in England. There are 16 Fire Standards published by the NFCC at present and this will rise to 20 Fire Standards by July 2024.
92. The Fire Standards Board comprising of the Fire Standards Chair, Vice Chair, Non-Executive Chair and the Programme Board manager visited LFRS on 3 November 2023 and met with SLT, Fire Standards Leads and Birstall Fire Station to discuss how LFRS is implementing Fire Standards. This was a positive day with some good learning taken away from both parties.

Improve engagement with our communities.

93. The annual Celebrate Safely campaign is being undertaken in conjunction with the Office of the Police and Crime Commissioner and jointly delivered with the Police.
94. The approach to social media usage has been updated, emphasising the use of video content to provide the public with a more immersive understanding of the Fire Service's work. The integration of Nextdoor alongside other platforms into outreach efforts has yielded great results, enabling the Service to engage with over 139,000 residents in September and 245,000 in October.
95. Coalville station is submitting a monthly feature in its local magazine, reaching over 28,000 households across North-West Leicestershire. There is also extensive collaboration with Community Safety Department and articles have been submitted to the Hinckley and Bosworth Council magazine.
96. The trial of the VRV's are being featured in the Asset magazine with the article due to be published in the December issue.
97. The Business Safety Workshops have been advertised to ensure responsible persons are well informed. This promotion reached over 18,000 people and resulted in over 100 attendees.
98. During this period, the Corporate Communications team has offered crucial support during several significant incidents, notably the St. Clements Court Prohibition Notice, and Belgrave Gate Fire. Numerous media inquiries have been handled and radio interviews arranged to ensure local communities were well-informed about ongoing developments and vital safety information.
99. Over this period various materials have been produced, including social media graphics for Business Safety, Wholetime recruitment, charity posters, station open day promotions, student campaign materials, CRMP documents and materials, and health and wellbeing booklets. Banners and lamppost signage have been produced and more for Stations to promote their activities and campaigns.

100. A new initiative to create a professional video for the BikerDown campaign has taken place. The Service is proud to join National Highways England at Motorcycle Live on Monday 20 November as the new joint campaign with BikerDown, #DoltForDave is launched. The campaign tells the story of Dave, a biker who survived a cardiac arrest thanks to those around who attended a BikerDown course. More people will be encourage to participate and sign up for a BikerDown course.

Report Implications/Impact

101. Legal (including crime and disorder)

Legal issues are dealt with within each project or task. There are no legal impacts arising from this report.

102. Financial (including value for money, benefits and efficiencies)

Financial issues are dealt with within each project or task. There are no financial impacts arising from this report.

103. Risk (including corporate and operational, health and safety and any impact on the continuity of service delivery)

None.

104. Staff, Service Users and Stakeholders (including the Equality Impact Assessment)

Stakeholder engagement is considered within the delivery of each project or task. An Equality Impact Assessment will be undertaken where necessary on all activities.

105. Environmental

Environmental impacts are considered within the delivery of each project or task. There are no environmental impacts arising from this report.

106. Impact upon Our Plan Objective

These projects and tasks are designed to assist the CFA in meeting all of the objectives detailed in 'Our Plan 2020-24'.

Background Papers

None.

Officers to Contact

Callum Faint, Chief Fire and Rescue Officer

callum.faint@leics-fire.gov.uk
0116 2105555

Chris Moir, Planning Manager
chris.moir@leics-fire.gov.uk
0116 2105555

Status of Report: Public

Meeting: Corporate Governance Committee

Date: 22 November 2023

Subject: Progress against the Internal Audit Plan 2023/24

Report by: The Treasurer

**Author: Neil Jones, Head of Internal Audit and Assurance Service
Leicestershire County Council**

For: Information Only

Purpose

1. The purpose of this report is to provide the Corporate Governance Committee (the Committee) with an update of progress against the Internal Audit Plan for 2023/24.

Recommendation

2. The Committee is asked to note the report and in particular that:

- a) Three legacy partial assurance report ratings containing high importance recommendations remain outstanding and the ACFO (Service Support) continues to work to bring resolutions to these outstanding actions but there are continued delays;
- b) Work is progressing well with the 2023/24 audit plan and is at the stage anticipated for this time of year.

Executive Summary

3. One of the functions of the Corporate Governance Committee is to monitor the adequacy and effectiveness of the internal audit function and, specifically, to monitor progress against the internal audit plan through the receipt of periodic progress reports. Background information on the statutory and constitutional requirements for internal audit, working arrangements and information on assurance gradings is contained in Appendix 2 to this report.
4. The Internal Audit Plan for 2023/24 was approved by the Committee at its meeting on 15 March 2023. Progress against planned work is summarised below and is then reported in more detail in Appendix 1. Updates to the 2023/24 plan are shown in **bold** font.
5. The approved plan identified auditable areas, which also included follow-up on the implementation of high importance recommendations, and an allowance for

'client' management activity (report to committees, planning, advisory etc.). The number of days purchased is 85 days per annum.

6. Three legacy partial assurance reports containing high importance recommendations (Contract Procedure Rules, Key ICT Controls and BACS audits) respectively remain in the Committee's domain as further testing has indicated these have not yet been addressed. Detail is included at paragraph 12 below.

Progress against the 2023/24 Internal Audit Plan:

7. There were ten potential auditable areas within the approved 2023/24 Internal Audit plan (excluding any brought forward work). At the meeting of this committee on 13 July 2023, it was agreed that one audit (relating to Learning and Development) would be replaced by an audit of the of the Risk Based Inspection Programme. Of these ten individual pieces of work, progress can be summarised as follows:
 - Three current year audits have been finalised and reported
 - Seven current year audits are at various stages of work in progress

Background

8. The Committee is provided with a summary report of internal audit work undertaken in the period since the last meeting. Where applicable, an individual 'opinion' on each audit assignment is reported, for example to what extent risk is being managed. The four levels of assurance are: full; substantial; partial and little. Further details explaining the levels of assurance are included at Appendix 2.
9. An assurance type audit report containing at least one high importance recommendation (see Appendix 2) would normally be classified as 'partial' assurance. Consulting type audits might also result in high importance recommendations.
10. The current position (and any outcomes) as at 8 November 2023 has been mapped onto the plan agreed by the Committee at its meeting on 15 March 2023. This forms Appendix 1 and is summarised as:

<u>Status of work</u>	<u>Additional Commentary</u>
All Prior Year 2022/23 Reports Completed	<ul style="list-style-type: none"> • Reference in 2023/24 plan is 24/01
Three audits finalised and reports issued	<ul style="list-style-type: none"> • Counter Fraud National Fraud Initiative – 24/07 • Contingency – Emerging Issues – Counter Fraud VAT Numbers – 24/11a • Contract Procedure Rules and associated Policies and Processes – 24/08
Seven audits at various stages of work in progress	<ul style="list-style-type: none"> • Key Financial Systems – Reconciliations and Balances – 24/03 • Key Financials Payroll – 24/04 • Key Financials Pensions – 24/05 • ICT Controls – 24/06 • Human Resources – Recruitment and onboarding processes – 24/09 • Risk Based Inspection Programme (RBIP) – 24/10b (replaces Learning and Development 24/10a) • ICT System and Process Connectivity – 24/02

* May be utilised by the external auditor in planning their audit risk-assessment and their work in forming an opinion on the CFA's value for money arrangements.

Changes to Plan/Additional Time

11. The approved plan was a statement of intent and whilst every effort will be made to deliver it, it is recognised that this needs to be flexible and it may be necessary to revise activities in response to changing circumstances or emerging risks. Therefore, during the year, Leicestershire County Council Internal Audit Service (LCCIAS) will report to the Committee any audits that will not be undertaken as part of the 85-day coverage and the rationale for such decisions, including where other lines of defence are deemed sufficient. Any additional audits that have been requested will also be reported. As stated previously, at the meeting of this Committee on 13 July 2023, it was agreed that one audit (relating to Learning and Development) would be replaced by an audit of the of the Risk Based Inspection Programme.

High Importance Recommendations

12. Three partial assurance reports and associated high importance recommendations currently require progress updates to be reported back to the Committee in order to provide assurance that they have been adequately addressed. Updates in respect of these audits are as follows:

<u>Audit Name/Date</u>	<u>Ref</u>	<u>Area of focus/Date for review/date to report back to committee</u>
Contract Procedure Rules	Ref 22-09 (now superseded by Ref 24-08)	<p>A follow up report (ref 24-08) resulted in the partial opinion remaining due to the collective effect of the control weaknesses in the areas specified below.</p> <p>Signed digital copies of all contracts are centrally held - <i>revised implementation date of April 2024</i></p> <p>Training for all staff with authority to procure goods or services/in a procurement role (existing staff and as part of induction for new starters) - <i>revised implementation date of March 2024</i></p> <p>Monitor and report training levels to management for further action where required - <i>revised implementation date of September 2024</i></p> <p>Periodic benchmarking/market testing for value for money if purchasing multi-items from a single supplier with no contract. - <i>revised implementation date of December 2024</i></p> <p>Reason for further delay is predominantly due to the time needed to:</p> <ul style="list-style-type: none"> • Appointment a new post of the Contracts and Procurement Officer. • Embed redesigned training in a revised induction process/associated monitoring

		<ul style="list-style-type: none"> Balance capacity with desire to address in a meaningful and sustainable manner
ICT Controls 2021/22 (*)	Ref 22/07	<p>The two high importance recommendations in respect of Disaster Recovery (DR), originally due for implementation approximately one year ago, were retested, as part of our 2022/23 coverage and were found to remain outstanding. Latest progress is:</p> <p>Draft DR Test Strategy/Plan document (addressing recommendation 1) has been developed and is currently on track to be finalised by the agreed date of November 2023.</p> <p>Actual testing of the DR Test Strategy/Plan (covering recommendation 2) was originally planned to be completed in December 2023. It has now been confirmed that this will slip into early 2024 as resources have been required to be directed to the Mobilisation Replacement Project.</p>
Accounts Receivables – BACS Payment Process	Ref 22/11	<p>This recommendation was followed up as part of our 22/23 Counter Fraud Bank Mandate fraud coverage. Due to continued delays in producing an independent non-editable daily report of supplier bank account changes a decision has now been made to source this directly from the software vendor. A revised date for implementation will be given once known</p> <p>Note: Interim checks and controls have been implemented, which provide a certain level of assurance.</p>

Report Implications/Impact

13. Legal (including crime and disorder)

Section 112 of the Local Government Finance Act 1988 requires that the CFA ‘...shall make arrangements for the proper administration of its financial affairs’ and to ensure that ‘...one of its officers has responsibility for the administration of those affairs’. Within the CFA this officer is the Treasurer, and this is reflected in the CFA’s Constitution.

The Accounts and Audit Regulations 2015 require under Part 2 ‘Internal Control’ at Regulation 5(1) that, ‘A relevant authority (including fire authorities) must undertake an effective internal audit to evaluate the effectiveness of its risk management, control and governance processes, taking into account public sector internal auditing standards or guidance’.

14. Financial (including value for money, benefits and efficiencies)

There are no direct financial implications arising from this report. However, as a result of the work carried out, assurance regarding the operation of key financial systems is gained and there would be an expectation that implementing internal audit recommendations could improve effectiveness, efficiency and economy. – Stuart McAvoy, Head of Finance, Leicester City Council, 0116 454 4004 stuart.mcavoy@leicester.gov.uk

15. Risk (including corporate and operational, health and safety and any impact on the continuity of service delivery)

Internal audit provides reassurance that effective governance, risk management and internal control procedures are in place. Internal audit reports are used to inform the Treasurer and the Chief Fire and Rescue Officer of the detailed findings of the audit and highlight actions that are required to safeguard the CFA’s interests.

16. Staff, Service Users and Stakeholders (including the Equality Impact Assessment)

None.

17. Environmental

None.

18. Impact upon Our Plan Objectives

The provision of a robust internal audit function assists both effective and efficient management and good corporate governance. This should assist with

meeting the challenges outlined in the CFA's Finance and Resources and Governance Strategies.

Background Papers

Internal Audit Plan 2023-24 (Corporate Governance Committee - 15 March 2023)

<https://leics-fire.gov.uk/wp-content/uploads/2023/03/item-10-internal-audit-plan-202324.pdf>

<https://leics-fire.gov.uk/wp-content/uploads/2023/03/item-10-appendix-internal-audit-plan-for-leicestershire-fire-and-rescue-service-20232024.pdf>

Internal Audit Charter (Corporate Governance Committee - 13 March 2019)

<https://leics-fire.gov.uk/wp-content/uploads/2019/03/the-internal-audit-charter-for-the-cfa-february-2019-1.pdf>

<https://leics-fire.gov.uk/wp-content/uploads/2019/03/appendix-1-the-internal-audit-charter-for-the-cfa-february-2019-1.pdf>

Appendices

Appendix 1 - Progress against the Internal Audit Plan 2023/24 as at 8 November 2023

Appendix 2 - Statutory and constitutional requirements and working arrangements

Officers to Contact

Neil Jones, Head of Internal Audit and Assurance Service, Leicestershire County Council

neil.jones@leics.gov.uk

0116 305 7629

Matt Davis, Audit Manager, Leicestershire County Council

Matt.Davis@leics.gov.uk

0116 305 7621

Amy Oliver, Treasurer

Leicester City Council

Amy.oliver@leicester.gov.uk

0116 454 5667

This page is intentionally left blank

Appendix 1 – Progress against the Internal Audit Plan 2023-24 at 8 November 2023

Audits marked () may be utilised by the external auditor in their annual assessment of the likelihood of material misstatement in the Authority's financial accounts so the detailed scope will be subject to the External Auditor's (EA's) approach*

ToE – terms of engagement

HI – high importance recommendation

Institute of Internal Auditors definitions: -

- The first line of defence – functions that own and manage risk
- The second line of defence – functions that oversee or specialise in risk management, compliance
- The third line of defence – functions that provide independent assurance, including internal audit.

Work completed (to at least draft report issued stage or complete for the financial year)

No.	Category	Auditable area	Potential assurance requirements....	Position at 08/11	Summary of High Importance recommendations	Opinion
24/1	Various	Completion of any residual work on 22/23 audits	Completion of any residual work on 22/23 audits	All 8 Final Reports issued as follows: Safeguarding Fire Protection HR Recruitment & Retention Key Financial Systems Recs & Balances Key Financials Payroll Key Financials Pensions Key Financials ICT Controls *1 Bank Mandate Fraud *1	All prior year reports issued	6 x Substantial and 2 x partial (see *1)
24/7	Internal Control	Counter Fraud: National Fraud Initiative	<ul style="list-style-type: none"> Ensure relevant output reports are assessed with the overall objective of results being correctly interpreted and investigated with 	Final Report Issued closing off all work undertaken during the for the 22/23 National Fraud Exercise.	N/A	N/A

			due regard for a segregation of duties.			
24/8	Internal Control	Contract Procedure Rules and associated Policies and Processes	Further follow up of key areas that previously resulted in partial assurance reporting	Final Report Issued	<p>Overall partial opinion – recs are:</p> <ul style="list-style-type: none"> • Signed digital copies of all contracts are centrally held • Training for all staff with authority to procure goods or services/in a procurement role (existing staff and as part of induction for new starters) • Monitor and report training levels to management for further action where required 	Partial Assurance

					<ul style="list-style-type: none"> • Periodic benchmarking/ market testing for value for money if purchasing multi-items from a single supplier with no contract. 	
24/11	Various	Contingency - Emerging Issues				
		Counter Fraud VAT Numbers	Data Analytics check that supplier VAT numbers are valid	Final report issued	N/A	Substantial
		Advice	Contributions to reports on mobilisation and governance update including providing additional controls in the revised Anti-Fraud and Corruption policy and procedure	Complete	N/A	N/A
			Assist the Monitoring Officer in planning the			

			<p>appointment of Independent Members of the Corporate Governance Committee</p> <p>Training for Independent Members</p> <p>Follow up of High Importance Recommendations</p>	<p>On-Going</p> <p>On-Going</p>		
--	--	--	---	---------------------------------	--	--

Work in progress

No.	Category	Auditable area	Potential assurance requirements....	Position at 08/11	Summary of High Importance recommendations	Opinion
24/3	Internal Control	Key Financial Systems – Reconciliations and Balances	<ul style="list-style-type: none"> Key reconciliations and other agreed in scope processes are undertaken accurately and promptly <p><i>(Note, where applicable this will include follow up of any recommendations in the Auditor’s Annual Report).</i></p>	<p>Terms of engagement being compiled in order to start testing in a timely manner in late Q3</p> <p>Requirements of LFRS in-house team currently being assessed in preparation</p> <p><i>Note: Testing could not be completed until quarter 4 to allow enough testing periods from the current financial year in order to provide a representative 23/24 sample.</i></p>	N/A	N/A
24/4	Internal Control	Key Financials Payroll	<ul style="list-style-type: none"> Payroll Starters, leavers, and variations to pay are valid and accurately accounted for 	<p>Terms of engagement being compiled in order to start testing in a timely manner in late Q3</p> <p>Testing phase only due to</p>	N/A	N/A

				<p>start in December</p> <p><i>Note: Testing could not be completed until quarter 4 to allow enough testing periods from the current financial year in order to provide a representative 23/24 sample.</i></p>		
24/5	Internal Control	Key Financials Pensions	<p>To provide assurance regarding operational processes for Fire Fighter Pensions. Topic area(s) will be risk assessed and then selected from the following:</p> <ul style="list-style-type: none"> Starters, leavers, and variations to pension are accurately accounted for in respect of pensionable adjustments required. Contribution banding, pensions increases, and 	<p>Terms of engagement being compiled in order to start testing in a timely manner in late Q3</p> <p>Requirements of LFRS in-house team currently being assessed in preparation</p> <p><i>Note: Testing could not be completed until quarter 4 to allow enough testing periods from the current financial year in order to provide a representative 23/24 sample.</i></p>	N/A	N/A

			<p>dependants' pension requirements are correctly applied.</p> <ul style="list-style-type: none"> To review the validity and accuracy of calculations with regard to payments for new pensions and lump sums 			
24/6	Internal Control	ICT Controls	<ul style="list-style-type: none"> Robustness and integrity of the ICT infrastructure and associated applications that either directly or indirectly contribute to the production of the financial statements or associated management decision making 	<p>Terms of engagement being compiled in order to start testing in a timely manner in late Q3, however updates regarding the DR Strategy and testing will be undertaken in an on-going timely manner in order to report back to each committee.</p> <p>Requirements of LFRS in-house team currently being assessed in preparation</p> <p><i>Note: Testing could not be completed until quarter 4 to</i></p>	N/A	N/A

				<i>allow enough testing periods from the current financial year in order to provide a representative 23/24 sample.</i>		
24/9	Internal Control	Human Resources – Recruitment and onboarding processes	<ul style="list-style-type: none"> Recruitment and onboarding processes is robust and maximises system-based efficiencies and minimises the need for manual intervention. 	Testing nearing completion – slight delay due to the recruitment campaign by the service.	N/A	N/A
24/10 b	Internal Control	Risk Based Inspection Programme (RBIP)	<ul style="list-style-type: none"> Risk Based Inspection Programme is robust and targets the correct high-risk buildings within its remit. 	At testing stage	N/A	N/A
24/2	Governance	ICT System and Process Connectivity	<ul style="list-style-type: none"> A high-level review to ensure that all key ICT systems and processes within the service 	Scoping has commenced	N/A	N/A

			and/or outsourced by the service are able to seamlessly connect/communicate where required/desired			
--	--	--	--	--	--	--

Audits not started

None

Areas of the original plan that will not be undertaken and associated rationale/associated substitute job(s)

No.	Category	Auditable area	Potential assurance requirements....	Position at 08/11	Summary recommendations	Opinion
24/10 a	Internal Control	Learning and Development	<ul style="list-style-type: none"> Mandatory learning and development requirements are identified, addressed and evidenced within a satisfactory period for all new starters and refresher 	Committee approval on 13 July 2023 to replace this audit with the Risk Based Inspection Programme Audit detailed above <i>(Due to a service restructure which has seen the roles and</i>	N/A	N/A

			<p>training is undertaken and evidenced in a timely manner for all existing employees.</p>	<p><i>responsibilities for the function move Directorate. To give the new managers the opportunity to embed within the function, it has been agreed that the audit be deferred for a period of time')</i></p>		
--	--	--	--	---	--	--

This page is intentionally left blank

Statutory & constitutional requirements and working arrangements

Section 112 of the Local Government Finance Act 1988 requires that any combined fire authority ‘...shall make arrangements for the proper administration of its financial affairs’ and to ensure that ‘...one of its officers has responsibility for the administration of those affairs’. Within the Constitution of the CFA (the Constitution) approved by the CFA at its meeting on 20th June 2018, Part 2 - The Constitutional Framework sets out under Article 9.4(f) – Functions of the Treasurer, that ‘The Treasurer will ensure an efficient and effective internal audit of the CFA's activities is maintained’. Further detail is contained in Financial Procedure Rule 23.1.

A further statutory requirement for the CFA to have an effective internal audit function is contained within the Accounts and Audit Regulations 2015.

Article 5 of the Constitution explains the composition and functions of the Corporate Governance Committee (the Committee) including at 5(f) that the Committee has a function to ‘Monitor the adequacy and effectiveness of the Internal Audit Service’, and specifically to ‘Monitor progress against the (Internal Audit) plan through the receipt of periodic progress reports...consider major internal audit findings and recommendations and monitor the response to implementation of (those) recommendations.’

The CFA's internal audit function is outsourced to Leicestershire County Council's Internal Audit Service (LCCIAS) led by the Head of Internal Audit Service (HoIAS). Additionally, in November 2017, Leicester City Council delegated its internal audit function to the County Council.

LCCIAS plans and undertakes audits and provides reports to the Treasurer. Most planned audits undertaken are ‘assurance’ type, which requires undertaking an objective examination of evidence to reach an independent opinion on whether risk is being mitigated. Other planned audits are ‘consulting’ type, which are primarily advisory and guidance to management. These add value, for example, by commenting on the effectiveness of controls designed before implementing a new system. An opinion isn't formed in these circumstances. Unplanned ‘investigation’ type audits may be undertaken.

To enable it to fulfil its monitoring function, the HoIAS provides the Committee with a summary report of work undertaken in the period prior to the meeting. Each audit has a designated reference number to assist with tracking progress from planned to complete. Audits are categorised so that the HoIAS can meet a requirement of the Public Sector Internal Audit Standards to form an opinion on the overall adequacy and effectiveness of the CFA's control environment (the framework of governance, risk management and internal control). The HoIAS opinion informs the Annual Governance Statement.

Where applicable an individual ‘opinion’ on each audit assignment is also reported i.e. based on the answers and evidence provided during the audit and the testing undertaken, what assurance can be given that the internal controls in place to reduce exposure to those risks currently material to the system's objectives are both adequate and are being managed effectively (see table overleaf). There are usually four levels of assurance: full; substantial; partial; and little/no. An assurance type audit report containing at least one high importance (HI) recommendation would normally be classified as ‘partial’ assurance. Consulting type audits might also result in high

importance recommendations.

All internal audit recommendations are assessed in terms of risk exposure using the CFA's Risk Management Framework. If audit testing revealed either an absence or poor application of a key control, judgement is applied as to where the risk would fall (in terms of impact and likelihood), if recommendations to either install or improve control were not implemented. If material risk exposure is identified, then a high importance (HI) recommendation is likely. It is important that management quickly addresses those recommendations denoted as HI and implements an agreed action plan without delay.

The Committee is tasked with considering major internal audit findings and (HI) recommendations and monitoring the response to implementation of (those) recommendations. Progress against implementing HI recommendations will be reported to the Committee and will remain in its domain until the HoIAS is satisfied, based on the results of specific re-testing, that the HI recommendation has been implemented.

LEVELS OF ASSURANCE

<u>OUTCOME OF THE AUDIT</u>	<u>ASSURANCE RATING</u>
No recommendations or only a few minor recommendations	Full assurance
A number of recommendations made but none considered to have sufficient significance to be denoted as HI (high importance)	Substantial assurance
Recommendations include at least one HI recommendation, denoting that (based upon a combination of probability and impact) in our opinion a significant weakness either exists or potentially could arise and therefore the system's objectives are seriously compromised.	<p>Partial assurance</p> <p>A HI recommendation denotes that there is either an absence of control or evidence that a designated control is <u>not</u> being operated and as such the system is open to material risk exposure. It is important that management quickly addresses those recommendations denoted as HI and implements an agreed action plan without delay.</p> <p>Alternatively, whilst individually none of the recommendations scored a HI rating, collectively they indicate that the level of risk to is sufficient to emphasise that prompt management action is required.</p>
The number and content of the HI recommendations made are sufficient to seriously undermine any confidence in the controls that are currently operating.	Little or no assurance

Status of Report: Public

Meeting: Corporate Governance Committee

Date: 22nd November 2023

Subject: People Programme of Work

Report by: The Chief Fire & Rescue Officer

Author: ACFO Judi Beresford

For: Information

Purpose

1. The purpose of the report is to provide Members with an update on the Cultural Survey actions and other people related plans including the HMICFRS 'Spotlight' report and the external cultural review of the Service.

Recommendation

2. It is recommended that Members note
 - a) the People Plan and programme of work being implemented across the Service.
 - b) the information related to closed Discipline and Grievance cases between April 2022 – October 2023.

Executive Summary

3. At the last meeting of the Committee, a request was made for a more detailed update in relation to the combination of actions arising from several reports currently live within the service. Those reports are;
 - The internal cultural survey
 - An independent review of the service culture
 - The HMICFRS Spotlight report
 - The Equality Action Plan
 - Health and Wellbeing Survey
 - The implementation of the Core Code of Ethics
4. As previously reported, there is a significant level of overlap arising from the various reports and to avoid duplication of effort or confusion, work was undertaken to bring the six reports together and form a single 'People Plan'.

5. Members will also be aware of the areas for improvement arising from the HMICFRS Inspection and that two of those related to the people pillar of inspection. This work is being managed via the Corporate HMICFRS action plan.

Background

6. The service has been subject to, or has invited scrutiny of, several Our People related areas of work. The Service has an Equality and Inclusion action plan, a Health and Wellbeing Survey and the implementation of the Core Code of Ethics. In short, there are seven action plans and recommendations with impacts and implications across people related activity.
7. To help manage activities and resources, and to avoid areas of duplication of work, a decision was taken to have oversight of all actions and requirements combined into one plan – The People Plan. A copy of the Plan will be presented to the Committee at the meeting. The aim of the People Plan is to take a holistic (systemic) view of the actions required to drive the service forwards in implementing its revised People Strategy which is one of the key strategies in the Community Risk Management Plan (CRMP).
8. At the last meeting of the Committee, members had also requested an update on closed Disciplinary and Grievance cases; these are detailed at Appendix A to this report. There has been an upward trajectory in relation to disciplinary cases, although this is not unusual as there is often a series of ‘peaks and troughs’. The establishment of the independent reporting line ‘Say So’ has seen minimal (3) anonymous reports to the service; none have been of serious concern and one is directly related to an ongoing case.
9. As part of the People Plan, significant work has been undertaken in relation to the development of employees. In the past year, 48 supervisory managers have completed the new course, 65 individuals have been trained to undertake interviews and over 100 people have received interview skills support.
10. In response to the introduction of the Core Code of Ethics, 63 development sessions have been delivered across all staff groups. A report has been delivered on feedback from these sessions and actions have been fed into the People Programme of work.
11. The Service’s Equality, Diversity, and Inclusion (EDI) action plan has been reviewed by the EDI Manager, who since joining the service has focused on a visible presence across fire stations and headquarters.
12. The EDI Manager has led on the development of a new Equality Impact Assessment process and a series of updated policies and procedures including Neurodiversity and the Menopause. Work has taken place with the new

Positive Action and Recruitment Officers, and together they will improve work within local communities to enhance the Service's recruitment profile with underrepresented groups. The EDI Manager will be expanding learning development input across the wider organisation, with an emphasis on the part the Service as an employee plays in developing culture and improving the understanding of inclusion.

13. Staff engagement and the employee voice are another key focus within the People Plan. This theme has led to the introduction of staff engagement days. It is anticipated that through the wider involvement of the workforce, opportunities to learn and understand wider issues for the service can be better communicated and understood.
14. The Service's Health and Wellbeing support has been enhanced with the introduction of a Health and Wellbeing Officer. Essential work on support to operational staff following incidents has been reviewed and improved, along with the approach to stress risk assessment, guidance on suicide awareness and important work on mental health at work which has been introduced into the learning and development activities with managers.

Report Implications/Impact

15. Legal (including crime and disorder)

The service has a moral and legal duty for the care and wellbeing of its employees. It is a duty that is taken very seriously and the Service will continue to progress this as part of the People Strategy.

16. Financial (including value for money, benefits and efficiencies)

The Service's investment in people and cultural development is currently being funded from within the existing Learning and Organisational Development budgets. Money approved for two FTE additional roles is currently being used to support this spend following a lack of success in recruiting to these new posts.

It remains the view of the ACO Service Support that these roles are necessary and will be revisited or repurposed to ensure that the people programme of development continues.

17. Risk (including corporate and operational, health and safety and any impact on the continuity of service delivery)

The Service reputation as an employer of choice will be at risk if it is not seen to have a positive healthy working environment.

18. Staff, Service Users and Stakeholders (including the Equality Impact Assessment)

Clearly this is a significant area of interest for all employees. They will be key to the ongoing development as a Service. The Service's Health and Safety Committee and the Health and Wellbeing Board will provide oversight of activities and ensure direction and performance management.

19. Environmental

None directly arising from this report

20. Impact upon "Our Plan" Objectives

The People Strategy is a key supporting document within 'Our Plan'. Future work will include the evolution of a Workforce Plan which will document the needs of the service from a capability perspective, with an initial three year forecast. This will be developed to support the implementation of the People Strategy and will be presented to Members in the early part of the new year.

Background Papers

None.

Appendices

Appendix A – Closed Disciplinary and Grievance Cases

Officers to Contact

Callum Faint, Chief Fire Officer – callum.faint@leics-fire.gov.uk

Judi Beresford, ACFO – judi.beresford@leics-fire.gov.uk

Categories	Outcome	Sanctions	Levels	Type of Case	Date Case commenced
Recruitment Process	Other Outcome Resigned	N/A	N/A	Grievances	25 April 2022
Recruitment Process	Not upheld	N/A	N/A	B&H	01 June 2022
Managerial conduct	Upheld	Other	N/A	Grievances	07 June 2022
Managerial conduct	Upheld	Other	N/A	Grievances	13 June 2022
Transfer process decision	Not Upheld	N/A	N/A	Grievances	01 July 2022
Bullying and Victimisation	Partially Upheld	Moved Disciplinary process	N/A	B&H	31 December 2022
Transfer process decision	Not Upheld	N/A	N/A	Grievances	15 February 2023
Bullying and Harassment	Upheld	Moved Disciplinary process	N/A	B&H	30 March 2023
Recruitment process	Withdrawn	N/A	N/A	Grievances	17 April 2023
Managerial conduct	Pending	N/A	N/A	B&H	19 May 2023
Managerial conduct	Pending	N/A	N/A	B&H	20 July 2023
Recruitment Process	Pending	N/A	N/A	Grievances	4 October 2023
Inappropriate comments	Pending	N/A	N/A	Grievances	4 October 2023
Categories	Outcome	Sanctions	Levels	Type of Case	Date Case commenced
Inappropriate behaviour	Upheld	Summary Dismissal	Level 3	Disciplinary	12 April 2022
Inappropriate behaviour	Partially Upheld	First Written warning	Level 2	Disciplinary	07 June 2022
Inappropriate behaviour	Upheld	Written Warning	Level 3	Disciplinary	01 July 2022
Failing to stop at the scene of accident public complaint	Not upheld	N/A	Level 3	Disciplinary	01 October 2022
Inappropriate behaviour	Upheld	Summary Dismissal	Level 3	Disciplinary	11 November 2022
Misuse of Service facilities	Upheld	First Written warning	Level 1	Disciplinary	06 March 2023
Inappropriate behaviour	Pending	N/A	Level 2	Disciplinary	13 March 2023
Inappropriate behaviour	Upheld	Verbal Warning	Level 3	Disciplinary	13 March 2023
Inappropriate behaviour	Pending	N/A	Level 2	Disciplinary	13 March 2023
Harassment	Upheld	Dismissal	Level 3	Disciplinary	12 June 2023

Failure to follow instruction to drive appliance	Not upheld	N/A	Level 1	Disciplinary	26 July 2023
Arranging cover directly with someone not competent to drive appliance model	Not upheld	N/A	Level 1	Disciplinary	26 July 2023
Bullying and harassment	Upheld	Dismissal	Level 3	Disciplinary	15 August 2023

This page is intentionally left blank

Status of Report: Public

Meeting: CFA Corporate Governance Committee

Date: 22 November 2023

Subject: Review and Revision of the Constitution of the Combined Fire Authority

Report by: The Monitoring Officer

Author: Lauren Haslam

For: Decision

Purpose

1. The purpose of this report is to seek approval for the submission of the revised CFA Constitution (Part 2 – Constitutional Framework) to the Combined Fire Authority (CFA) for approval at its meeting on 29 November 2023.

Recommendation

2. The Committee is asked to approve the changes to the Constitution, Part 2 – Constitutional Framework detailed in the Appendix to this report, for submission to the CFA for approval at its meeting on 29 November 2023.

Executive Summary

3. Article 12 of the Constitution gives the Monitoring Officer a duty to monitor and review the operation of the Constitution to ensure that the aims and principles are given full effect and kept up to date.
4. Rule 30 of the Meeting Procedure Rules states that changes to the procedure rules may only be added to, varied or revoked by a motion passed at the meeting of the full CFA.
5. Subject to the approval by the Corporate Governance Committee, the CFA will consider a report on this matter on 29 November 2023 and, should approval be granted, the changes to Part 2 – Constitutional Framework (as set out in the appendix to this report), will come in to force on 30 November 2023.

Background

6. The proposed changes are described in detail in the Appendix to this report. However, in summary, the changes proposed are:-
 - i) Amendment to the number of CFA meetings required to be held each year and when the Annual General Meeting is required to be held;

- ii) Part 2 – Constitutional Framework, Article 6 ‘The Employment Committee’, functions to reflect what it can agree and what is required to be recommended to the CFA for approval;
- iii) Membership of the Corporate Governance Committee to reflect the appointment of Independent Members (as approved by the CFA at its meeting on 4 October 2023);
- iv) A range of more general amendments to reflect changes in wording/titles etc.

In addition, Part 5, Section K – Anti-Fraud and Corruption Strategy will be updated to reflect changes previously approved by the Corporate Governance Committee.

- 7. The Constitution requires that changes to the Constitution must be approved by the CFA after consideration of the recommendations of the Corporate Governance Committee.
- 8. The CFA will consider a report on this matter at its meeting on 29 November 2023 and, should approval be granted to the changes to Part 2 – Constitutional Framework (as set out in the appendix to this report), they will come in to force on 30 November 2023.
- 9. There will be further amendments which will be presented to Committee in the Spring relating to the Contact Procedure Rules and Finance Procedure Rules, which are being reviewed at present.

Report Implications/Impact

- 10. Legal (including crime and disorder)

There are no legal implications arising from this report.

- 11. Financial (including value for money, benefits and efficiencies)

There are no direct financial implications arising from this report.

- 12. Risk (including corporate and operational, health and safety and any impact on the continuity of service delivery)

There are no risks arising from this report.

- 13. Staff, Service Users and Stakeholders (including the Equality Impact Assessment)

There are no staff, service users or stakeholder implications arising from this report.

14. Environmental

There are no environmental implications arising from this report.

Impact upon Our Plan Objectives

15. None.

Background Papers

16. The Constitution of the Leicester, Leicestershire and Rutland Combined Fire Authority - <https://leics-fire.gov.uk/wp-content/uploads/2023/03/constitution-2023.pdf>

Appendix

Proposed changes to the Constitution.

Officers to Contact

Lauren Haslam
Lauren.Haslam@leics.gov.uk
0116 305 6240

This page is intentionally left blank

LEICESTER, LEICESTERSHIRE AND RUTLAND COMBINED FIRE AUTHORITY

CONSTITUTION – PROPOSED CHANGES TO THE CONSTITUTION 2023

SECTION	CURRENT	REVISED	REASONS
Part 2 – Constitutional Framework – Article 3 – CFA and the Public, 3.3 Equal Opportunities	Did not reflect current wording and specific responsibility for investigating complaints of non-compliance	Section amended to ‘Equality and Inclusion’ (to be reflected throughout the Constitution), and final sentence to be updated to – <i>3.3 The CFA will ensure a thorough investigation of any complaint of non-compliance with this Policy is undertaken by the Monitoring Officer (or their nominee)</i>	To ensure wording around equality is more appropriate, and to have a specific officer responsible for dealing with complaints, not the CFA.
Part 2 – Constitutional Framework, Article 4 – The Full CFA, 4.1 (a) Policy Framework	Did not reflect the change in title of plans and strategies.	Amended to reflect the updated titles: <i>(i) Community Risk Management Plan</i> <i>(iii) Annual Report on Equalities and Inclusion</i>	The previously titled Integrated Risk Management Plan is now called the Community Risk Management Plan
Part 2 – Constitutional Framework, Article 4 –	Did not include the CFA having oversight of external inspection findings	A further function of the CFA added – <i>4.2 (i) oversight of progress against inspection findings from external regulators.</i>	To ensure inspection findings are acted upon and reported.

The Full CFA, 4.2 Functions			
Part 2 – Constitutional Framework, Article 4 – The Full CFA, 4.3 – Meetings	Lack of flexibility around the number of ordinary meetings to be held each year and the ability to cancel a meeting.	Amended to the following: <i>(b) Ordinary meetings (up to 4 per year)</i> Additional wording to be added – <i>Where no business is to be transacted, the meeting will be cancelled, in agreement with the Chairman and Vice Chairman.</i>	To provide the flexibility to be able to cancel an ordinary meeting, if there is no business.
Part 2 – Constitutional Framework, Article 5 – The Corporate Governance Committee, 5.1 Composition	No reference to the appointment of Independent Members.	Membership to be revised to the following- <i>5.1 Membership of the Committee shall be determined by the CFA and shall include up to two Independent Members who shall be non-voting co-optees.</i>	To reflect the appointment of Independent Members, as agreed by the CFA at its meeting on 4 October 2023.
Part 2 – Constitutional Framework – Article 5 – The	Lack of clarity around the Committee’s scrutiny function.	Wording to be amended – <i>5.2 (a) To promote, maintain and scrutinise high standards within the CFA in relation to the operation of its Code of Governance...</i>	To ensure the Committee scrutinises the CFA effectively.

Corporate Governance Committee, 5.2 Functions			
Part 2 – Constitutional Framework – Article 6 – The Employment Committee, 6.2 Functions	No ability for the Employment Committee to make a decision on the outcome of the annual salary review of the Chief Fire and Rescue Officer.	Function to be revised – <i>6.2 (d) To conduct an annual salary review of the Chief Fire and Rescue Officer and to make a decision on the outcome of the review.</i>	To ensure the Employment Committee is able to make a decision, rather than needing to make a recommendation to the CFA.
Part 4 – Procedure Rules - Section C – CFA Meeting Procedure Rules, Rule 1 – Meetings of the CFA	Lack of flexibility as to when the Annual meeting of the CFA can be held.	Rule 1.1 to be amended – <i>1.1 The CFA shall hold an annual meeting each year, usually before the last day of June, except in exceptional circumstances.</i>	To provide some flexibility to hold an annual meeting at a later date in the year, if required.
Part 5 – Section K - Anti-Fraud and	To be updated to reflect changes approved by the Corporate Governance Committee in July 2023.		

Corruption Strategy	
------------------------	--