

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 |
|--|---|------------|------------|------------|------------|-------------|------------|-----|-----|-----|-----|-----|-----|-------------|----------------|------------|
| KCI 1 Incidents Attended | | | | | | | | | | | | | | | | |
| I.1 | Total incidents | 765 | 770 | 761 | 962 | 1057 | 683 | | | | | | | 4998 | 4142 | 856 |
| 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 |
| KCI 2 Fatalities and casualties | | | | | | | | | | | | | | | | |
| 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 |
| KCI 3 | Level of emergency response service provision | | | | | | | | | | | | | | | |
| 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 Wholtime 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 |
|---|---|--------|------|--------|------|------|------|-----|-----|-----|-----|-----|-----|---------|---------------------|--------------------|
| KCI 4 Home Fire Safety Checks | | | | | | | | | | | | | | | | |
| 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% |
| KCI 5 Fire Protection and Enforcement | | | | | | | | | | | | | | | | |
| 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% |
| KCI 6 Capacity, staff and availability | | | | | | | | | | | | | | | | |
| 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 |

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| 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 | Total incidents | 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.

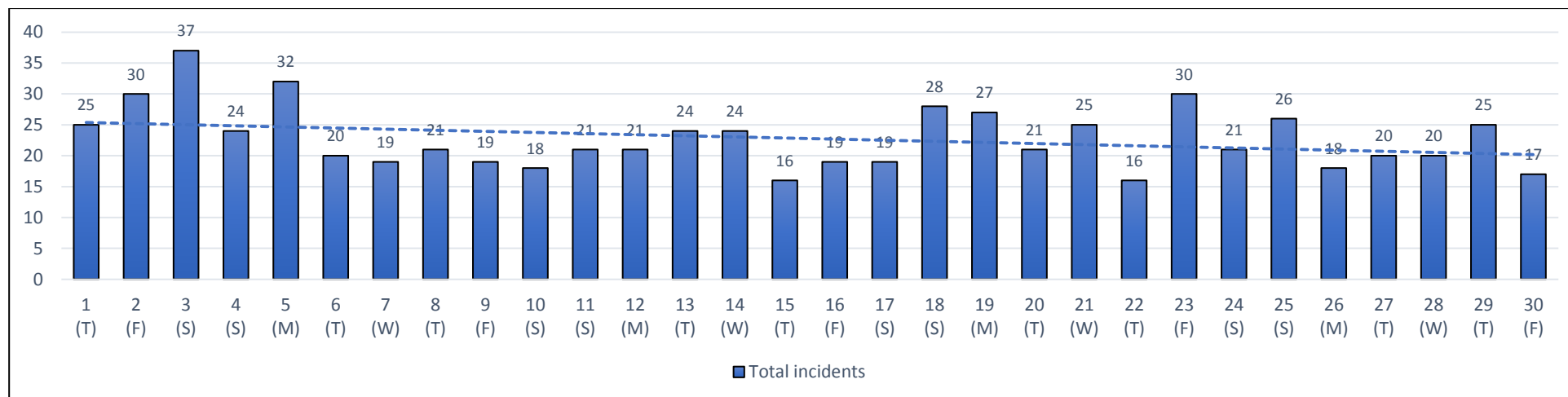
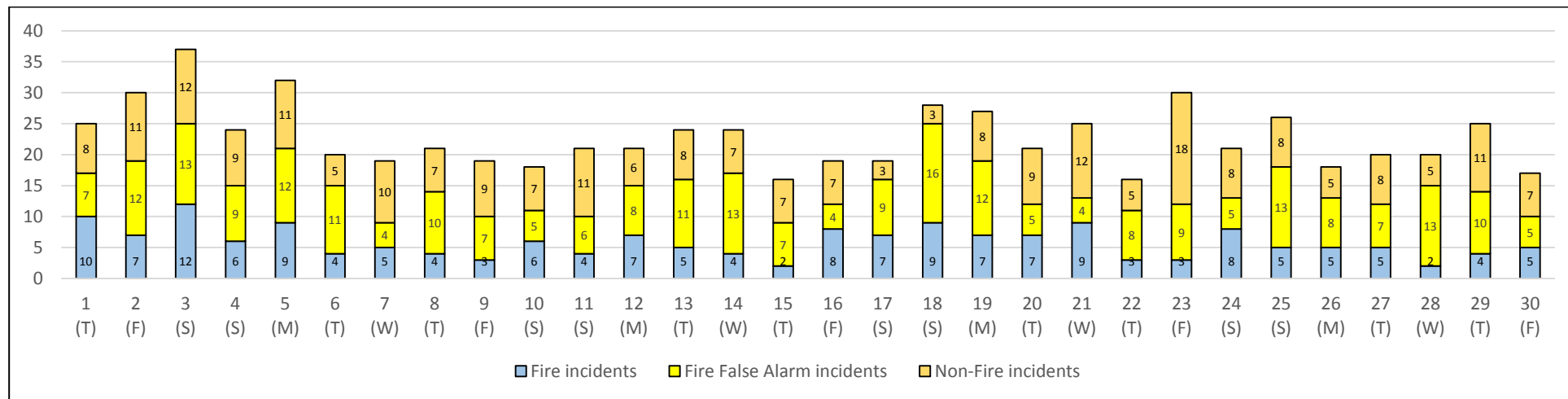


Chart 2: The total number of incidents broken down by type and day in September 2022 shows the 37 incidents on 3 September broken down into 13 fire false alarm incidents, 12 fire incidents and 12 non-fire incidents.



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 |

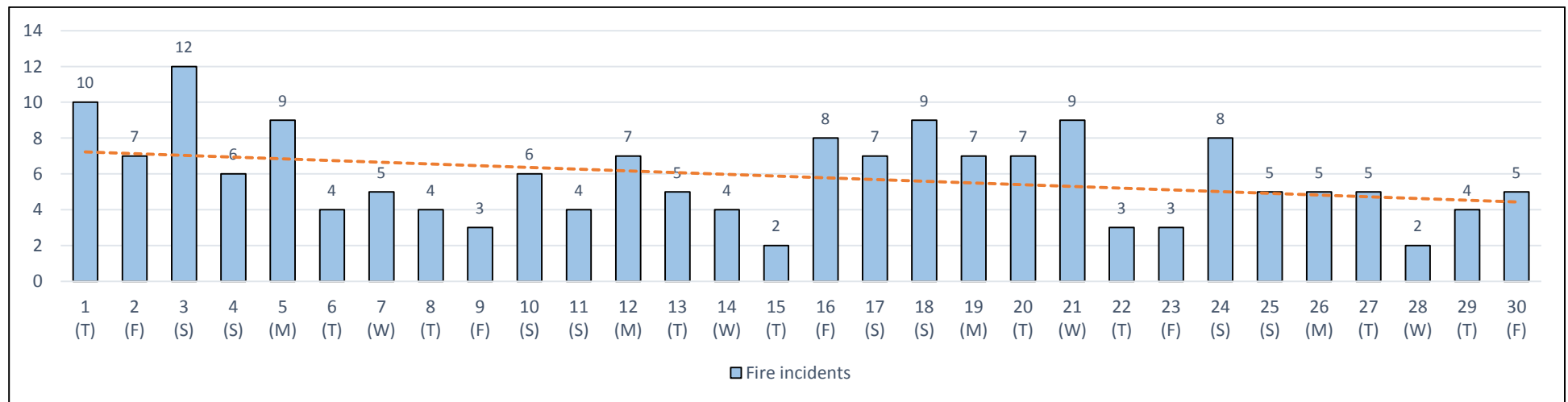
September 2022

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 |

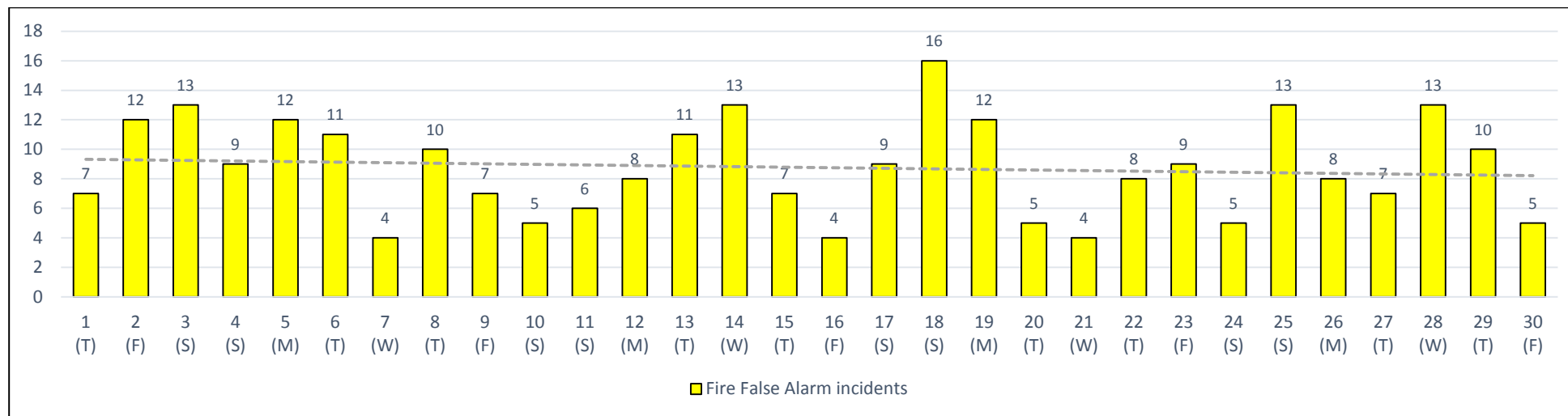
September 2022

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 |

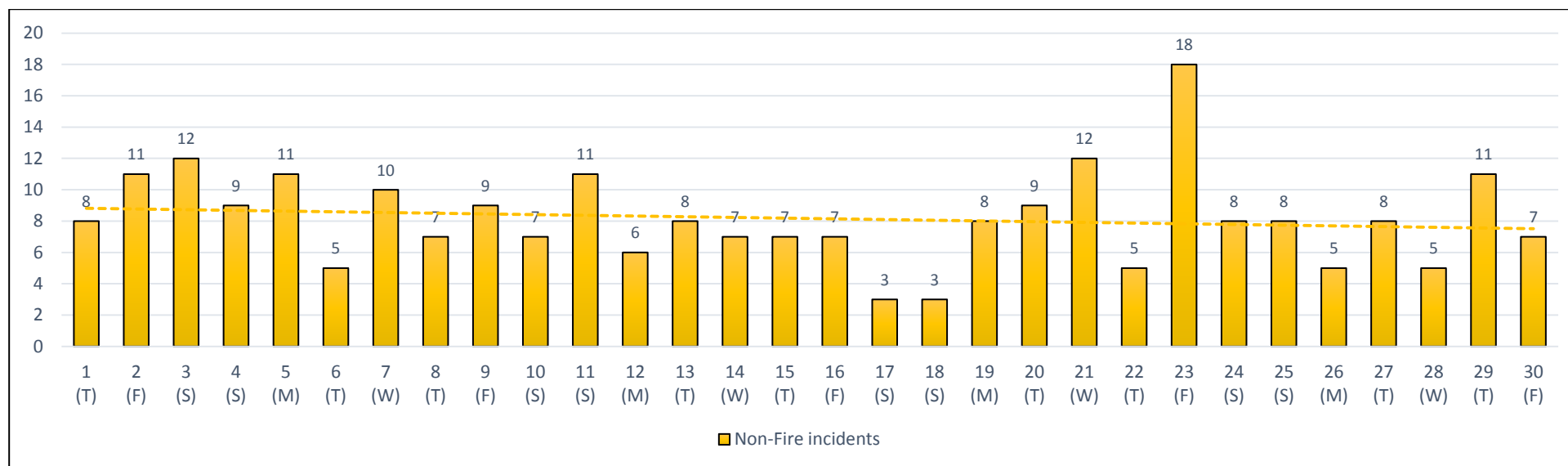
September 2022

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).

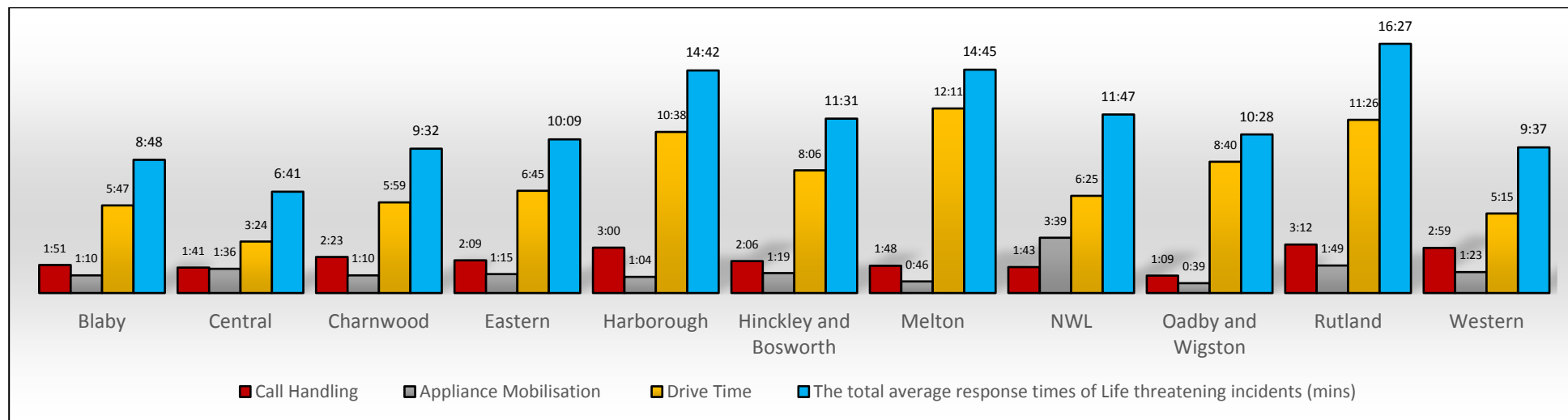
Average drive time was 6 minutes 59 seconds, an increase of 12 seconds on the time in August (6 minutes 47 seconds).

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.

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).

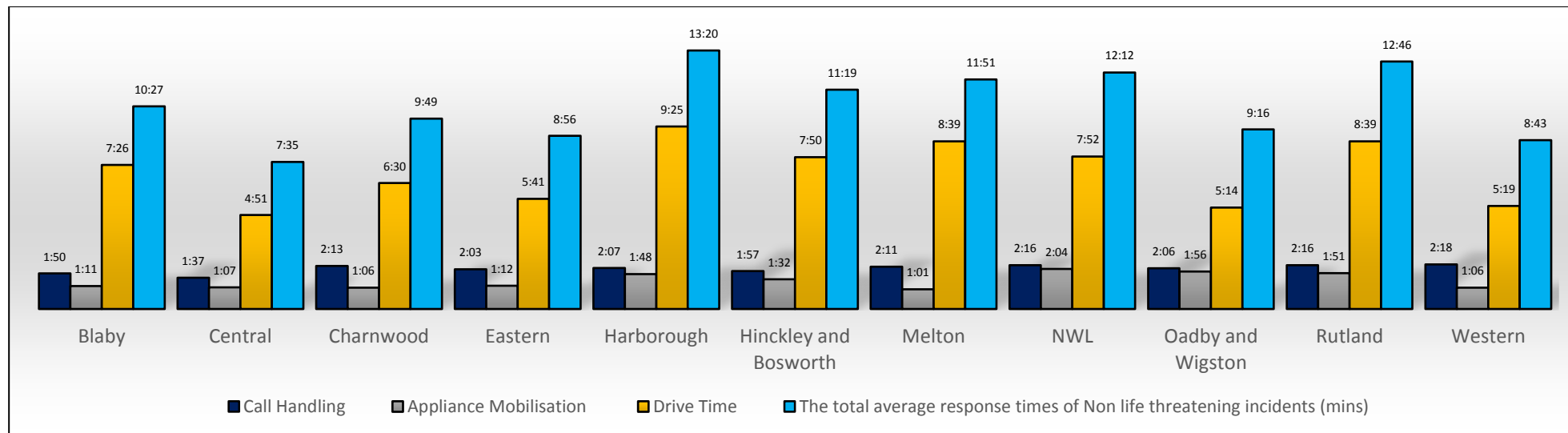
Average drive time was 6 minutes 31 seconds, a reduction of 57 seconds on the time in August (7 minutes 28 seconds).

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

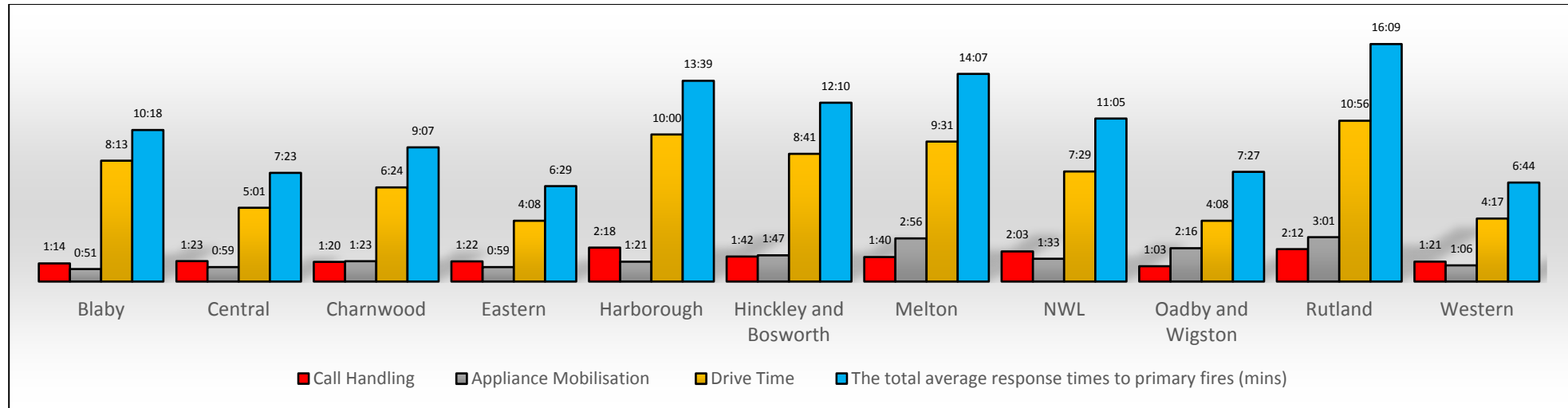
There have been 63 primary fires in September. This is 42 less than September (105).
 The total average response time for the 63 incidents was 10 minutes 28 seconds, compared to 11 minutes 39 seconds in August.

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).

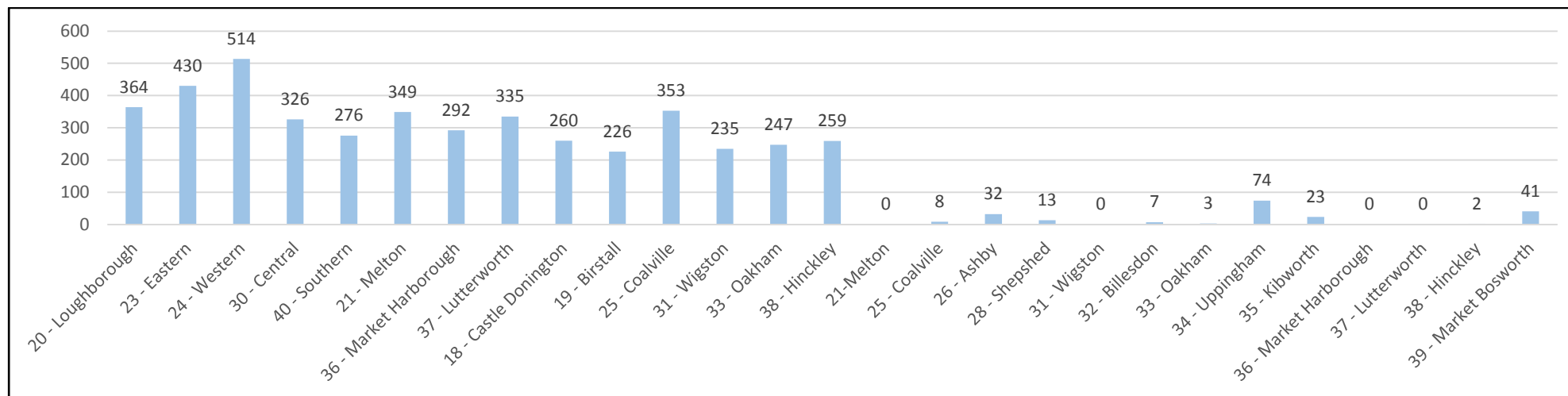
Unknown 9, which is exactly the same home safety checks last year's (9).

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 1st quarter and 666.58 days/shifts lost in the 2nd quarter, so there has been a decrease of 41.07 days/shifts lost in the 2nd quarter. Short term sickness lost 342.66 days/shifts in the 1st quarter, compared to 356.09 days/shits lost in the 2nd quarter. Long term sickness lost 364.99 days/shifts in the 1st quarter, compared to 310.48 days/shifts lost in the 2nd 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 |
| Total | 364.00 | 161.50 | 525.50 | 159.33 | 3.30 |
| DC | | | | | |
| 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 |
| Total | 78.45 | 108.18 | 186.63 | 30.83 | 6.05 |
| DCP | | | | | |
| 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 |
|---------|-------|-------|-------|-------|------|

| | | | | | |
|-------------|-------|--------|--------|--------|------|
| Non Station | 70.00 | 146.00 | 216.00 | 114.17 | 1.89 |
|-------------|-------|--------|--------|--------|------|

| | | | | | |
|-------------------|--------|--------|---------|--------|------|
| Total Operational | 698.75 | 675.48 | 1374.23 | 380.83 | 3.61 |
|-------------------|--------|--------|---------|--------|------|

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 1st quarter and 248.12 days/shifts lost in the 2nd quarter, so there has been an increase of 34.91 days/shifts lost in the 2nd quarter. Short term sickness lost 71.91 days/shifts in the 1st quarter, compared to 80.20 days/shits lost in the 2nd quarter. Long term sickness lost 141.30 days/shifts in the 1st quarter, compared to 167.92 days/shifts lost in the 2nd 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 |
| Total Support | 152.11 | 309.22 | 461.33 | 121.94 | 3.78 |

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.