

**LEICESTERSHIRE**  
**FIRE and RESCUE SERVICE**



# Annual Report and Statement of Assurance

2021/22



# Our Purpose

At Leicestershire Fire and Rescue Service, our purpose is:



**SAFER  
PEOPLE  
SAFER  
PLACES**

This document provides a summary of our performance between April 2021 - March 2022 in pursuit of our purpose.

It highlights our key achievements against each of the our five strategies which are detailed in our corporate planning document 'Our Plan'.



## Our Strategies

-  **Response Strategy**
-  **Safer Communities Strategy**
-  **Finance and Resources Strategy**
-  **People Strategy**
-  **Governance Strategy**

# ! Response

Aim – Respond effectively to incidents



In 2021/22, we attended a total of **8,259** emergency incidents which included:

 **1,968** fires

 **707** Road Traffic Collisions (RTC)

 **2,903** fire alarms

 **2,681** non-fire incidents

We rescued a total of **1,250** members of the public from incidents. Unfortunately, there were **4** fire related deaths.



The total average response times to life threatening incidents was **10 minutes 23 seconds**.

Fire engines used flexibly on **1,772** occasions by moving them from their usual base to another location when other fire engines were committed to incidents, undertaking training events or community engagements, to provide an operational response.

Utilised On-Call staff on **593** occasions to provide cover at Wholetime stations when there were crewing deficiencies, for reasons such as; sickness or training events.

**749** community safety activities engaging with members of the public, this included delivering Road Safety education packages, virtual reality training and community interactions.



**81.67%** fire engine availability  
**97.96%** Wholetime and **66.17%**  
On-Call.



Wholetime crews responded  
to incidents on a total of **9,848**  
occasions. The average response  
time to mobilise was **1 minute and**  
**32 seconds.**



On-Call crews mobilised on a total  
of **1,178** occasions. The average  
response time to mobilise was  
**6 minutes and 15 seconds.**

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**490** After the Incident questionnaires  
received of which:

**97.9%** were satisfied with the initial  
contact.

**99.6%** rated the service received as  
'satisfactory' or better.

**98.9%** said the first fire engine arrived  
as 'expected' or 'quicker than expected'.





We received a total of **17,939** 999 calls



**93.3%** of 999 calls were answered within 7 seconds.



**4.60 seconds** average time for 999 calls to be answered.



**2 minutes 9 seconds** average time to send a fire engine to life risk incidents.



Out of the 17,939 calls we received, **252** were hoax calls. **95** of the hoax calls were attended.

**5,005** detachments have been used to provide cover at stations.

**196** Wholtime detachments have been used at On-Call stations.

**593** On-Call detachments have been used at Wholtime stations.

**4,216** detachments between Wholtime stations.

Crews have undertaken **362** operational response exercises. **34** with another Fire and Rescue Service and **21** with another partner agency.

Continued delivery of COVID vaccines to vaccine hubs and delivery of **24,000** COVID "get boosted" leaflets.

Engaged with Afghan refugees resettling in Leicester by inviting them to Central Station. A donation of toys was secured for the families and fire and road safety messages were shared.

Whilst supporting a request from East Midlands Ambulance Service (EMAS) to gain entry to a property to access

a casualty, crews cleared **23** bags of various waste to make space for EMAS crews, improve the environment for the occupant and reduce the risk of fire.

Shoe box appeal; **118** shoe boxes delivered to nominated individuals and families and **30** selection boxes to Age Concern while undertaking Home Safety Checks to all recipients.

Oakham Station worked with 'Peppers Charity' a health and wellbeing charity who have created a community mental health garden at the station. Regular sessions are held for attendees to engage with station personnel and to discuss safety matters.

Farm Safety collaborative working between LFRS, Leicestershire Police, National Farmers Union and the Farming Community Network, focusing on fire safety, arson prevention, security, crime reporting and farmers wellbeing.

# 12,938

successful Home Safety Check (HSC) visits of which:

- 9,526 by Stations
- 3,199 by Community Educators
- 181 by Partners
- 32 by other means.

# 3,361

advice given via a variety of methods:

- 2,728 on the doorstep
- 628 telephone
- 4 text/emails
- 1 website presentation.

# 3,016

follow-up visits

- 589 in person
- 2,412 telephone
- 13 text/email
- 2 video call.

# 257

HSCs as part of our Vulnerable Person intervention

- 213 in person
- 17 on the doorstep
- 27 telephone.

# 181

HSCs carried out by our partners (Hinckley & Bosworth Borough Council & Charnwood Borough Council).

# 1,592

'extra mile' visits, offering practical support to resolve non-fire related problems.

# 2,168

returned HSC evaluation questionnaires.

# 99%

were satisfied with the initial visit.

# 97%

were satisfied with repeat visit.



## Safer Communities

Aim – Fewer incidents with lower impact





**3,546** smoke alarms supplied and fitted (144 deaf alarms).



**216** carbon monoxide detectors supplied and fitted.



**233** primary school visits, **131** of these were virtual.



**72** road safety events engaging with over **6,724** people.

Fire safety and road safety videos created for schools to replace physical events and presentations.

**10,436** routine fire hydrant inspections.

**368** water riser inspections completed at tall buildings.

**1,997** vulnerable person referrals received, of which:

- **34** FireCare referrals
- **1,963** Partner referrals.

**24 of the 46** Grenfell Tower Phase 1 inquiry recommendations have been completed and closed. An outcome of the Grenfell Tower Inquiry Phase 1 was the introduction of the Building Risk Review (BRR) Programme. LFRS completed the review of the **154** 'in scope' (6 storeys or 18m in height) residential tall buildings within the Service area in advance of the December 2021 deadline.

As part of the Think CO awareness campaign LFRS collaborated with Gas Safe Charity, FireAngel and Cadent to produce a carbon monoxide safety video. Using the language skills within the team of Community Educators the video was produced in English, Hindi and British Sign Language. The video was promoted and used nationally by the NFCC during CO awareness week, as well as being used in a targeted multi partner agency campaign in Leicester City.

The Fire Protection department and specifically the Fire Safety Advisors have facilitated a number of Business Engagement Events, educating on legislation and fire protection, attracting over **300** attendees from across Leicester, Leicestershire and Rutland.

Supported **5** arson related court trials, resulting in a number of successful convictions.

All **35** Business Continuity plans have been reviewed during this year. Two were supported by live exercises to test station arrangements at Melton and Southern Fire Stations.

## We carried out:

**310** fire safety advice requests

**583** fire safety concerns

**718** building regulations inspections

**989** fire safety audits. 119 of these were follow up audits



**290** licensing consultations



**194** specific inspections



**93** desk-based inspections.

All of this work resulted in the following being served:

- 126** action plans
- 29** interim measures
- 14** prohibition notices
- 36** formal enforcement notices
- 155** deficiency notices
- 3** alteration notices

**124** surveys completed with **97%** satisfied with the service provided.





**11,000**

followers on our corporate Facebook account.

**776**

posts offering advice and safety tips.

**110,525**

engagements from followers who either liked, shared or commented on our corporate posts, reaching over **2 million** people.



**8,900**

Twitter followers, **681** tweets reaching over **1 million** people.

**30,712**

engagements from followers who either liked, retweeted or commented on our corporate posts.

**27** Twitter posts related to Wholetime recruitment, reached over **44,000** people with **1,571** engagements and **26** Facebook posts reached over **138,000 people**, receiving **12,524** engagements.



**844**

followers on our corporate Instagram account.

**106**

likes on our most popular post, reaching **504** accounts.

**4,090**

accounts reached on one of our Instagram reels.

In March 2022, we created our TikTok account to expand our reach to the younger generation.

## We delivered:



**5** replacement fire engines ordered

**4** new fleet vehicles: Rope Rescue Vehicle, Fogging Unit, Welfare Vehicle, Minibus

The ICT team have completed phase 1 of the move to Microsoft 365 cloud based computing, providing a greater degree of resilience for our data and removes the need to have equipment on site for data retention. Cyber-attack defense systems and third party verification is proving effective in keeping our data secure from external threats.

The following were completed in the last quarter: **163** LGV safety inspections, **51** LGV Services, **92** Light fleet services/Ministry of Transport (MOT) tests, **134** out of hours call outs to vehicle or equipment breakdowns/faults.

A comprehensive **5-year plan** for estate improvements has been completed. This includes initial major developments planned for a Learning and Development training venue and refurbishment of Western Station.

Orders have been placed for **2** Variable Response Vehicles, **3** Fire Protection Officer cars and a transportation van for the Service Search and Rescue dog.

The replacement High Reach Appliance has also been ordered and is due for delivery in October 2022.

A range of new firefighting equipment alongside station mobile devices to make computer based training more accessible and flexible.

All firefighter personal protective equipment (PPE) was replaced and a fully managed service for cleaning and repairs was implemented at the start of the year.

Workwear for wearing under firefighting PPE and general community safety activities will be replaced this financial year.

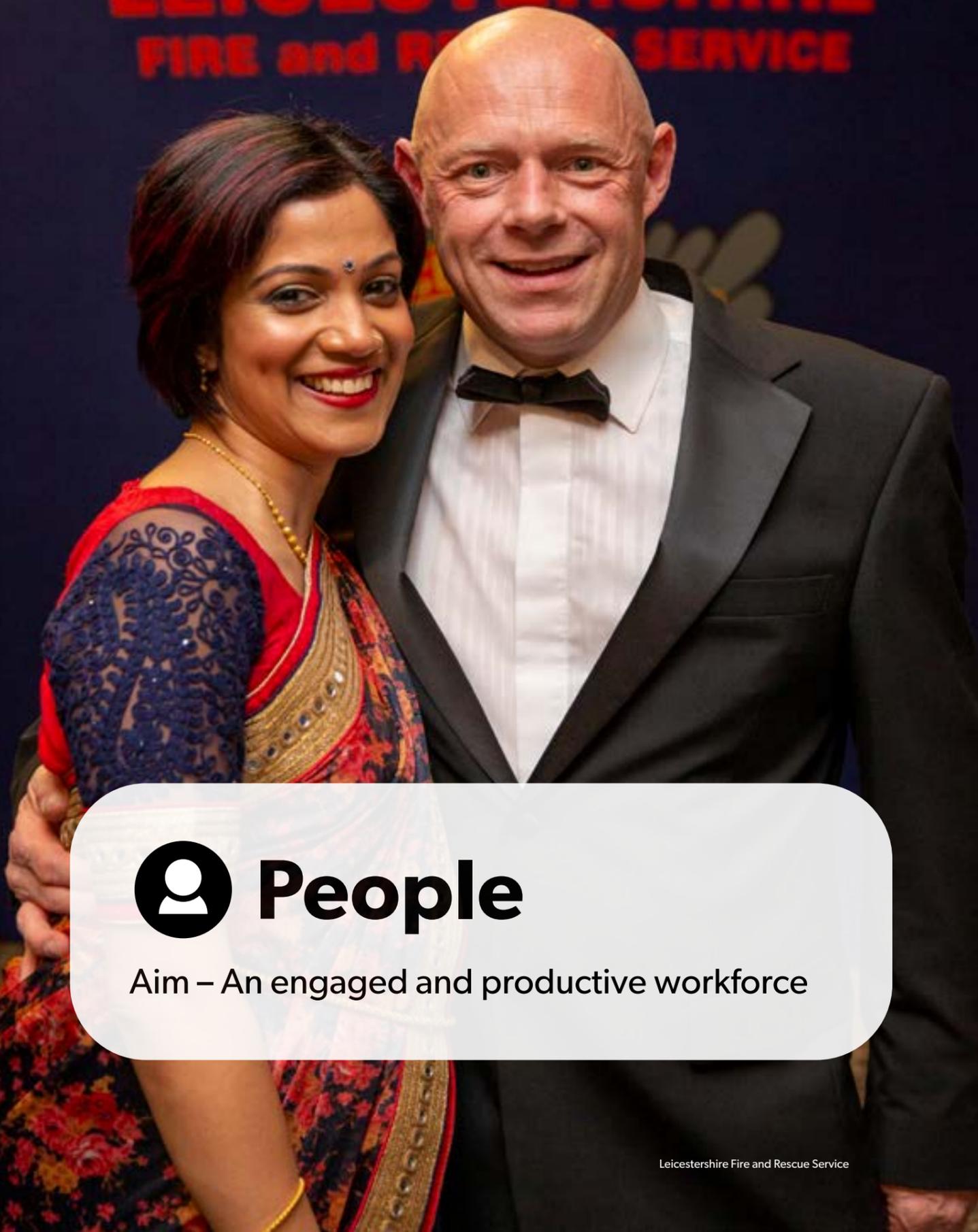


# Finance and Resources

Aim – Deliver value for money quality services



# LEICESTERSHIRE FIRE and RESCUE SERVICE



## People

Aim – An engaged and productive workforce

 **86**  
new staff (filling vacant positions,  
replacing leavers and retirements)

 **36**  
Wholetime firefighters

 **28**  
On-Call firefighters

 **17**  
Support staff

**1,235**  
applications received for **110** vacancies,  
including **510** applications for Wholetime  
firefighter roles.

**104**  
applications for firefighter promotions to  
internal 'talent pools'.

**Over 26,630**  
new users registered on the  
recruitment site.

**Over 300,000**  
page views of the site, 80% of people looking  
for the first time.

**301**  
successful firefighter fitness tests completed.

**6.37**  
average firefighter sickness days/shifts lost per  
person (10.15 including Covid sickness).

**6.37**  
average support staff sickness days/shifts lost  
per person (9.74 including Covid sickness).

Supporting development of On-Call staff to  
reach competent.

Full-time Health and Wellbeing Lead recruited.

Learning and Organisational Development  
restructured, with additional resources for  
dedicated firefighting training.

Developed and launched a bespoke Learner  
Management System. This will be the single  
platform for training, development, career  
management and the recording of operational  
competence.

Carried out a series of employee engagement  
events to develop our new appraisal process.

We delivered:

- **31** weeks of On-Call Initial Acquisition Training (Covering firefighter core skills)
- **4** weeks of Whole-time Transferee/New Recruit Conversion Training
- **167** Driving Courses, which included 10 Emergency Fire Appliance Driver course, 10 Emergency Light Vehicle Driver and 4 Aerial Ladder Platform
- **33** Breathing Apparatus refresher courses
- **137** Incident Command Courses, which included 6 Level 1 and 4 Level 2
- **38** Working at Height Refresher Courses, which included 12 rope access refresher and 6 level 1
- **16** Water Rescue Courses (covering 4 Level 1 and 4 Level 3).

New Hot Fire training underway, utilising Northamptonshire Fire and Rescue Service facilities, to give LFRS firefighters improved real life exposure to basement firefighting scenarios.

Collaborative trauma and RTC training exercise run with EMAS and a local University make-up and prosthetics department to ensure a fully immersive and realistic scenario.

Further collaboration training has been delivered for a variety of senior medical professionals from within EMAS and the Leicester Royal Infirmary, supporting the paramedic course. The purpose being to gain experience from working alongside each other at RTC's.

There are currently **51** staff on an apprenticeship across the Service. These are a variety of different contracts with the majority being the Firefighter Apprenticeship.

A Wholetime recruitment process was completed which resulted in **495** eligible applicants undertaking a variety of selection procedures, culminating in the final interview process which resulted in **44** of these applicants being deemed as appointable. Offers have been made to **18** candidates. Additional phases of offers are scheduled to take place.

To support the recruitment process, a number of 'Positive Action', 'Have a Go Day' and workshop question and answer sessions were arranged. **13** people attended the LGBTQ+ day, **20** attendees booked on to the BAME Have a Go Day and **72** people attended the two question and answer workshops.

Fitness testing continued, **95%** of operational staff were deemed fit for operational duties by the end of the financial year. This involved **301** individuals meeting the fitness criteria when tested during 2021/2022.





## Governance

Aim – Provide assurance

Following an inspection in November 2018 by Her Majesty's Inspectorate of Constabulary and Fire and Rescue Services (HMICFRS), which focussed on three areas – effectiveness, efficiency and people, the Service was graded as 'Requires Improvement'.

**24** 'Areas for Improvement' were identified and the Service found other comments or observations contained within the report which required consideration. Of the 88 actions on the improvement plan,

**82** are now complete with work continuing on the outstanding actions. The next HMICFRS inspection of LFRS will take place in May and June 2022.

The review, updating and creation of Service Policies and Procedures continued under a new process. During the year, **51** new or refreshed policies and **118** procedures have been published.

Work continued to improve the FireMap software application. New maps and data layer were added for the Fire Prevention Department, to help the Community Educators and operational staff to prioritise their visits and inspection work.

A new method of calculating and visualising the Community Risk Model has also been created using the FireMap application. The data is up-to-date, refreshed regularly and the risk factors can be adjusted based on different parameters. The model provides analysis of the **611** areas in Leicester, Leicestershire and Rutland and ranks them in order of their risk profile. The model also showing foreseeable risk which will help with planning decisions in the future.

The visualisation of incident and risk data has also been made available on Microsoft's Power BI dashboards to assist staff with understanding incident hotspots and where to target prevention and protection activity.

An annual staff Excellence Awards night was held in March 2022. **120** members of staff and the public were nominated for a variety of awards including: Community Champion, Operational Excellence and Excellence in Valuing Diversity & Inclusion, with **12** nominees being successful on the evening.

The Service reported no serious General Data Protection Regulation breaches during the financial year. There were **33** total breaches recorded: **3** near miss, **20** minor and **10** moderate.

In 2021/2022 the Service processed **36** external and **47** internal requests for CCTV footage and **10** building CCTV access requests. The Service also processed **46** requests for call recordings, incident logs, non-chargeable reports from the Incident recording System (IRS), and other personal information.

LFRS have worked with the Police in a timely way to support the investigation of crime and the apprehension and prosecution of offenders. Also supporting the sharing of our community safety activity information relating to vulnerable people in our communities with the supporting authorities to help keep people safe from harm.

**602** members of active staff successfully completed initial Data Protection e-learning training.

**24** data protection Subject Access Requests (SAR) were dealt with and the Service responded to **101** Freedom of Information requests, all within the stipulated 20 day return period.

**£65,000** raised in donations for The Fire Fighters Charity. Activities included: car wash, clothing donations and new recruits event.



# Statement of Assurance

## Operational Assurance

**The Combined Fire Authority (CFA) maintains key responsibilities that they are bound to carry out. These are primarily found within:**

-  [The Fire and Rescue Services Act 2004](#)
-  [The Civil Contingencies Act 2004](#)
-  [The Regulatory Reform \(Fire Safety\) Order 2005](#)
-  [The Fire and Rescue Services \(Emergencies\) \(England\) Order 2007](#)
-  [The Localism Act 2011](#)
-  [The Fire and Rescue National Framework for England](#)

This section provides assurance that our service is delivered in line with our statutory responsibilities.

To meet the requirements of the Fire and Rescue Services Act 2004 and The Fire and Rescue National Framework for England, we publish an [Integrated Risk Management Plan \(IRMP\)](#) that identifies and assesses all foreseeable fire and rescue related risks.

Our risk identification and monitoring processes take into account historical incident data and trends, demographic data and local development strategies. We have a Community Risk Model (CRM) that suggests where a serious incident is more likely to occur relative to other locations within our area. We also have regard to our local resilience forum [community risk register](#) as well as national risks, and the arrangements we have in place with our neighbouring services for mutual assistance in response and fire investigation. All of this information is used to help make decisions on where our resources are best placed according to risk, helping us to make proposals.

By combining the IRMP and the corporate plan, we have one plan for responding to all of the risks and challenges facing our local communities, as well as to the organisation itself.

All of our corporate and IRMP objectives can be found in Our Plan which is updated each year. Our five priorities (response, safer communities, finance and resource and people and governance) each have a strategy that provides details on how we will achieve their aims. They underpin our planning framework and will guide us until 2024.

# Financial Assurance

As a public service we are responsible for ensuring that public money is properly accounted for and used economically, efficiently and effectively. As part of financial assurance, our key financial systems are audited every year.

In line with the [Accounts and Audits \(England\) Regulations 2015](#), we publish our [statement of accounts](#) annually. This document sets out the costs of providing our service for the financial year 2021/22. It includes information on income and expenditure, a balance sheet, cash flow statement and a pension fund statement.

Our draft statement for 2021/22 will be published in September 2022. Regulations state that the final audited accounts must be published with the audit opinion and certificate and be approved by the CFA by 31 July each year.

In February 2022, we published our Revenue Budget, Capital Programme and Budget Strategy setting out our [Financial Plans](#) for 2022/23. This is effectively our Medium Term Financial Plan (MTFP). The budget strategy links with the planned actions from our corporate plan and IRMP.

The statutory requirement to publish the [Gender Pay Gap](#) information was achieved prior to April 2022.

## Assurance

In line with the requirements of the Accounts and Audit (England) Regulations 2015, we published an [Annual Governance Statement \(AGS\)](#). This document is produced in accordance with the CIPFA/SOLACE framework and provides a self-assessment of the CFA's performance, along with a review of the effectiveness of our system of internal control and overall corporate governance arrangements.

We are committed to being open and transparent to the public. Part of this includes meeting the [Local Governance Transparency Code 2015](#) where we are required to publish specific information on a regular basis. All of the transparency information can be accessed via one link on our website, found by visiting [leics-fire.gov.uk/transparency](https://leics-fire.gov.uk/transparency).

## Health and Safety

The Health, Safety and Welfare Committees have been constituted under Section 2 (7) of the Health and Safety at Work etc. Act 1974, and the

Safety Representatives and Safety Committees Regulations 1977. The committees enable communications between staff and management supporting the health, safety and welfare of staff at work.

We acknowledge our legal duty and seek to embrace this joint working approach. This process helps our managers liaise with the workforce and ensures that chief officers have a thorough picture of the management of health, safety and welfare within the Service through leadership of the committee structure.

The organisational structure of the main consultative committees is:

-  Health, Safety, Welfare and Corporate Risk Committee
-  Infrastructure Risk Committee
-  Operational Risk Committee
-  Road Risk Committee

Under these committees we evaluate risks, and proactively plan for the management of hazards and risks. This improves our ability to predict the likelihood of emerging risks and therefore aim to prevent them from occurring in the first place.

## Assurance Declaration

This statement of assurance informs and assures our communities and other relevant stakeholders that we are meeting national

operational, financial and governance expectations; and declares that we are meeting the requirements set out in the [Fire and Rescue National Framework for England](#).

We are committed to continuing to provide an excellent level of service to you, our communities, whilst continuing to meet our statutory requirements and keeping you informed.



Callum Faint  
Chief Fire and Rescue Officer



Nicholas Rushton  
Chair of the Combined Fire Authority



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