

Attendance Times to Emergency Incidents

April 2019 to March 2020



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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 2019/20 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 2019 to March 2020

Area	Life risk incidents April 2019 to March 2020		
	Number of Life Risk Incidents attended	Number attended within 10 minutes	% attended within 10 minutes
Blaby	48	48	100.00%
Central	82	81	98.78%
Charnwood	110	106	96.36%
Eastern	102	100	98.04%
Harborough	71	62	87.32%
Hinckley and Bosworth	58	52	89.66%
Melton	37	34	91.89%
NWL	45	45	100.00%
Oadby and Wigston	28	28	100.00%
Rutland	28	20	71.43%
Western	102	101	99.02%
Total	711	677	95.22%

The percentage of non life risk incidents attended within 20 minutes April 2019 to March 2020

Area	Non life risk incidents April 2019 to March 2020		
	Number of non life risk incidents attended	Number attended within 20 minutes	% attended within 20 minutes
Blaby	512	506	98.83%
Central	1048	1048	100.00%
Charnwood	1005	1000	99.50%
Eastern	958	956	99.79%
Harborough	498	491	98.59%
Hinckley and Bosworth	567	565	99.65%
Melton	245	238	97.14%
NWL	608	605	99.51%
Oadby and Wigston	330	328	99.39%
Rutland	233	231	99.14%
Western	1063	1062	99.91%
Total	7067	7030	99.48%

All figures are subject to change.

Source of data: Incident Recording System