

**LEICESTER, LEICESTERSHIRE AND RUTLAND COMBINED FIRE  
AUTHORITY  
CORPORATE GOVERNANCE COMMITTEE**

**To: Members of the Corporate Governance Committee**

Cllr. K. Bool (Chairman)

Mr. N. Bannister CC  
Mr. D. Gamble CC  
Cllr. S. Barton  
Mr. K. Ghattoraya CC

Mr. R. Hills CC  
Mrs. M. E. Newton CC  
Mr. J. T. Orson CC  
Cllr. A. Byrne

Copies by email to:

Other Members of the Combined Fire Authority for information only  
Chief Fire Officer and Assistant Chief Fire Officers, Leicestershire Fire and  
Rescue Service.

Dear Sir/Madam,

You are invited to attend a meeting of the **Leicester, Leicestershire and  
Rutland Combined Fire Authority's Corporate Governance Committee**  
which will be held at **Leicestershire Fire and Rescue Service  
Headquarters, 12 Geoff Monk Way, Birstall** on **WEDNESDAY 23  
NOVEMBER 2022** at **2.00pm** for the transaction of business set out on the  
attached Agenda.

Yours Faithfully



Lauren Haslam  
Monitoring Officer



**Leicestershire Fire and Rescue Service**

Headquarters, 12 Geoff Monk Way, Birstall, Leicester LE4 3BU

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**LEICESTER, LEICESTERSHIRE AND RUTLAND COMBINED FIRE  
AUTHORITY  
CORPORATE GOVERNANCE COMMITTEE  
WEDNESDAY 23 NOVEMBER 2022 AT 2.00pm**

*Location*                **Leicestershire Fire and Rescue Service, 12 Geoff Monk Way,  
Birstall, Leicester, LE4 3BU**

*Officer to contact*   **Gemma Duckworth (Tel. 0116 305 2583)**

*E-Mail*                    **gemma.duckworth@leics.gov.uk**

**AGENDA**

<u>Item</u>	<u>Report by</u>	
1. Apologies for absence.		
2. To receive declarations by members of interests in respect of items on this agenda.		
3. To advise of any other items which the Chair has decided to take as urgent.		
4. Chairman's Announcements.		
5. Minutes of the meeting held on 13 July 2022.		(Pages 5 - 10)
6. Performance Monitoring April 2022 - September 2022.	The Chief Fire and Rescue Officer	(Pages 11 - 48)
7. Service Development Programme and 'Our Plan 2020-24' - Appendix A Tasks.	The Chief Fire and Rescue Officer	(Pages 49 - 62)
8. Progress against the Internal Audit Plan 2022/23.	The Treasurer	(Pages 63 - 82)
9. Financial Monitoring to the end of September 2022.	The Treasurer	(Pages 83 - 88)
10. Grenfell Action Plan.	The Chief Fire and Rescue Officer	(Pages 89 - 96)
11. Urgent Items.		
12. Date of Next Meeting.		

The next meeting of the Corporate Governance Committee will be held on 15 March 2023 at 2.00pm at Leicestershire Fire and Rescue Service Headquarters.



Minutes of a meeting of the Leicester, Leicestershire and Rutland CFA - Corporate Governance Committee held at County Hall, Glenfield on Wednesday, 13 July 2022.

PRESENT

Mr. N. D. Bannister CC  
Cllr. S. Barton  
Cllr. K. Bool  
Mr. D. A. Gamble CC

Mr. K. Ghattoraya CC  
Mr. R. Hills CC  
Ms. Betty Newton CC  
Mr. J. T. Orson JP CC

In attendance

Callum Faint, Chief Fire and Rescue Officer  
Lauren Haslam, Monitoring Officer  
Colin Sharpe, representing the Treasurer  
Karl Bowden, Interim Assistant Chief Fire and Rescue Officer  
Neil Jones, Head of Internal Audit Services, Leicestershire County Council  
Leah Parsons, Mazars  
Gemma Duckworth, Democratic Services Officer

1. Appointment of Chairman.

At the Leicester, Leicestershire and Rutland Combined Fire Authority meeting held on 15 June 2022, Councillor Bool was nominated as Chairman Elect of the CFA's Corporate Governance Committee.

It was moved by Mrs. M. E. Newton CC and seconded by Mr. J. Orson CC that Councillor K Bool be appointed Chairman of the CFA's Corporate Governance Committee for the period ending with the date of the Annual Meeting of the CFA in 2023.

**RESOLVED:**

That Councillor K Bool be appointed Chairman of the CFA's Corporate Governance Committee for the period ending with the date of the Annual Meeting of the CFA in 2023.

Councillor K Bool in the Chair

2. Election of Vice Chairman.

The Chairman sought nominations for the position of Vice Chairman of the CFA's Corporate Governance Committee.

It was moved by Councillor Bool and seconded by Councillor S Barton that Mrs. M. E. Newton CC be appointed Vice Chairman of the CFA's Corporate Governance Committee for the period ending with the date of the Annual Meeting of the CFA in 2023. There being no other nominations, the Chairman declared Mrs. M. E. Newton CC be appointed Vice Chairman of the CFA's Corporate Governance Committee.

**RESOLVED:**

That Mrs. M. E. Newton CC be appointed Vice Chairman of the CFA's Corporate Governance Committee for the period ending with the date of the Annual Meeting of the CFA in 2023.

3. Apologies for absence.

An apology for absence was received from Councillor A Byrne.

4. Declarations of Interest.

The Chairman invited members who wished to do so to declare an interest in respect of items on the agenda.

No declarations were made.

5. Urgent Items.

There were no urgent items.

6. Chairman's Announcements.

The Chairman made his announcements which covered the following matters:

- The 20<sup>th</sup> Annual Women in the Fire Service Training and Development weekend;
- The expansion of the road safety education programme using the Hazard Express;
- That the service is running a series of virtual workshops to support and guide potential firefighter applicants, mainly from under represented groups.

7. Minutes.

The minutes of the meeting held on 9 March 2022 were taken as read, confirmed and signed.

8. After the Incident Survey Annual Report 2021-22.

The Committee considered a report of the Chief Fire and Rescue Officer concerning the outcomes of the After the Incident survey 2021/22. A copy of the report marked 'Agenda Item 8' is filed with these minutes.

It was noted that 490 responses had been received in 2021/22, which was an increase on the previous year. Overall, positive feedback had been received in every section of the survey and 99.6% of respondents had expressed overall satisfaction with the service they had received from LFRS.

Arising from the discussion, the following points were raised:

- i) A query was raised around ensuring that all officers were trained in providing after care to those who had been involved in an emergency. It was the intention to increase this provision and ensure that appropriate information was provided to individuals after an emergency. Depending on the incident, it was not always felt appropriate to ask someone to complete a survey, but a leaflet was being developed relating to dealing with a fire in the home. Assurance was given that all staff were extremely empathetic and signposted people to

appropriate support. The Red Cross also provided additional support to those who had been involved in an incident.

- ii) There was concern that people were expected to complete the survey online, but this was not always possible. Confirmation would be sought as to how those were contacted who did not have an email address or access to a computer.
- iii) In comparison to previous surveys, it was stated that there had been an uptake in positive performance. Although the data set had previously been small, this was now increasing and it was hoped that this would show continued further improvements.

The recommendation contained within the report was moved by Councillor Bool and seconded by Mr Bannister CC. The motion was put and carried unanimously.

### **RESOLVED:**

That the summary findings of the 'After the Incident' survey be noted.

#### 9. Performance Monitoring April 2021 to March 2022 and April to May 2022.

The Committee considered a report of the Chief Fire and Rescue Officer which presented an update on the performance of the Leicestershire Fire and Rescue Service (LFRS) for the period April 2021 to March 2022 and April to May 2022. A copy of the report marked 'Agenda Item 9', is filed with these minutes.

Arising from discussion, the following points were raised:

- i) It was reported that the special service for non-fire incidents was an increasing area of business. This was presenting a number of challenges as the incidents were often not emergencies and this impacted on availability to deal with other emergencies. The situation would continue to be monitored.
- ii) Within the period April – May 2022, there had been a potential fire fatality. Guidance was being awaited from the Home Office as to whether this was the case.
- iii) In response to a query as to whether the performance figures were still affected by the impact of Covid-19, it was stated that this was not the case. The figures now largely reflected pre-Covid performance and it was noted that the number of traffic accidents had not increased despite the roads becoming more busy.
- iv) An area of improvement was attendance times, as these were still slightly too high. The Chief Fire and Rescue Officer stated that this was an area that was difficult to control due to factors such as location. However, work was taking place to focus community education in areas of the county where there was no fire station. The Service was also focussing on areas that could be more easily controlled, for example call handling times. Although this was a stretch target, performance was felt to be moving in the right direction.
- v) In relation to staff sickness, there had been a considerable number of absences as a result of Covid-19; at the height of the pandemic, there had

been an average of 100 members of staff off at the same time. However, it was pleasing to note that staff had volunteered to work overtime to minimise disruption to the service during this time and it had been possible to manage 97% availability on wholetime appliances. The Chief Fire and Rescue Officer also reported that the Service had received a Government grant to help cover Covid-19 associated costs.

The recommendation contained within the report was moved by Councillor Bool and seconded by Mrs Newton CC. The motion was put and carried unanimously.

**RESOLVED:**

That the performance of the Leicestershire Fire and Rescue Service for the period April 2021 to March 2022 and April to May 2022 be noted.

10. External Audit Strategy Memorandum.

The Committee considered a report of the Treasurer which presented the CFA's external auditor's (Mazars LLP) Audit Strategy Memorandum for the year ended 31 March 2022. A copy of the report marked 'Agenda Item 10' is filed with these minutes.

The audit was expected to be completed by November 2022 and the CFA would be asked to approve the audited accounts and associated documents by 30 November, in line with the Accounts and Audit Regulations. It was pleasing to note that all stages of the audit were on track and a further update would be presented to the Committee in November.

The recommendation contained within the report was moved by Councillor Bool and seconded by Mr Orson CC. The motion was put and carried unanimously.

**RESOLVED:**

That the External Audit Strategy Memorandum for the year ended 31 March 2022 be noted.

11. Service Development Programme and 'Our Plan 2020-24' Appendix A Tasks.

The Committee considered a report of the Chief Fire and Rescue Officer concerning progress made since March 2022 in delivering projects within the Service Development Programme and the tasks included in Appendix A of Our Plan 2020-24. A copy of the report, marked 'Agenda Item 11', is filed with these minutes.

Arising from discussion, the following points were raised:

- i) The use of social media to promote community events and news was commended as it was felt that this was a way to interest young people. This was continually being developed.
- ii) The work of the Premises Risk Collaboration Group (PRCG) was highlighted. This Group had been formed as a result of the Grenfell Tower inquiry and its main purpose was to oversee the delivery of any messages arising from the inquiry. There had been proactive engagement with landlords to act on the Government's recommendations in relation to tall buildings and specific plans



for evacuating individual buildings were monitored. A report on the work of the PRCG would be presented to the next meeting of the Committee.

- iii) There was some concern that private landlords of new buildings had no requirement to check the individual needs of tenants, although the new Fire Safety Act gave the Service enforcement powers with regard to domestic dwellings. More recently, there had been significant traction on new buildings of high rise design. This would need to be considered by a Joint Planning Group led by the Health and Safety Executive, of which Leicestershire Fire and Rescue Service would be a statutory partner.

The recommendation contained within the report was moved by Councillor Bool and seconded by Councillor Barton. The motion was put and carried unanimously.

**RESOLVED:**

That the progress made since March 2022 in the delivery of projects within the Service Development Programme and the tasks that are included in Our Plan 2020-24 be noted.

12. Head of Internal Audit Services Annual Report 2021/22.

The Committee considered a report of the Treasurer which presented the Head of Internal Audit Service Annual Report 2021-22. A copy of the report marked 'Agenda Item 12' is filed with these minutes.

It was noted that overall, the Head of Internal Audit Service's opinion was positive and any weaknesses identified were being managed.

The recommendation contained within the report was moved by Councillor Bool and seconded by Mr Gamble CC. The motion was put and carried unanimously.

**RESOLVED:**

That the Head of Internal Audit Service Annual Report 2021-22 be noted.

13. Sickness Analysis - April 2021 to March 2022.

The Committee considered a report of the Chief Fire and Rescue Officer which presented an update on sickness analysis for Leicestershire Fire and Rescue Service for the period April 2021 to March 2022. A copy of the report marked 'Agenda Item 13' is filed with these minutes.

In response to a query around the mental health support in place for staff, it was stated that TRIM assessments were undertaken after an incident, there were signposts to services, and a health and wellbeing support pack available. The newly appointed Health and Wellbeing Lead was in the process of visiting fire stations to assess whether any further support was required. It was pleasing to note that staff were now feeling more confident about reporting that they had mental health issues and assurance was given that staff were supported if they had non-work related mental health issues.

The recommendation contained within the report was moved by Councillor Bool and seconded by Mr Ghattoraya CC. The motion was put and carried unanimously.

**RESOLVED:**

That the sickness analysis for the period April 2021 to March 2022 be noted.

14. Procurement and Waivers Annual Report.

The Committee considered a report of the Chief Fire and Rescue Officer informing of procurement related activity and compliance for the financial year 2021/22. A copy of the report marked 'Agenda Item 14' is filed with these minutes.

The recommendation contained within the report was moved by Councillor Bool and seconded by Mr Hills CC. The motion was put and carried unanimously.

**RESOLVED:**

That the summary of procurement activity in 2021/22, as required by Rule 19.2 of the Contracts Procedure Rules 2018, be noted.

15. Governance Update.

The Committee considered a report of the Monitoring Officer which provided an update and assurance on governance and ethical issues. A copy of the report marked 'Agenda Item 15' is filed with these minutes.

The Government's intention to make it a statutory requirement for Fire and Rescue Authorities to have at least one independent member on the Committee was noted. At present, the timescale for the introduction of the relevant legislation was unclear but in the interim, the Government was encouraging FRAs and local authorities to establish their arrangements in line with CIPFA's revised guidance. A further report would be presented to a future meeting of the Committee.

Consultation entitled 'Reforming Our Fire and Rescue Service: Government Consultation' was currently being undertaken. The proposed response, which needed to be submitted by 26 July, had been drafted and approved by the Chairman and Vice Chairman of the CFA. This would also be circulated to members of the CFA.

The recommendation contained within the report was moved by Councillor Bool and seconded by Mrs Newton CC. The motion was put and carried unanimously.

**RESOLVED:**

That the update provided on governance and ethical issues be noted.

16. Date of Next Meeting.

The next meeting of the CFA Corporate Governance Committee will be held on Wednesday 14 September 2022 at 2.00pm.

**Status of Report: Public**

**Meeting: Corporate Governance Committee**

**Date: 23 November 2022**

**Subject: Performance Monitoring April 2022 to September 2022**

**Report by: Chief Fire and Rescue Officer**

**Author: Chris Moir, Planning Manager**

**For: Information Only**

### **Purpose**

1. The purpose of this report (and the accompanying appendices) is to present the Corporate Governance Committee with an update on the performance of the Leicestershire Fire and Rescue Service (LFRS) for the period April to September 2022.

### **Recommendation**

2. The CFA Corporate Governance Committee is asked to note the performance of the Leicestershire Fire and Rescue Service for the period April to September 2022.

### **Executive Summary**

3. A comprehensive performance update is attached as Appendix 1. It contains full details of the key performance indicators and provides further analysis and comparison information.
4. Service performance is measured through corporate performance indicators. Where the data is available, each indicator is monitored against an average of the previous three years.
5. Incident numbers and performance remained reasonably consistent between April 2022 and June 2022; however there was a significant increase in fire related incidents in July and August 2022 which coincided with the extreme weather conditions of heatwave temperatures and a lack of rain. Secondary fire incidents were the highest since July 2018 with an increase in grass fires and fires in the open. The year to date figures are well above the three-year average, with numbers expected to remain that way until the high temperatures begin to reduce.
6. Despite the increase in incident volumes between April and September 2022 the average response times to life-risk incidents reduced to 10 minutes 0 seconds (3-year average 10 minutes 11 seconds). Attendance to non-life risk incidents was 10 minutes 10 seconds and primary fires 10 minutes 17 seconds.
7. Due to the increase in incidents, there was a significant increase in the number of calls being received by Fire Control. There have been 11,729 emergency

calls received this year to date, 2,879 more calls than the 3-year average. July and August saw a peak, with approximately 2,700 being received when the monthly average had been approximately 1,600. A significant number of these calls were received around 19 July when the Service briefly called a 'Major Incident' when a number of concurrent incidents saw the majority of available resources being utilised.

## **Background**

8. The detailed Performance Report, attached at Appendix 1, was created following consultation with members of the Corporate Governance Committee at a Performance Reporting Workshop held in November 2019. The agreed changes became effective from April 2020.
9. One performance report is now published for the Committee, the Senior Management Team (SMT) and the Tactical Management Team (TMT). The report is more detailed and easier to understand. Targets and the Red, Amber, Green (RAG) status methodology is removed as requested by members, with performance now being compared against the last three-year average.
10. Life risk incident attendance times (KCI 3.2) are measured against a 10-minute average as agreed in the Integrated Risk Management Plan. To ensure consistency with the Home Office and the reporting mechanisms of Her Majesty's Inspectorate of Constabulary and Fire and Rescue Services (HMICFRS) the average response time to primary fires is also included.
11. There were 4,998 incidents attended between April and September 2022 – 1,729 fire incidents against a three-year average of 1,142, 1,588 fire false alarms (three-year average 1,426) and 1,681 non fire incidents (three-year average 1,574).
12. Appliance availability for April to September 2022 has seen a reduction against the three-year average. Wholetime availability was 97.7% (98.4% three-year average) and On-Call appliance availability was 58.6% (70.0% three-year average).
13. Fire prevention work continues with excellent productivity numbers being recorded. The number of home safety checks undertaken between April and September 2022 was 6,391 which is significantly higher than the three-year average of 4,671.
14. Fire Protection has also continued to increase the number of fire safety audits undertaken. Between April and September 2022, 598 audits were undertaken, which is considerably higher than the three-year average of 275.
15. Public satisfaction in the service provided remains very high; 100% of the 210 people who responded to the After the Incident Survey this year were satisfied or very satisfied with the overall service they received. 100% of the 1,375 people who responded were satisfied with the engagement during a home safety check and 100% of the 100 people who responded were satisfied with the engagement during a fire protection visit.

## Report Implications/Impact

### 16. Legal (including crime and disorder)

The timely production of relevant performance information and the achievement of continuous improvement is a statutory duty as described in the Local Government Act 1999.

### 17. Financial (including value for money, benefits and efficiencies)

There are no financial implications arising from this report.

### 18. Risk (including corporate and operational, health and safety and any impact on the continuity of service delivery)

Effective performance management including the reporting, monitoring and analysis of performance indicators enables proactive control measures to be implemented to reduce risk and demand.

### 19. Staff, Service Users and Stakeholders (including the Equality Impact Assessment)

Any identified action plans will be developed and delivered by relevant managers and staff.

### 20. Environmental

There are no environmental implications arising from this report.

### 21. Impact upon Our Plan Objectives

Active monitoring of performance indicators allows the Service to assess the effectiveness of delivering corporate objectives, influencing changes to strategies and policies where necessary. It also meets the Governance Strategy outcomes of well-informed communities and well-informed staff and the objective of 'monitor and report on our performance so everyone knows how we are doing'.

## Background Papers

None.

## Appendix

Appendix 1 - Performance Update – April 2022 to September 2022

## Officers to Contact

Callum Faint, Chief Fire and Rescue Officer

[callum.faint@leics-fire.gov.uk](mailto:callum.faint@leics-fire.gov.uk)

0116 2105555

Chris Moir, Planning Manager

[chris.moir@leics-fire.gov.uk](mailto:chris.moir@leics-fire.gov.uk)

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# Performance Update: April to September 2022

**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
<b>KCI 1 Incidents Attended</b>																
I.1	<b>Total incidents</b>	<b>765</b>	<b>770</b>	<b>761</b>	<b>962</b>	<b>1057</b>	<b>683</b>							<b>4998</b>	<b>4142</b>	<b>856</b>
I.2	Fire incidents	248	229	251	382	444	175							1729	1142	587
a	Primary fire incidents	90	85	106	122	113	70							586	557	29
b	Secondary fire incidents	153	144	145	260	331	104							1137	566	571
c	Chimney fire incidents	5	0	0	0	0	1							6	19	-13
I.3	Fire false alarm incidents	233	240	238	310	304	263							1588	1426	162
a	Due to apparatus	116	125	130	168	137	148							824	724	100
b	Good intent	113	108	102	138	164	108							733	658	75
c	Malicious attended	4	7	6	4	3	7							31	44	-13
I.4	Non-fire incidents	284	301	272	270	309	245							1681	1574	107
a	Non-fire false alarms	11	9	10	12	14	8							64	65	-1
b	Special service	273	292	262	258	295	237							1617	1509	108
-	Road traffic collision (RTC)	41	66	45	48	59	44							303	326	-23
-	Assist other agencies	75	72	79	50	61	66							403	391	12
-	Medical incident - co-responder/first responder	21	17	13	31	29	19							130	144	-14
-	Effecting entry / exit	36	32	31	33	33	26							191	151	40
<b>KCI 2 Fatalities and casualties</b>																
2.1	Fatalities in fires	0	1	0	0	0	1							2	3	-1
2.2	Non-fatal casualties in fires	4	3	4	3	5	3							22	31	-9
2.3	Fatalities in non-fire incidents	4	5	4	4	7	3							27	30	-3
2.4	Non-fatal casualties in non-fire incidents	60	78	47	48	43	45							321	393	-72
2.5	Number of TRIM (Trauma Risk Management):															
a	Notifications	7	13	5	7	7	5							44	45	-1

Ref	Key Corporate Indicator	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Actual	3-Year Average	Differ
b	Interventions	3	5	0	2	1	2							13	31	-18
c	I to I's	1	1	0	0	0	1							3	5	-2
2.6	Number of LFRS employees injured whilst attending incidents	2	1	0	0	6	0							9	9	0
<b>KCI 3 Level of emergency response service provision</b>																
3.1	Number of emergency calls received	1552	1573	1627	2738	2693	1546							11729	8850	2879
3.2	The total average response times of life threatening incidents (mins)	9:40	10:16	9:54	9:20	10:01	10:49							10:00	10:18	-0:18
a	Average call handling time	2:04	2:02	1:59	2:07	1:58	2:19							2:04	2:06	-0:02
b	Average appliance mobilisation time	1:17	1:08	1:18	1:16	1:16	1:31							1:17	1:42	-0:25
c	Average time to drive to the incident	6:19	7:06	6:37	5:57	6:47	6:59							6:39	6:30	0:09
d	Number of life threatening incidents attended	57	77	69	57	65	51							376	495	-119
3.3	The total average response times of non-life threatening incidents (mins)	9:58	9:14	9:49	10:23	11:06	10:04							10:10	9:54	0:16
a	Average call handling time	1:54	1:51	1:58	2:04	2:03	2:04							1:59	2:11	-0:12
b	Average appliance mobilisation time	1:33	1:26	1:30	1:21	1:35	1:29							1:29	1:39	-0:10
c	Average time to drive to the incident	6:31	5:57	6:21	6:58	7:28	6:31							6:42	6:04	0:38
d	Number of non-life risk incidents attended	699	690	687	900	975	627							4578	3400	1178
3.4	The total average response times to primary fires (as recorded by Home Office)	9:24	8:04	9:59	11:12	11:39	10:28							10:17	9:47	0:30
a	Average call handling time	1:26	1:24	1:41	1:32	1:52	1:37							1:36	1:40	-0:04
b	Average appliance mobilisation time	1:31	1:02	1:12	1:20	1:29	1:37							1:22	1:34	-0:12
c	Average time to drive to the incident	6:27	5:38	7:06	8:20	8:18	7:14							7:19	6:33	0:46
d	Number of primary fire incidents attended	79	71	97	111	105	63							526	498	28
3.5	The % availability of Wholetime fire appliances	97.7%	98.5%	97.9%	96.4%	97.3%	98.6%							97.7%	98.4%	-0.7%
3.6	The % availability of On-Call fire appliances	61.8%	57.6%	59.7%	51.4%	57.1%	64.5%							58.6%	70.0%	-11.4%
3.7	The % of people satisfied with our overall response	100%	100%	100%	100%	100%	100%							100%	100%	0%
a	The % of people satisfied with their initial contact with the service	100%	95%	100%	100%	100%	100%							99%	99%	0%
b	The % of people satisfied with the service they received at the scene	100%	100%	100%	100%	100%	100%							100%	99%	1%



Ref	Key Corporate Indicator	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Actual	3-Year Average	Differ
<b>KCI 4 Home Fire Safety Checks</b>																
4.1	Home safety checks	935	1339	1231	975	1061	850							6391	4671	1720
4.2	Home safety feedback surveys	198	275	315	277	208	102							1375	889	486
a	Percentage satisfied	100%	100%	99%	100%	100%	100%							100%	100%	0%
<b>KCI 5 Fire Protection and Enforcement</b>																
5.1	The % of fire safety audits that result in action plans and enforcement notices	20%	15%	9%	18%	14%	16%							15%	16%	-1%
a	Fire safety audits	98	115	102	100	91	92							598	275	323
b	Action plans and enforcement notices	20	17	9	18	13	15							92	43	49
5.2	Fire protection survey – Overall how satisfied were you with the service received	100%	100%	100%	100%	100%	100%							100%	99%	1%
<b>KCI 6 Capacity, staff and availability</b>																
6.1	Average number of days/shifts lost to sickness by operational staff per person (inc COVID 19)	1.86			1.75									3.61	2.57 (3.93)	1.04 (-0.32)
a	Days/shifts lost to short-term sickness	342.66			356.09									698.75	276.25	422.50
b	Days/shifts lost to long-term sickness	364.99			310.48									675.48	687.10	-11.62
c	Total days/shifts lost to sickness	707.65			666.58									1374.23	963.35 (1395.97)	410.88 (-21.74)
6.2	Average number of days/shifts lost to sickness by support staff per person (inc COVID 19)	1.76			2.02									3.78	3.15 (4.18)	0.63 (-0.40)
a	Days/shifts lost to short-term sickness	71.91			80.20									152.11	82.86	69.25
b	Days/shifts lost to long-term sickness	141.30			167.92									309.22	255.83	53.39
c	Total days/shifts lost to sickness	213.21			248.12									461.33	338.69 (480.96)	122.64 (-19.63)
6.3	Average number of staff on modified duties for the entire month	5	6	5	5	8	8							6.17	6.62	-0.45
a	Wholetime	4	5	3	4	5	4							4.17	3.06	1.11
b	On-Call	1	1	2	1	3	4							2.00	3.17	-1.17
c	Support	0	0	0	0	0	0							0.00	0.39	-0.39
6.3	Average number of staff on modified duties at some point throughout the month	7	12	19	15	13	21							14.50	12.39	2.11
a	Wholetime	6	7	14	9	11	16							10.50	8.11	2.39
b	On-Call	1	5	4	5	2	3							3.33	2.72	0.61

17

Ref	Key Corporate Indicator	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Actual	3-Year Average	Differ
c	Support	0	0	1	1	0	2							0.67	1.56	-0.89

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 September 2022**

Of the 4998 incidents April to September 2022, 1729 (35%) fire incidents, 1681 (33%) were non-fire incidents and 1588 (32%) were fire false alarm incidents. Most incidents occurred in Charnwood, followed by Western and Eastern. The 3-year average is 4142, so in comparison to this, there are 856 more incidents (21%).

**Table 2: Total incidents – April to September 2022**

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Apr to Sep 2022
1.1	<b>Total incidents</b>	642	661	680	398	257	206	158	399	743	425	429	4998

Looking at the 3 areas:

Fire incidents – increase of 587 incidents compared to 3-year average.

False alarms – increase of 162 incidents compared to the 3-year average.

Non-fire incidents – increase of 107 incidents compared to 3-year average.

Whilst each of the 3 areas show increases against the 3-year average and it is important to recognise that the 3-year average will have been affected somewhat by the COVID 19 pandemic, the number of incidents attended in July and August has been out of the ordinary to say the least. The number of fire related incidents has increased significantly during that period, the main reason being the huge rise in secondary fire incidents. This is a result of what has been a really dry period with record temperatures and hardly any rain. September has seen a reduction in incidents, recording the lowest number of incidents so far this year. The number of fire false alarm incidents has increased, as has the number of non-fire incidents, although not to the extent the number of fire incidents has increased. Part of the non-fire incidents is the number of special service incidents, which shows greater increases in the number of effecting entry/exit entry and assist other agency incidents. The number of suicide attempts has also increased with 52 during April to September, including 7 actual suicides. There were 68 suicide attempts in total for last year, including 9 actual suicides.

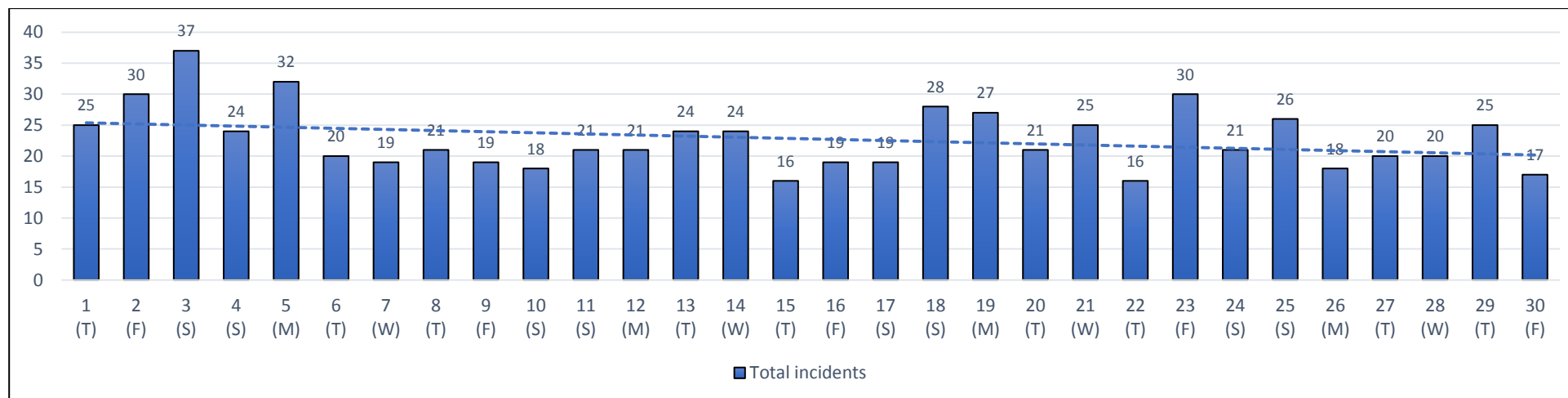
### September 2022

Of the 683 incidents in September, 263 (38%) were fire false alarm incidents, 245 (36%) were non-fire incidents and 175 (26%) were fire incidents. This has reduced considerably from August (1057) and can be put down to the much milder cooler weather. There were 331 secondary fires in August and only 104 recorded in September, which is the lowest month of the year so far for secondary fires. Most incidents occurred in Charnwood, followed by Central and Eastern. The decrease in incidents in September is due in main to decreases in fire incidents, although fire false alarms and non-fire incidents have both dropped as well. There were a total of 444 fire incidents in August, compared to 175 in September.

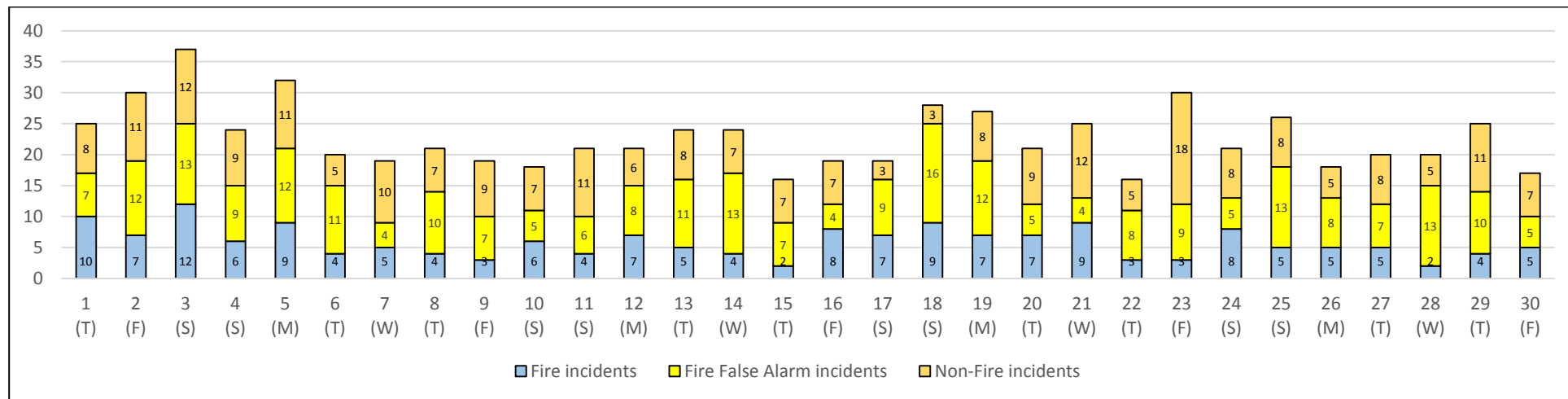
**Table 3: Total incidents – September 2022**

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Sep 2022
I.1	Total incidents	92	90	83	50	45	35	22	51	102	53	60	683

**Chart 1: The total number of incidents by day in September 2022** shows the number of incidents by day, ranging from 16 at its lowest in a day on 15 and 22 September, to 37 incidents at its peak on 3 September. The number of incidents has decreased as the month has progressed. On average, there were 22.77 incidents attended each day.



**Chart 2: The total number of incidents broken down by type and day in September 2022** shows the 37 incidents on 3 September broken down into 13 fire false alarm incidents, 12 fire incidents and 12 non-fire incidents.



### 1.2 Fire incidents – April to September 2022

Of the 1729 fire incidents April to September 2022, 586 were primary fires, 1137 were secondary fires and 6 were chimney fires. Most incidents occurred in Charnwood, Western and Central. The 3-year average is 1142, so in comparison to this, there are 587 more incidents. That’s a 51% increase in fires compared against the 3-tear average. The number of secondary fires during April to August has increased considerably and this can be related to the much warmer drier weather. There have been record temperatures with hardly any rainfall during this period, although we are now entering a period that traditionally reduces throughout the winter months because of the colder weather and earlier darker nights.

**Table 4: Fire incidents – April to September 2022**

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Apr to Sep 2022
1.2	Fire incidents	200	195	248	125	94	50	42	130	287	170	188	1729
a	Primary fire incidents	57	67	74	50	36	17	21	44	88	69	63	586
b	Secondary fire incidents	143	128	174	74	57	33	20	86	199	99	124	1137
c	Chimney fire incidents	0	0	0	1	1	0	1	0	0	2	1	6

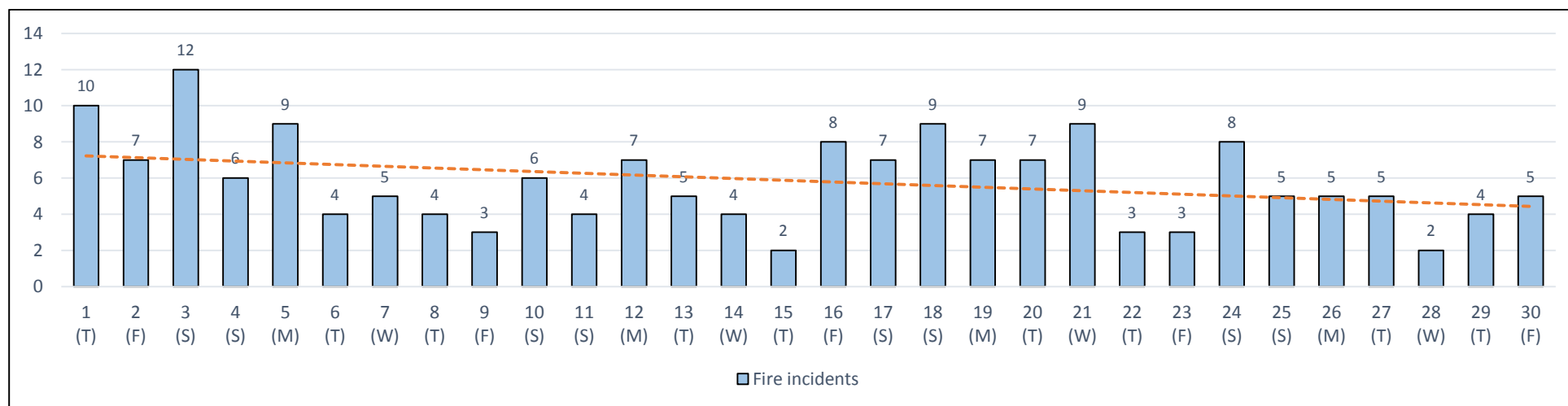
## September 2022

Of the 175 incidents in September, 104 (59%) were secondary fires, 70 (40%) were primary fires and 1 (1%) was a chimney fire. This is the lowest number of fire incidents in a month so far this year. Most incidents occurred in Charnwood, North West Leicester and Eastern. This is a decrease of 269 incidents from August (444).

**Table 5: Fire incidents – September 2022**

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Sep 2022
1.2	Fire incidents	17	18	17	9	21	6	4	12	28	16	27	175
a	Primary fire incidents	7	4	8	4	9	3	3	7	9	4	12	70
b	Secondary fire incidents	10	14	9	5	12	3	1	5	19	11	15	104
c	Chimney fire incidents	0	0	0	0	0	0	0	0	0	1	0	1

**Chart 3: The total number of fire incidents by day in September 2022** shows the number of incidents by day, ranging from 2 at its lowest in a day on 15 and 28 September, to 12 incidents at its peak on 3 September. The number of incidents has decreased as the month has progressed. On average, there were 5.83 fire incidents attended each day.



### **1.2a Primary fire incidents**

There were 70 primary fire incidents in September, a decrease of 43 from August (113). Of these, 49 were accidental fires, 20 were deliberate fires and 1 was not known. North West Leicester had the most incidents with 12, followed by Charnwood 9 and Melton 9.

Of the 49 accidental fires, the main property categories were dwelling 20 and road vehicle 16. The main fire cause shows combustible articles too close to heat source (or fire) 8, fault in equipment or appliance 8, cooking – other cooking 5 and other 5. The main ignition source shows cooking appliance 12, electricity supply 9 and vehicles only 8. The main times of the incidents show 5 of the incidents occurring between the hours of 2.00pm – 3.00pm.

Of the 20 deliberate fires, the main property categories were road vehicle 9 and grassland woodland and crops 4. The main times of the incidents show 7 of the incidents occurring between the hours of 12.00 Midnight – 2.00am and were all road vehicles.

Of the 1 not known fire, the property category was barn and occurred between 7.00pm – 8.00pm.

### **1.2b Secondary fire incidents**

There were 104 secondary fire incidents in September, which is 227 less than August (331). The number of deliberate secondary fires historically has always increased when there are prolonged periods of warmer weather. The last time we had such a number of secondary fires was back in July 2018 when there were 301 secondary fires. That summer there was a prolonged period of hot weather and specifically throughout that month. We have now had a large number of secondary fires in a very small period of time in July and August. September has been a lot cooler with some rainfall and its darker in the evening much earlier, so we are now entering the period of year when secondary fires reduce.

Of the incidents in September, 40 were accidental fires, 63 were deliberate fires and 1 was not known. Charnwood had the most incidents with 19.

Of the 40 accidental fires, the main types of property were grassland woodland and crops 16, other outdoors (inc land) 12 and outdoor structure 10. The main times of the incidents shows 9 incidents occurring between the hours of 7.00pm – 9.00pm.

Of the 63 deliberate fires, the main types of property were grassland woodland and crops 33, other outdoors (inc land) 20 and outdoor structure 9. The main times of the incidents show 15 of the incidents occurring between the hours of 6.00pm – 7.00pm.

Of the 1 not known fire, the property category was outdoor structure and occurred between 8.00pm – 9.00pm.

### 1.2c Chimney fire incidents

There was 1 chimney fire incident in September, which is 1 more than August (0). It occurred in Hinckley and Bosworth between 9.00pm – 10.00pm.

### 1.3 Fire false alarms – April to September 2022

Of the 1588 fire false alarm incidents April to September 2022, 824 were due to apparatus, 733 were good intent and 31 were malicious. Most incidents occurred in Central, Western and Eastern. The 3-year average is 1426, so compared to the average, figures have increased by 162.

**Table 6: Fire false alarms – April to September 2022**

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Apr to Sep 2022
I.3	Fire false alarms	251	219	224	138	85	65	57	120	200	116	113	1588
A	Due to apparatus	180	130	130	60	38	32	31	55	87	44	37	824
B	Good intent	59	86	89	77	46	31	26	65	109	69	76	733
C	Malicious attended	12	3	5	1	1	2	0	0	4	3	0	31

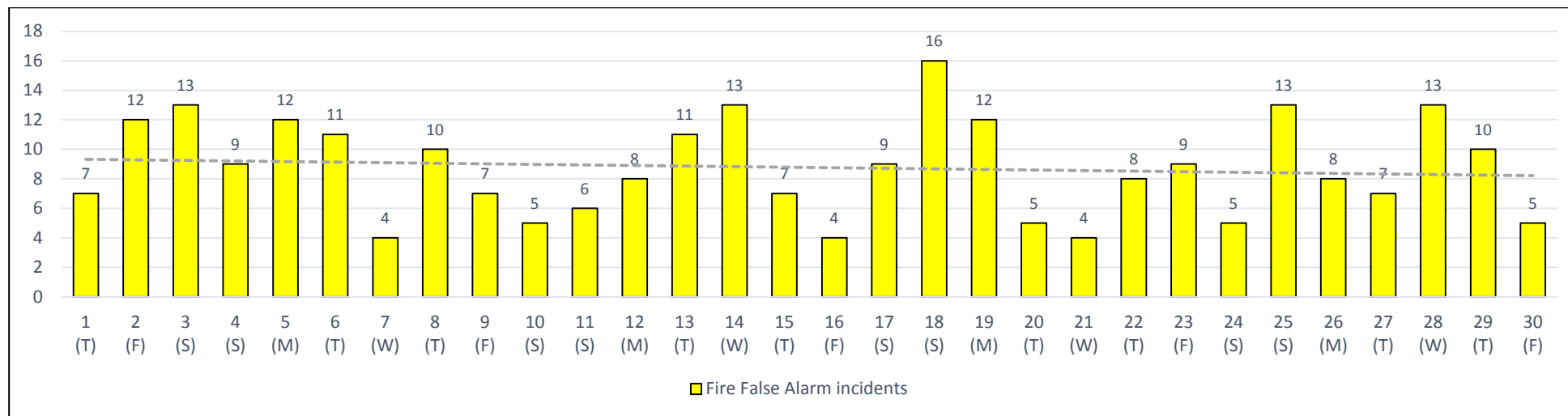
### **September 2022**

Of the 263 fire false alarm incidents in September, 148 were due to apparatus, 108 were good intent and 7 were malicious. Most incidents occurred in Central, Eastern and Western. There were 304 in August, so September has seen a decrease of 41.

**Table 7: Fire false alarms – September 2022**

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Sep 2022
I.3	Fire false alarms	45	41	36	20	16	14	6	21	35	17	12	263
A	Due to apparatus	33	25	25	7	5	6	3	9	23	8	4	148
B	Good intent	10	13	11	13	11	7	3	12	11	9	8	108
C	Malicious attended	2	3	0	0	0	1	0	0	1	0	0	7

**Chart 4: The total number of fire false alarm incidents by day in September 2022** shows the number of incidents by day, ranging from 4 at its lowest in a day on 7, 16 and 21 September, to 16 incidents at its peak on 18 September. The number of incidents has decreased as the month has progressed. On average, there were 8.77 incidents attended each day.



**1.3a Due to apparatus**

There were 148 false alarms due to apparatus in September, an increase of 11 from August (137). Of these, the main categories were dwelling 101 and non-residential 25.

Of the false alarms due to apparatus, the main causes cooking/burnt toast 39, faulty 25 and accidentally/carelessly set off 24. The main times of the incidents show 13 of the incidents occurring between the hours of 6.00pm – 7.00pm.

**1.3b Good intent**

There were 108 good intent false alarms in August, a decrease of 56 from August (164). Of these, the main categories were dwelling 46 and grassland woodland and crops 18.

Of the good intent false alarms, the main causes were controlled burning 19, other 17 and bonfire 14. The main times of the incidents show 12 of the incidents occurring between the hours of 7.00pm – 8.00pm.

**1.3c Malicious attended**



There were 7 malicious false alarms in September, an increase of 4 from August (3). Of these, 3 were in Eastern, 2 Central, 1 Charnwood and 1 was in Oadby and Wigston.

**1.4 Non-fire incidents – April to September 2022**

Of the 1681 non-fire incidents April to September 2022, 64 were non-fire false alarms and 1617 were special service. The table below shows the most incidents occurred in Charnwood, Eastern and Western. The 3-year average is 1574, so compared to the average, figures have increased by 107.

Data is provided for road traffic collision, assist other agencies, medical incident - co-responder/first responder and effecting entry / exit, which are the main categories in special service. There are however many other categories, analysis will be provided if figures spike in any of those. Flooding incidents is one category that is monitored as incidents increase when there are prolonged spells of wet weather. Suicide is one category that has particularly been highlighted over the last couple of years. During April to September we have attended 52 suicide attempts, with 7 actual suicides. There were a total of 68 suicide attempts in the whole of last year, with 9 actual suicides.

**Table 8: Non-fire incidents – April to September 2022**

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Apr to Sep 2022
1.4	Non-fire incidents	191	247	208	135	78	91	59	149	256	139	128	1681
a	Non-fire false alarms	11	7	9	4	3	2	2	5	14	1	6	64
b	Special service	180	240	199	131	75	89	57	144	242	138	122	1617
-	Road traffic collision (RTC)	18	31	31	41	19	10	7	37	40	36	33	303
-	Assist other agencies	43	62	63	18	25	25	9	34	69	30	25	403
-	Medical incident - co-responder/first responder	7	24	8	20	3	14	16	8	4	16	10	130
-	Effecting entry / exit	25	38	25	12	3	18	4	19	27	14	6	191

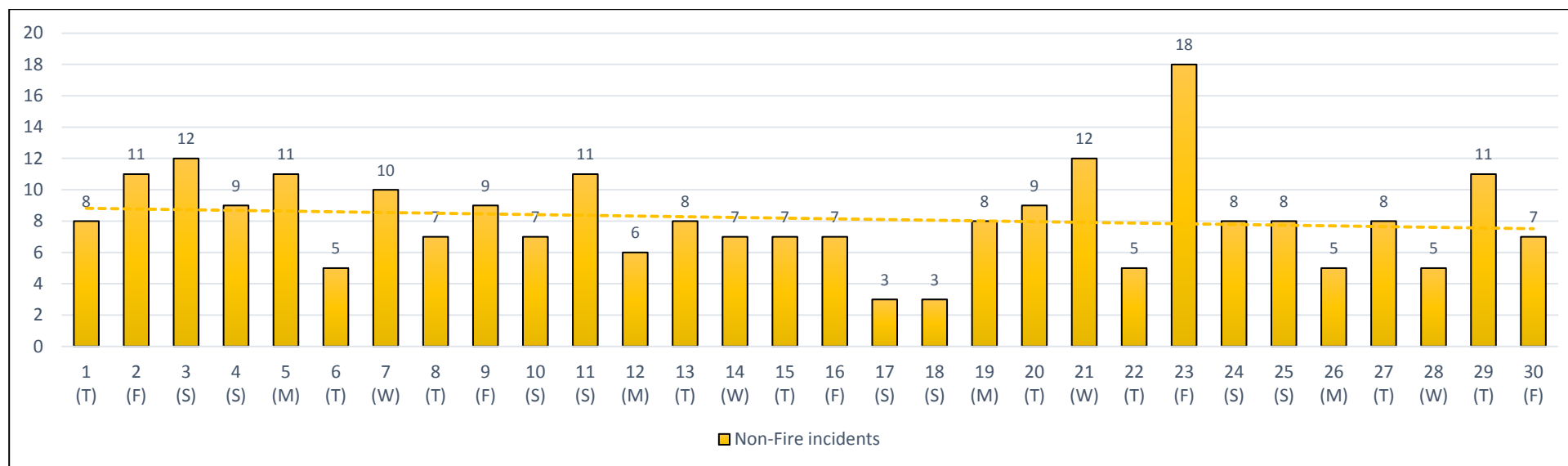
**September 2022**

Of the 245 incidents in September, 8 were non-fire false alarms and 237 were special service. Looking at the table below the most incidents occurred in Charnwood, Eastern, Central and Western. There were 309 in August, so September has seen a decrease of 64.

**Table 9: Non-fire incidents – September 2022**

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Sep 2022
1.4	Non-fire incidents	30	31	30	21	8	15	12	18	39	20	21	245
a	Non-fire false alarms	1	0	0	1	1	1	1	0	1	0	2	8
b	Special service	29	31	30	20	7	14	11	18	38	20	19	237
-	Road traffic collision (RTC)	4	3	4	6	1	1	3	6	4	5	7	44
-	Assist other agencies	8	7	8	2	1	4	2	5	14	9	6	66
-	Medical incident - co-responder/first responder	2	7	0	4	0	1	2	1	0	1	1	19
-	Effecting entry / exit	3	2	4	4	3	4	1	2	3	0	0	26

**Chart 5: The total number of non-fire incidents by day in September 2022** shows the number of incidents by day, ranging from 3 at its lowest in a day on 17 and 18 September, to 18 incidents at its peak on 23 September. The number of incidents decreased slightly towards the end of the month. On average, there were 8.17 incidents attended each day.



### **1.4a Non-fire false alarms**

Of the 8 non-fire false alarms in September, 2 were in North West Leicester, 1 in Central, 1 in Charnwood, 1 in Harborough, 1 in Melton, 1 in Oadby and Wigston and 1 in Rutland. This is 6 less than the number in August (14).

### **1.4b Special service**

There were 237 special service incidents in September, a decrease of 58 from August (295). Of these, there were 44 road traffic collisions, 66 assist other agencies and 26 effecting entry/exit. Charnwood had the most incidents with 38, followed by Eastern 31 and Western 30. Assist other agencies has had 66 incidents in September, which is 5 more than August (61) and this type of incident has increased substantially over the past few years. There have now been 403 assist other agency incidents April to September, which is just higher than the 3-year average of 391. The vast majority of assist other agency incidents are effecting entry/exit incidents on behalf of other agencies and also includes bariatric incidents. The number of road traffic collisions has decreased with 303 April to September, compared to the 3-year average of 326. Medical incident - co-responder/first responder has had 130 incidents April to September, compared to the 3-year average of 144. Effecting entry/exit where the Service were called by members of the public has had 191 incidents April to September, compared to the 3-year average of 151 and this type of incident has increased substantially. The number of suicide attempts are also included in this category as mentioned previously, in September we have attended 4 suicide attempts, with no actual suicides.

### **2.1 Fatalities in fires – April to September 2022**

There have been 2 fatalities in fires recorded in April to September 2022. This is 1 less than the 3-year average of 3 fatalities.

The first fire fatality occurred on the morning of Sunday 1 May in Coalville East Ward in Coalville. The alarm was raised by passers-by. A 68-year-old female was found on the sofa in the lounge by breathing apparatus wearers and the believed cause was accidental due to smoking materials. A full post incident response was carried out over 2 days, 10 days after the incident. This was well received, over 50 Home Safety Checks were completed with some still being followed up.

The second fire fatality occurred on the afternoon of Friday 16 September in Leicester City. Control received four 999 calls to a flat fire. Three appliances were initially mobilised, which was increased to four following an assistance message from the incident commander. The fire was located on the 1st floor where forced entry was made and four BA wearers committed under stage 1. A 56-year-old male occupant was rescued by the BA crews. The gentleman had suffered severe burns to his lower body, but was conscious and breathing at the time of being rescued. EMAS were in attendance and treated the casualty prior to being conveyed to Birmingham QE Hospital. Unfortunately, due to the severity of his injuries the gentleman passed away on the 18th September 2022.

## **2.2 Non-fatal casualties in fires – April to September 2022**

There have been 22 non-fatal casualties in fires April to September 2022. This is 9 less than the 3-year average of 31. Of the 22 non-fatal casualties, 10 have occurred in fires in the City, 4 in Charnwood, 3 in Melton, 2 in Hinckley and Bosworth, 1 in Harborough, 1 in North West Leicestershire and 1 in Rutland. Out of the 22 non-fatal casualties in fires, 14 casualties occurred in dwellings, 3 in the outdoors, 2 in non-residential, 2 in road vehicle and 1 in other residential. Of the 22 non-fatal casualties. 18 were accidental and 4 were deliberate, with the circumstances leading to the injuries showing the main categories were caused by fighting fire (including attempts) 6, discovering fire 2, injury accidentally sustained at the start of the fire 2, trapped by fire because unaware e.g. asleep 2 and suspected under the influence of drugs 2.

**Table 10: Non-fatal casualties in fires – April to September 2022**

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Apr to Sep 2022
2.2	Non-fatal casualties in fires	3	5	2	1	3	0	1	0	4	2	1	22

### **September 2022**

There were 3 non-fatal casualties in fires in September, which is 2 less than in August (5), with 1 in Central, 1 in Charnwood and 1 in Rutland.

Of the 3 non-fatal casualties, 2 were accidental and 1 was deliberate. The circumstances leading to the injuries, shows that the injuries were caused discovering fire 1, not known 1 and no details 1.

## **2.3 Fatalities in non-fire incidents – April to September 2022**

There have been 27 fatal casualties in non-fire incidents April to September 2022. This is 3 less than the 3-year average of 30.

Of the 27 fatalities, 9 were attended to assist other agencies, 7 were suicide/attempts, 5 were road traffic collision, 3 were effecting entry/exit, 1 was no action (not false alarm), 1 was removal of people from objects and 1 was rescue or evacuation from water. There were 5 in Rutland, 4 in Blaby, 4 in Harborough, 3 in Central, 3 in North West Leicester, 3 in Oadby and Wigston, 2 in Charnwood, 1 in Eastern, 1 in Hinckley and Bosworth and 1 in Western.

**Table 11: Fatalities in non-fire incidents – April to September 2022**

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Apr to Sep 2022
2.3	Fatalities in non-fire incidents	3	1	1	4	0	3	5	4	2	1	3	27

**September 2022**

There were 3 fatalities in non-fire incidents in September, compared to 7 in August.

Of the 3 fatalities, 2 were road traffic collisions and 1 was to assist other agencies. There was 1 in Charnwood, 1 in Harborough and 1 in Rutland.

**Table 12: Fatalities in non-fire incidents – September 2022**

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Sep 2022
2.3	Fatalities in non-fire incidents	0	0	0	1	0	0	1	0	1	0	0	3

**2.4 Non-fatal casualties in non-fire incidents – April to September 2022**

There have been 321 non-fatal casualties in non-fire incidents April to September 2022. This is 72 less than the 3-year average of 393.

Of the main property types of non-fatal casualties, 171 were road vehicle, 119 were dwellings and 20 were outdoor. Blaby has had most non-fatal casualties with 42. These can be related somewhat to the high number of road traffic collisions.

**Table 13: Non-fatal casualties in non-fire incidents – April to September 2022**

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Apr to Sep 2022
2.4	Non-fatal casualties in non-fire incidents	24	36	39	38	23	11	7	42	41	31	29	321

## September 2022

There were 45 non-fatal casualties in non-fire incidents in September, compared to 43 in August.

Of the 45 non-fatal casualties, the main property types of non-fatal casualties were road vehicle 27 and dwelling 17. The districts with the most non-fatal casualties in non-fire incidents in September was Western 11, North West Leicester 7 and Harborough 6.

**Table 14: Non-fatal casualties in non-fire incidents – September 2022**

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Sep 2022
2.4	Non-fatal casualties in non-fire incidents	5	3	11	6	1	2	1	2	4	3	7	45

### **2.5 Number of TRiM (Trauma Risk Management) – April to September 2022**

The indicator Trauma Risk Management has now been running for just over 2 years and looks at the number of notifications, interventions and 1 to 1's. There have been 44 TRiM notifications April to September 2022. This is 1 less than the average of the previous 2 years figures of 45 during the same period.

#### **September 2022**

There were 5 TRiM notifications in September, compared to 7 in August. Of the 5 incidents that were reported, there were 4 road traffic collisions (2 with a fatality and 2 serious life changing injuries) and 1 gaining entry for EMAS with a fatality. Notifications have dropped as TRiM embeds within the service and Fire Control have reduced automatic notifications to the inbox. More emphasis has been put onto line managers and individuals to ensure to notify TRiM. Training video's and education will ensure that personnel are aware of what TRiM is for, the process and how to access and what support can be given. This is also complimented when the service Health and Wellbeing dogs are used as TRiM is always spoken about and a presentation given where appropriate. Health and Wellbeing support has increased and the team continue to increase awareness for all staff on how to access support.

### **2.6 Number of LFRS employees injured whilst attending incidents – April to September 2022**

There have been 9 personal injuries whilst attending incidents April to September 2022. This is exactly the same as the 3-year average of 9. Of the 9 personal injuries, 6 were classed as minor and 3 were classed as moderate, with 4 occurring at Eastern Station, 2 at Wigston Station, 1 at Central Station, 1 at Oakham Station and 1 at Shepshed Station.

The personal injuries were categorised further as 1 injury from other - burn/scald, 1 injury from other - allergy/adverse reaction, 1 injury from lifting or manual handling, 1 injury from slipped, tripped and fell on same level, 1 injury from other – injured using hand tools, 1 injury from being bitten by a cat at an incident, 1 injury from blisters on feet from fire boots, 1 injury from other - dizziness and/or heat stress and 1 injury from stood on a rake on the floor that then hit them on the head.

Of the 9 personal injuries, 8 of the injuries occurred whilst at a fire incident and 1 occurred at a special service incident. Based on the RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013) reporting, 5 injuries resulted in no sickness or modified duties, 3 injuries resulted in sickness/modified duties check and 1 injury resulted in sickness over 3 days.

## **September 2022**

There were no personal injuries whilst attending incidents in September, compared to 6 in August.

### **3.1 Number of emergency calls received – April to September 2022**

There have been 11729 emergency calls received April to September 2022. This is 2879 more than the 3-year average of 8850.

## **September 2022**

There were 1546 emergency calls received in September, which is 1147 less than August (2693). 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. On average, emergency calls were answered in 5.52 seconds in September.

July was one of the busiest months for emergency calls for many years. In August there were very similar numbers and now September has reduced back to the level of calls we usually receive in a typical month.

### **3.2 The total average response times of life threatening incidents – April to September 2022**

There have been 376 incidents classed as life risk by Control April to September 2022. This is 119 less than the 3-year average of 495. The total average response time for the 376 incidents was 10 minutes 0 seconds, compared to the 3-year average of 10 minutes 18 seconds.

The 10 minutes 0 seconds can be broken down further:

Average call handling was 2 minutes 4 seconds, a reduction of 2 seconds on the 3-year average time (2 minutes 6 seconds).

Average mobilisation time was 1 minute 17 seconds, a reduction of 25 seconds on the 3-year average time (1 minute 42 seconds).

Average drive time was 6 minutes 39 seconds, an increase of 9 seconds on the 3-year average time (6 minutes 30 seconds).

The 376 life risk incidents average response time of 10 minutes 0 seconds can also be broken down by incident type:

44 Fire incidents attended with an average response time of 7 minutes 39 seconds.

34 Fire false alarm incidents attended with an average response time of 8 minutes 44 seconds.

298 Non-fire incidents attended with an average response time of 10 minutes 29 seconds.

Of the 298 Non-fire incidents, there were 200 RTC incidents attended with an average response time of 10 minutes 38 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. During April to September 2022 there have been 48 investigations carried out by Control, 12 mobilisation investigations and 57 drive time investigations. This picks up any anomalies with the system and highlights any possible areas of concern.

**Table 15: The total average response times of life threatening incidents (mins) – April to September 2022**

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Apr to Sep 2022
3.2	The total average response times of life threatening incidents (mins)	7:33	7:29	7:55	13:10	12:11	8:35	16:53	10:57	9:52	10:53	10:47	10:00
a	Average call handling time	2:00	2:03	1:54	2:10	2:20	1:53	2:42	2:07	2:14	1:55	1:52	2:04
b	Average appliance mobilisation time	1:10	1:03	1:01	1:20	1:44	1:25	2:11	1:23	1:00	1:23	1:42	1:17
c	Average time to drive to the incident	4:23	4:23	5:00	9:40	8:07	5:17	12:00	7:27	6:38	7:35	7:13	6:39
d	Number of life threatening incidents attended	41	42	54	47	19	14	10	32	50	33	34	376

**September 2022**

There have been 51 incidents classed as life risk by Control in September 2022. This is 14 less than August (65).

The total average response time for the 51 incidents was 10 minutes 49 seconds, compared to 10 minutes 1 second in August.

The 10 minutes 49 seconds can be broken down further:

Average call handling was 2 minutes 19 seconds, an increase of 21 seconds on the time in August (1 minute 58 seconds).

Average mobilisation time was 1 minute 31 seconds, an increase of 15 seconds on the time in August (1 minute 16 seconds).

Average drive time was 6 minutes 59 seconds, an increase of 12 seconds on the time in August (6 minutes 47 seconds).

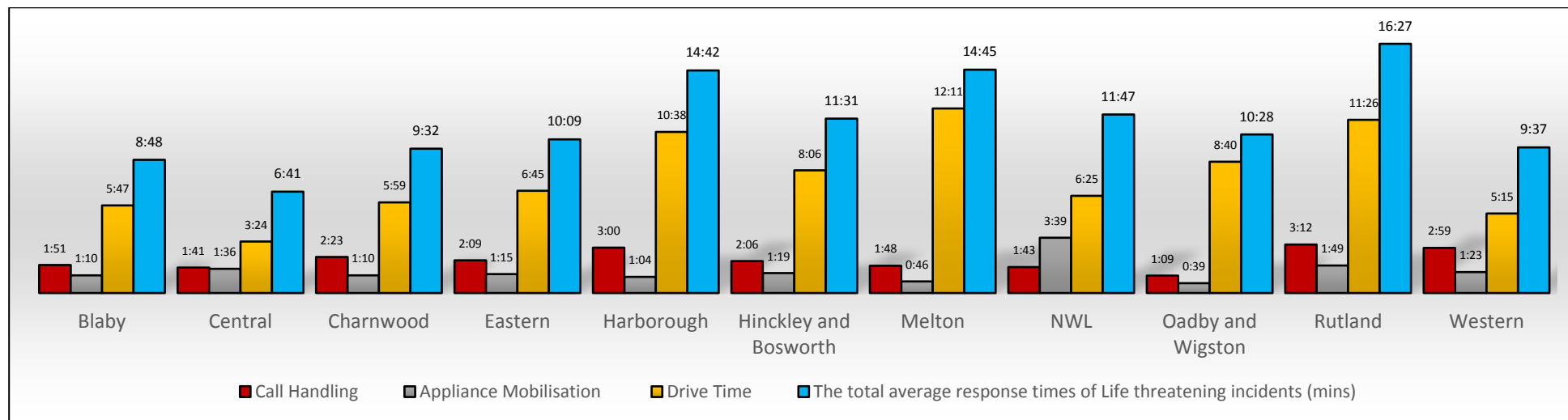


During September there have been 5 investigations carried out by Control, 3 mobilisation investigations and 10 drive time investigations. This picks up any anomalies with the system and highlights any possible areas of concern. Please note that small numbers are being analysed.

**Table 16: The total average response times of life threatening incidents (mins) – September 2022**

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Sep 2022
3.2	The total average response times of life threatening incidents (mins)	6:41	10:09	9:37	14:42	14:45	10:28	16:27	8:48	9:32	11:31	11:47	10:49
a	Average call handling time	1:41	2:09	2:59	3:00	1:48	1:09	3:12	1:51	2:23	2:06	1:43	2:19
b	Average appliance mobilisation time	1:36	1:15	1:23	1:04	0:46	0:39	1:49	1:10	1:10	1:19	3:39	1:31
c	Average time to drive to the incident	3:24	6:45	5:15	10:38	12:11	8:40	11:26	5:47	5:59	8:06	6:25	6:59
d	Number of life threatening incidents attended	5	5	7	6	1	1	3	4	9	5	5	51

**Chart 7: The total average response times of life threatening incidents in September 2022** shows the average call handling time, average mobilisation time, average time to drive and average total response time broken down by district. Central shows the quickest average response time and Rutland shows the longest average response time to life threatening incidents.



### **3.3 The total average response times of non-life threatening incidents – April to September 2022**

There have been 4578 incidents classed as non-life risk by Control April to September 2022. This is 1178 more than the 3-year average of 3400. The total average response time for the 4578 incidents was 10 minutes 10 seconds, compared to the 3-year average of 9 minutes 54 seconds.

The 10 minutes 10 seconds can be broken down further:

Average call handling was 1 minute 59 seconds, a reduction of 12 seconds on the 3-year average time of 2 minutes 11 seconds.

Average mobilisation time was 1 minute 29 seconds, a reduction of 10 seconds on the 3-year average time of 1 minute 39 seconds.

Average drive time was 6 minutes 42 seconds, an increase of 38 seconds on the 3-year average time of 6 minutes 4 seconds.

The 4578 non-life risk incidents average response time of 10 minutes 10 seconds can also be broken down by incident type:

1678 Fire incidents attended with an average response time of 10 minutes 40 seconds.

1616 Fire false alarm incidents attended with an average response time of 9 minutes 26 seconds.

1284 Non-fire incidents attended with an average response time of 10 minutes 27 seconds.

Of the 1284 non-fire incidents, there were 379 Assist other agencies incidents attended with an average response time of 10 minutes 10 seconds.

Please note: There were a total of 4622 non-life risk incidents attended April to September 2022. 44 incidents have been excluded as per Home Office guidelines. Some examples of exclusions are incidents with a total response time of less than a minute, or over an hour and any incident where any call handling, mobilisation time or drive time has a null value.

34

**Table 17: The total average response times of non-life threatening incidents (mins) – April to September 2022**

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Apr to Sep 2022
3.3	The total average response times of non-life threatening incidents (mins)	8:05	8:24	8:41	12:44	12:09	8:49	12:40	10:54	10:13	11:38	12:34	10:10
a	Average call handling time	1:47	1:54	1:49	2:03	2:06	2:09	2:18	2:08	2:00	2:00	2:13	1:59
b	Average appliance mobilisation time	1:10	1:05	1:06	2:02	3:03	1:31	1:53	1:16	1:17	1:33	2:07	1:29
c	Average time to drive to the incident	5:08	5:25	5:46	8:39	7:00	5:09	8:29	7:30	6:56	8:05	8:14	6:42
d	Number of non-life threatening incidents attended	599	610	622	347	237	192	143	363	688	387	390	4578

## September 2022

There have been 627 incidents classed as non-life risk by Control in September. This is 348 less than August (975). The total average response time for the 627 incidents was 10 minutes 4 seconds, compared to 11 minutes 6 seconds in August.

The 10 minutes 4 seconds can be broken down further:

Average call handling was 2 minutes 4 seconds, an increase of 1 second on the time in August (2 minutes 3 seconds).

Average mobilisation time was 1 minute 29 seconds, a reduction of 6 seconds on the time in August (1 minute 35 seconds).

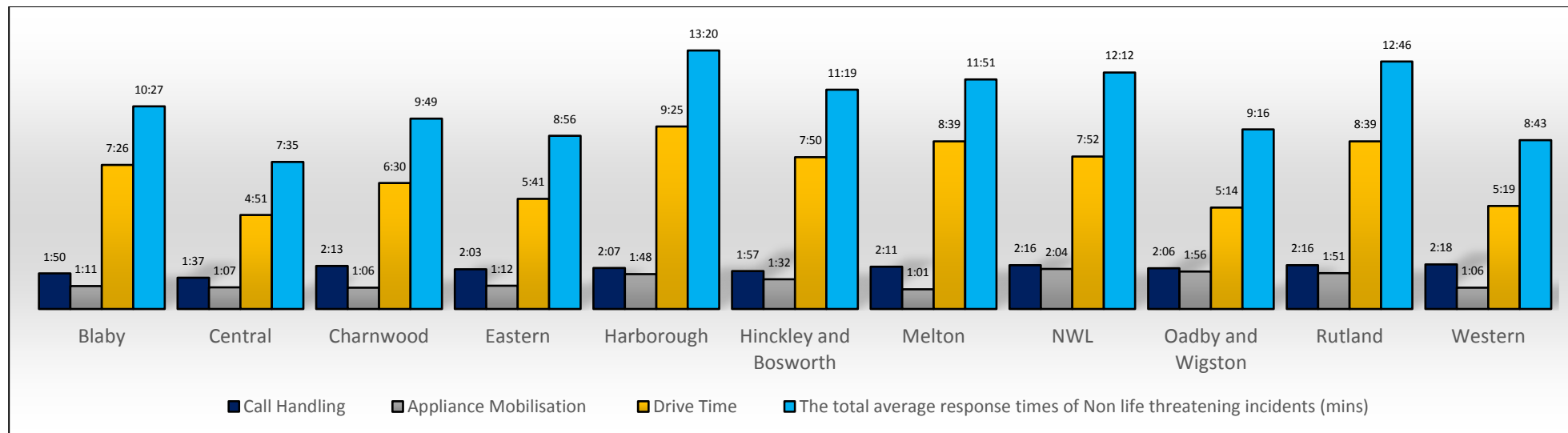
Average drive time was 6 minutes 31 seconds, a reduction of 57 seconds on the time in August (7 minutes 28 seconds).

Currently no investigations are required.

**Table 18: The total average response times of non-life threatening incidents (mins) – September 2022**

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Sep 2022
3.3	The total average response times of non-life threatening incidents (mins)	7:35	8:56	8:43	13:20	11:51	9:16	12:46	10:27	9:49	11:19	12:12	10:04
a	Average call handling time	1:37	2:03	2:18	2:07	2:11	2:06	2:16	1:50	2:13	1:57	2:16	2:04
b	Average appliance mobilisation time	1:07	1:12	1:06	1:48	1:01	1:56	1:51	1:11	1:06	1:32	2:04	1:29
c	Average time to drive to the incident	4:51	5:41	5:19	9:25	8:39	5:14	8:39	7:26	6:30	7:50	7:52	6:31
d	Number of non-life threatening incidents attended	86	84	76	44	43	34	18	47	93	47	55	627

**Chart 8: The total average response times of non-life threatening incidents in September 2022** shows the average call handling time, average mobilisation time, average time to drive and average total response time broken down by district. Central shows the quickest average response time and Harborough shows the longest average response time to non-life threatening incidents.



### 3.4 The total average response times to primary fires (as recorded by Home Office) – April to September 2022

There were a total of 586 primary fires attended April to September 2022. 60 incidents have been excluded as per Home Office guidelines. So, the response time calculations for primary fires is based on 526 primary fires April to September 2022. The total average response time for the 526 primary fires is 10 minutes 17 seconds, compared to the 3-year average of 9 minutes 47 seconds.

The 10 minutes 17 seconds can be broken down further:

Average call handling was 1 minute 36 seconds, a reduction of 4 seconds on the 3-year average time of 1 minutes 40 seconds.

Average mobilisation time was 1 minute 22 seconds, a reduction of 12 seconds on the 3-year average time of 1 minute 34 seconds.

Average drive time was 7 minutes 19 seconds, an increase of 46 seconds on the 3-year average time of 6 minutes 33 seconds.

**Table 19: The total average response times of primary fire incidents (mins) – April to September 2022**

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Apr to Sep 2022
3.3	The total average response times of primary fire incidents (mins)	7:19	6:52	7:53	13:13	12:18	8:21	16:32	10:37	9:36	12:38	11:39	10:17
a	Average call handling time	1:20	1:18	1:19	1:51	1:40	1:09	2:20	1:22	1:37	1:56	1:50	1:36
b	Average appliance mobilisation time	1:09	1:01	1:02	1:29	2:42	1:43	2:10	1:10	1:07	1:27	1:17	1:22

c	Average time to drive to the incident	4:50	4:33	5:32	9:53	7:56	5:29	12:02	8:05	6:52	9:15	8:32	7:19
d	Number of primary fire incidents attended	52	60	54	46	35	16	19	44	75	65	60	526

### September 2022

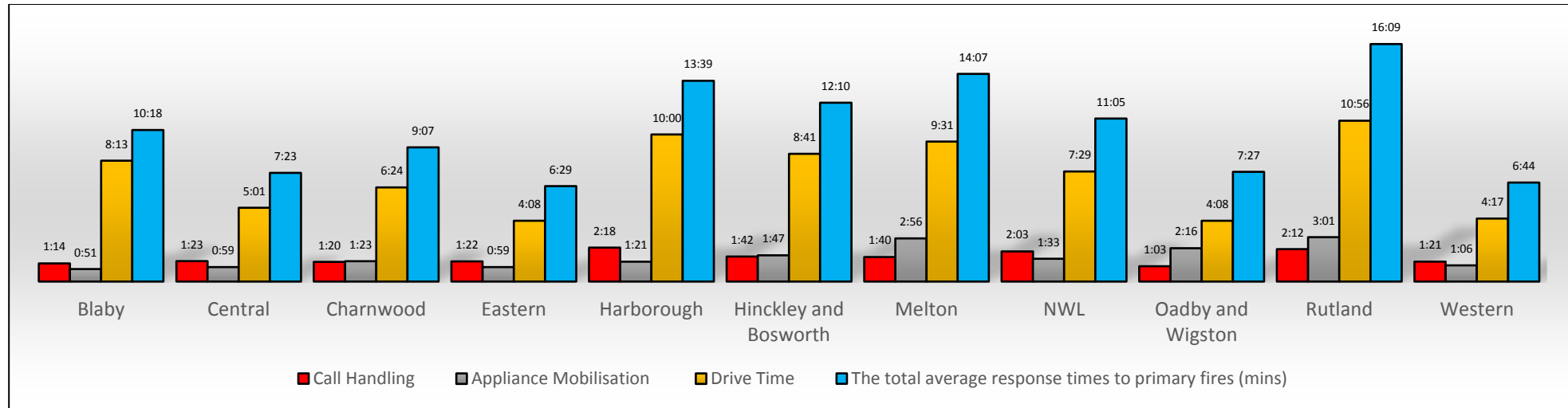
There have been 63 primary fires in September. This is 42 less than September (105).  
 The total average response time for the 63 incidents was 10 minutes 28 seconds, compared to 11 minutes 39 seconds in August.

This 10 minutes 28 seconds can be broken down further:  
 Average call handling was 1 minute 37 seconds, a reduction of 15 seconds on the time in August (1 minute 52 seconds).  
 Average mobilisation time was 1 minute 37 seconds, an increase of 8 seconds on the time in August (1 minute 29 seconds).  
 Average drive time was 7 minutes 14 seconds, a reduction of 1 minute 4 seconds on the time in August (8 minutes 18 seconds).

**Table 20: The total average response times of primary fire incidents (mins) – September 2022**

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Sep 2022
3.3	The total average response times of primary fire incidents (mins)	7:23	6:29	6:44	13:39	14:07	7:27	16:09	10:18	9:07	12:10	11:05	10:28
a	Average call handling time	1:23	1:22	1:21	2:18	1:40	1:03	2:12	1:14	1:20	1:42	2:03	1:37
b	Average appliance mobilisation time	0:59	0:59	1:06	1:21	2:56	2:16	3:01	0:51	1:23	1:47	1:33	1:37
c	Average time to drive to the incident	5:01	4:08	4:17	10:00	9:31	4:08	10:56	8:13	6:24	8:41	7:29	7:14
d	Number of primary fire incidents attended	6	4	5	4	8	3	3	7	7	4	12	63

**Chart 9: The total average response times of primary fire incidents in September 2022** 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 Rutland shows the longest average response time to primary fire incidents.



### 3.5 The % availability of Wholetime fire appliances – April to September 2022

For April to September 2022, Wholetime fire appliances have been available 97.7% of the time due to crewing, a decrease of 0.7% compared to the 3-year average (98.4%). Please note these figures are calculated based purely on the crew/skill availability held on the Systel Data Warehouse. Any unavailability due to mechanical reasons is not included.

**Table 21: The % availability of Wholetime fire appliances – April to September 2022**

Station	Appliance	Type	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Total
Castle Donington	18P1	Wholetime	100.00%	100.00%	97.60%	99.80%	97.85%	100.00%							99.19%
Birstall	19P2	Wholetime	100.00%	99.84%	100.00%	100.00%	100.00%	100.00%							99.97%
Loughborough	20P1	Wholetime	100.00%	100.00%	99.17%	97.04%	98.92%	100.00%							99.18%
Loughborough	20P3	Wholetime	79.86%	89.45%	79.03%	62.90%	69.62%	90.42%							78.47%
Melton	21P1	Wholetime (07.00 – 19.00)	99.58%	96.37%	99.68%	97.58%	95.47%	99.44%							97.99%
Eastern	23P1	Wholetime	99.17%	100.00%	100.00%	100.00%	100.00%	100.00%							99.86%
Eastern	23P2	Wholetime	94.72%	98.12%	97.01%	95.16%	98.48%	94.30%							96.31%
Western	24P1	Wholetime	99.86%	100.00%	100.00%	100.00%	100.00%	100.00%							99.98%

Coalville	25PI	Wholetime	99.02%	99.80%	99.93%	99.66%	99.93%	99.86%							99.70%
Central	30PI	Wholetime	99.17%	100.00%	100.00%	100.00%	100.00%	100.00%							99.86%
Central	30P2	Wholetime	96.25%	94.94%	97.36%	93.95%	98.90%	99.44%							96.79%
Wigston	31PI	Wholetime	99.95%	99.73%	98.89%	99.60%	98.92%	98.45%							99.26%
Oakham	33PI	Wholetime	100.00%	100.00%	99.88%	100.00%	100.00%	99.93%							99.97%
Market Harborough	36PI	Wholetime (07.00 – 19.00)	100.00%	99.55%	99.72%	99.55%	98.25%	99.86%							99.48%
Lutterworth	37PI	Wholetime (07.00 – 19.00)	96.39%	99.33%	99.58%	100.00%	98.38%	93.61%							97.90%
Hinckley	38PI	Wholetime	100.00%	96.62%	99.03%	98.19%	99.87%	100.00%							98.94%
Southern	40PI	Wholetime	98.33%	100.00%	100.00%	98.92%	100.00%	100.00%							99.54%
Total			97.70%	98.46%	97.89%	96.37%	97.33%	98.64%							97.72%

### September 2022

For September, Wholetime fire appliances have been available 98.6% of the time due to crewing, an increase of 1.3% compared to August (97.3%).

### 3.6 The % availability of On-Call fire appliances – April to September 2022

For April to September 2022, On-Call fire appliances have been available 58.6% of the time due to crewing, a decrease of 11.4% compared to the 3-year average (70.0%). Please note these figures are calculated based purely on the crew/skill availability held on the Systel Data Warehouse. Any unavailability due to mechanical reasons is not included.

**Table 22: The % availability of On-Call fire appliances – April to September 2022**

Station	Appliance	Type	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Total
Melton	21PI	On-Call (19.00 – 07.00)	99.81%	100.00%	99.77%	99.51%	99.37%	99.86%							99.72%
	21P2	On-Call	87.43%	83.11%	84.52%	81.00%	74.82%	87.20%							82.96%
	Total	On-Call Station	92.04%	89.47%	91.86%	90.17%	89.90%	92.94%							91.04%
Coalville	25P2	On-Call	69.19%	57.75%	57.20%	55.85%	68.82%	69.24%							62.97%
Ashby	26P2	On-Call	64.68%	57.24%	77.06%	55.53%	51.10%	82.71%							64.55%
Shepshed	28P2	On-Call	64.14%	62.97%	68.96%	60.22%	71.03%	71.66%							66.47%

Wigston	31P2	On-Call	52.57%	35.57%	28.77%	33.49%	34.63%	45.46%								38.35%
Billesdon	32P3	On-Call	50.02%	47.49%	47.71%	54.46%	60.71%	49.75%								51.73%
Oakham	33P3	On-Call	51.60%	68.82%	77.31%	71.86%	73.48%	77.15%								70.06%
Uppingham	34P2	On-Call	51.69%	58.20%	52.04%	57.95%	62.12%	65.67%								57.97%
	34P3	On-Call	20.51%	25.78%	24.12%	15.12%	17.58%	17.50%								20.09%
	Either	Total	72.20%	83.98%	76.16%	73.07%	79.70%	83.17%								78.06%
Kibworth	35P2	On-Call	51.85%	48.43%	45.42%	40.70%	52.26%	59.53%								49.66%
Market Harborough	36P1	On-Call (19.00 – 07.00)	65.65%	64.47%	49.17%	46.33%	54.70%	67.22%								57.88%
	36P3	On-Call	4.94%	7.04%	3.33%	2.26%	3.37%	17.90%								6.43%
	Total	On-Call Station	37.48%	37.12%	26.95%	25.43%	30.72%	49.68%								34.50%
Lutterworth	37P1	On-Call (19.00 – 07.00)	96.85%	95.83%	97.31%	90.46%	90.32%	93.70%								94.05%
	37P3	On-Call	51.09%	27.99%	30.56%	14.61%	21.24%	25.72%								28.41%
	Total	On-Call Station	65.28%	56.79%	57.64%	51.48%	56.05%	56.67%								57.27%
Hinckley	38P2	On-Call	46.25%	49.60%	57.48%	41.62%	59.16%	65.49%								53.22%
	38P3	On-Call	26.39%	30.96%	16.52%	23.59%	13.89%	16.43%								21.32%
	Either	Total	72.64%	80.56%	74.00%	65.21%	73.05%	81.92%								74.54%
Market Bosworth	39P2	On-Call	73.17%	71.66%	71.69%	43.41%	68.06%	52.87%								63.44%
Total			61.84%	57.63%	59.71%	51.43%	57.08%	64.46%								58.64%

## September 2022

For September, On-Call fire appliances have been available 64.5% of the time due to crewing, an increase of 7.4% compared to August (57.1%).

### **3.7 The % of people overall satisfied with our response – April to September 2022**

We have received 210 public responses to our After the Incident Survey April to September 2022. 100% of people responding to the survey stated that they were 'satisfied or very satisfied' with the overall service they received from Leicestershire Fire and Rescue Service. This is exactly the same as the 3-year average figure of 100%.

## September 2022



For September, we have received 19 responses to our After the Incident Survey, which is 27 less than we have received in August (46). All 19 responses stated that they were 'satisfied or very satisfied' with the overall service.

### **3.7a The % of people satisfied with their initial contact with the service – April to September 2022**

We have received 124 public responses to this question in our After the Incident Survey April to September 2022. 99% of people responding to the survey stated that they were 'satisfied or very satisfied' with the initial contact when they called Leicestershire Fire and Rescue Service. 1% of people responding stated they were neither 'satisfied' nor 'dissatisfied' with the initial contact. This is exactly the same as the 3-year average figure of 99%.

#### **September 2022**

For September, we have received 10 responses to this question in our After the Incident Survey, which is 18 less than we have received in August (28). All 10 responses stated that they were 'satisfied or very satisfied' with their initial contact with the service.

### **3.7b The % of people satisfied with the service they received at the scene – April to September 2022**

We have received 193 public responses to this question in our After the Incident Survey for April to September 2022. 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 1% more than the 3-year average figure of 99%.

#### **September 2022**

For September, we have received 18 responses to our After the Incident Survey, which is 24 less than we have received in August (42). All 18 responses stated that they were 'satisfied or very satisfied' with the service they have received at the scene.

### **4.1 Home safety checks – April to September 2022**

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

There have been 6391 home safety checks April to September 2022. This is 1720 more than the 3-year average of 4671. The previous year shows there were 7126 home safety checks completed during the same period.

The 6391 home fire safety checks can be broken down further:

Successful initial 4835, a decrease of 345 home safety checks on last year's (5180).

Successful follow up 1455, a decrease of 337 home safety checks on last year's (1792).

Successful vulnerable person 101, a decrease of 53 home safety checks on last year's (154).

Ref	Key Corporate Indicator	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr to Sep 2022
4.l	Home safety checks	935	1339	1231	975	1061	850							6391
a	Successful initial	770	1078	909	705	755	618							4835
b	Successful follow up	146	237	300	254	294	224							1455
c	Successful vulnerable person	19	24	22	16	12	8							101

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

The 6391 home fire safety checks can be broken down further:

Stations 4669, a decrease of 386 home safety checks on last year's (5055).

Community safety educators 1614, a decrease of 349 home safety checks on last year's (1963).

Control 0, a decrease of 9 home safety checks on last year's (9).

Partners 99, an increase of 10 home safety checks on last year's (89).

LFRS (Website) 0, a decrease of 1 home safety check on last year's (1).

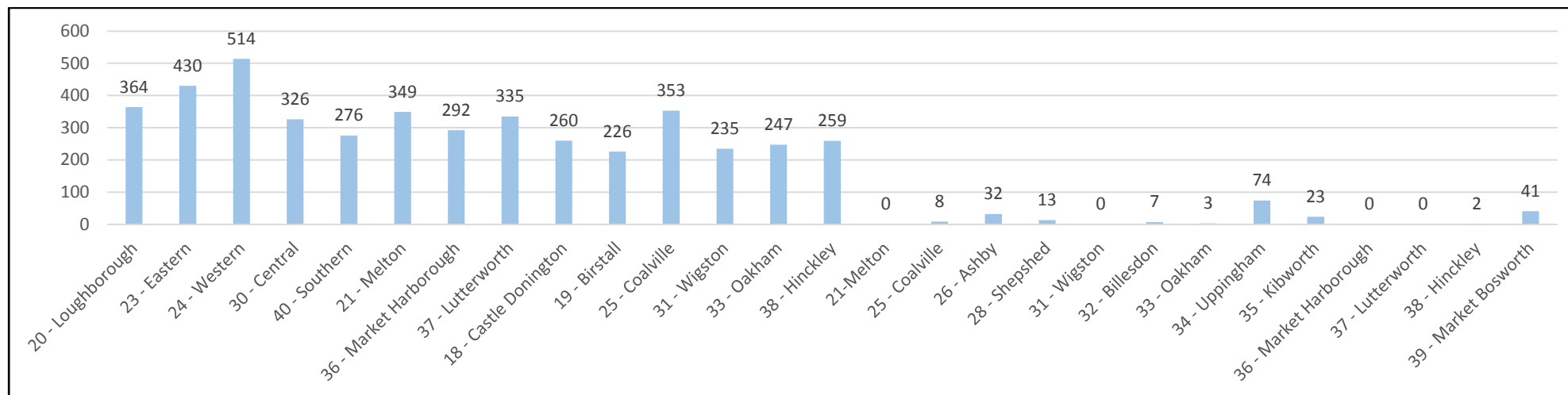
Unknown 9, which is exactly the same home safety checks last year's (9).

**Table 24: Home safety checks carried out by stations, community safety educators, control, partners, LFRS (website) and unknown – April to September 2022**

Ref	Key Corporate Indicator	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr to Sep 2022
4.l	Home safety checks	935	1339	1231	975	1061	850							6391
a	Stations	677	1033	958	675	741	585							4669
b	CSE	230	288	250	281	310	255							1614
c	Control	0	0	0	0	0	0							0
d	Partners data	26	18	22	18	7	8							99
E	LFRS (Website)	0	0	0	0	0	0							0
f	Unknown	2	0	1	1	3	2							9

The 4669 home safety checks carried out April to September 2022 by stations are shown below.

**Chart 10: The Total Successful HSCs by Station April to September 2022** shows the number of number completed by stations, ranging from 2 to 514. The stations delivering less than 25 home safety checks were On-Call stations. The stations delivering the most home safety checks were Western 514, Eastern 430 and Loughborough 364.



### September 2022

For September, there were 850 home safety checks, which is 211 less than August (1061).

Of the 850, there were 618 successful initial, 224 successful follow up and 8 successful vulnerable person. There were 585 carried out by stations, 255 carried out by community safety educators, 8 carried out by partners and 2 were unknown.

### 4.2 Home safety feedback surveys – April to September 2022

There have been 1375 home safety feedback surveys April to September 2022. This indicator has now been in place since April 2020 and figures this year are compared to the 2-year average. This is 486 more than the 2-year average figure of 889.

Of the 1375 surveys, 1167 were first visits and 208 were repeat visits. Of the 1167 first visits, 100% were satisfied and of the 208 repeat visits, 99% were satisfied. The previous year shows there were 758 surveys, with 597 first visits and 161 repeat visits.

## **September 2022**

For September, we have received 102 home safety feedback surveys, which is 106 less than in August (208). Of this, 94 were first visits in September, which is 85 less than in August (179) and 100% were satisfied. There were 8 repeat visits in September, which is 21 less than in August (29) and 100% were satisfied.

### **5.1 The % of fire safety audits that result in action plans and enforcement notices – April to September 2022**

There have been 598 fire safety audits carried out April to September 2022 and there have been 92 action plans or enforcement notices. The number of fire safety audits carried out is 323 more than the 3-year average of 275 and the number of action plans or enforcement notices is 49 more than the 3-year average of 43.

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'.

## **September 2022**

For September, there were 92 fire safety audits carried out, which is 1 more than in August (91). There were 15 action plans or enforcement notices issued, which is 2 more than was issued in August (13).

### **5.2 Fire protection Survey – Overall how satisfied were you with the service received – April to September 2022**

There have been 100 completed surveys received April to September 2022 and 100 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 50 more than the 3-year average of 50.

## **September 2022**

For September, there were 17 completed surveys received and all 17 were satisfied with the service they have received. There were 2 more completed than there were in August (15).

### **6.1 Average number of days/shifts lost to sickness by operational staff per person – April to September 2022**

An average of 3.61 days/shifts per person were lost to sickness by operational staff during April to September 2022, compared to the 3-year average of 2.57 days/shifts lost per person. Covid data is now included in the 3.61 days/shifts lost, so if that was compared to the average

when Covid data was reported separately, it would be 0.32 days/shifts lost less (3.93 days/shifts lost). In total, there have been 1374.23 days/shifts lost to sickness, compared to the 3-year average of 963.35 days/shifts lost. With Covid data included on the previous 2-year average, there were 1395.97 days/shifts lost. Covid data is averaged on the previous 2 years' data.

The 1374.23 days/shifts lost April to September 2022 can be broken down further:

There were 698.75 short term days/shifts lost, an increase of 422.50 days/shifts lost compared to the 3-year average of 276.25 days/shifts lost. The reason for this is Covid data is now being included.

There were 675.48 long term days/shifts lost, a decrease of 11.62 days/shifts lost compared the 3-year average of 687.10 days/shifts lost.

There were 707.65 days/shifts lost in the 1<sup>st</sup> quarter and 666.58 days/shifts lost in the 2<sup>nd</sup> quarter, so there has been a decrease of 41.07 days/shifts lost in the 2<sup>nd</sup> quarter. Short term sickness lost 342.66 days/shifts in the 1<sup>st</sup> quarter, compared to 356.09 days/shifts lost in the 2<sup>nd</sup> quarter. Long term sickness lost 364.99 days/shifts in the 1<sup>st</sup> quarter, compared to 310.48 days/shifts lost in the 2<sup>nd</sup> quarter.

In respect of the number of times personnel had short term sickness, there were 276 instances, of which 76 instances were Covid related sickness, as well as 32 long term sickness instances, so the scale of the impact of Covid can still be seen. There were a total of 432 instances of Covid related sickness last year, so there has been a reduction. A full detailed report on sickness, including reasons for sickness is produced quarterly.

**Table 25: The total operational sickness – April to September 2022**

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	124.00	89.00	213.00	32.33	6.59
23 – Eastern	64.50	24.00	88.50	38.83	2.28
24 – Western	34.50	26.00	60.50	23.83	2.54
30 – Central	99.50	0.00	99.50	38.50	2.58
40 – Southern	41.50	22.50	64.00	25.83	2.48
<b>Total</b>	<b>364.00</b>	<b>161.50</b>	<b>525.50</b>	<b>159.33</b>	<b>3.30</b>
<b>DC</b>					
21 – Melton	24.71	16.30	41.01	10.67	3.84
36 – Market Harborough	11.64	48.18	59.82	9.50	6.30
37 – Lutterworth	42.10	43.70	85.80	10.67	8.04
<b>Total</b>	<b>78.45</b>	<b>108.18</b>	<b>186.63</b>	<b>30.83</b>	<b>6.05</b>
<b>DCP</b>					
18 – Castle Donington	17.88	31.32	49.20	9.00	5.47
19 – Birstall	11.89	16.74	28.63	11.00	2.60

25 – Coalville	21.68	30.96	52.64	7.33	7.18
31 – Wigston	28.30	109.50	137.80	8.00	17.23
33 – Oakham	23.90	47.26	71.16	10.00	7.12
38 – Hinckley	30.65	9.02	39.67	6.17	6.43
Total	134.30	244.80	379.10	51.50	7.36

Control	52.00	15.00	67.00	25.00	2.68
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Non Station	70.00	146.00	216.00	114.17	1.89
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Total Operational	698.75	675.48	1374.23	380.83	3.61
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## **6.2 Average number of days/shifts lost to sickness by support staff per person – April to September 2022**

An average of 3.78 days/shifts per person were lost to sickness by support staff during April to September 2022, compared to the 3-year average of 3.15 days/shifts lost per person. Covid data is now included in the 3.78 days/shifts lost, so if that was compared to the average when Covid data was reported separately, it would be 0.40 days/shifts lost less (4.18 days/shifts lost). In total, there have been 461.33 days/shifts lost to sickness, compared to the 3-year average of 338.69 days/shifts lost. With Covid data included on the previous 2-year average, there were 480.96 days/shifts lost. Covid data is averaged on the previous 2 years' data.

The 461.33 days/shifts lost April to September 2022 can be broken down further:

There were 152.11 short term days/shifts lost, an increase of 69.25 days/shifts lost compared to the 3-year average of 82.86 days/shifts lost. The reason for this is Covid data is now being included.

There were 309.22 long term days/shifts lost, an increase of 53.39 days/shifts lost compared the 3-year average of 255.83 days/shifts lost.

There were 213.21 days/shifts lost in the 1<sup>st</sup> quarter and 248.12 days/shifts lost in the 2<sup>nd</sup> quarter, so there has been an increase of 34.91 days/shifts lost in the 2<sup>nd</sup> quarter. Short term sickness lost 71.91 days/shifts in the 1<sup>st</sup> quarter, compared to 80.20 days/shits lost in the 2<sup>nd</sup> quarter. Long term sickness lost 141.30 days/shifts in the 1<sup>st</sup> quarter, compared to 167.92 days/shifts lost in the 2<sup>nd</sup> quarter.

In respect of the number of times support staff had short term sickness, there were 58 instances, of which 11 instances were Covid related sickness, as well as 13 long term sickness instances. There were a total of 100 instances of Covid related sickness last year, so there has been a reduction. A full detailed report on sickness, including reasons for sickness is produced quarterly.

**Table 26: The total support sickness – April to September 2022**

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	29.04	25.50	54.54	37.60	1.45
People and Organisational Development	37.65	86.14	123.79	28.64	4.32
Community Risk	44.50	167.50	212.00	29.51	7.18
Corporate Support	0.00	0.00	0.00	2.00	0.00
Operational Response	4.00	14.25	18.25	7.12	2.56
Service Assurance	36.92	15.83	52.75	16.74	3.15
Service Delivery	0.00	0.00	0.00	0.33	0.00
<b>Total Support</b>	<b>152.11</b>	<b>309.22</b>	<b>461.33</b>	<b>121.94</b>	<b>3.78</b>

**6.3 Average number of staff on modified duties for the entire month – April to September 2022**

There have been on average 6.17 members of staff that have been on modified duties for the entire month from April to September 2022. This is 0.45 less than the 3-year average of 6.62.

The breakdown includes 4.17 from Wholetime, 2.00 from On-Call and 0.00 from Support.

**September 2022**

The breakdown of 8 members of staff on modified duties for the entire month in September:

- Wholetime - 4 – 2 Non Station, 1 Coalville and 1 Melton.
- On-Call - 4 – 1 Hinckley, 1 Lutterworth, Market Bosworth and 1 Melton.
- Support - 0.

**6.4 Average number of staff on modified duties at some point throughout the month – April to September 2022**

There have been on average 14.50 members of staff that have been on modified duties at some point throughout the month from April to September 2022. This is 2.11 more than the 3-year average of 12.39.

The breakdown includes 10.50 from Wholetime, 3.33 from On-Call and 0.67 from Support.

## September 2022

The breakdown of 21 members of staff on modified duties at some point throughout the month in September:

- Wholetime – 16 – 3 Loughborough, 3 Non Station, 3 Western, 2 Castle Donington, 2 Eastern, 1 Lutterworth, 1 Market Harborough and 1 Wigston.
- On-Call – 3 – 1 Ashby, 1 Lutterworth and 1 Market Bosworth.
- Support – 2 – 1 Business Support and 1 People and Organisational Development.



**Status of Report: Public**

**Meeting: Corporate Governance Committee**

**Date: 23 November 2022**

**Subject: Service Development Programme and 'Our Plan 2020-24' – Appendix A tasks**

**Report by: Callum Faint, Chief Fire and Rescue Officer (CFO)**

**Author: Chris Moir, Planning Manager**

**For: Information**

### **Purpose**

1. The purpose of this report is to inform the Corporate Governance Committee (CGC) of progress made since July 2022 in the delivery of projects within the Service Development Programme and the tasks included in Appendix A of Our Plan 2020-24.

### **Recommendation**

2. The Corporate Governance Committee is asked to note the progress made since September 2022 in the delivery of projects within the Service Development Programme and the tasks that are included in Our Plan 2020-24.

### **Executive Summary**

3. Progress is reported in respect of 16 projects that are currently in various stages of development or implementation. The report also includes progress against the 20 tasks from Appendix A of Our Plan 2020-24.

### **Background**

4. A summarised update is provided on the status of the projects that are currently being delivered by staff and officers.

### **Service Development Programme - Project Updates**

#### Emergency Services Network (ESN)

5. The ESN project is still delayed and significant deliverables are still constrained by a lack of progress by the Government programme.
6. The scope of the ESN project will be influenced by a Tri-Service project to replace the current mobilisation system.

#### Views Replacement

7. The project will replace the decommissioned 'views system' used for performance management and will seek to implement additional planning, risk management and project monitoring capability within the system.
8. Following the completion of work undertaken by Oxford Computer Consultants (OCC) to verify the accuracy of the new data warehouse, the continuation of dashboard creation in line with existing user requirements will be completed in house. This will facilitate an easier transition from the old system to the new and surface the information that better suits the needs of the Service.
9. Some incident data and key performance indicator information is already available from the Incident Recording System, this will be followed shortly by data from the risk management system, the mobilising system and the human resources system.

#### High Reach Appliance Replacement

10. This project has been created to procure and deliver a high reach appliance to replace one of the existing Aerial Ladder Platform vehicles.
11. The vehicle build work has been approved during a recent visit to the manufacturers. The vehicle is currently with Emergency One, with delivery to LFRS expected in November 2022 to allow the planned training to take place.
12. The vehicle training approach has been agreed. Emergency One will train the instructors who will then cascade that through the vehicle users.

#### FireWatch Project

13. This is a project to develop and improve the functionality of FireWatch, the HR and personnel recording system.
14. Following an agreed pause, the project activity has recommenced. Focus will now concentrate on reprioritising the deliverables based on organisational requirements and the implementation of the latest version of the on-premises software. The software upgrade to version 7.7.2 hasn't been successfully completed as expected and will be replanned for November 2022. As a result, stage 2 tasks which were due to be completed by the end of December 2022 may be delayed slightly.

#### Learning Management System (Oracle) Project

15. This is a project to develop a comprehensive Learning Management System.
16. Final project deliverables involve: creation of the Service procedures and implementation of the recording of maintenance of competence. Following agreement in relation to the most appropriate competency framework to utilise, this work can now continue. An exception report was approved by the Tactical

Management Team (TMT) in October 2022, extending the project closure until the end of December 2022.

#### Fleet Replacement Project 2020-2021

17. The procurement of three Director cars, nine Fire Protection (FP) Officer cars and the non-specialist replacement vehicles (station and workshop vans) was successfully completed at the end of December 2020.
18. Three additional Fire Protection cars, minibus, fogging unit, the welfare vehicle and the rope rescue vehicle have all been completed and are operationally available. The project will now be closed.

#### Microsoft 365 Migration Programme

19. This is a Programme of three projects to migrate LFRS to cloud based Microsoft 365 in the Cloud. The individual projects are:
  - Exchange Migration – which is now complete
  - Microsoft 365 Information Architecture and Governance
  - SharePoint Migration, OneDrive and Teams
20. The three projects will be governed by the same Programme Board and each of the projects will have an individual Project Initiation Document (PID) and separate project teams appropriate to the project. The programme is due to be completed by July 2023.

#### Microsoft Information Architecture and Governance Project

21. This is a project to identify and categorise LFRS data and define the Information Architecture and Governance for Microsoft 365 content.
22. Stage 1 involves procurement of third party consultants, documented outcomes from end user engagements, an Information Architecture for Microsoft 365 document, a Microsoft 365 governance document and a Microsoft licence agreement. Unfortunately, there has been a delay due to issues securing suitable suppliers and their recommended revised approach to the facilitation of end user engagement workshops. A number of migration workshops have now taken place, but these weren't completed as planned by the end of August 2022. An exception report was approved by the TMT in September 2022, extending the stage completion until the end of October 2022 and the project closure until December 2022.

#### Corporate Workwear Project

23. This is a project to procure replacement corporate workwear and undress uniform provision. The existing workwear contract has been extended from May 2022 to March 2023 in line with the revised project planned completion date.

24. The corporate workwear selection process has been completed with 'Hunter Apparel' being the successful supplier. The sizing process started at the end of October, with roll out of new workwear commencing in February 2023.
25. The undress uniform procurement process has also been completed. The contract with the chosen supplier 'Hunter Apparel' commenced on 1 May. The on boarding process in relation to the undress uniform provision and how it is requested is currently being worked on. It is anticipated that the undress uniform will be available from January 2023.

#### Fleet Replacement Project 2021/2022

26. This project includes: five new appliances, a van for the rescue dog and a replacement car for driver training.
27. The Project Board, in conjunction with Driver Training, has made a decision not to purchase the driver training car, instead aligning it with the Ford Kuga replacement in 2024/25.
28. The dog transportation van is complete and the five replacement pumping appliances have been delivered and are operationally available. The project will now be closed.

#### Evaluation Project

29. This is a project to develop and embed the practice of assessing the efficiency and effectiveness of services and activities delivered to the public.
30. Stage 2, which involved the development of the evaluation tool was completed at the end of August 2022. The tool is based on the Kirkpatrick model, which is an internationally recognised tool for evaluating and analysing the results of educational, training and learning programs. Implementation and training in the use of the tool will take place in stage 3 which is due to be completed by March 2023.

#### CFRMIS Transformation Project

31. This is a project to transform the Community Fire Risk Management Information System (CFRMIS), which is the principal system for managing site-specific risks and risks to vulnerable people.
32. Stage 2 of the project involved two primary deliverables: cloud migration and mapping and gazetteer integration. It has been identified that full cloud migration, as originally planned, will not be possible.
33. As it will not be possible to deliver the original project objectives an exception report outlining the business impact and potential options was approved by the Senior Management Team in July 2022. The project is due to deliver the ongoing gazetteer work by the end of November 2022 and then be closed. A

replacement PID concentrating specifically on the Cloud migration will then be created and submitted to SMT for approval.

#### Data Warehouse Development Project

34. This is a project to develop a reporting data warehouse.
35. The final project stage involved: user acceptance testing, creation of a data warehouse data dictionary, a fire query tool and a plan for cloud migration. The stage had been extended to ensure the replication of data and testing was robust. The stage completion and therefore the project closure date was delayed while the planned work is completed. This is now finished and the project will be closed.

#### Western Station Redevelopment Project

36. A project to refurbish Western Fire and Rescue Station to update and futureproof facilities.
37. The pre-build stage, which included detailed designs and completion of the equality impact assessment was successfully completed at the end of May 2022. A supplier selection process has been completed and a contractor appointed. The 'build' stage has commenced and is expected to take 20 weeks. All work is expected to be completed by the end of May 2023.
38. Full project closure including the fuel tank work is expected to be July 2023.

#### Fleet Replacement Project 2022/2023

39. This project includes: four new appliances, four FP cars, 19 Service vans and the implementation of the new Variable Response Vehicles (VRVs) which have been moved from the 2021/2022 project.
40. The first deliverables, the VRVs and the FP cars were expected by January 2023. However, due to supplier issues the VRVs may be delayed until March 2023. More positively, the FP cars have been delivered earlier than expected and are now in Service.
41. The contract for appliance replacement has expired and a procurement framework tender process has been undertaken to select a new supplier. This was completed in November 2022 and allows for the new appliances to be ordered.

#### Contaminants Project

42. The project will oversee the implementation of tasks, identified from a number of sources, in relation to reducing the potential impact of contaminants on staff, partners and members of the public who are in contact with effluents during or following fire related incidents.

43. Stage 1 will focus on creation of an equality impact assessment, risk statement, development of a communication plan and a review of the current health screening process. The stage is due to be completed by the end of the December 2022. The project has a significant amount of deliverables and is planned to be completed by June 2024.

#### Market Bosworth Station Refurbishment Project

44. The project will implement the refurbishment of Market Bosworth Fire Station.
45. It has been identified that the provided facilities at Market Bosworth Station are currently below the standard of facilities offered at other stations around the Service area. The Senior Management Team has approved the project to allow for the refurbishment of the station to take place.
46. Stage 1 involves the design work, planning permission and appointment of a suitable contractor. The stage is due to be completed by March 2023, with the full building refurbishment currently planned to be completed by October 2023.

### **Our Plan Action Plan 2020-24 - Appendix A Tasks**

#### **Aim 1 – We want to achieve fewer incidents with lower impact**

##### Continue to undertake our education and enforcement activities, targeting those most at risk.

47. Both the Community Safety and Fire Protection departments have undertaken recruitment in the last quarter to support Service priorities. These are now in place and receiving training to support delivery of prevention and protection activities.
48. Two additional Community Educators have been recruited and are being utilised to target the highest priority and most vulnerable members of the community for Home Safety Checks (HSC). There continues to be a high number of referrals from partners which helps targeting of the most vulnerable in communities. Operational Response continues to focus on prevention and deliver HSC and targeted initiatives. During October there was particular focus on engagement in the east of the City, supporting Community events during Navratri and Diwali.
49. The Fire Protection Department is now fully resourced and training is underway to ensure all staff are fully qualified to undertake Fire Safety Audits. The Protection Uplift Grant from the Home Office continues to be utilised as a result of the Phase 1 Grenfell Report to support protection activities. Delivery of the Risk Based Inspection Programme is on target for 2022-23. The plan is to increase the programme targets in 2023-24 as staff gain more experience and become more efficient.

50. Prevention and Protection training is now delivered to all operational staff as part of the acquisition of skills phase of their training. This is to allow a broader understanding of these activities to support education and enforcement.

Deliver the required improvements identified in the reports following the Grenfell fire.

51. 37 of the 46 recommendations (80%) from the Phase 1 of the Grenfell Tower Inquiry (GTI) have now been completed. These improvements were part of other learning but could not be closed until all evidence had been presented to the internal Operational Learning Board (OLB); for example, training packages embedded and refresher dates in place. Currently work is taking place with partner agencies such as Police and Ambulance Services to train them in managing any Fire Survival Guidance calls and be able to pass them through to Fire Control.
52. A number of multi-agency tall building fire exercises are planned before the end of 2022. This will provide assurance opportunities to LFRS and allow partners to test their processes. There will need to be further work in the future once the Phase two GTI is published.

Ensure effective risk management at incidents by improving assurance processes.

53. To enable easy reporting at incidents of safety events, a procurement process for a suitable device App has been completed. A supplier has been selected and the preparatory work will be completed in January 2023. The App based solution will start with accident reporting, near miss reporting and accident investigation before additional assurance processes are developed. Focussed on ease for the end user the App is expected to see an increased amount of data coming in (near miss reporting) and effective risk management by linking accident reporting, investigation and actions together. Further to this in 2023 the health and safety team will move to manage accident investigations providing consistency in approach, subject matter expertise and recommendations.

Develop and maintain plans or procedures for the top 10 risks identified on the Community Risk Register.

54. As a Category One Responder under the Civil Contingencies Act 2004 (CCA 2004), the Service has statutory responsibilities to:
- Assess the risk of emergencies occurring and use this to inform contingency planning
  - Put in place emergency plans
  - Put into place business continuity arrangements
55. The Service meets these responsibilities by leading the Local Resilience Forum (LRF) Risk Assessment Working Group that has the responsibility for identifying and quantifying risk to the local communities and publishing this information in a document called the “Community Risk Register” (CRR).

56. The Service uses the CRR to identify the ten most serious risks and has committed, through the Major Incident planning programme, to ensure that the Service has either major incident plans, business continuity plans or has other single agency or multi-agency arrangements to prepare for and respond to incidents arising from these risks.
57. The Service has plans and procedures in place for all of these events, all of which are currently up to date. These plans take the form of annexes to the Major Incident Guide, Business Continuity arrangements, ICT Disaster Plans and other Service specific guidance.
58. Significant planning has been undertaken recently to prepare the Service in the event of Industrial Action taking place.

## **Aim 2 – Respond effectively to incidents**

Use our fire engines flexibly, aiming to attend life threatening incidents in an average of 10 minutes.

59. LFRS has attended 376 life risk incidents between 1 April and 30 September 2022. The average response time is 10 minutes and 0 seconds.

Use our firefighters efficiently and flexibly to maximise our appliance availability.

60. During the same period, firefighters were relocated from their usual base to an alternative location on a total of 2,530 occasions. This equated to 30,456 hours of flexibility to support appliance availability. On-Call staff worked at wholetime stations on 310 occasions. Wholetime staff worked at On-Call stations on 190 occasions and wholetime staff worked at alternative wholetime stations on 2,030 occasions.

Implement alternative crewing arrangements in the event of the Service moving away from the current Day Crewing Plus (DCP) duty system.

61. The CFA has approved changes to the Day Crewing Plus (DCP) duty system operating stations. Stations will begin transitioning away from DCP subject to the outcome of the public Community Risk Management Plan consultation in 2023. As an interim measure, Coalville station will move away from DCP in February 2023 and instead trial a 2 x 12 self-rostering shift pattern. There will be no difference in the Service provided to the public during this period.

Undertake Operational exercises with neighbouring Fire and Rescue Services and multiagency partners to test our interoperability and ensure efficient and effective response.

62. Since April, ten operational exercises have been completed with other Fire and Rescue Services. These have included Hazardous Materials, Road Traffic Collision, High Rise fires and attendance at East Midlands Airport.



### **Aim 3 – Deliver value for money quality services**

#### Purchase a second high reach appliance to replace the older one of the two vehicles.

63. The CFA approved the procurement of a replacement high reach appliance in February 2020 as proposal three of the 2020-2024 Integrated Risk Management Plan (IRMP). Project progress is outlined in paragraphs 10-12 above.

#### Relocate and centralise our Learning and Development facilities.

64. A report outlining the current progress was presented to the CFA at its meeting on 15 June 2022. A formal project to manage the build of the facility will be established when the location has been finalised and the land purchased.

#### Continue to collaborate with other blue light services and our partner agencies to support our purpose of 'safer people, safer places'.

65. Operation Energy (Leicester East Disturbance) – LFRS have actively participated in both the Strategic and Recovery Coordinating Groups during and post the disturbance, working closely with partner agencies to minimise the risk to the public.
66. Joint Emergency Services Interoperability Programme (JESIP) training is again being delivered to Fire Service Commanders. This training will take place at Leicestershire Police Headquarters and is mandatory for all operational, tactical, and strategic level commanders and better prepares all blue light partners when attending multi service incidents.
67. LFRS took part in a Breathing Apparatus (BA) intraoperability exercise with Nottinghamshire Fire and Rescue Service at Beaumanor Hall on 2 October 2022. The exercise was to simulate persons reported in a building and was designed to demonstrate effective procedures for a BA emergency between two Fire and Rescue Services.

#### Develop the bistro area of the headquarters building to maximise office and training space.

68. Work on the refurbishment of fire stations is currently taking priority, therefore the Bistro development has been delayed. It is however still being progressed, the spacial planning has been done and the architect is drawing detailed plans. Once the planned work commences on the stations the Estate Team can look at progressing the Bistro. Realistically this will be towards the first quarter of next year.

#### Refurbish Western Fire and Rescue Station.

69. Project progress is outlined in paragraphs 36 - 38 above.

#### **Aim 4 – An engaged and productive workforce**

Design and deliver learning and development interventions that ensure we have a competent, professional workforce who can help our communities.

70. The Learning Management System (Oracle) project is nearing closure. There is a Digital Learning Designer in post and a large part of their role will be the creation of user-friendly, intuitive e-learning for operational and behavioural training.
71. A suite of 18 self-coaching modules are available in Oracle, along with a further five Coaching for non-coaches' modules. Coaching is currently taking place for individuals in service in relation to promotion processes, career development and neurodiversity and the NFCC Coaching Portal is now live.

Implement improvements based on the staff feedback to improve the employee experience.

72. The Senior Management Team is concluding its visits to stations and departments for the second half of the year. This gives all employees an opportunity to meet with SMT and ask questions and offer opinions on the Service. The main topics of conversation have included changes to shift working, Training and Development new build, Oracle, Workforce Planning, new appliances and budgets.
73. The Service has been given access to twenty licenses to access the NFCC Supervisory Leadership Development Programme.

Develop the knowledge, skills and behaviours of our leaders in order for them to engage and motivate their teams.

74. The offer of training for managers to have Performance and Development Discussions (PDD's) with their team continues; to date 150 people have attended. In addition, a half day workshop for line managers to adopt a coaching approach to conversations has been provided (Coaching+) to date 86 people have attended.
75. The numbers of Personal Development Discussions being completed across all areas of LFRS continues to steadily increase. The current figures as at 18 October are that 57% (376) have completed information and guidance section, 27% (178) initial discussion, 17% (111) Check in 1, 0.15% (1) check in 2.
76. A suite of resources has been provided within Oracle to support people with having and recording the conversations alongside the face to face sessions. There is also a video guide and 'a how to' printable PDF that is a step by step guide on how to record in Oracle.

Introduce a range of interventions that prevent workplace stress and help people manage stressful situations.

77. A free Mental Health Awareness course has been sourced provided by the Leicester, Leicestershire and Rutland Health and Wellbeing Hub. The Health and Wellbeing team has recommended that this should be mandatory for all staff and will be rolled out through the Learning Management System.
78. Mental Health First Aid (MHFA) Refresher Training has also been sourced, to be provided by MHFA England, for all employees who have previously gained this qualification.

Take action to get the right people, with the right skills, in the right roles, at the right time and at the right costs who represent the communities we serve.

79. Applications for Whole-time recruitment opened on 28 September and closed on 12 October 2022. This year the campaign will follow last years' progression with a few positive changes being implemented to maximise candidate numbers where possible – for example, increased length of available assessment slots within the Bleep Test, Point of Entry Selection Test and interview schedules.
80. Currently there are 49 individuals on apprenticeships, which is above the required Government target of 2.3% of staff. 91.8% of apprentices are on target. Levy account is currently attracting a further 11% funding from the Government.

**Aim 5 – Provide assurance**

Implement the findings from the multiculturalism and fire safety research.

81. Further recruitment is progressing to achieve the necessary resources to assist in the continued implementation of the academic research completed in conjunction with the University of Leicester. In the meantime, cultural awareness workshops have been held to learn about cultural diversity, and how this can relate to recruiting for a diverse community.
82. There has been attendance from support and operational staff, including new Wholetime recruits to an 'Introduction to Religion and Belief Training Day' at the St Philips Centre, attending various religious establishments. This interfaith understanding was promoted internally and on the Service's social media channels. Following its success, a further day is planned for 17 November 2022.

Implement our HMICFRS Improvement Plan.

83. The latest HMICFRS inspection concluded on 23 June 2022. The Chief Fire Officer (CFO) has received initial feedback in the form of a hot debrief. A draft report has also been issued by the HMICFRS to the CFO for his initial

comments, but the report remains under embargo until being formally published in December 2022.

84. An internal debrief also took place on 22 August which identified areas which can be worked on prior to the full report being available. A new Improvement Plan will be created when the final outcome on the inspection is published.

Achieve compliance with the fire standards approved by the Fire Standards Board.

85. The role of the Fire Standards Board is to oversee the identification, organisation, development and maintenance of professional standards for Fire and Rescue Services in England. Twelve Fire Standards have now been published.
86. Leicestershire Fire and Rescue Service recognises these professional standards and is currently undertaking a gap analysis exercise assessing compliance. Any identified areas for development will be added to an improvement plan. The standards are now being referenced within the corporate documentation. Further standards are forthcoming, with 18 expected to be in place by the end of 2023.

Improve engagement with our communities.

87. During this period, new messaging for the 2022 'Celebrate Safely' campaign was launched. Starting in September (with the Jewish festival Rosh Hashanah taking place on 26 September), several messages have been shared to help engage with communities around risks during periods of celebration.
88. To help grab attention, the Communications Team created some brand new content, including a video showing how quickly a children's Halloween costume can burn if it sets alight. This post reached 39,700 people on Facebook and got 57 comments, many of which showed people found the content really informative/shocking.
89. Another piece of 'Celebrate Safely' content to help engage with local communities was shared via TikTok on Halloween. This was a video showing crews doing the Breathing Apparatus shuffle to Halloween music, with the goal that it could help drive people towards other channels. This video was hugely successful, gaining the Service over 7,000 new followers on TikTok. The video itself has reached 400,000 views, 34,000 likes and 618 comments. After it was posted there was also a spike in views on other LFRS videos, showing that it had helped to drive traffic towards other key safety messages. People who follow the Service on TikTok now exceeds 9,000 which is a great amount of people who can be further engaged with.
90. There have also been several pieces of proactive media coverage, including a piece on BBC News for the Gravel Street Nightclub fire and a section on BBC's 'Critical Incident' on 28 October, which highlights incidents of Emergency Services staff coming under attack. Both of these pieces of coverage helped to

raise the profile of the Service and inform communities about incidents attended and the wider work undertaken.

### **Report Implications/Impact**

91. Legal (including crime and disorder)

Legal issues are dealt with within each project or task. There are no legal impacts arising from this report.

92. Financial (including value for money, benefits and efficiencies)

Financial issues are dealt with within each project or task. There are no financial impacts arising from this report.

93. Risk (including corporate and operational, health and safety and any impact on the continuity of service delivery)

None.

94. Staff, Service Users and Stakeholders (including the Equality Impact Assessment)

Stakeholder engagement is considered within the delivery of each project or task. An Equality Impact Assessment will be undertaken where necessary on all activities.

95. Environmental

Environmental impacts are considered within the delivery of each project or task. There are no environmental impacts arising from this report.

96. Impact upon Our Plan Objective

These projects and tasks are designed to assist the CFA in meeting all of the objectives detailed in 'Our Plan 2020-24'.

### **Background Papers**

None.

### **Officers to Contact**

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 0116 2105555

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**Status of Report: Public**

**Meeting: Corporate Governance Committee**

**Date: 23 November 2022**

**Subject: Progress against the Internal Audit Plan 2022-23**

**Report by: The Treasurer**

**Author: Neil Jones, Head of Internal Audit and Assurance Service  
Leicestershire County Council**

**For: Information Only**

### **Purpose**

1. The purpose of this report is to provide the Corporate Governance Committee (the Committee) with an update of progress against the Internal Audit Plan for 2022-23.

### **Recommendation**

2. The Committee is asked to note the report and in particular that:

- a) four audits are complete (three of which are prior year audits);
- b) three other legacy partial assurance ratings remain outstanding (although substantial progress has been made)

### **Executive Summary**

- 3. One of the functions of the Corporate Governance Committee is to monitor the adequacy and effectiveness of the internal audit function and, specifically, to monitor progress against the internal audit plan through the receipt of periodic progress reports. Background information on the statutory and constitutional requirements for internal audit, working arrangements and information on assurance gradings is contained in Appendix 2 to this report.
- 4. The Internal Audit Plan for 2022/23 was approved by the Committee at its meeting on 9 March 2022. Progress against planned work is summarised below and is then reported in more detail in Appendix 1. Updates are shown in **bold** font.
- 5. The approved plan identified auditable areas, which also included follow-up on the implementation of high importance recommendations, and an allowance for 'client' management activity (report to committees, planning, advisory etc.). The number of days purchased is 85 days.
- 6. Excluding the follow up of high importance recommendations, there were 11 potential auditable areas that were approved (plus three prior year reports to

finalise) resulting in 14 areas in total. Of these 14 individual pieces of work, progress can be summarised as follows:

- All three prior year reports have been completed
  - One current year audit has been completed
  - ten audits are work in progress (see also paragraph 7 immediately below)
7. It is important to note that for varying reasons six of the audits that are either classified as ‘work in progress’ or ‘not started’ remain at the appropriate stage in their timetable for delivery, i.e. work not due to have been completed yet.
8. Three legacy partial assurance reports and associated high importance recommendations remain within the domain of this Committee. These are in respect of Contract Procedure Rules, Key ICT Controls and BACS audits respectively. Detail is included at paragraph 13 below.

### Background

9. The Committee is provided with a summary report of internal audit work undertaken in the period since the last meeting. Where applicable, an individual ‘opinion’ on each audit assignment is reported, for example to what extent risk is being managed. The four levels of assurance are: full; substantial; partial and little. Further details explaining the levels of assurance are included at Appendix 2.
10. An assurance type audit report containing at least one high importance recommendation (see Appendix 2) would normally be classified as ‘partial’ assurance. Consulting type audits might also result in high importance recommendations.
11. The current position (and any outcomes) as at 11 November 2022 has been mapped onto the plan agreed by the Committee at its meeting on 9 March 2022. This forms Appendix 1 and is summarised as:

<u>Status of work</u>	<u>Additional Commentary</u>
Three Prior Year Reports Completed <i>Reference in 2022/23 plan is 23/01</i>	<ul style="list-style-type: none"> <li>• Workshop Services – original reference 22/1</li> <li>• ICT Controls 2021/22 – 22/7</li> <li>• Key Financial Systems – Reconciliations and Balances 2021/22 – 22/3</li> </ul>
One completed area of work in 2022/23	<ul style="list-style-type: none"> <li>• Counter Fraud: National Fraud Initiative – 23/08</li> </ul>
Ten areas of work in progress for 2022/23	<ul style="list-style-type: none"> <li>• Safeguarding – 23/02</li> <li>• Fire Protection – 23/03</li> <li>• Key Financial Systems – Reconciliations and Balances 2022/23 (*) – 23/04</li> <li>• Key Financials Payroll (*) – 23/05</li> </ul>



	<ul style="list-style-type: none"> <li>• Key Financials Pensions (*) – 23/06</li> <li>• ICT Controls 2022/23 (*) – 23/07</li> <li>• Contract Procedure Rules and associated Policies and Processes – 23/09</li> <li>• Human Resources 23/10</li> <li>• Counter Fraud: Bank Mandate Fraud – 23/11</li> <li>• Contingency - Emerging Issues – 23/12</li> </ul>
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\* May be utilised by the external auditor in planning their audit risk-assessment and their work in forming an opinion on the CFA's value for money arrangements.

### Changes to Plan/Additional Time

12. The approved plan was a statement of intent and whilst every effort will be made to deliver it, it is recognised that this needs to be flexible and it may be necessary to revise activities in response to changing circumstances or emerging risks. Therefore, during the year, Leicestershire County Council Internal Audit Service (LCCIAS) will report to the Committee any audits that will not be undertaken as part of the 85-day coverage and the rationale for such decisions, including where other lines of defence are deemed sufficient. Any additional audits that have been requested will also be reported. At this stage no changes to plan/additional time needs have been identified.

### High Importance Recommendations

13. Three partial assurance reports and associated high importance recommendations currently require progress updates to be reported back to the Committee in order to provide assurance that they have been adequately addressed. Updates in respect of these audits is as follows:

<u>Audit Name/Date</u>	<u>Ref</u>	<u>Area of focus/Date for review/date to report back to committee</u>
Contract Procedure Rules	Ref 22-09	<p>As reported previously, whilst progress had been made, there are still areas to complete in order to lift the partial assurance rating and so this will form part of the 2022/23 Internal Audit coverage.</p> <p>The areas to complete relate to:</p> <ul style="list-style-type: none"> <li>• All contract documentation being held on the Blue Light Database (BLPD).</li> <li>• All contracts located or a copy obtained from the supplier</li> </ul>

		<ul style="list-style-type: none"> <li>• Hold records electronically on the database.</li> <li>• Train procuring managers and administrators</li> <li>• Monitor successful delivery of training</li> <li>• Periodic benchmarking or market testing is completed and retained to ensure value for money when purchasing multi-items from a single supplier with no contract.</li> </ul> <p>Assurance has been obtained that:</p> <p>Contract documents have been loaded onto the database and the existing BLPD is being upgraded to the new In- tend database.</p> <p>Furthermore, assurance has also been obtained that all the other remaining recommendations have been addressed, with the exception of periodic benchmarking/market testing as this remains work in progress.</p> <p>Work to test compliance has commenced and this forms a specific 2022/23 job (ref 23/09).</p>
ICT Controls 2021/22 (*)	Ref 22/07	<p>Two high importance recommendations require addressing, both in respect of disaster recovery.</p> <p>Whilst these high importance recommendations remain outstanding, progress has been made as follows:</p> <p>The DR Test Strategy is currently being developed by the ICT Manager in conjunction with the Infrastructure Manager and the Technical Support Team Lead.</p> <p>ICT Staff and the Business Continuity Team are developing a formal high level Disaster Recovery Test Strategy. The plan is to integrate the various DR test stages and procedures into one</p>

		document to cover testing at all levels.  We will test this as part of our ICT testing in the final quarter - job ref 23/07).
Accounts Receivables – BACS Payment Process	Ref 22/11	Whilst a segregation of duties has been established within the BACS process, the management information in respect of bank account changes has been produced but requires testing and sign off prior to live roll out.  Evidence of completion of this action will be addressed within our counter fraud - bank mandate fraud work (ref 23/11).

### Report Implications/Impact

#### 14. Legal (including crime and disorder)

Section 112 of the Local Government Finance Act 1988 requires that the CFA ‘...shall make arrangements for the proper administration of its financial affairs’ and to ensure that ‘...one of its officers has responsibility for the administration of those affairs’. Within the CFA this officer is the Treasurer, and this is reflected in the CFA’s Constitution.

The Accounts and Audit Regulations 2015 require under Part 2 ‘Internal Control’ at Regulation 5(1) that, ‘A relevant authority (including fire authorities) must undertake an effective internal audit to evaluate the effectiveness of its risk management, control and governance processes, taking into account public sector internal auditing standards or guidance’.

#### 15. Financial (including value for money, benefits and efficiencies)

There are no direct financial implications arising from this report. However, as a result of the work carried out, assurance regarding the operation of key financial systems is gained and there would be an expectation that implementing internal audit recommendations could improve effectiveness, efficiency and economy. - Colin Sharpe, Deputy Director of Finance, Leicester City Council, 0116 454 4081

#### 16. Risk (including corporate and operational, health and safety and any impact on the continuity of service delivery)

Internal audit provides reassurance that effective governance, risk management and internal control procedures are in place. Internal audit reports are used to inform the Treasurer and the Chief Fire and Rescue Officer of the detailed findings of the audit and highlight actions that are required to safeguard the CFA's interests.

17. Staff, Service Users and Stakeholders (including the Equality Impact Assessment)

None.

18. Environmental

None.

19. Impact upon Our Plan Objectives

The provision of a robust internal audit function assists both effective and efficient management and good corporate governance. This should assist with meeting the challenges outlined in the CFA's Finance and Resources and Governance Strategies.

## **Background Papers**

Internal Audit Plan 2022-23 (Corporate Governance Committee - 09 March 2022)

<https://leics-fire.gov.uk/wp-content/uploads/2022/03/item-8-audit-plan-covering-report-2022-23.pdf>

<https://leics-fire.gov.uk/wp-content/uploads/2022/03/item-8-appendix-1-internal-audit-plan-2022-23.pdf>

Internal Audit Charter (Corporate Governance Committee - 13 March 2019)

<https://leics-fire.gov.uk/wp-content/uploads/2019/03/the-internal-audit-charter-for-the-cfa-february-2019-1.pdf>

<https://leics-fire.gov.uk/wp-content/uploads/2019/03/appendix-1-the-internal-audit-charter-for-the-cfa-february-2019-1.pdf>

## **Appendices**

Appendix 1 - Progress against the Internal Audit Plan 2022/23 as at 31 August 2022

Appendix 2 - Statutory and constitutional requirements and working arrangements

## **Officers to Contact**

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## Appendix 1 – Progress against the Internal Audit Plan 2022-23 at 11 November 2022

*Audits marked (\*) may be utilised by the external auditor in their annual assessment of the likelihood of material misstatement in the Authority's financial accounts so the detailed scope will be subject to the External Auditor's (EA's) approach*

*ToE – terms of engagement*

*HI – high importance recommendation*

### **Institute of Internal Auditors definitions: -**

- The first line of defence – functions that own and manage risk
- The second line of defence – functions that oversee or specialise in risk management, compliance
- The third line of defence – functions that provide independent assurance, including internal audit.

**Work completed (to at least draft report issued stage or complete for the financial year)**

No.	Category	Auditable area	Potential assurance requirements....	Position at 11/11	Summary recommendations	Opinion
23/01	Various	Completion of any residual work on 22/23 audits	Completion of any residual work on 22/23 audits	Final Reports Issued	<b>All three prior year reports issued</b>	2 x Substantial  1 x Partial
23/08	Internal Control	Counter Fraud: National Fraud Initiative	<ul style="list-style-type: none"> <li>Ensure relevant data is extracted at 30 September 2022, uploaded in October 2022 and assessment of output reports commenced in Feb 2023 with the overall objective of results being correctly interpreted and investigated and have due regard for a segregation of duties.</li> </ul>	Datasets required submitted for: Creditors Payroll Pensions  Potential Matches released Jan 23 for clearance by the first quarter of 23/24	<b>N/A – The distribution of reports in late Jan 23 will be the only work to complete in 22/23 now</b>	N/A



Work in progress

No.	Category	Auditable area	Potential assurance requirements....	Position at 11/11	Summary recommendations	Opinion
23/02	Governance	Safeguarding	An audit of policies and procedures, ensuring pre-engagement checks and actual engagement actions/activities are robust and appropriate	Terms of Engagement completed – <b>testing being undertaken</b>	N/A	N/A
23/03	Risk Management	Fire Protection	The engagement approach, audit effectiveness and post audit evaluation, particularly focusing on the Risk Based Inspection Programme (RBIP)	Terms of Engagement completed – <b>testing being undertaken</b>	N/A	N/A

No.	Category	Auditable area	Potential assurance requirements....	Position at 11/11	Summary recommendations	Opinion
23/04	Internal Control	Key Financial Systems – Reconciliations and Balances	<p>Key reconciliations and other agreed in scope processes are undertaken accurately and promptly</p> <p><i>(Note, where applicable this will include follow up of any material internal control weaknesses defined in the International Standard on Auditing (ISA260) report).</i></p>	<p>Terms of Engagement completed – <b>testing being undertaken</b></p> <p><i>Note: Testing cannot commence until now to allow enough testing periods from the current financial year in order to provide a representative 22/23 sample.</i></p>	N/A	N/A

No.	Category	Auditable area	Potential assurance requirements....	Position at 11/11	Summary recommendations	Opinion
23/05	Internal Control	Key Financials Payroll	Payroll Starters, leavers, and variations to pay are valid and accurately accounted for	<p>Terms of Engagement completed – <b>testing being undertaken</b></p> <p><i>Note: Testing cannot commence until now to allow enough testing periods from the current financial year in order to provide a representative 22/23 sample.</i></p>	N/A	N/A

No.	Category	Auditable area	Potential assurance requirements....	Position at 11/11	Summary recommendations	Opinion
23/06	Internal Control	Key Financials Pensions	<p>To provide assurance regarding operational processes for Fire Fighter Pensions. Topic area(s) will be risk assessed and then selected from the following:</p> <ul style="list-style-type: none"> <li>• Starters, leavers, and variations to pension are accurately accounted for in respect of pensionable adjustments required.</li> <li>• Contribution banding, pensions increases and dependants' pension requirements are correctly applied.</li> <li>• To review the validity and accuracy of calculations with regard to payments for new pensions and lump sums</li> </ul>	<p>Terms of Engagement completed – <b>testing being undertaken</b></p> <p><i>Note: Testing cannot commence until now to allow enough testing periods from the current financial year in order to provide a representative 22/23 sample.</i></p>	N/A	N/A

No.	Category	Auditable area	Potential assurance requirements....	Position at 11/11	Summary recommendations	Opinion
23/07	Internal Control	ICT Controls	<ul style="list-style-type: none"> <li>• Robustness and integrity of the ICT infrastructure and associated applications that either directly or indirectly contribute to the production of the financial statements or associated management decision making</li> </ul>	<p>Terms of Engagement completed – <b>testing being undertaken</b></p> <p><i>Note: Testing cannot commence until now to allow enough testing periods from the current financial year in order to provide a representative 22/23 sample.</i></p>	N/A	N/A

No.	Category	Auditable area	Potential assurance requirements....	Position at 11/11	Summary recommendations	Opinion
23/09	Internal Control	Contract Procedure Rules and associated Policies and Processes	<p>Follow up of partial assurance report</p> <p>Note the degree of detailed testing required for this specific audit means this cannot be absorbed from</p>	<p>Progress being monitored in conjunction with the Assist. Chief Fire and Rescue Officer (Director of Service Support) with a view to</p>	N/A	N/A

			the allocation of time further below	completing the work in <b>late Quarter 3</b> after the 30/9 deadline for implementation of the recommendations has passed.		
23/10	Internal Control	Human Resources	<ul style="list-style-type: none"> <li>Recruitment and retention processes and activities, to specifically incorporate any 'positive actions' work in trying to achieve a workforce reflective of our communities. The audit will also review the leavers process and any associated in exit interviews</li> </ul>	<p><b>Terms of Engagement completed and testing due to commence.</b></p> <p><i>This work was always due to commence this period after the current recruitment campaign has been completed.</i></p>	N/A	N/A
23/11	Internal Control	Counter Fraud: Bank Mandate Fraud	Policies and procedures surrounding the amendment of bank accounts are robust	<p>Terms of Engagement issued to client</p> <p><b>Work commenced however slightly delayed as management information regarding approval process is still at</b></p>	N/A	N/A

				<b>development stage</b>		
23/12	Various	Contingency - Emerging Issues	Emerging issues affecting the service e.g. Climate Change, New Legislation, Residual Brexit Issues, Forge Health etc	Ad-hoc advice issued in respect of gifts and hospitality and declarations of interests returns, <b>amendment of bank account procedures and queries from the external auditor</b>	N/A	N/A

**Audits not started**

None

**Areas of the original plan that will not be undertaken and associated rationale**

None specified as yet

**Potential Substitute Audits**

None specified as yet

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**Statutory & constitutional requirements and working arrangements**

Section 112 of the Local Government Finance Act 1988 requires that any combined fire authority ‘...shall make arrangements for the proper administration of its financial affairs’ and to ensure that ‘...one of its officers has responsibility for the administration of those affairs’. Within the Constitution of the CFA (the Constitution) approved by the CFA at its meeting on 20<sup>th</sup> June 2018, Part 2 - The Constitutional Framework sets out under Article 9.4(f) – Functions of the Treasurer, that ‘The Treasurer will ensure an efficient and effective internal audit of the CFA's activities is maintained’. Further detail is contained in Financial Procedure Rule 23.1.

A further statutory requirement for the CFA to have an effective internal audit function is contained within the Accounts and Audit Regulations 2015.

Article 5 of the Constitution explains the composition and functions of the Corporate Governance Committee (the Committee) including at 5(f) that the Committee has a function to ‘Monitor the adequacy and effectiveness of the Internal Audit Service’, and specifically to ‘Monitor progress against the (Internal Audit) plan through the receipt of periodic progress reports...consider major internal audit findings and recommendations and monitor the response to implementation of (those) recommendations.’

The CFA's internal audit function is outsourced to Leicestershire County Council's Internal Audit Service (LCCIAS) led by the Head of Internal Audit Service (HoIAS). Additionally, in November 2017, Leicester City Council delegated its internal audit function to the County Council.

LCCIAS plans and undertakes audits and provides reports to the Treasurer. Most planned audits undertaken are ‘assurance’ type, which requires undertaking an objective examination of evidence to reach an independent opinion on whether risk is being mitigated. Other planned audits are ‘consulting’ type, which are primarily advisory and guidance to management. These add value, for example, by commenting on the effectiveness of controls designed before implementing a new system. An opinion isn't formed in these circumstances. Unplanned ‘investigation’ type audits may be undertaken.

To enable it to fulfil its monitoring function, the HoIAS provides the Committee with a summary report of work undertaken in the period prior to the meeting. Each audit has a designated reference number to assist with tracking progress from planned to complete. Audits are categorised so that the HoIAS can meet a requirement of the Public Sector Internal Audit Standards to form an opinion on the overall adequacy and effectiveness of the CFA's control environment (the framework of governance, risk management and internal control). The HoIAS opinion informs the Annual Governance Statement.

Where applicable an individual ‘opinion’ on each audit assignment is also reported i.e. based on the answers and evidence provided during the audit and the testing undertaken, what assurance can be given that the internal controls in place to reduce exposure to those risks currently material to the system's objectives are both adequate and are being managed effectively (see table overleaf). There are usually four levels of assurance: full; substantial; partial; and little/no. An assurance type audit report containing at least one high importance (HI) recommendation would normally be classified as ‘partial’ assurance. Consulting type audits might also result in high

importance recommendations.

All internal audit recommendations are assessed in terms of risk exposure using the CFA's Risk Management Framework. If audit testing revealed either an absence or poor application of a key control, judgement is applied as to where the risk would fall (in terms of impact and likelihood), if recommendations to either install or improve control were not implemented. If material risk exposure is identified, then a high importance (HI) recommendation is likely. It is important that management quickly addresses those recommendations denoted as HI and implements an agreed action plan without delay.

The Committee is tasked with considering major internal audit findings and (HI) recommendations and monitoring the response to implementation of (those) recommendations. Progress against implementing HI recommendations will be reported to the Committee and will remain in its domain until the HoIAS is satisfied, based on the results of specific re-testing, that the HI recommendation has been implemented.

### **LEVELS OF ASSURANCE**

<b><u>OUTCOME OF THE AUDIT</u></b>	<b><u>ASSURANCE RATING</u></b>
No recommendations or only a few minor recommendations	<b>Full assurance</b>
A number of recommendations made but none considered to have sufficient significance to be denoted as <b>HI</b> (high importance)	<b>Substantial assurance</b>
Recommendations include at least one <b>HI</b> recommendation, denoting that (based upon a combination of probability and impact) in our opinion a significant weakness either exists or potentially could arise and therefore the system's objectives are seriously compromised.	<p><b>Partial assurance</b></p> <p>A HI recommendation denotes that there is either an absence of control or evidence that a designated control is <u>not</u> being operated and as such the system is open to material risk exposure. It is important that management quickly addresses those recommendations denoted as <b>HI</b> and implements an agreed action plan without delay.</p> <p>Alternatively, whilst individually none of the recommendations scored a HI rating, collectively they indicate that the level of risk to is sufficient to emphasise that prompt management action is required.</p>
The number and content of the <b>HI</b> recommendations made are sufficient to seriously undermine any confidence in the controls that are currently operating.	<b>Little or no assurance</b>

**Status of Report: Public**

**Meeting: Corporate Governance Committee**

**Date: 23 November 2022**

**Subject: Financial Monitoring to end September 2022**

**Report by: The Treasurer**

**Author: Manjora Bisla (Finance Manager)**

**For: Discussion and Decision**

### **Purpose**

1. The purpose of this report is to present the financial monitoring to the end of September 2022. This report is the second in the budget monitoring cycle and presents the key issues arising from the revenue budget and capital programme as at the end of September 2022 (Financial Period 6 in the 2022/23 year).

### **Recommendations**

2. The Corporate Governance Committee is asked to note the revenue budget and capital programme position as at the end of September 2022.

### **Executive Summary**

3. This report indicates the current financial position compared to the Revenue Budget and Capital Programme.
4. The revenue position currently shows an overall forecast overspend of £309,000. Savings from the phased recruitment of new posts, created as part of the 2022/23 budget, and the on call being below establishment have been forecasted.
5. The firefighters' pay award has not yet been agreed, but as offered exceeds the budget provision. The forecast outturn has been updated accordingly. The pay award for green book staff has recently been agreed and exceeds the budget as anticipated.
6. A number of other areas are showing significant overspends as a direct consequence of inflation, in particular energy and fuel, resulting in an overall overspend. It is currently uncertain how inflation will further impact this and future budgets.
7. The capital programme is reporting spend of £1,567,000 to date. Slippage of £3,932,000 has been identified and is being kept under review.

## Revenue Budget

8. The revenue budget position is summarised in Table 1 below. The forecast overall overspend is approximately £309,000.

<b>Table 1 - 2022/23 Revenue Budget</b>	<b>Annual Budget £000</b>	<b>Forecast Outturn £000</b>	<b>Variance £000</b>
Employees	31,062	31,187	125
Planned increase in Support Services Capacity	722	444	(278)
Premises	2,500	2,720	220
Transport	836	1,014	178
Supplies and Services	3,451	3,501	50
Capital Financing	4,867	4,867	0
<b>Total Expenditure</b>	<b>43,438</b>	<b>43,733</b>	<b>295</b>
Income	(43,438)	(43,424)	14
<b>Overspend</b>	<b>0</b>	<b>309</b>	<b>309</b>

9. The following notes relate to issues currently highlighted:

### **Employees**

- i. The pay award for Firefighters has not yet been agreed. A revised offer of 5% has been made since the original offer of 2% was rejected. A consultative ballot was sent to Fire Brigades Union Members on 31 October 2022 on whether to accept or reject the 5% offer, with the ballot closing on Monday 14 November 2022. No allowance is made in the forecast spending for any costs that may arise from the outcome.
- ii. Firefighters' pay is forecasting to overspend by £164,000 based on a 5% pay award effective from July 2022. The budget included a 3% pay award for the full financial year equating to £657,000. A 5% pay award from July 2022 would cost around £821,000.
- iii. Support staff pay is forecasting to overspend by £156,000. A pay award of £1,925 per person (FTE) for Green Book staff was agreed in November 2022, which will cost an additional £156,000 over and above the 3% budgeted.

- iv. On Call staffing is currently forecasting an underspend of £195,000 largely due to being below full establishment. This continues the pattern of recent years, with work still underway to look into increasing the on-call availability across the service. The forecast assumes a 5% pay award for on-call staff from July 2022.
- v. Members will recall that the budget for 2022/23 included £722,000 of growth to fund additional posts to enable better wellbeing support and training to the Service, along with providing additional Fire Protection Officer and other posts. These posts are being recruited to at different times generating one-off savings of £278,000 projected at this point.

### **Other Expenditure**

- vi. Premises costs are forecasted to overspend by £220,000. Around £165,000 of this is due to the significant increase in energy costs with electricity bills increasing by 100% from October 2022. Buildings repairs and maintenance costs are being closely monitored and are expected to overspend by at least £55,000.
- vii. Transport costs are forecasting a net overspend of £178,000, largely due to higher fuel prices and higher than previously forecast, this is after being offset by a £21,000 projected saving on staff travel expenses.
- viii. Supplies and services are forecasted to overspend by £50,000 due to inflation. This, at best, remains an approximate estimate and will be kept under review.

### **Income**

- ix. The income budget assumes no changes from the last monitoring period with an estimated overspend of £14,000.
- x. An income shortfall of £47,000 is forecast relating to the Forge Health Ltd dividend. This is in line with 2021/22 and 2020/21, where a dividend was not received.
- xi. Due to favourable interest rates compared to budget, interest receivable is forecast to be £53,000 more than budget. This may further increase as interest rates continue to rise.
- xii. In June 2022 the Home Office announced reductions to the Firelink Revenue Grant by 20% each year, with the final grant to be paid in 2025/26. This has resulted in a grant shortfall of £20,000 for the current financial year. Future budgets will reflect the winding down of the grant.

## Capital Programme

10. After inclusion of carry forwards totalling £3,799,000, the capital programme totals £8,168,000. This is summarised in Table 2 below.

<b>Table 3 2022/23 Capital Programme</b>	Programme after Carry Forwards	Actual YTD	Forecast Outturn	Slippage	Forecast (Savings)/ Overspends
	£'000	£'000	£'000	£'000	£'000
Vehicles	3,390	1,326	2,684	706	0
Property	3,082	27	1,017	2,065	0
IT and Equipment	1,345	198	519	826	0
Fire Control	301	16	16	285	0
Life Safety Sprinkler	50	0	0	50	0
<b>TOTAL</b>	<b>8,168</b>	<b>1,567</b>	<b>4,236</b>	<b>3,932</b>	<b>0</b>

## Vehicles

11. The slippage relates to four appliances expected to be delayed until 2023/24 due to supplier resourcing issues. The forecast assumes that the first of three instalment payments for these appliances will be made in late 2022/23, although this is not definite. The five appliances relating to the 2021/22 budget have now been paid for and are operational.

Following some significant delays, the Aerial Ladder Platform is now currently in at Central Station for training purposes. It is anticipated to be operational in early 2023. Two new variable response vehicles costing approximately £400,000 are anticipated to be received around January 2023.

## Property

12. A forecast of £1,017,000 has been estimated, with around £982,000 of this relating to the refurbishment project at Western Station. The works at Western Station are scheduled to commence in November 2022 with an estimated completion date of May 2023. Around £291,000 slippage has been identified for the Western refurbishment.

Other larger refurbishments at the other stations are currently at planning stages with works likely to start in 2023/24, accounting for the majority of the slippage.

### **IT and Equipment**

13. IT spend profiles have been thoroughly reviewed since the previous forecast. The current slippage of £826,000 relates to ICT provisions and development and the operational replacement programme.

### **Fire Control**

14. Slippage of £285,000 is forecasted for the Fire Control Project. This represents the balance of the £1,800,000 capital grant awarded by the government for the Tri-Service Control Project. Derbyshire Fire and Rescue Service is the lead on this project and will provide an update on any planned expenditure for the year.

### **Treasury Management**

15. There were no departures from the Treasury Management Policy Statement, which was agreed by the CFA at its meeting on 9 February 2022 in respect of prudential indicators or sources and methods of borrowing.

### **Report Implications/Impact**

16. Legal (including crime and disorder)  
There are no legal implications arising from this report.
17. Financial (including value for money, benefits and efficiencies)  
These are included in the main body of the report.
18. Risk (including corporate and operational, health and safety and any impact on the continuity of service delivery)  
  
It is important to be aware of how the budget is progressing as it enables early action to be taken to address any issues that arise.
19. Staff, Service Users and Stakeholders (including the Equality Impact Assessment)  
There are no staff, service user or stakeholder implications arising from this report.
20. Environmental  
There are no environmental implications arising from this report.
21. Impact upon "Our Plan" Objectives

The Finance and Resources strategic aim of demonstrating value for money is supported by the effective monitoring and review of the revenue and capital budgets throughout the year.

### **Background Papers**

Budget Strategy 2022/23 to 2024/25 (CFA 9 February 2022)

<https://leics-fire.gov.uk/wp-content/uploads/2022/02/item-8-budget-strategy-2022-23-2024-25.pdf>

Revenue and Capital Outturn 2021/22 (CFA 27 July 2022)

<https://leics-fire.gov.uk/wp-content/uploads/2022/07/item-7-revenue-and-capital-outturn-202122.pdf>

Financial Monitoring to end July 2022 (CFA 28 September 2022)

<https://leicesterfire.wpenginepowered.com/wp-content/uploads/2022/09/item-8-financial-monitoring-to-the-end-of-july-2022-pages-17-22.pdf>

### **Officers to Contact**

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**Status of Report: Public**

**Meeting: Corporate Governance Committee**

**Date: 23 November 2022**

**Subject: Grenfell Action Plan**

**Report by: Callum Faint – Chief Fire and Rescue Officer**

**Author: Paul Weston – Assistant Chief Fire and Rescue Officer**

**For: Information**

### **Purpose**

1. The purpose of the report is to inform the Corporate Governance Committee (CGC) of the progress on the actions arising from phase 1 of the Grenfell inquiry.

### **Recommendation**

2. The Corporate Governance Committee is asked to note the progress made against the actions.

### **Executive Summary**

3. This report sets out the progress, or otherwise, in respect of the actions against the Grenfell action plan, including:
  - Recommendations;
  - The Building Risk Review;
  - Evacuation;
  - Fire Survival Guidance;
  - Equipment.

### **Background**

4. In the early hours of 14 June 2017, a high-rise fire broke out in a 24-storey Grenfell Tower block of flats in North Kensington, West London. The fire claimed the lives of 72 people, including two who later died in hospital, with more than 70 others being injured and 223 people escaping.
5. The fire is believed to have started by an electrical fault in a refrigerator on the fourth floor. It spread rapidly up the building's exterior, bringing fire and smoke to all the residential floors. This was due to the building's new cladding and the external insulation.
6. The fire burned for about 60 hours before finally being extinguished. More than 250 London Fire Brigade firefighters and 70 fire engines from stations across London were involved in efforts to control the fire and rescue residents. It was the deadliest structural fire in the United Kingdom since the 1988 Piper Alpha oil-platform disaster and the worst UK residential fire since World War II.

7. An inquiry into the incident, led by The Rt Hon Sir Martin Moore-Bick was launched on 14 September 2017 to investigate the causes of the fire and other related issues. The findings from the first report of the inquiry were released in October 2019 and addressed the events of the night.
8. Phase 1 of the inquiry published 46 recommendations that impacted Fire and Rescue Services Nationally in 14 key areas:
  - a) Fire and rescue services: knowledge and understanding of materials used in high-rise buildings;
  - b) Plans;
  - c) Section 7(2)(d) of the Fire and Rescue Services Act 2004;
  - d) Lifts;
  - e) Communication between the control room and the incident commander;
  - f) Emergency calls;
  - g) Command and control;
  - h) Equipment;
  - i) Evacuation;
  - j) Personal fire protection;
  - k) Sprinkler systems;
  - l) Internal signage;
  - m) Fire Doors;
  - n) Co-operation between emergency services.
9. Of the 46 recommendations, the Service has completed 31 areas, as detailed in Appendix 1 of this report, with a further two planned for completion by December 2022. Key Areas include:
  - Building Risk Review;
  - Evacuation;
  - Fire Survival Guidance;
  - Equipment.
10. Work on the remaining thirteen areas is on-going with the Organisational Learning Board (OLB) monitoring progress and escalating issues to the Senior Management Team (SMT) where appropriate.

#### Building Risk Review

11. A total of 109 'in-scope' buildings were identified by the National Fire Chief's Council Protection, Policy and Reform Unit (PPRU) requiring triage. Through local intelligence and knowledge, the Service informed the PPRU of the need to increase the list to 155 'in scope' premises. In scope is classed as six floors or 18 metres in height.
12. All buildings were triaged by the Fire Protection team by December 2021; this identified thirteen high risk premises (non-compliant building materials and/or construction). Fire Protection has worked with the owners and/or the responsible person(s) to reduce the risk or implement interim measures.

### Evacuation

13. The Service has developed procedures and guidance to support differing evacuation strategies, ranging from 'stay put' to 'simultaneous evacuation'. This includes the training of dedicated officers located at Fire Control and the incident ground to provide specialist support.
14. Evacuation training has been completed via tabletop exercises and 'live' training scenarios involving the local resilience forum. Tall building exercises are now planned on an annual basis.

### Fire Survival Guidance

15. The National Fire Survival Guidance has now been developed and Control Room staff have been trained in its contents. The Service has also delivered the training package to East Midlands Ambulance Service and Leicestershire Police to ensure there is a standard message to prevent confusion.
16. Management of Fire Survival Guidance is being coordinated through failover arrangements with Derby and Nottinghamshire joint fire control. The testing and exercising on fire survival guidance has also been completed both locally and from a regional perspective.

### Equipment

17. The Service has purchased 'smoke hoods' to support members of the public who may require supported evacuation in the event of an incident. Once again, these have been tested during the 'live' tall buildings exercise. These are provided on all appliances.
18. To support the communications on the incident ground, the Service has procured new digital fireground radios, which supports the recommendation of ensuring effective communications by firefighters in tall buildings with the bridgehead.
19. Additionally, the Service has invested in 'smoke curtains' which provide essential compartmentation, containment, and channelling from the effects of a fire. They can be installed on a temporary basis during an incident to support the safe evacuation in the event of a fire.

### **Report Implications/Impact**

#### 20. Legal (including crime and disorder)

Failure to address the recommendations arising from the inquiry expose the Service to potential breaches of legislation, including but not limited to:

- Health and Safety at Work Act;
- Fire and Rescue Services Act 2004;
- Regulatory Reform (Fire Safety) Act 2015;
- Building Safety Act 2022.

21. Financial (including value for money, benefits and efficiencies)

The Service has received a number of grants from Central Government to support the delivery of the building risk review and procurement of new equipment.

22. Risk (including corporate and operational, health and safety and any impact on the continuity of Service delivery)

The risk of not addressing the recommendations made within the inquiry exposes the Combined Fire Authority to legal challenges in the event of a similar event occurring within Leicester, Leicestershire and Rutland.

23. Staff, Service Users and Stakeholders (including the Equality Impact Assessment)

Staff and stakeholders have been fully engaged whilst addressing the recommendations; these will also support the Service's aim of Safer People, Safer Places. Equality Impact Assessments have been completed where appropriate.

24. Environmental

None identified at this time.

25. Impact upon "Our Plan" Objectives

The actions taken from the Grenfell Phase 1 inquiry recommendations support the aim of Safer People, Safer Places.

## **Appendices**

Appendix 1 - Grenfell Action Plan

### **Officers to Contact**

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Appendix 1 – Grenfell Action Plan

Recommendation  
number (G =  
complete, Y = in  
progress)

Grenfell Recommendation overview (31 of 46 recommendations completed = 67%)

33.10a	Responsible Person (RP) and Risk Based Inspection Programme (RBIP) to identify external wall systems (EWS) which are flammable
33.10b	Training on fire spread in external face of buildings and recognising it is happening
33.11a	Site Specific Risk Information (SSRI) quality to improve and align to National Operational Guidance (N.O.G)
33.11b	SSRI quality to improve and align to N.O.G and Crew Managers and above trained in high rise inspection
33.12a	RP plans of buildings (electronic and paper) to FRS
33.12b	RP to provide Premises Information Box (PIB) complete with information
33.12c	Ability for FRS to receive, store and access when needed building plans
33.13a	RP to inspect FF lifts regularly and inform FRS where not in operation
33.13b	RP to inspect method of operation of FF lifts functions regularly and report
33.14a	Review procedures between control room and incident commander
33.14b	Incident commanders to receive training on the specific requirements of communication with the control room
33.14c	Incident Command awareness training for Control
33.14d	A dedicated communication link between senior officer in control and the incident commander

33.15a	Provide a clearer distinction between callers seeking advice and those who need rescuing
33.15b	Regular training for control room operators at all levels
33.15c	Procedures in place for handling a large volume of Fire Survival Guidance (FSG) calls
33.15d	Display FSG call data simultaneously on the fire ground and in control
33.15e	Policies be developed for managing a transition from “stay put” to “get out”.
33.15f	Control operators trained to handle change of advice from stay put to get out and convey it effectively to callers
33.16.	Investigate steps by which assisting control rooms can see host control room incident information
33.17.	Partner agencies trained to recognise FSG and pass to the fire service control room as soon as possible
33.18a	Develop policies and training to ensure better control of deployments and the use of resources
33.18b	Appropriate debriefing between deployments
33.19.	Confirm links in place IC to Bridgehead and IC to Control (links 33.14D)
33.20.	Provide direct link from Control to Bridgehead allowing information to be directly transmitted between the two
33.21a	Obtain equipment that enables FF in BA to communicate effectively with the bridgehead when in tall buildings
33.21b	Ensure Command Support system is fully operative on all command units and that crews are trained in its use
33.22a	Government guidance document on simultaneous evacuation to be reviewed and outcomes for FRS embedded
33.22b	FRS to develop policies for partial and total evacuation of high-rise residential buildings

- 33.22c RP to have plans (electronic and paper) and given to FRS and in PIB (see 33.12A and 33.12B)
- 33.22d Each building to have a means of selective or full evacuation notification
- 33.22e RP to prepare Personal Emergency Evacuation Plans (PEEP) for residents and share
- 33.22f RP to provide PEEP information in PIB
- 33.22g Provide smoke hoods for members of the public on each fire engine
- 33.27. Floor numbers clearly marked and visible in low light conditions
- 33.28. RP to provide fire evacuation information in language of resident
- 33.29a RP review fire door provision
- 33.29b RP to inspect self-closing devices on all fire door periodically
- 33.30. RP, where external wall cladding is deemed flammable, will ensure fire doors are provided leading from flat to common areas
- 33.31a Communicate a Major Incident immediately to Blue light and partners
- 33.31b Control rooms on declaration of a Major Incident will set up dedicated communication lines
- 33.31c Single point of contact in control rooms to manage Major incident communication
- 33.31d 'METHANE' message should be sent as soon as possible by the emergency service declaring a Major Incident
- 33.32. Investigate the Police, Fire and Ambulance call management systems so that each service can read the others messages
- 33.33. Datalink from NPAS to CSV - If no go then drone or not required action?

33.34.

Collection of survivor details and communications to family (LRF action)