

Performance Update: April to June 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																
I.1	Total incidents	732	803	740										2275	2224	51
I.2	Fire incidents	159	183	169										511	646	-135
a	Primary fire incidents	75	92	78										245	277	-32
b	Secondary fire incidents	73	89	90										252	359	-107
c	Chimney fire incidents	11	2	1										14	10	4
I.3	Fire false alarm incidents	267	310	252										829	721	108
a	Due to apparatus	147	163	145										455	356	99
b	Good intent	113	138	97										348	348	0
c	Malicious attended	7	9	10										26	17	9
I.4	Non-fire incidents	306	310	319										935	857	78
a	Non-fire false alarms	14	8	14										36	27	9
b	Special service	292	302	305										899	830	69
-	Road traffic collision (RTC)	53	64	78										195	183	12
-	Assist other agencies	75	74	70										219	192	27
-	Effecting entry / exit	41	40	38										119	89	30
-	Medical incident - co-responder/first responder	19	19	21										59	60	-1
-	Flooding	10	16	8										34	46	-12
-	Suicide/attempts	12	4	13										29	26	3
	- suicides	3	1	2										6	4	2
KCI 2 Fatalities and casualties																
2.1	Fatalities in fires	0	0	0										0	1	-1
2.2	Non-fatal casualties in fires	3	4	4										11	17	-6
2.3	Fatalities in non-fire incidents	15	7	7										29	14	15
2.4	Non-fatal casualties in non-fire incidents	54	60	56										170	187	-17

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	5	0	2										7	24	-17
2.6	Number of LFRS employees injured whilst attending incidents	1	1	1										3	5	-2
KCI 3	Level of emergency response service provision															
3.1	Number of emergency calls received	1554	1809	1617										4980	4851	129
3.2	Total average response times of all Primary Dwelling fire life threatening incidents (mins).	7:29	7:45	10:57										8:24	8:17	0:07
a	Average call handling time	1:26	1:44	1:49										1:40	1:29	0:11
b	Average appliance mobilisation time	1:06	0:57	0:42										0:56	1:04	-0:08
c	Average time to drive to the incident	4:57	5:04	8:26										5:48	5:44	0:04
d	Number of life-threatening incidents attended	5	9	4										18	14	4
3.3	Total average response times of all "other types" life threatening incidents (mins).	10:26	10:45	10:35										10:35	10:44	-0:09
a	Average call handling time	2:34	2:25	2:38										2:33	2:13	0:20
b	Average appliance mobilisation time	1:21	1:30	1:33										1:28	1:26	0:02
c	Average time to drive to the incident	6:31	6:50	6:24										6:34	7:05	-0:31
d	Number of non-life risk incidents attended	70	55	71										196	198	-2
3.5	The % availability of Wholetime fire appliances	98.3%	97.8%	n/a										98.1%	98.5%	-0.4%
3.6	The % availability of On-Call fire appliances	67.9%	68.8%	n/a										68.3%	65.0%	3.3%
3.7	The % of people satisfied with our overall response	100%	100%	100%										100%	100%	0%
a	The % of people satisfied with their initial contact with the service	100%	100%	100%										100%	99%	1%
b	The % of people satisfied with the service they received at the scene	100%	100%	100%										100%	100%	0%
KCI 4	Home Fire Safety Checks															
4.1	Home safety checks	1292	1253	1161										3706	3860	-154
4.2	Home safety feedback surveys	80	63	59										202	452	-250
a	Percentage satisfied	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 5 Fire Protection and Enforcement																
5.1	The % of fire safety audits that result in action plans and enforcement notices	14%	16%	10%										13%	14%	-%
a	Fire safety audits	147	112	125										384	290	94
b	Action plans and enforcement notices	20	18	13										51	42	9
5.2	Fire protection survey – Overall how satisfied were you with the service received	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)	2.07												2.07	1.83	0.24
a	Days/shifts lost to short-term sickness	238.00												238.00	252.13	-14.13
b	Days/shifts lost to long-term sickness	635.50												635.50	439.87	195.63
c	Total days/shifts lost to sickness	873.50												873.50	692.00	181.50
6.2	Average number of days/shifts lost to sickness by support staff per person (inc COVID 19)	3.74												3.74	1.57	2.17
a	Days/shifts lost to short-term sickness	48.05												48.05	65.02	-16.97
b	Days/shifts lost to long-term sickness	440.81												440.81	124.47	316.34
c	Total days/shifts lost to sickness	488.86												488.86	189.49	299.37
6.3	Average number of staff on modified duties for the entire month	5.00	5.00	7.00										5.66	6.00	-0.34
a	Wholetime	5.00	5.00	6.00										5.33	4.11	1.22
b	On-Call	0.00	0.00	1.00										0.33	1.78	-1.45
c	Support	0.00	0.00	0.00										0.00	0.11	-0.11
6.4	Average number of staff on modified duties at some point throughout the month	13.00	14.00	22.00										16.33	14.11	2.22
a	Wholetime	8.00	10.00	16.00										11.33	10.00	1.33
b	On-Call	3.00	2.00	2.00										2.33	2.89	-0.56
c	Support	2.00	2.00	4.00										2.67	1.22	1.45

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 June 2024

Of the 2275 incidents April to June 2024, 935 (41%) were non-fire incidents, 829 (36%) were fire false alarm incidents and 511 (23%) were fire incidents. Most incidents occurred in Western, followed by Eastern and Charnwood. The 3-year average is 2224, so in comparison to this, there are 51 more incidents (2%).

Table 2: Total incidents – April to June 2024

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Apr to Jun 2024
I.1	Total incidents	315	328	355	183	106	82	77	175	327	163	164	2725

Looking at the 3 areas:

Fire incidents – reduction of 135 incidents compared to 3-year average.

False alarms – increase of 108 incidents compared to the 3-year average.

Non-fire incidents – increase of 78 incidents compared to 3-year average.

The number of fire related incidents has reduced and the main reason is the decrease in secondary fire incidents. The number of fire false alarm incidents 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, assist other agencies and effecting entry/exit entry incidents.

June 2024

Of the 740 incidents in June, 319 (43%) were non-fire incidents, 252 (34%) were fire false alarm incidents and 169 (23%) were fire incidents. This has reduced from May (803) and can be put down largely due to reduction in primary fire incidents and good intent fire false alarms. There were 169 fire incidents in June, compared to 183 in May. There were also 252 fire false alarm incidents in June, compared to 310 in May and there were 319 non-fire incidents in June, compared to 310 in May. Most incidents occurred in Central, Western and Charnwood.

Table 3: Total incidents – June 2024

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Jun 2024
I.1	Total incidents	117	99	104	56	38	25	25	63	100	55	58	740

Chart 1: The total number of incidents by day in June 2024 shows the number of incidents by day, ranging from 13 at its lowest in a day on 16 June, to 32 incidents at its peak on 4 June, 18 June and 25 June. The number of incidents has increased slightly as the month has progressed. On average, there were 24.66 incidents attended each day.

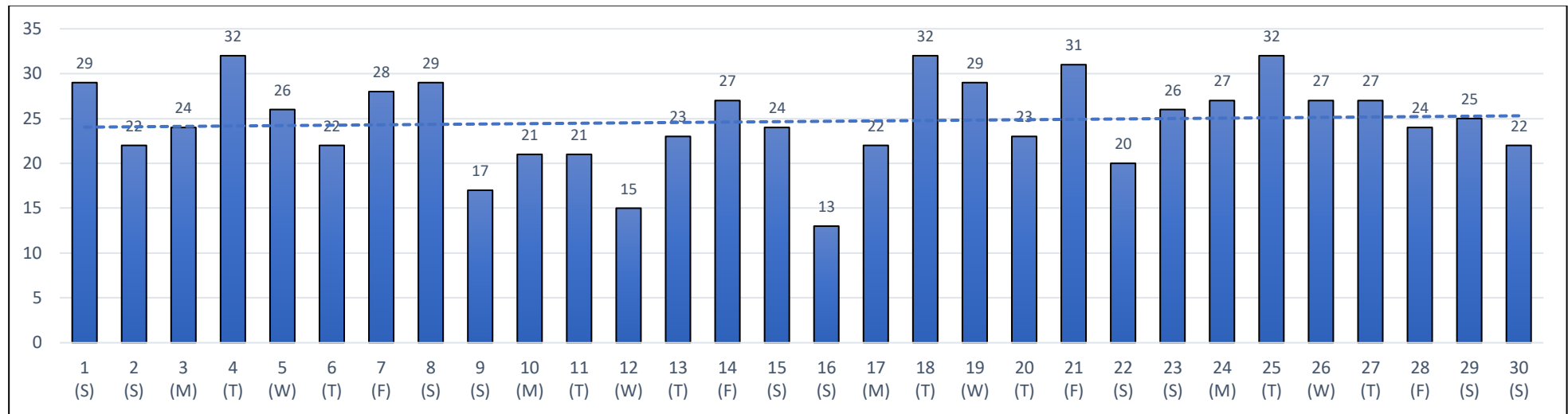
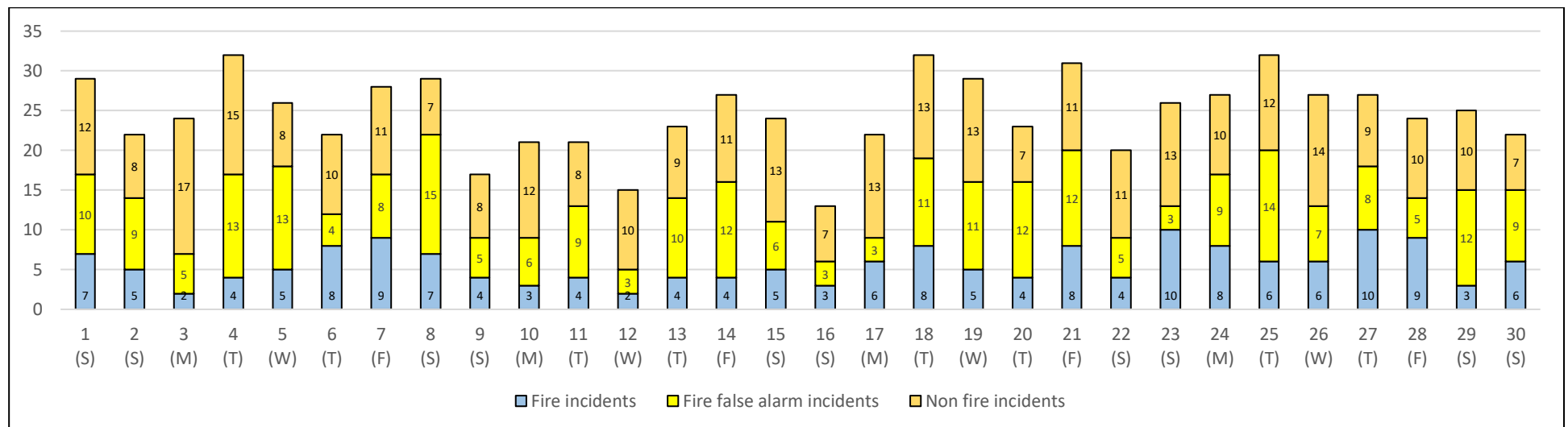


Chart 2: The total number of incidents broken down by type and day in June 2024 show incidents broken down into fire incidents, fire false alarm incidents and non-fire incidents.



1.2 Fire incidents – April to June 2024

Of the 511 fire incidents April to June 2024, 245 were primary fires, 252 were secondary fires and 14 were chimney fires. Most incidents occurred in Western, Charnwood and Central. The 3-year average is 646, so in comparison to this, there are 135 fewer incidents. The number of secondary fire incidents reduced throughout the winter months because of the colder weather and darker nights. Historically, secondary fires start to increase during May and June with the increase in warmer weather. However, the summer has not really arrived and the number of secondary fires remains extremely low for this time of the year.

Table 4: Fire incidents – April to June 2024

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Apr to Jun 2024
1.2	Fire incidents	62	59	85	48	24	27	22	30	74	37	43	511
a	Primary fire incidents	18	29	44	31	5	14	17	18	30	21	18	245
b	Secondary fire incidents	44	30	40	15	18	12	2	11	41	16	23	252
c	Chimney fire incidents	0	0	1	2	1	1	3	1	3	0	2	14

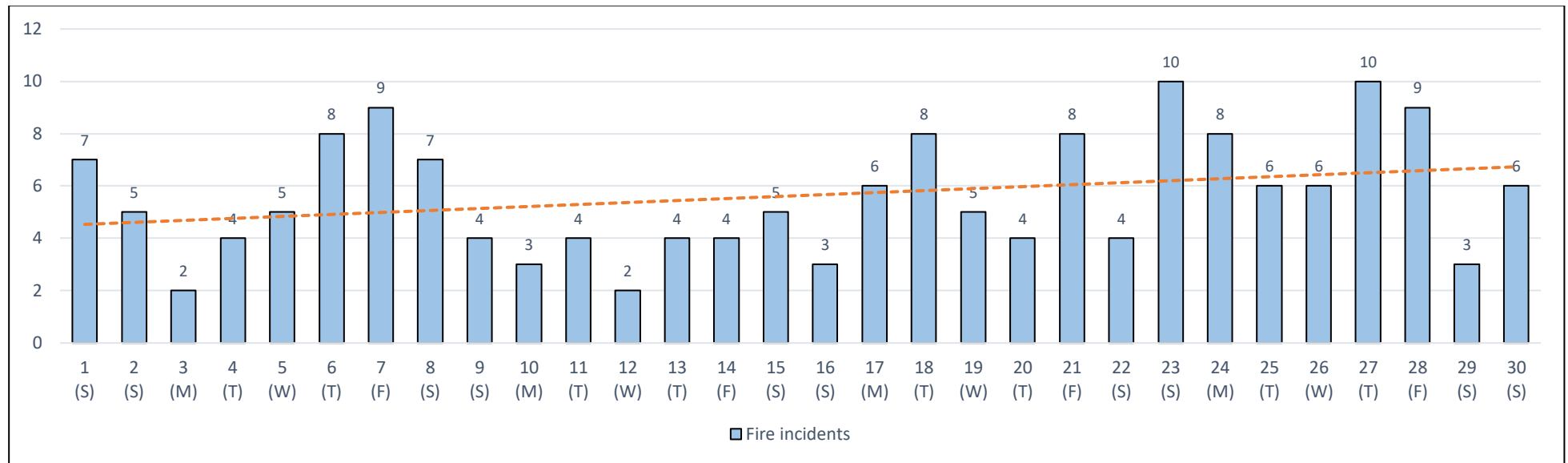
June 2024

Of the 169 incidents in June, 90 (53%) were secondary fires, 78 (46%) were primary fires and 1 (1%) was a chimney fire. Most incidents occurred in Charnwood, Western and North West Leicester. This is a reduction of 14 incidents from May (183).

Table 5: Fire incidents – June 2024

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Jun 2024
1.2	Fire incidents	17	18	21	18	11	11	10	9	21	14	19	169
a	Primary fire incidents	3	6	14	10	3	8	8	3	9	5	9	78
b	Secondary fire incidents	14	12	7	8	8	3	2	6	12	9	9	90
c	Chimney fire incidents	0	0	0	0	0	0	0	0	0	0	1	1

Chart 3: The total number of fire incidents by day in June 2024 show the number of incidents by day, ranging from 2 incidents in a day on 3 June and 12 June, to 10 incidents at its peak on 23 June and 27 June. The number of incidents has increased as the month has progressed. On average, there were 5.63 fire incidents attended each day.



1.2a Primary fire incidents

There were 78 primary fire incidents in June, which is 14 lower than May (92). Of these, 56 were accidental fires, 20 were deliberate fires and 2 were not known. Western had the most incidents with 14, followed by Harborough 10, Charnwood 9 and North West Leicester 9.

Of the 56 accidental fires, the main property categories were dwelling 19 and road vehicle 19. The main fire cause show unknown cause 6 and wiring, cabling, plugs 5. The main ignition source show vehicles only 17, cooking appliance 8 and electricity supply 8. The main times of the incidents show 7 of the incidents occurring between the hours of 5.00pm – 6.00pm.

Of the 20 deliberate fires, the main property categories were non-residential 9 and road vehicle 8. Of the 9 non-residential fires there were at 8 at prisons. The main times of the incidents show 4 of the incidents occurring between the hours of 6.00pm – 7.00pm.

Of the 2 not known fires, the property categories were motor cycle 1 and multiple vehicles 1. The causes was classed as not known 1 and unknown 1 and both occurred in the evening.

1.2b Secondary fire incidents

There were 90 secondary fire incidents in June, which is 1 more than May (89). Of these, 49 were accidental fires, 40 were deliberate fires and 1 was not known. The number of deliberate secondary fires historically has always increased when there are prolonged periods of warmer weather. June has seen the odd hot day but no prolonged periods of warmer weather and temperatures are down on previous years. Central had the most incidents with 14, followed by Charnwood 12 and Eastern 12.

Of the 49 accidental fires, the main types of property were grassland woodland and crops 20, outdoor structure 15 and other outdoors (inc land) 11. The main times of the incidents show 6 of the incidents occurring between the hours of 5.00pm – 6.00pm and 7.00pm – 8.00pm each.

Of the 40 deliberate fires, the main types of property were grassland woodland and crops 17. other outdoors (inc land) 14 and outdoor structure 8. There were 3 deliberate secondary fires on the Recreation Ground on Netherhall Road in the City and all occurred between 7.00pm – 8.00pm. The main times of the 40 incidents show 12 of the incidents occurring between the hours of 8.00pm – 10.00pm.

Of the 1 not known fire, the property categories were grassland woodland and crops and occurred between the hours of 5.00pm – 6.00pm.

1.2c Chimney fire incidents

There was 1 chimney fire incident in June, which is the same as May (1). The chimney fire was in North West Leicester.

1.3 Fire false alarms – April to June 2024

Of the 829 fire false alarm incidents April to June 2024, 455 were due to apparatus, 348 were good intent and 26 were malicious. Most incidents occurred in Eastern, Central and Western. The 3-year average is 721, so compared to the average, figures have increased by 108.

Table 6: Fire false alarms – April to June 2024

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Apr to Jun 2024
I.3	Fire false alarms	148	149	122	70	33	20	27	66	101	53	40	829
A	Due to apparatus	108	70	64	42	16	14	17	35	48	23	18	455
B	Good intent	35	73	52	25	15	6	8	31	52	29	22	348
C	Malicious attended	5	6	6	3	2	0	2	0	1	1	0	26

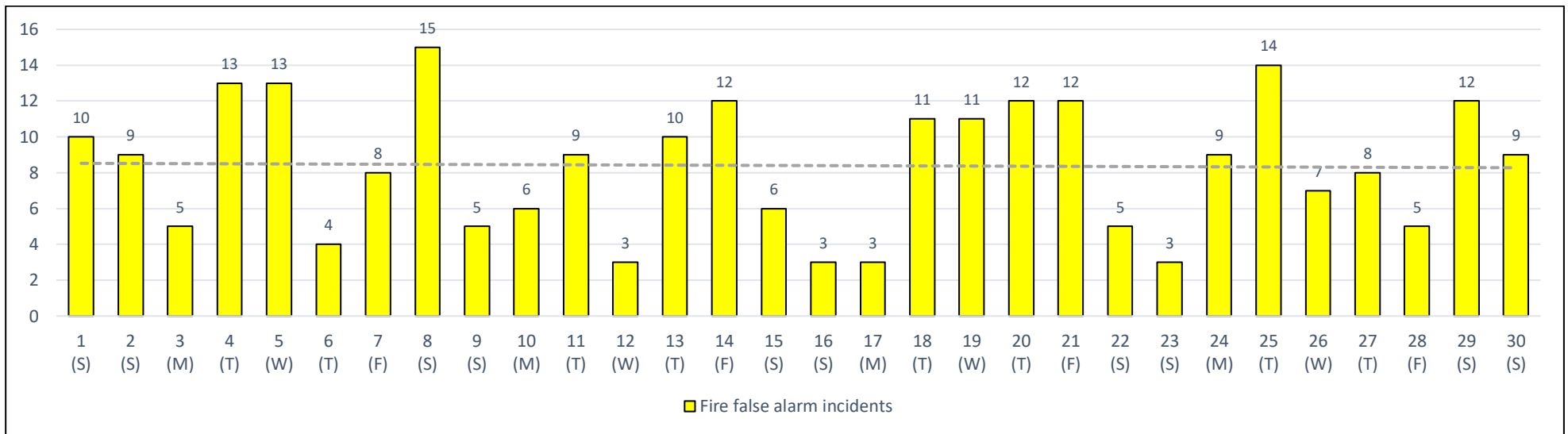
June 2024

Of the 252 fire false alarm incidents in June, 145 were due to apparatus, 97 were good intent and 10 were malicious. Most incidents occurred in Central, Eastern and Western. There were 310 in May, so June has seen a decrease of 58.

Table 7: Fire false alarms – June 2024

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Jun 2024
I.3	Fire false alarms	54	46	35	16	8	3	9	26	26	18	11	252
A	Due to apparatus	39	25	17	13	3	2	7	14	11	8	6	145
B	Good intent	12	18	16	2	5	1	2	12	15	9	5	97
C	Malicious attended	3	3	2	1	0	0	0	0	0	1	0	10

Chart 4: The total number of fire false alarm incidents by day in June 2024 show the number of incidents by day, ranging from 3 at its lowest in a day on 12 June, 16 June, 17 June and 23 June, to 15 incidents at its peak on 8 June. The number of incidents has remained consistent as the month has progressed. On average, there were 8.40 incidents attended each day.



1.3a Due to apparatus

There were 145 false alarms due to apparatus in June, a decrease of 18 from May (163). Of these, the main categories were dwelling 97, non-residential 24 and other residential 24.

Of the false alarms due to apparatus, the main causes were cooking/burnt toast 47, faulty 24 and unknown 18. The main times of the incidents show 12 of the incidents occurring between the hours of 9.00am – 10.00am.

1.3b Good intent

There were 97 good intent false alarms in June, a decrease of 41 from May (138). Of these, the main categories were dwelling 47, other outdoors (inc land) 12 and grassland, woodland and crops 9.

Of the good intent false alarms, the main causes were other 22, controlled burning 20 and other cooking 11. The main times of the incidents show 13 of the incidents occurring between 9.00pm – 10.00pm.

1.3c Malicious attended

There were 10 malicious false alarms in June, which is an increase of 1 from May (9). Of these, 3 were in Central, 3 were in Eastern, 2 were in Western, 1 was in Harborough and 1 was in Hinckley and Bosworth.

1.4 Non-fire incidents – April to June 2024

Of the 935 non-fire incidents April to June 2024, 36 were non-fire false alarms and 899 were special service. The table below shows the most incidents occurred in Charnwood, Western and Eastern. The 3-year average is 857, so compared to the average, figures have increased by 78. 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 June 2024

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Apr to Jun 2024
1.4	Non-fire incidents	105	120	148	65	49	35	28	79	152	73	81	935
a	Non-fire false alarms	2	2	10	1	0	3	1	5	7	2	3	36

b	Special service	103	118	138	64	49	32	27	74	145	71	78	899
-	Road traffic collision (RTC)	13	20	14	23	14	5	7	26	33	22	18	195
-	Assist other agencies	21	29	33	12	20	6	7	17	42	13	19	219
-	Effecting entry / exit	13	23	16	4	1	6	2	10	25	13	6	119
-	Medical incident - co-responder/first responder	7	4	11	1	0	2	5	5	8	7	9	59
-	Flooding	7	8	10	1	0	3	0	0	3	1	1	34
-	Suicide/attempts	6	1	3	2	6	1	2	4	1	0	3	29
	- suicides	1	0	0	1	1	0	0	2	0	0	1	6

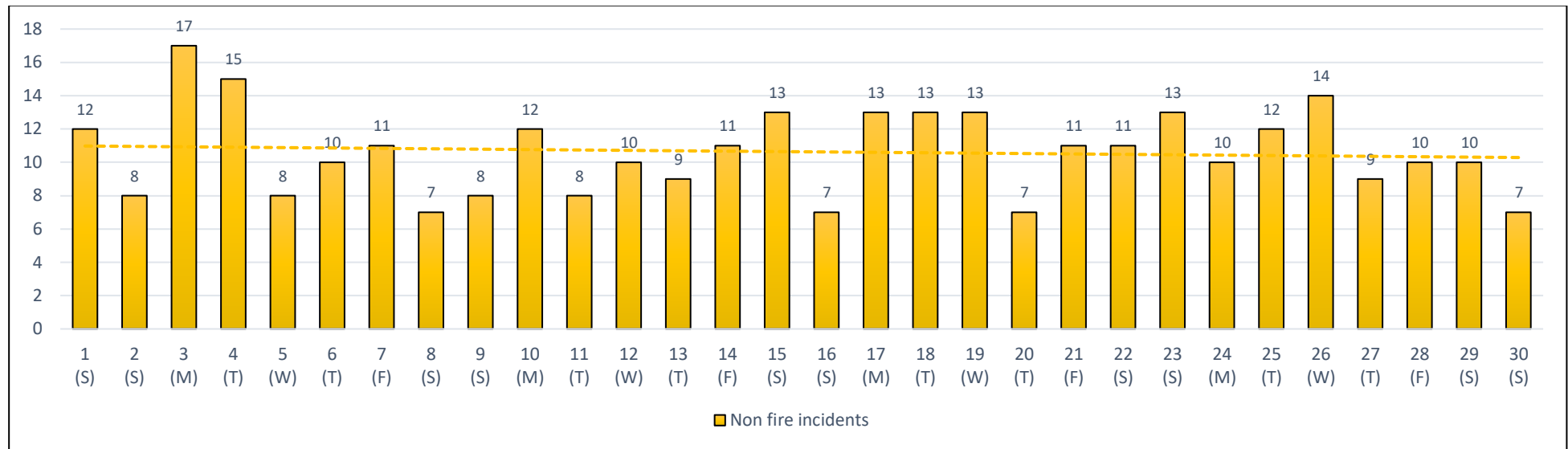
June 2024

Of the 319 incidents in June, 14 were non-fire false alarms and 305 were special service. Looking at the table below, the most incidents occurred in Charnwood, Western and Central. There were 310 in May, so June has seen an increase of 9.

Table 9: Non-fire incidents – June 2024

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Jun 2024
1.4	Non-fire incidents	46	35	48	22	19	11	6	28	53	23	28	319
a	Non-fire false alarms	2	1	2	1	0	1	0	2	4	0	1	14
b	Special service	44	34	46	21	19	10	6	26	49	23	27	305
-	Road traffic collision (RTC)	9	10	2	9	7	3	1	8	14	7	8	78
-	Assist other agencies	9	7	16	4	6	2	2	6	9	7	2	70
-	Effecting entry / exit	6	3	5	1	1	3	1	3	12	1	2	38
-	Medical incident - co-responder/first responder	2	0	4	0	0	0	1	2	4	3	5	21
-	Flooding	3	1	2	0	0	1	0	0	1	0	0	8
-	Suicide/attempts	3	0	0	1	3	1	1	2	0	0	2	13
	- suicides	0	0	0	1	1	0	0	0	0	0	0	2

Chart 5: The total number of non-fire incidents by day in June 2024 show the number of incidents by day, ranging from 7 at its lowest in a day on 8 June, 16 June, 20 June and 30 June, to 17 incidents at its peak on 3 June. The number of incidents has decreased slightly as the month has progressed. On average, there were 10.63 incidents attended each day.



1.4a Non-fire false alarms

Of the 14 non-fire false alarms in June, 4 were in Charnwood, 2 in Blaby, 2 in Central, 2 in Western, 1 in Eastern, 1 in Harborough, 1 in North West Leicester and 1 in Oadby and Wigston. This is an increase of 6 from May (8).

1.4b Special service

There were 305 special service incidents in June, an increase of 3 from May (302). Of these, there were 78 road traffic collisions, 70 assist other agencies and 38 effecting entry/exit. Charnwood had the most incidents with 49, followed by Western 46 and Central 44. The number of road traffic collisions has increased with 195 April to June 2024, compared to the 3-year average of 183. Assist other agencies has had 70 incidents in June and this type of incident has increased substantially over the past few years. There has now been 219 assist other agency incidents April to June 2024, which is 27 more than the 3-year average of 192. 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 119 incidents April to June 2024, compared to the 3-year average of 89 and this type of incident has increased substantially. Medical incident - co-responder/first responder has had 59 incidents April to June 2024, compared to the 3-year average of 60. Flooding has had 34 incidents April to June 2024, compared to the 3-year average of 46. There have been 29 suicide /

attempts April to June 2024, compared to the 3-year average of 26 and of those, there were 6 actual suicides, compared to the 3-year average of 4.

2.1 Fatalities in fires – April to June 2024

There have been 0 fatalities in fires recorded in April to June 2024. This is 1 below the 3-year average of 1 fatality.

2.2 Non-fatal casualties in fires – April to June 2024

There have been 11 non-fatal casualties in fires April to June 2024. This is 6 lower than the 3-year average of 17. Of the 11 non-fatal casualties, 2 have occurred in fires in 2 in Harborough, 2 in Hinckley and Bosworth, 2 in Rutland, 2 in Western, 1 in Central, 1 in Eastern and 1 in North West Leicester. Out of the 11 non-fatal casualties in fires, 4 casualties occurred in dwellings, 4 casualties occurred in road vehicles and 3 non-residential (2 HMP Prison Stocken). Of the 11 non-fatal casualties, 5 were accidental, 4 were deliberate, and 2 were not known, with the circumstances leading to the injuries showing the main categories were caused by other 5, heat source and combustibles brought together deliberately 2 and suicide/attempted: setting fire to self 2.

Table 10: Non-fatal casualties in fires – April to June 2024

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Apr to Jun 2024
2.2	Non-fatal casualties in fires	1	1	2	2	0	0	2	0	0	2	1	11

June 2024

There were 4 non-fatal casualties in fires in June, compared to 4 in May, with 2 in Hinckley and Bosworth, 1 in Harborough and 1 in Rutland.

Of the 4 non-fatal casualties, 2 were accidental and 2 were deliberate. Of the 4 non-fatal casualties, the circumstances leading to the injuries showing the main categories were caused by other 2, heat source and combustibles brought together deliberately 1 and suicide/attempted: setting fire to self 1.

2.3 Fatalities in non-fire incidents – April to June 2024

There have been 29 fatal casualties in non-fire incidents April to June 2024. This is 15 more than the 3-year average of 14.

Of the 29 fatalities, 13 were attended to assist other agencies, 6 were effecting entry/exit, 6 were suicide/attempts, 2 were road traffic collisions, 1 was making safe (not rtc) and 1 was removal of objects from people. There were 5 in Blaby, 4 in Harborough, 4 in Melton, 4 in Western, 3 in North West Leicester, 2 in Central, 2 in Eastern, 2 in Hinckley and Bosworth, 2 in Oadby and Wigston and 1 in Charnwood.

Table 11: Fatalities in non-fire incidents – April to June 2024

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Apr to Jun 2024
2.3	Fatalities in non-fire incidents	2	2	4	4	4	2	0	5	1	2	3	29

June 2024

There were 7 fatalities in non-fire incidents in June, compared to 7 in May.

Of the 7 fatalities, 3 were attended to assist other agencies, 2 were suicide/attempts, 1 was effecting entry/exit and 1 was road traffic collision. There were 2 in Harborough, 2 in Western. 1 in Blaby, 1 in Melton and 1 in Oadby and Wigston.

Table 12: Fatalities in non-fire incidents – June 2024

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Jun 2024
2.3	Fatalities in non-fire incidents	0	0	2	2	1	1	0	1	0	0	0	7

2.4 Non-fatal casualties in non-fire incidents – April to June 2024

There have been 170 non-fatal casualties in non-fire incidents April to June 2024. This is 17 lower than the 3-year average of 187.

Of the main property types of non-fatal casualties, 99 were road vehicle, 50 were dwellings and 9 were other outdoors (including land). Charnwood has had most non-fatal casualties with 26. These can be related somewhat to the high number of road traffic collisions.

Table 13: Non-fatal casualties in non-fire incidents – April to June 2024

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Apr to Jun 2024
2.4	Non-fatal casualties in non-fire incidents	17	15	11	11	21	2	8	23	26	22	14	170

June 2024

There were 56 non-fatal casualties in non-fire incidents in June, compared to 60 in May.

Of the 56 non-fatal casualties, the main property types of non-fatal casualties were road vehicle 31 and dwelling 19. The districts with the most non-fatal casualties in non-fire incidents in June was Melton 8, Blaby 7, Central 7, Charnwood 7 and North West Leicester 7.

Table 14: Non-fatal casualties in non-fire incidents – June 2024

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Jun 2024
2.4	Non-fatal casualties in non-fire incidents	7	4	4	3	8	2	2	7	7	5	7	56

2.5 Number of TRiM (Trauma Risk Management) – April to June 2024

There have been 7 TRiM notifications April to June 2024. This is 17 lower than the average of the previous 3 years figures of 24 during the same period.

June 2024

There was a total of 2 notifications that came from different sources in June, compared to 0 in May. Of the 2 notifications, 1 was to assist EMAS and 1 was CPR carried out by a new starter at an incident. A request for information following a serious incident was also received.

2.6 Number of LFRS employees injured whilst attending incidents – April to June 2024

There have been 3 personal injuries whilst attending incidents April to June 2024. This is 2 lower than the 3-year average of 5. Of the 3 personal injuries, all 3 were classed as minor, with 1 occurring at Central, 1 at Eastern and 1 at Southern Station.

The personal injuries were categorised further from injury to ankle whilst attending a special service incident for EMAS 1, injured by foreign object being carried from the smoke plume into his left eye 1 and injured slipped and twisted ankle on grass verge 1.

Based on the RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013) reporting, all 3 injuries resulted in no sickness or modified duties.

June 2024

There was 1 personal injury whilst attending incidents in June, compared to 1 in May. The personal injury was classed as minor and occurred at Southern Station. This was categorised further as injured slipped and twisted ankle on grass verge 1 and the injury resulted in no sickness or modified duties.

3.1 Number of emergency calls received – April to June 2024

There have been 4980 emergency calls received April to June 2023. This is 129 more than the 3-year average of 4851.

June 2024

There were 1617 emergency calls received in June, which is 192 lower than May (1809). 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.

3.2 The total average response times of all Primary Dwelling fire life threatening incidents – April to June 2024

There have been 18 primary dwelling fire life threatening incidents April to June 2024. This is 4 more than the 3-year average of 14. The total average response time for the 18 incidents was 8 minutes 24 seconds, compared to the 3-year average of 8 minutes 17 seconds.

The 8 minutes 24 seconds can be broken down further:

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

Average mobilisation time was 0 minute 56 seconds, a reduction of 8 seconds on the 3-year average time (1 minute 4 seconds).

Average drive time was 5 minutes 48 seconds, an increase of 4 seconds on the 3-year average time (5 minutes 44 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 and personnel provide details. This picks up any anomalies with the system and highlights any possible areas of concern.

Table 15: The total average response times of all Primary Dwelling fire life threatening incidents (mins) – April to June 2024

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Apr to Jun 2024
3.2	The total average response times of life threatening incidents (mins)	7:44	7:25	7:30	7:56	6:56	0:00	0:00	8:01	0:00	10:57	12:41	8:24
a	Average call handling time	1:07	2:13	1:43	1:55	1:02	0:00	0:00	1:32	0:00	1:14	1:39	1:40
b	Average appliance mobilisation time	1:08	0:56	0:18	0:50	1:47	0:00	0:00	1:06	0:00	0:45	0:55	0:56
c	Average time to drive to the incident	5:29	4:16	5:29	5:11	4:07	0:00	0:00	5:23	0:00	8:58	10:07	5:48
d	Number of life threatening incidents attended	3	4	2	3	1	0	0	2	0	1	2	18

June 2024

There have been 4 primary dwelling fire life threatening incidents in June 2024. This is 5 lower than May (9).
The total average response time for the 4 incidents was 10 minutes 57 seconds, compared to 7 minutes 45 seconds in May.

The 10 minutes 57 seconds can be broken down further:

Average call handling was 1 minute 49 seconds, an increase of 5 seconds on the time in May (1 minute 44 seconds).

Average mobilisation time was 42 seconds, a reduction of 15 seconds on the time in May (57 seconds).

Average drive time was 8 minutes 26 seconds, an increase of 3 minutes 22 seconds on the time in May (5 minutes 4 seconds).

The reason for the increase in response times this month is that May had 5 of the 9 incidents located in the City area and in June there were no incidents located in the City. This can be seen with the increase in average drive time in June.

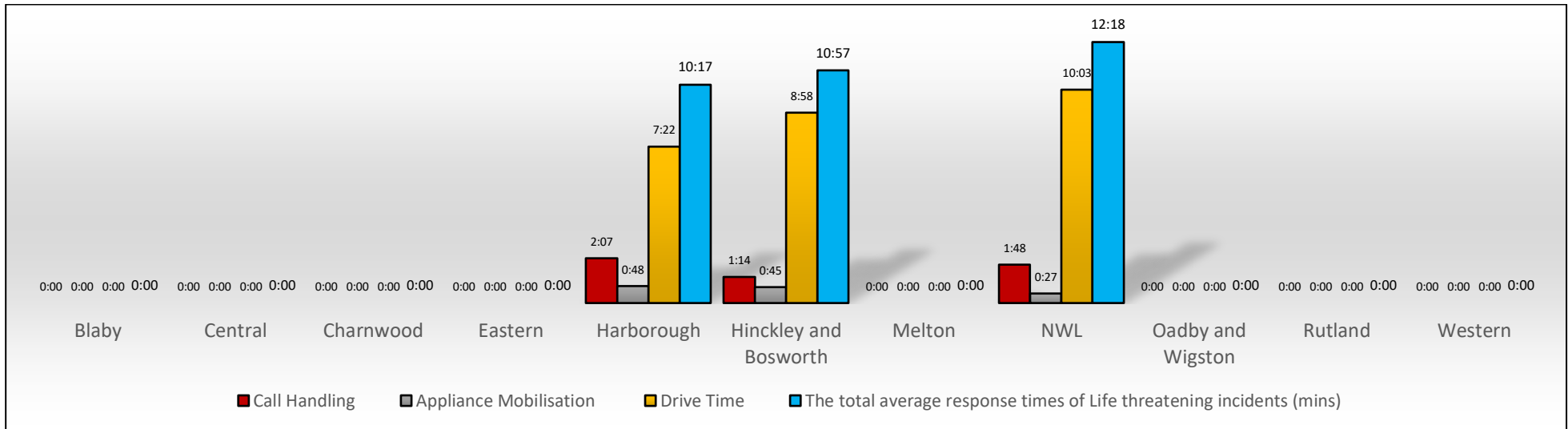
Please note that small numbers are being analysed.

Table 16: The total average response times of all Primary Dwelling fire life threatening incidents (mins) – June 2024

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Apr to Jun 2024
3.2	The total average response times of life threatening incidents (mins)	0:00	0:00	0:00	10:17	10:57	0:00	0:00	0:00	0:00	0:00	12:18	10:57
a	Average call handling time	0:00	0:00	0:00	2:07	1:14	0:00	0:00	0:00	0:00	0:00	1:48	1:49

b	Average appliance mobilisation time	0:00	0:00	0:00	0:48	0:45	0:00	0:00	0:00	0:00	0:00	0:27	0:42
c	Average time to drive to the incident	0:00	0:00	0:00	7:22	8:58	0:00	0:00	0:00	0:00	0:00	10:03	8:26
d	Number of life threatening incidents attended	0	0	0	2	1	0	0	0	0	0	1	4

Chart 7: The total average response times of all Primary Dwelling fire life threatening incidents in June 2024 shows the average call handling time, average mobilisation time, average time to drive and average total response time broken down by district. Harborough shows the quickest average response time and North West Leicester shows the longest average response time primary dwelling fire life threatening incidents.



3.3 The total average response times of all “other types” life threatening incidents – April to June 2024

There have been 196 all “other types” life threatening incidents April to June 2024. This is 2 lower than the 3-year average of 198. The total average response time for the 196 incidents was 10 minutes 35 seconds, compared to the 3-year average of 10 minutes 44 seconds.

The 10 minutes 35 seconds can be broken down further:

Average call handling was 2 minutes 33 seconds, an increase of 20 seconds on the 3-year average time of 2 minutes 13 seconds.

Average mobilisation time was 1 minute 28 seconds, an increase of 2 seconds on the 3-year average time of 1 minute 26 seconds.

Average drive time was 6 minutes 34 seconds, a reduction of 31 seconds on the 3-year average time of 7 minutes 5 seconds.

The 196 all “other types” life threatening incidents average response time of 10 minutes 35 seconds can also be broken down by incident type:

6 Fire incidents attended with an average response time of 9 minutes 49 seconds.

19 Fire false alarm incidents attended with an average response time of 9 minutes 0 seconds.

171 Non-fire incidents attended with an average response time of 10 minutes 47 seconds.

Of the 171 non-fire incidents, there were 114 Road traffic collision incidents with an average response time of 10 minutes 58 seconds.

Table 17: The total average response times of all “other types” life threatening incidents (mins) – April to June 2024

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Apr to Jun 2024
3.3	The total average response times of non-life threatening incidents (mins)	8:52	7:55	8:56	13:06	11:27	9:25	10:15	12:38	11:21	12:27	10:23	10:35
a	Average call handling time	2:25	2:15	2:45	2:35	2:40	1:34	1:52	2:58	2:51	2:40	2:04	2:33
b	Average appliance mobilisation time	1:22	0:55	1:02	1:47	1:53	1:22	1:28	1:21	1:23	2:19	1:46	1:28
c	Average time to drive to the incident	5:05	4:45	5:09	8:44	6:54	6:29	6:55	8:19	7:07	7:28	6:33	6:34
d	Number of non-life threatening incidents attended	20	27	21	15	16	3	6	21	31	17	19	196

June 2024

There have been 71 all “other types” life threatening incidents in June. This is 16 more than May (55).

The total average response time for the 71 incidents was 10 minutes 35 seconds, compared to 10 minutes 45 seconds in May.

The 10 minutes 35 seconds can be broken down further:

Average call handling was 2 minutes 38 seconds, an increase of 13 seconds on the time in May (2 minutes 25 seconds).

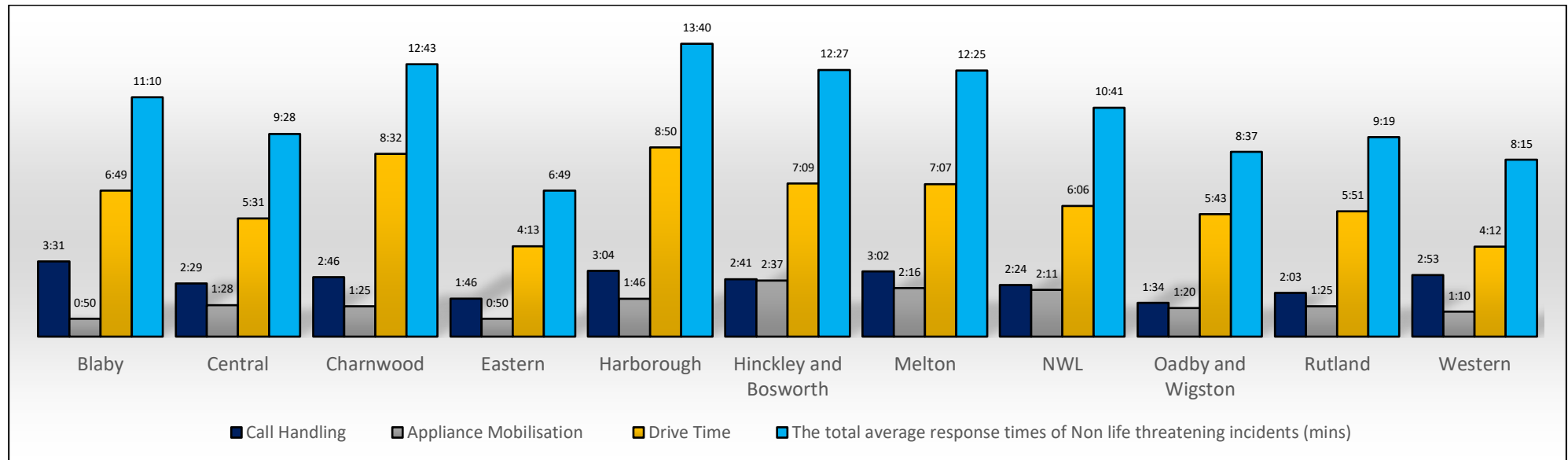
Average mobilisation time was 1 minute 33 seconds, an increase of 3 seconds on the time in May (1 minute 30 seconds).

Average drive time was 6 minutes 24 seconds, a reduction of 26 seconds on the time in May (6 minutes 50 seconds).

Table 18: The total average response times of all “other types” life threatening incidents (mins) – June 2024

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Jun 2024
3.3	The total average response times of non-life threatening incidents (mins)	9:28	6:49	8:15	13:40	12:25	8:37	9:19	11:10	12:43	12:27	10:41	10:35
a	Average call handling time	2:29	1:46	2:53	3:04	3:02	1:34	2:03	3:31	2:46	2:41	2:24	2:38
b	Average appliance mobilisation time	1:28	0:50	1:10	1:46	2:16	1:20	1:25	0:50	1:25	2:37	2:11	1:33
c	Average time to drive to the incident	5:31	4:13	4:12	8:50	7:07	5:43	5:51	6:49	8:32	7:09	6:06	6:24
d	Number of non-life threatening incidents attended	12	9	5	5	8	2	2	7	10	5	6	71

Chart 8: The total average response times of all “other types” life threatening incidents in June 2024 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 Harborough shows the longest average response time to all “other types” life threatening incidents.



3.5 The % availability of Wholetime fire appliances – April to May 2024

For April to May 2024, Wholetime fire appliances have been available 98.08% of the time due to crewing, a reduction of 0.42% 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 19: The % availability of Wholetime fire appliances – April to May 2024

Station	Appliance	Type	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Total
Castle Donington	18P1	Wholetime	100.00%	100.00%											100.00%
Birstall	19P2	Wholetime	100.00%	100.00%											100.00%
Loughborough	20P1	Wholetime	93.20%	99.20%											96.25%
Loughborough	20P3	Wholetime	83.20%	77.83%											80.47%
Melton	21P1	Wholetime (07.00 – 19.00)	100.00%	100.00%											100.00%
Eastern	23P1	Wholetime	100.00%	99.60%											99.80%
Eastern	23P2	Wholetime	98.75%	96.38%											97.55%
Western	24P1	Wholetime	99.87%	99.20%											99.53%
Coalville	25P1	Wholetime	100.00%	99.74%											99.87%
Central	30P1	Wholetime	100.00%	100.00%											100.00%
Central	30P2	Wholetime	99.03%	95.16%											97.06%
Wigston	31P1	Wholetime	100.00%	100.00%											100.00%
Oakham	33P1	Wholetime	100.00%	100.00%											100.00%
Market Harborough	36P1	Wholetime (07.00 – 19.00)	100.00%	100.00%											100.00%
Lutterworth	37P1	Wholetime (07.00 – 19.00)	100.00%	99.73%											99.86%
Hinckley	38P1	Wholetime	100.00%	99.87%											99.93%
Southern	40P1	Wholetime	100.00%	99.60%											99.80%
Total			98.33%	97.84%											98.08%

May 2024

For May, Wholetime fire appliances have been available 97.84% of the time due to crewing, a reduction of 0.49% compared to April (98.33%).

3.6 The % availability of On-Call fire appliances – April to May 2024

For April to May 2024, On-Call fire appliances have been available 68.32% of the time due to crewing, an increase of 3.32% compared to the 3-year average (65.00%). Please note these figures are calculated based purely on the crew/skill availability. Any unavailability due to mechanical reasons is not included.

Table 20: The % availability of On-Call fire appliances – April to May 2024

Station	Appliance	Type	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Total
Melton	21P1	On-Call (19.00 – 07.00)	100.00%	100.00%											100.00%
	21P2	On-Call	94.31%	98.06%											96.21%
	Total	On-Call Station	97.09%	98.26%											97.68%
Coalville	25P2	On-Call	78.48%	76.75%											77.60%
Ashby	26P2	On-Call	73.89%	79.17%											76.57%
Shepshed	28P2	On-Call	67.92%	63.58%											65.71%
Wigston	S31P2 as PRL	On-Call	50.14%	50.14%											50.14%
	S31P2 as TRV++	On-Call	23.89%	24.59%											24.25%
	Either	Total	74.03%	74.73%											74.39%
Billesdon	32P3	On-Call	34.87%	36.70%											35.80%
Oakham	33P3	On-Call	74.73%	71.37%											73.02%
Uppingham	34P2	On-Call	58.48%	50.54%											54.44%
	34P3	On-Call	26.94%	34.41%											30.74%
	Either	Total	85.42%	84.95%											85.18%
Kibworth	35P2	On-Call	45.70%	51.35%											48.57%
Market Harborough	36P1	On-Call (19.00 – 07.00)	86.95%	86.39%											86.67%

This is 1% more than the 3-year average figure of 99%. Any dissatisfaction taken place is investigated and appropriate action taken place where required.

June 2024

For June, we have received 8 responses to this question in our After the Incident Survey, which is 1 lower than we have received in May (9). Of the 8 responses, all 8 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 June 2024

We have received 55 public responses to this question in our After the Incident Survey for April to June 2024. 100% of people responding to the survey have stated that they are 'satisfied or very satisfied' with the service they received at the scene from Leicestershire Fire and Rescue Service. This is the same as the 3-year average figure of 100%. Any dissatisfaction taken place is investigated and appropriate action taken place where required.

June 2024

For June, we have received 15 responses to our After the Incident Survey, which is 1 lower than we have received in May (16). Of the 15 responses, all 15 stated that they were 'satisfied or very satisfied' with the service they have received at the scene.

4.1 Home safety checks – April to June 2024

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

There have been 3706 home safety checks April to June 2024. This is 154 lower than the 3-year average of 3860. The previous year shows there were 4146 home safety checks completed during the same period.

The 3706 home fire safety checks can be broken down further:

Successful initial 2578, a decrease of 303 home safety checks on last year's (2881).

Successful follow up 1049, a decrease of 159 home safety checks on last year's (1208).

Successful vulnerable person 79, an increase of 22 home safety checks on last year's (57).

Table 21: Home safety checks – April to June 2024

Ref	Key Corporate Indicator	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr to Jun 2024
4.1	Home safety checks	1292	1253	1161										3706
a	Successful initial	961	822	795										2578
b	Successful follow up	304	409	336										1049
c	Successful vulnerable person	27	22	30										79

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

The 3706 home fire safety checks can be broken down further:

Stations 2703, a decrease of 246 home safety checks on last year’s (2949).

Community safety educators 956, a decrease of 70 home safety checks on last year’s (1026).

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

Partners 40, a decrease of 124 home safety checks on last year’s (164).

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

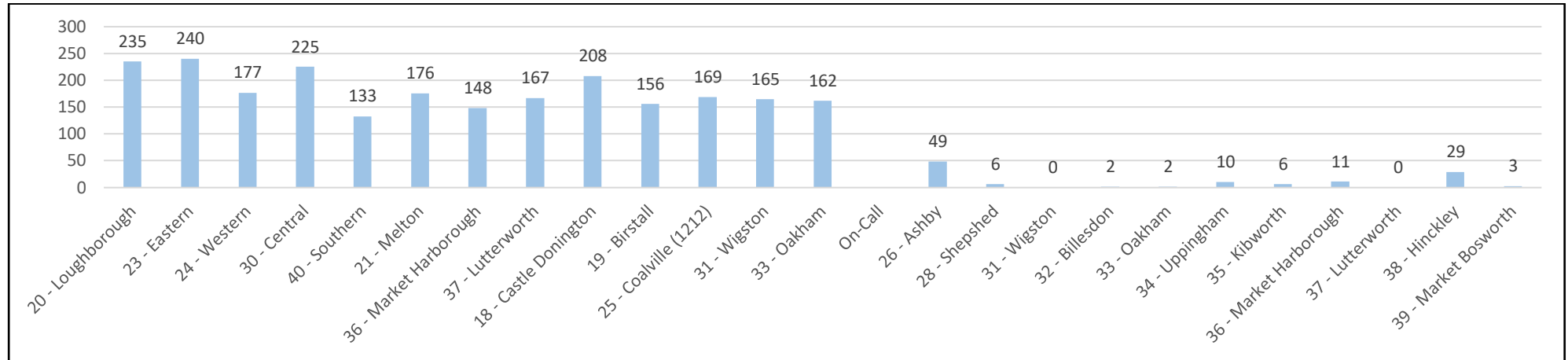
Other 7, the same number of home safety checks on last year’s (7).

Table 22: Home safety checks carried out by stations, community safety educators, control, partners, LFRS (website) and unknown – April to June 2024

Ref	Key Corporate Indicator	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr to Jun 2024
4.1	Home safety checks	1292	1253	1161										3706
a	Stations	909	936	858										2703
b	CSE	361	304	291										956
c	Control	0	0	0										0
d	Partners data	20	11	9										40
e	LFRS (Website)	0	0	0										0
f	Other	2	2	3										7

The 2703 home safety checks carried out April to June 2024 by stations are shown below.

Chart 9: The Total Successful HSCs by Station April to June 2024 shows the number home safety checks completed by stations, ranging from 2 to 240. The stations delivering the most home safety checks were Eastern 240, Loughborough 235 and Central 225.



June 2024

For June, there were 1161 home safety checks, which is 92 lower than May (1253).

Of the 1161, there were 795 successful initial, 336 successful follow up and 30 successful vulnerable person. There were 858 carried out by stations, 291 carried out by community safety educators, 9 were carried out by partners and 3 were other.

4.2 Home safety feedback surveys – April to June 2024

There have been 202 home safety feedback surveys April to June 2024. This is 250 lower than the 3-year average figure of 452.

Of the 202 surveys, 186 were first visits and 16 were repeat visits. Of the 186 first visits, 100% were 'satisfied' and of the 16 repeat visits, 100% were 'satisfied'. The previous year shows there were 322 surveys, with 283 first visits and 39 repeat visits.

June 2024

For June, we have received 59 home safety feedback surveys, which is 4 lower than in May (63). Of this, 57 were first visits in June, which is 1 more than in May (56) and 100% were 'satisfied'. There were 2 repeat visits in June, which is 5 lower than in May (7) and 100% were 'satisfied'.

5.1 The % of fire safety audits that result in action plans and enforcement notices – April to June 2024

There have been 384 fire safety audits carried out April to June 2024 and there have been 51 action plans or enforcement notices. The number of fire safety audits carried out is 94 more than the 3-year average of 290 and the number of action plans or enforcement notices is 9 more than the 3-year average of 42.

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'.

June 2024

For June, there were 125 fire safety audits carried out, which is 13 more than in May (12). There were 13 action plans or enforcement notices issued, which 5 lower than was issued in May (18).

5.2 Fire protection Survey – Overall how satisfied were you with the service received – April to June 2024

There have been 87 completed surveys received April to June 2024 and 87 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 32 more than the 3-year average of 55.

June 2024

For June, there were 24 completed surveys received and 24 were 'satisfied' with the service they have received. This is 1 more than were completed in May (23).

6.1 Average number of days/shifts lost to sickness by operational staff per person – April to June 2024

An average of 2.07 days/shifts per person were lost to sickness of operational staff during April to June 2024, compared to the 3-year average of 1.83 days/shifts lost per person. In total, there have been 873.50 days/shifts lost to sickness, compared to the 3-year average of 692.00 days/shifts lost.

The 873.50 days/shifts lost April to June 2024 can be broken down further:

There were 238.00 short term days/shifts lost, a reduction of 14.13 days/shifts lost compared to the 3-year average of 252.13 days/shifts lost and there were 635.50 long term days/shifts lost, an increase of 195.63 days/shifts lost compared the 3-year average of 439.87 days/shifts lost.

Of the 635.50 long term days/shifts lost, 298.50 days/shifts lost were related to musculo skeletal reasons. In the whole of 2023/24 there were 433.80 long term days/shifts lost to musculo skeletal reasons, so after 3 months this year there has been a significant increase.

In respect of the number of times personnel had short term sickness, there were 93 instances and there were 33 long term sickness instances. During the same period last year there were 85 instances of short term sickness and 25 instances of long term sickness. Of the 33 long term sickness instances, 16 were musculo skeletal related. A full detailed report on sickness, including reasons for sickness is produced quarterly.

Table 23: The total operational sickness – April to June 2024

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	43.50	69.00	112.50	30.25	3.72
23 – Eastern	8.00	11.50	19.50	33.50	0.58
24 – Western	17.50	55.00	72.50	22.75	3.19
30 – Central	25.00	8.00	33.00	29.50	1.12
40 – Southern	33.00	16.00	49.00	28.00	1.75
Total	127.00	159.50	286.50	144.00	1.99
DC					
21 – Melton	0.00	24.00	24.00	10.00	2.40
36 – Market Harborough	2.00	0.00	2.00	8.00	0.25
37 – Lutterworth	12.50	14.00	26.50	7.50	3.53
Total	14.50	38.00	52.50	25.50	2.06
DCP and 1212					
18 – Castle Donington	2.50	22.50	25.00	5.25	4.76
19 – Birstall	7.00	18.00	25.00	8.50	2.94
25 – Coalville (1212)	15.00	129.50	144.50	19.25	7.51
31 – Wigston	5.00	25.00	30.00	5.75	5.22
33 – Oakham	14.50	11.50	26.00	7.50	3.47
38 – Hinckley (1212)	5.00	16.00	21.00	8.50	2.47
Total	49.00	222.50	271.50	54.75	4.96
Control	28.50	57.00	85.50	28.00	3.05
Non Station	19.00	158.50	177.50	168.75	1.05
Total Operational	238.00	635.50	873.50	421.00	2.07

6.2 Average number of days/shifts lost to sickness by support staff per person – April to June 2024

An average of 3.74 days/shifts per person were lost to sickness by support staff during April to June 2024, compared to the 3-year average of 1.57 days/shifts lost per person. In total, there have been 488.86 days/shifts lost to sickness, compared to the 3-year average of 189.49 days/shifts lost.

The 488.86 days/shifts lost April to June 2024 can be broken down further:

There were 48.05 short term days/shifts lost, a reduction of 16.97 days/shifts lost compared to the 3-year average of 65.02 days/shifts lost and there were 440.81 long term days/shifts lost, an increase of 316.34 days/shifts lost compared the 3-year average of 124.47 days/shifts lost.

Of the 440.81 long term days/shifts lost, 334.00 days/shifts lost were related to all mental health/stress. In the whole of 2023/24 there were 708.31 long term days/shifts lost to all mental health/stress, so after 3 months this year there has been a significant increase. The increase in days/shifts lost to mental health/stress began in the 4th quarter last year and has continued into the 1st quarter this year.

In respect of the number of times personnel had short term sickness, there were 21 instances and there were 15 long term sickness instances. During the same period last year there were 23 instances of short term sickness and 6 instances of long term sickness. Of the 15 long term sickness instances, 10 were all mental health/stress. A full detailed report on sickness, including reasons for sickness is produced quarterly.

Table 24: The total support sickness – April to June 2024

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	24.91	149.81	174.72	41.91	4.17
People and Organisational Development	9.25	33.00	42.25	28.42	1.49
Community Risk	3.00	121.00	124.00	28.90	4.29
Directors	0.00	0.00	0.00	2.00	0.00
Operational Response	5.62	40.00	45.62	14.04	3.25
Service Assurance	5.27	97.00	102.27	15.40	6.64
Total Support	48.05	440.81	488.86	130.66	3.74

6.3 Average number of staff on modified duties for the entire month – April to June 2024

There have been on average 5.66 members of staff that have been on modified duties for the entire month from April to June 2024. This is 0.34 lower than the 3-year average of 6.00.

The breakdown includes 5.33 from Wholetime, 0.33 from On-Call and 0.50 from Support.

June 2024

The breakdown of 7 members of staff on modified duties for the entire month in June:

- Wholetime - 6 – 3 Non-Station, 1 Coalville, 1 Eastern and 1 Southern.
- On-Call – 1 - 1 Coalville.
- Support – 0.

6.4 Average number of staff on modified duties at some point throughout the month – April to June 2024

There have been on average 16.33 members of staff that have been on modified duties at some point throughout the month from April to June 2024. This is 2.22 more than the 3-year average of 14.11.

The breakdown includes 11.33 from Wholetime, 2.33 from On-Call and 2.67 from Support.

June 2024

The breakdown of 22 members of staff on modified duties at some point throughout the month in June:

- Wholetime – 16 – 4 Non-Station, 3 Coalville, 2 Western, 1 Birstall, 1 Control, 1 Hinckley, 1 Loughborough, 1 Lutterworth, 1 Market Harborough and 1 Wigston.
- On-Call – 2 – 1 Coalville and 1 Melton.
- Support – 4 – 2 Service Assurance, 1 Community Risk and 1 People and Organisational Development.