

Attendance Times to Emergency Incidents

April 2018 - March 2019



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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 2018/19 our target was to achieve the 10 minute attendance on 97% 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 2018 to March 2019

Area	Life risk incidents April 2018 to March 2019		
	Number of Life Risk Incidents attended	Number attended within 10 minutes	% attended within 10 minutes
Blaby	41	41	100.00%
Central	87	87	100.00%
Charnwood	102	99	97.06%
Eastern	110	110	100.00%
Harborough	60	53	88.33%
Hinckley and Bosworth	59	56	94.92%
Melton	50	42	84.00%
NWL	52	47	90.38%
Oadby and Wigston	24	24	100.00%
Rutland	32	25	78.13%
Western	120	120	100.00%
Total	737	704	95.52%

The percentage of non life risk incidents attended within 20 minutes April to March 2019

Area	Non life risk incidents April 2018 to March 2019		
	Number of non life risk incidents attended	Number attended within 20 minutes	% attended within 20 minutes
Blaby	511	506	99.02%
Central	1056	1053	99.72%
Charnwood	1011	1007	99.60%
Eastern	863	861	99.77%
Harborough	455	447	98.24%
Hinckley and Bosworth	575	574	99.83%
Melton	299	291	97.32%
NWL	511	507	99.22%
Oadby and Wigston	261	261	100.00%
Rutland	223	217	97.31%
Western	1037	1036	99.90%
Total	6802	6760	99.38%

All figures are subject to change.

Source of data: Incident Recording System