

Performance Update: April 2023 to March 2024

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															
1.1	Total incidents	663	794	880	782	840	832	790	730	724	836	709	765	9345	8444	901
1.2	Fire incidents	152	223	272	192	250	187	143	142	114	141	131	140	2087	2192	-105
a	Primary fire incidents	83	95	105	88	124	107	81	90	75	91	86	84	1109	1043	66
b	Secondary fire incidents	65	126	167	104	126	80	53	43	35	42	44	55	940	1094	-154
c	Chimney fire incidents	4	2	0	0	0	0	9	9	4	8	1	1	38	55	-17
1.3	Fire false alarm incidents	232	259	289	294	274	353	316	299	263	246	265	299	3389	2984	405
a	Due to apparatus	132	130	131	134	144	187	166	153	142	124	150	161	1754	1517	237
b	Good intent	92	121	150	151	123	161	142	133	110	117	111	127	1538	1383	155
c	Malicious attended	8	8	8	9	7	5	8	13	11	5	4	11	97	84	13
1.4	Non-fire incidents	279	312	319	296	316	292	331	289	347	449	313	326	3869	3268	601
a	Non-fire false alarms	8	6	8	10	13	9	12	9	11	18	16	14	134	122	12
b	Special service	271	306	311	286	303	283	319	280	336	431	297	312	3735	3146	589
-	Road traffic collision (RTC)	74	66	84	63	74	64	62	68	63	55	53	61	787	662	125
-	Assist other agencies	47	69	51	56	65	54	77	75	93	67	75	93	822	841	-19
-	Effecting entry / exit	31	32	28	39	43	33	33	40	40	48	31	40	438	329	109
-	Medical incident - co-responder/first responder	24	27	28	19	15	20	15	19	29	40	16	23	275	241	34
-	Flooding	18	22	35	13	6	15	20	8	20	88	35	13	293	166	127
-	Suicide/attempts	11	9	4	6	12	6	11	4	3	5	10	6	87	67	20
-	- suicides	0	1	0	1	2	3	1	0	0	0	1	1	10	9	1
KCI 2	Fatalities and casualties															
2.1	Fatalities in fires	0	1	0	0	1	1	0	1	0	1	0	0	5	5	0
2.2	Non-fatal casualties in fires	10	4	7	4	8	8	3	3	5	6	6	6	70	54	16
2.3	Fatalities in non-fire incidents	3	3	5	6	5	14	12	8	10	5	7	10	88	74	14
2.4	Non-fatal casualties in non-fire incidents	58	68	53	63	43	61	71	53	60	52	45	60	687	709	-22

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2.5	Number of TRIM (Trauma Risk Management):															
a	Notifications	7	5	5	8	12	13	12	9	13	10	10	10	114	111	3
2.6	Number of LFRS employees injured whilst attending incidents	2	3	3	2	0	2	1	0	2	0	0	0	15	17	-2
KCI 3	Level of emergency response service provision															
3.1	Number of emergency calls received	1391	1633	2269	1683	1680	1887	2219	1651	1556	2099	1637	1591	21296	18559	2737
3.2	The total average response times of life threatening incidents (mins)	11:08	11:17	12:05	10:49	11:15	11:13	12:45	11:43	11:32	13:45	11:28	10:46	11:43	10:26	1:17
a	Average call handling time	2:06	2:02	2:46	2:12	2:02	2:19	2:44	2:12	2:35	3:03	2:29	2:23	2:26	2:09	0:17
b	Average appliance mobilisation time	1:35	1:28	1:23	1:37	1:28	1:44	1:52	1:53	1:41	1:56	1:23	1:29	1:38	1:28	0:10
c	Average time to drive to the incident	7:27	7:47	7:56	7:00	7:45	7:10	8:09	7:38	7:16	8:46	7:36	6:54	7:39	6:49	0:50
d	Number of life-threatening incidents attended	78	73	72	80	72	72	86	70	77	100	87	58	925	843	82
3.3	The total average response times of non-life threatening incidents (mins)	9:40	9:52	10:15	9:57	10:14	10:02	10:23	10:44	10:10	10:21	9:36	9:40	10:05	9:53	0:12
a	Average call handling time	2:15	2:04	2:07	2:14	2:06	2:03	2:09	2:02	2:06	2:23	2:03	2:06	2:08	2:05	0:03
b	Average appliance mobilisation time	1:31	1:32	1:39	1:42	1:44	1:50	1:54	1:47	1:42	1:42	1:38	1:31	1:41	1:35	0:06
c	Average time to drive to the incident	5:54	6:16	6:29	6:01	6:24	6:09	6:20	6:55	6:22	6:16	5:55	6:03	6:16	6:13	0:03
d	Number of non-life risk incidents attended	571	708	786	682	752	747	693	642	626	715	610	689	8221	7523	698
3.4	The total average response times to primary fires (as recorded by Home Office)	9:25	10:58	10:02	09:33	10:09	9:36	10:25	11:38	10:28	9:31	9:43	10:21	10:08	9:51	0:17
a	Average call handling time	1:47	1:36	1:36	1:40	1:42	1:34	1:40	1:38	1:44	1:40	1:42	1:39	1:40	1:38	0:02
b	Average appliance mobilisation time	1:25	1:32	1:45	1:41	1:28	1:49	2:05	1:48	1:36	1:32	1:17	1:27	1:37	1:28	0:09
c	Average time to drive to the incident	6:13	7:50	6:41	6:12	6:59	6:13	6:40	8:12	7:08	6:19	6:44	7:15	6:51	6:45	0:06
d	Number of primary fire incidents attended	75	78	92	81	115	99	71	76	67	80	80	76	990	926	64
3.5	The % availability of Wholetime fire appliances	98.20%	98.20%	97.47%	97.88%	97.86%	97.50%	98.13%	97.66%	98.28%	99.08%	98.68%	98.69%	98.14%	98.50%	-0.36%
3.6	The % availability of On-Call fire appliances	67.03%	66.74%	67.94%	60.39%	62.05%	63.03%	61.89%	65.51%	63.46%	70.18%	69.25%	64.99%	65.17%	68.90%	-3.73%
3.7	The % of people satisfied with our overall response	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.9%	0.1%
a	The % of people satisfied with their initial contact with the service	100%	100%	94%	100%	100%	100%	100%	100%	100%	95%	100%	100%	98.7%	98.3%	0.4%
b	The % of people satisfied with the service they received at the scene	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.8%	0.2%

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KCI 4	Home Fire Safety Checks															
4.1	Home safety checks	1322	1496	1328	1411	1392	1180	1310	1082	792	1370	1259	881	14823	11871	2952
4.2	Home safety feedback surveys	190	70	55	101	170	98	109	84	99	108	92	48	1224	2073	-849
a	Percentage satisfied	100%	100%	100%	100%	100%	100%	100%	99%	100%	100%	100%	100%	99.9%	99.6%	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%	16%	26%	16%	18%	16%	17%	20%	17%	15%	2%
a	Fire safety audits	88	123	133	89	101	113	72	121	76	109	132	111	1268	928	340
b	Action plans and enforcement notices	13	19	21	14	21	18	19	19	14	17	22	22	219	139	80
5.2	Fire protection survey – Overall how satisfied were you with the service received	100%	100%	100%	100%	100%	100%	100%	97%	100%	100%	100%	96%	99%	98%	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		2.04		1.96		7.47	6.17 (8.53)	1.30 (-1.06)				
a	Days/shifts lost to short-term sickness	187.87		261.82		272.77		378.75		1101.21	831.12	270.09				
b	Days/shifts lost to long-term sickness	461.91		451.58		543.05		406.54		1863.08	1489.09	373.99				
c	Total days/shifts lost to sickness	649.78		713.40		815.82		785.29		2964.29	2320.21 (3197.34)	644.08 (-233.05)				
6.2	Average number of days/shifts lost to sickness by support staff per person (inc COVID 19)	1.45		2.04		2.46		4.31		10.26	6.23 (8.14)	4.03 (2.12)				
a	Days/shifts lost to short-term sickness	47.72		103.12		95.29		152.36		398.49	209.37	189.12				
b	Days/shifts lost to long-term sickness	135.45		163.43		229.93		416.23		945.04	527.83	417.21				
c	Total days/shifts lost to sickness	183.17		266.55		325.22		568.59		1343.53	737.20 (955.46)	606.33 (-388.07)				
6.3	Average number of staff on modified duties for the entire month	5	6	6	5	3	8	8	5	5	6	6	5	5.67	7.39	-1.72
a	Wholetime	3	5	4	2	1	5	5	3	4	5	3	4	3.67	4.28	-0.61
b	On-Call	2	1	2	3	2	2	1	0	1	1	2	1	1.50	2.78	-1.28
c	Support	0	0	0	0	0	1	2	2	0	0	1	0	0.50	0.33	0.17
6.4	Average number of staff on modified duties at some point throughout the month	12	19	20	13	14	13	11	15	14	19	16	11	14.75	13.61	1.14
a	Wholetime	10	13	15	12	9	8	9	10	10	15	11	6	10.67	9.06	1.61

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b	On-Call	2	6	4	1	3	2	1	4	2	3	4	3	2.92	3.22	-0.30
c	Support	0	0	1	0	2	3	1	1	2	1	1	2	1.16	1.33	-0.17