

# 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
<b>KCI 1 Incidents Attended</b>																
<b>I.1</b>	<b>Total incidents</b>	<b>662</b>	<b>793</b>	<b>877</b>	<b>780</b>	<b>838</b>	<b>830</b>	<b>774</b>						<b>5554</b>	<b>5102</b>	<b>452</b>
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
<b>KCI 2 Fatalities and casualties</b>																
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
<b>KCI 3</b>	<b>Level of emergency response service provision</b>															
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
<b>KCI 4 Home Fire Safety Checks</b>																
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%
<b>KCI 5 Fire Protection and Enforcement</b>																
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%
<b>KCI 6 Capacity, staff and availability</b>																
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	<b>Total incidents</b>	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

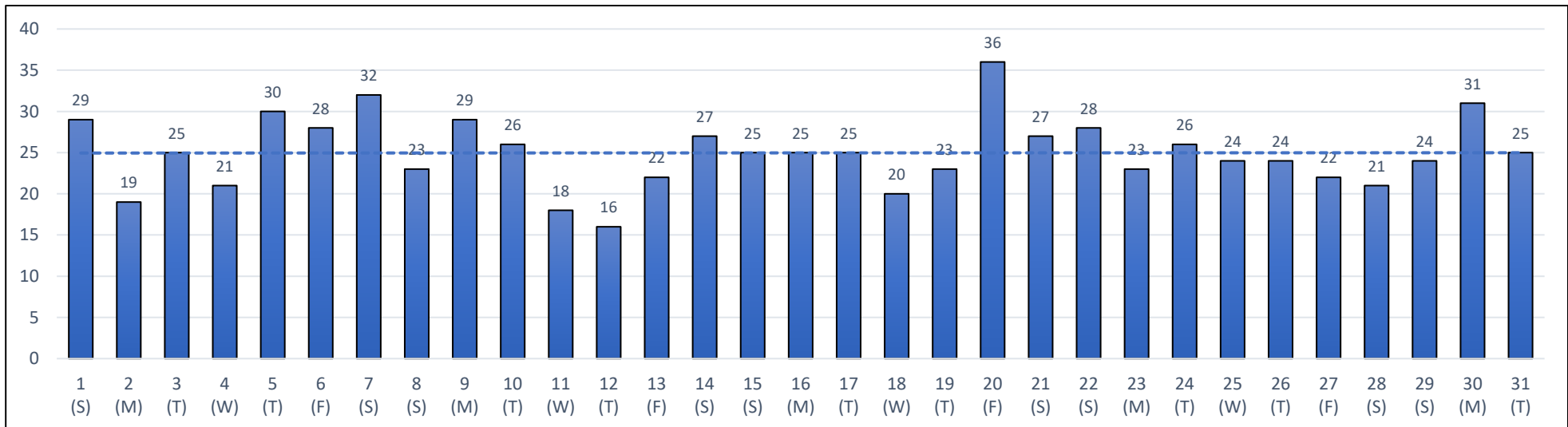
false alarms due to apparatus and fire false alarms good intent. The number of non-fire incidents has increased in October to the highest number so far this year.

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.

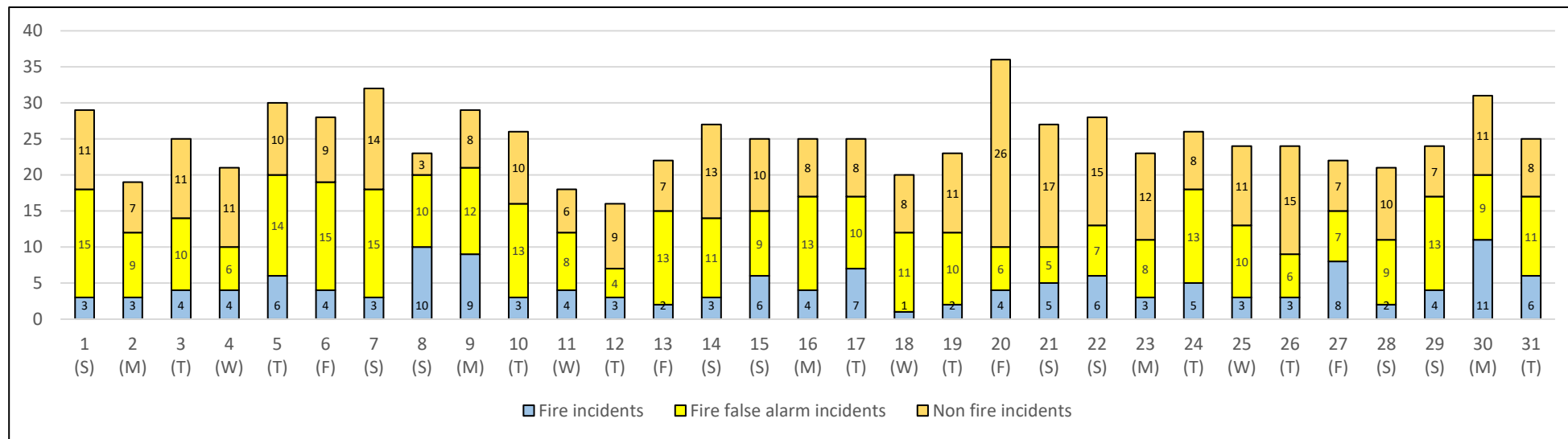
**Table 3: Total incidents – October 2023**

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

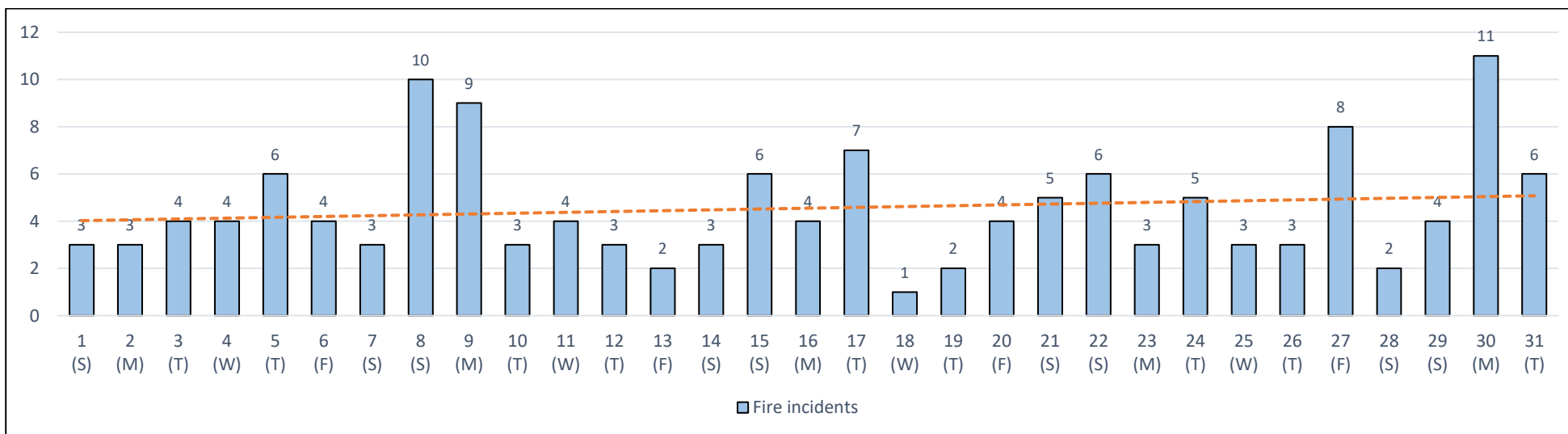
### October 2023

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

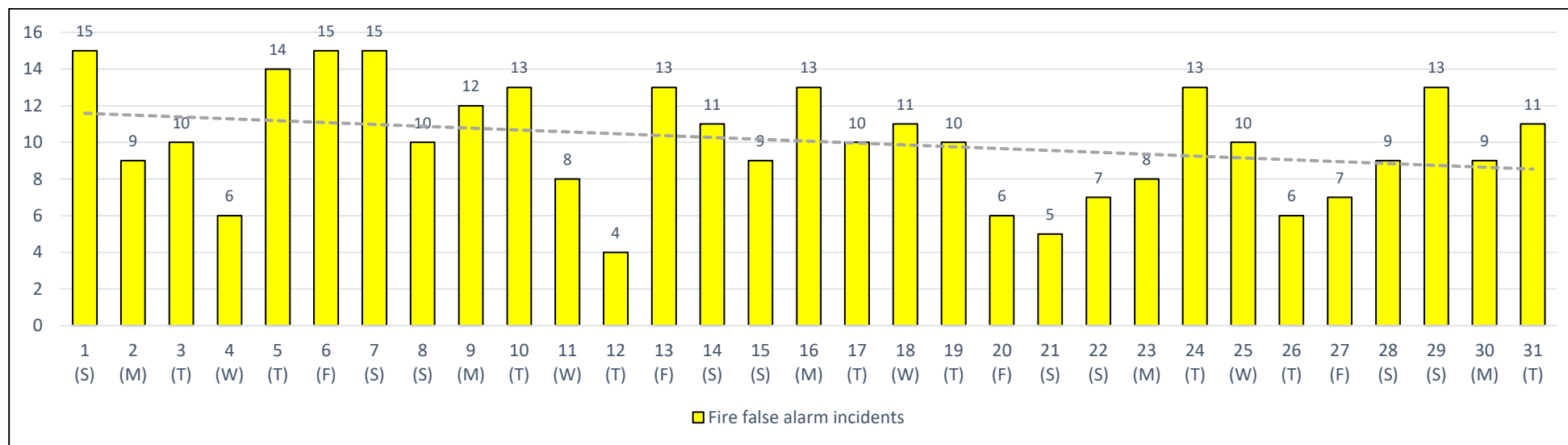
### **October 2023**

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 2<sup>nd</sup> 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

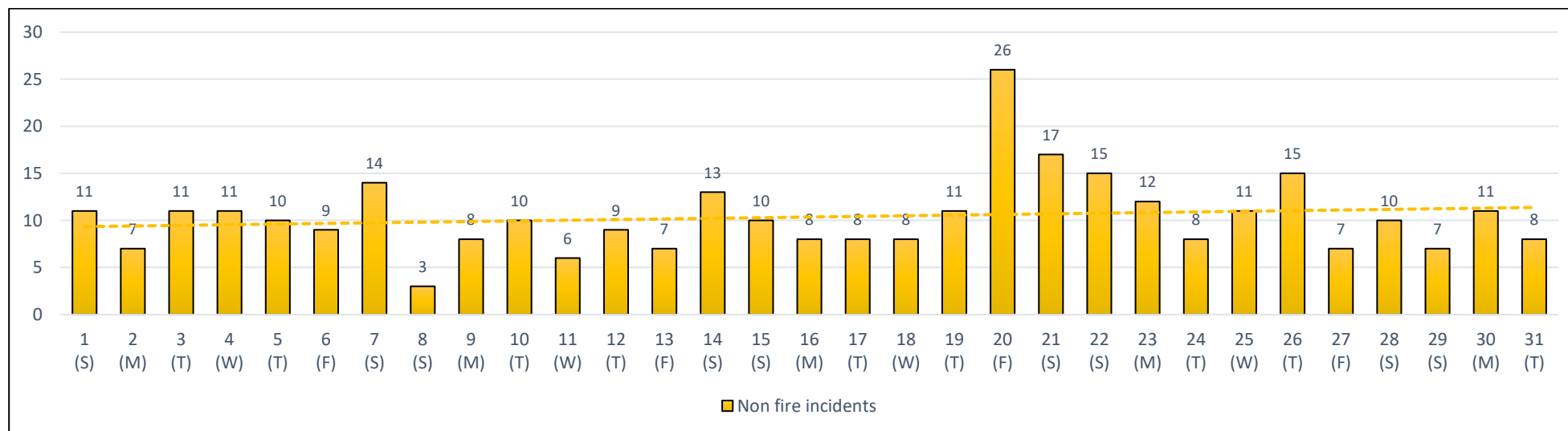
**October 2023**

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.

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### **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**

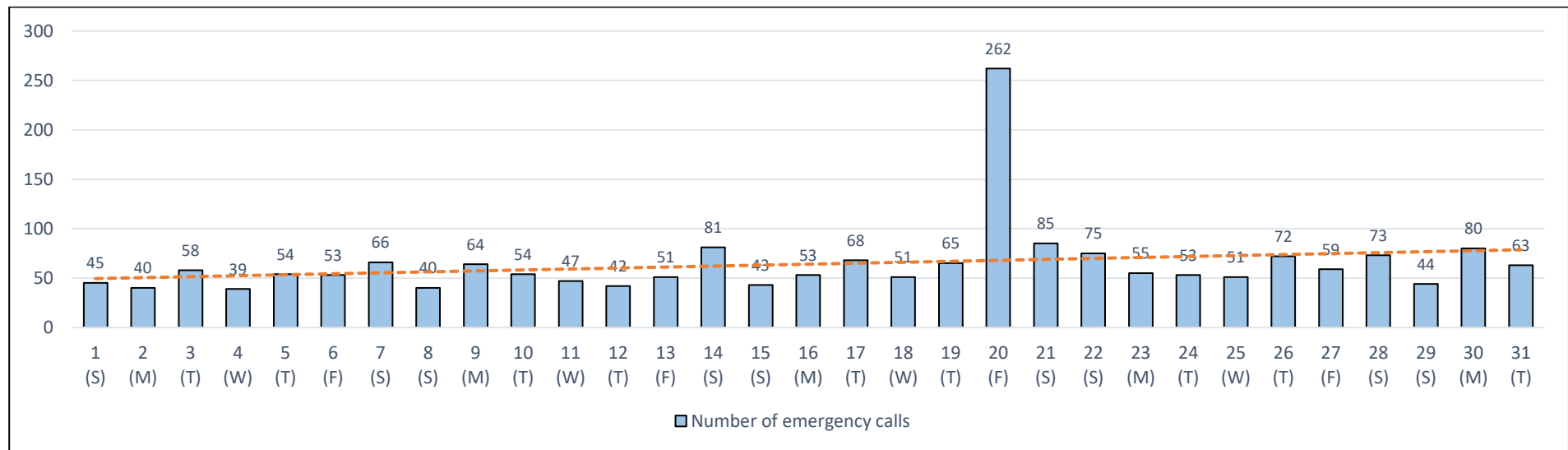
There have been 12410 emergency calls received April to October 2023. This is 1025 more than the 3-year average of 11385.

#### **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).

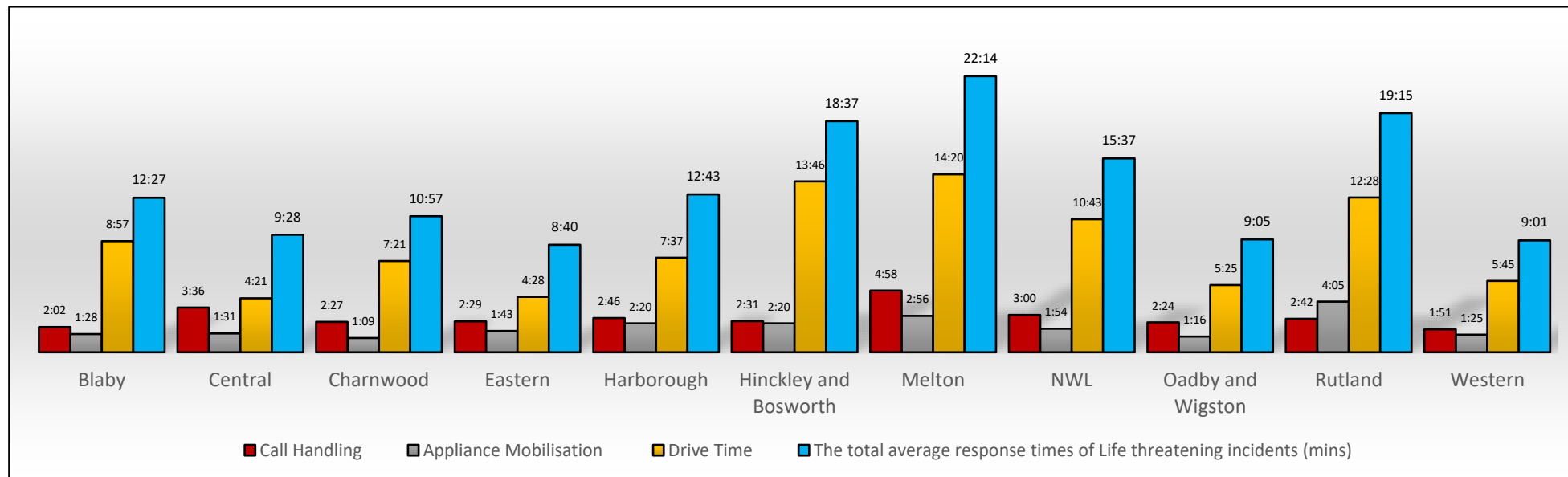
Out of the first 7 months so far this year, the number of life risk incidents ranges between 71 to 80 life risk incidents attended every month. There were 79 life risk incidents attended in October and the average attendance time was 12 minutes 50 seconds, which is the highest month so far this year. Important to note that there were 16 life risk incidents attended on the 20<sup>th</sup> 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 20<sup>th</sup> 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:

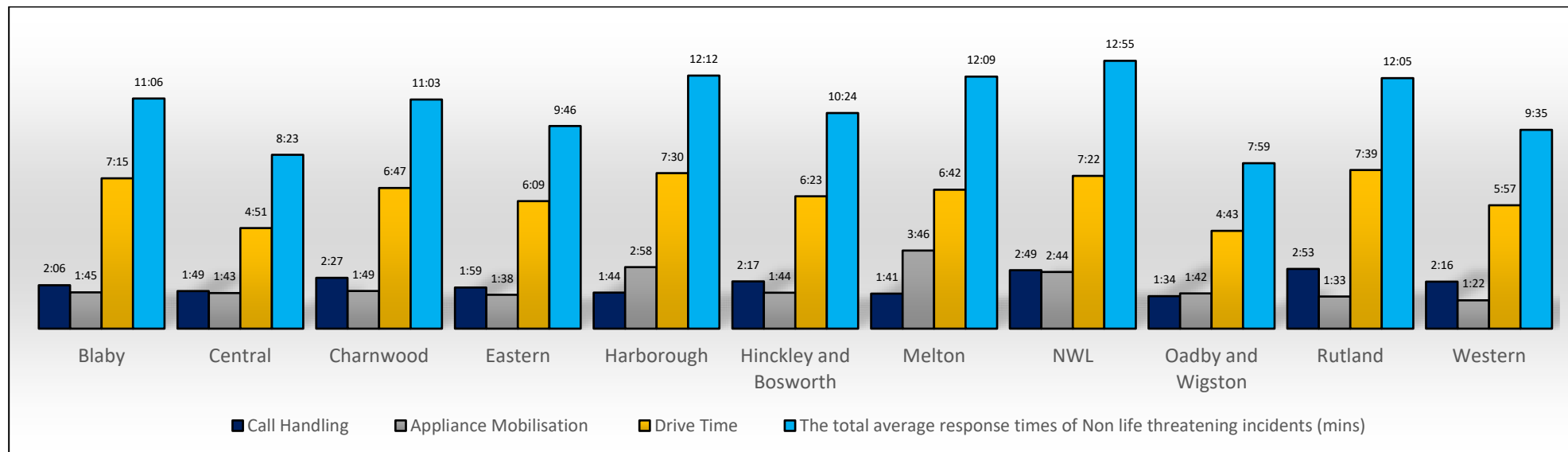
- Average call handling was 2 minutes 10 seconds, an increase of 7 seconds on the time in September (2 minutes 3 seconds).
- Average mobilisation time was 1 minute 54 seconds, an increase of 3 seconds on the time in September (1 minute 51 seconds).
- Average drive time was 6 minutes 19 seconds, an increase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

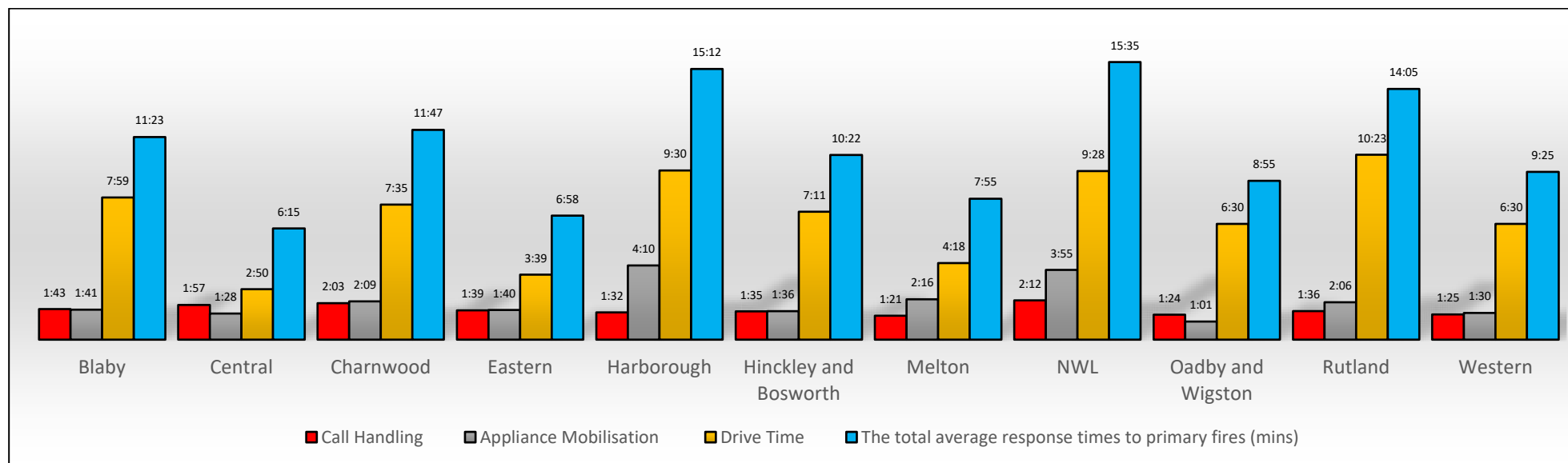
Average drive time was 6 minutes 42 seconds, a reduction of 37 seconds on the time in September (6 minutes 5 seconds).



**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.



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### 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%
<b>Total</b>			<b>98.20%</b>	<b>98.20%</b>	<b>97.47%</b>	<b>97.88%</b>	<b>97.86%</b>	<b>97.50%</b>							<b>97.85%</b>

### 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%

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	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).

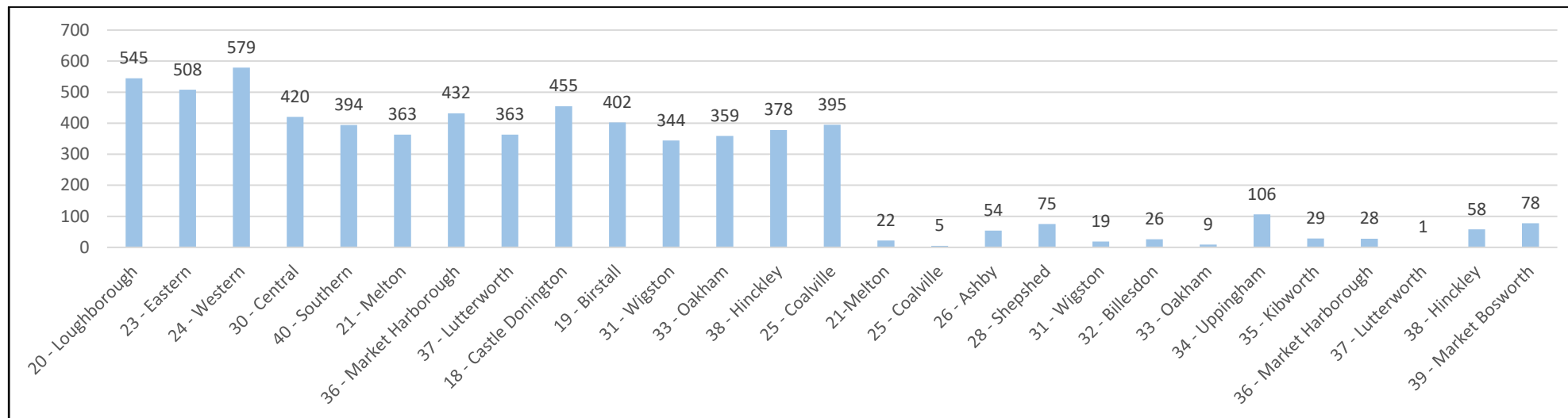
Unknown 13, an increase of 3 home safety checks last year's (10).

**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
4.1	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
<b>Total</b>	<b>240.10</b>	<b>468.50</b>	<b>708.60</b>	<b>148.66</b>	<b>4.77</b>
<b>DC</b>					
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
<b>Total</b>	<b>27.20</b>	<b>55.74</b>	<b>82.94</b>	<b>25.00</b>	<b>3.32</b>
<b>DCP and 1212</b>					
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
<b>Total</b>	<b>102.39</b>	<b>75.75</b>	<b>178.14</b>	<b>58.17</b>	<b>3.06</b>

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 1<sup>st</sup> quarter, compared to 163.43 days/shifts lost in the 2<sup>nd</sup> 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
<b>Total Support</b>	<b>150.84</b>	<b>298.88</b>	<b>449.72</b>	<b>128.83</b>	<b>3.49</b>

**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.