



# PERFORMANCE: ATTENDANCE TIMES TO EMERGENCY INCIDENTS

// April 2017 to March 2018

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**LEICESTERSHIRE**

**FIRE and RESCUE SERVICE**

*protecting our communities*

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The emergency incidents we attend are split into two types: life-risk and non life-risk: that is those where there is a risk to life (such as a house fire with persons inside); and those where there is no obvious risk to life (such as an animal rescue).

We aim to attend all life-risk incidents within 10 minutes, and all non life-risk incidents within 20 minutes, and although we know we can't always reach these 100% of the time, we have stretching percentage targets. For life risk incidents in 2017/18 our target was to achieve the 10 minute attendance on 95% of occasions; for non-life risk our target was 99%.

The tables below show you how we are performing in each geographical district; with the total number of incidents attended, how many of those were within the target attendance time, and what that percentage is.

## The percentage of life risk incidents attended within 10 minutes April 2017 to March 2018

Area	Life risk incidents April 2017 to March 2018		
	Number of life risk incidents attended	Number attended within 10 minutes	% attended within 10 minutes
Blaby	63	61	96.83%
Central	97	96	98.97%
Charnwood	106	105	99.06%
Eastern	118	117	99.15%
Harborough	71	63	88.73%
Hinckley and Bosworth	63	56	88.89%
Melton	46	42	91.30%
NWL	54	52	96.30%
Oadby and Wigston	22	22	100.00%
Rutland	29	23	79.31%
Western	109	109	100.00%
<b>Total</b>	<b>778</b>	<b>746</b>	<b>95.89%</b>

## The percentage of non life risk incidents attended within 20 minutes April 2017 to March 2018

Area	Non life risk incidents April 2017 to March 2018		
	Number of non life risk incidents attended	Number attended within 20 minutes	% attended within 20 minutes
Blaby	482	476	98.76%
Central	1066	1066	100.00%
Charnwood	810	808	99.75%
Eastern	844	842	99.76%
Harborough	449	439	97.77%
Hinckley and Bosworth	548	542	98.91%
Melton	237	233	98.31%
NWL	544	537	98.71%
Oadby and Wigston	228	226	99.12%
Rutland	199	196	98.49%
Western	939	939	100.00%
<b>Total</b>	<b>6346</b>	<b>6304</b>	<b>99.34%</b>

All figures are subject to change.  
Source of data: Views