

## Performance Update: April 2022 to March 2023

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>																
<b>1.1</b>	<b>Total incidents</b>	<b>765</b>	<b>771</b>	<b>762</b>	<b>971</b>	<b>1067</b>	<b>700</b>	<b>779</b>	<b>739</b>	<b>843</b>	<b>682</b>	<b>714</b>	<b>647</b>	<b>9440</b>	<b>8144</b>	<b>1296</b>
1.2	Fire incidents	248	229	254	388	451	178	162	144	130	126	198	142	2650	2002	648
a	Primary fire incidents	90	84	108	122	111	71	82	82	95	73	79	81	1078	1064	14
b	Secondary fire incidents	153	145	146	266	340	106	74	55	25	44	109	54	1517	875	642
c	Chimney fire incidents	5	0	0	0	0	1	6	7	10	9	10	7	55	63	-8
1.3	Fire false alarm incidents	233	243	238	307	307	271	311	300	327	255	252	246	3290	2841	449
a	Due to apparatus	116	123	111	163	136	147	186	170	175	142	119	114	1702	1503	199
b	Good intent	113	113	121	140	168	116	117	125	144	105	125	122	1509	1245	264
c	Malicious attended	4	7	6	4	3	8	8	5	8	8	8	10	79	93	-14
1.4	Non-fire incidents	284	299	270	276	309	251	306	295	386	301	264	259	3500	3301	199
a	Non-fire false alarms	12	11	9	14	14	7	14	10	7	18	6	11	133	123	10
b	Special service	272	288	261	262	295	244	292	285	379	283	258	248	3367	3178	189
-	Road traffic collision (RTC)	43	66	45	49	60	46	76	64	69	74	61	57	710	675	35
-	Assist other agencies	75	73	79	50	64	71	70	61	65	60	49	61	778	837	-59
-	Effecting entry / exit	36	31	31	33	30	21	36	36	36	35	33	27	385	313	72
-	Medical incident - co-responder/first responder	21	17	13	32	30	19	29	27	27	21	37	25	298	325	-27
-	Flooding	12	12	8	12	14	13	8	14	73	17	9	11	203	142	61
-	Suicide/attempts	14	7	8	8	11	5	2	3	7	7	8	3	83	53	30
	- suicides	1	2	1	0	3	0	1	0	1	2	2	0	13	7	6
<b>KCI 2 Fatalities and casualties</b>																
2.1	Fatalities in fires	0	1	0	0	0	1	1	1	0	0	0	0	4	6	-2
2.2	Non-fatal casualties in fires	4	3	4	3	5	3	9	4	5	4	5	3	52	61	-9
2.3	Fatalities in non-fire incidents	4	5	4	4	7	3	9	6	3	9	10	11	75	74	1
2.4	Non-fatal casualties in non-fire incidents	60	78	47	48	44	47	85	66	57	97	33	39	703	804	-101

Ref	Key Corporate Indicator	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Actual	3-Year Average	Differ
2.5	Number of TRIM (Trauma Risk Management):															
a	Notifications	7	13	5	7	7	5	14	7	5	14	11	13	108	113	-5
b	Interventions	3	5	0	2	1	2	4	6	6	4	4	0	37	104	-67
c	I to I's	1	1	0	0	0	1	1	1	1	2	4	0	12	14	-2
2.6	Number of LFRS employees injured whilst attending incidents															
		2	1	0	0	6	0	0	0	0	2	1	0	12	19	-7
<b>KCI 3</b>	<b>Level of emergency response service provision</b>															
3.1	Number of emergency calls received															
		1552	1573	1627	2738	2693	1546	1660	1579	1715	1431	1483	1505	21102	17389	3713
3.2	The total average response times of life threatening incidents (mins)															
		9:40	10:16	9:54	9:21	10:10	10:40	11:34	11:44	10:42	10:49	10:59	11:33	10:40	10:33	0:07
a	Average call handling time															
		2:04	2:02	1:59	2:06	1:57	2:19	2:13	2:31	2:11	2:07	2:14	2:16	2:10	2:10	0:00
b	Average appliance mobilisation time															
		1:17	1:08	1:18	1:17	1:16	1:33	1:32	1:36	1:19	1:23	1:54	1:18	1:24	1:47	-0:23
c	Average time to drive to the incident															
		6:19	7:06	6:37	5:58	6:57	6:48	7:49	7:37	7:12	7:19	6:51	7:59	7:06	6:36	0:30
d	Number of life threatening incidents attended															
		57	77	69	58	66	53	82	75	81	93	63	69	843	1070	-227
3.3	The total average response times of non-life threatening incidents (mins)															
		9:58	9:14	9:49	10:25	11:10	10:02	9:40	9:47	9:29	9:40	9:38	9:47	9:57	9:51	0:06
a	Average call handling time															
		1:54	1:51	1:58	2:04	2:03	1:57	1:59	1:50	1:52	1:59	1:56	2:03	1:57	2:11	-0:14
b	Average appliance mobilisation time															
		1:33	1:26	1:31	1:22	1:35	1:33	1:44	1:34	1:28	1:24	1:29	1:30	1:31	1:38	-0:07
c	Average time to drive to the incident															
		6:31	5:57	6:20	6:59	7:32	6:32	5:57	6:23	6:09	6:17	6:13	6:14	6:29	6:02	0:27
d	Number of non-life risk incidents attended															
		699	691	690	908	989	643	694	658	755	582	633	571	8513	6995	1518
3.4	The total average response times to primary fires (as recorded by Home Office)															
		9:24	8:04	10:06	11:10	11:44	10:22	9:32	10:00	9:07	9:47	10:09	10:04	10:03	9:41	0:22
a	Average call handling time															
		1:26	1:24	1:40	1:34	1:49	1:35	1:42	1:34	1:39	1:27	1:30	1:37	1:35	1:41	-0:06
b	Average appliance mobilisation time															
		1:31	1:04	1:23	1:19	1:38	1:31	1:18	1:25	1:18	1:18	1:19	1:36	1:22	1:33	-0:11
c	Average time to drive to the incident															
		6:27	5:36	7:03	8:17	8:17	7:16	6:32	7:01	6:10	7:02	7:20	6:51	7:06	6:27	0:39
d	Number of primary fire incidents attended															
		79	71	98	112	102	64	64	74	89	67	70	69	959	939	20
3.5	The % availability of Wholtime fire appliances															
		97.7%	98.5%	97.9%	96.4%	97.3%	98.7%	98.4%	98.7%	97.8%	99.9%	99.7%	98.7%	98.3%	98.4%	-0.1%
3.6	The % availability of On-Call fire appliances															
		61.8%	59.5%	59.7%	53.1%	58.9%	64.5%	61.4%	67.1%	64.8%	73.4%	72.3%	66.6%	63.5%	70.0%	-6.5%
3.7	The % of people satisfied with our overall response															
		100%	100%	100%	100%	100%	100%	100%	100%	100%	96%	100%	100%	99.7%	99.7%	0.0%
a	The % of people satisfied with their initial contact with the service															
		100%	95%	100%	100%	100%	100%	94%	88%	100%	95%	100%	100%	97.7%	98.9%	-1.2%

Ref	Key Corporate Indicator	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Actual	3-Year Average	Differ
b	The % of people satisfied with the service they received at the scene	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.8%	0.2%
<b>KCI 4 Home Fire Safety Checks</b>																
4.1	Home safety checks	942	1340	1233	980	1080	889	1000	1193	1041	1374	1305	1283	13660	9643	4017
4.2	Home safety feedback surveys	199	275	315	278	209	104	199	168	145	221	144	150	2407	1906	501
a	Percentage satisfied	100%	100%	99%	100%	100%	100%	100%	100%	100%	99%	100%	100%	99.9%	99.4%	0.5%
<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%	13%	11%	15%	19%	21%	17%	16%	17%	-1%
a	Fire safety audits	98	115	102	100	92	92	99	114	78	64	119	141	1214	650	564
b	Action plans and enforcement notices	20	17	9	18	13	15	13	12	12	12	25	24	190	111	79
5.2	Fire protection survey – Overall how satisfied were you with the service received	91%	100%	100%	100%	100%	94%	100%	100%	100%	100%	100%	100%	99%	98%	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			2.36			1.56			7.53	5.57 (8.09)	1.96 (-0.56)
a	Days/shifts lost to short-term sickness	342.66			356.09			387.90			231.04			1317.69	612.28	705.41
b	Days/shifts lost to long-term sickness	364.99			310.48			521.06			367.12			1563.65	1459.14	104.51
c	Total days/shifts lost to sickness	707.65			666.57			908.96			598.16			2881.34	2071.42 (3486.95)	809.92 (-605.61)
6.2	Average number of days/shifts lost to sickness by support staff per person (inc COVID 19)	1.76			2.02			1.69			2.00			7.47	6.97 (9.22)	0.50 (-1.75)
a	Days/shifts lost to short-term sickness	71.91			80.20			87.78			105.70			345.59	177.92	167.67
b	Days/shifts lost to long-term sickness	141.30			167.92			123.54			149.00			581.76	547.72	34.04
c	Total days/shifts lost to sickness	213.21			248.12			211.32			254.70			927.35	725.64 (1079.26)	201.71 (-151.91)
6.3	Average number of staff on modified duties for the entire month	5	6	5	5	8	8	7	4	6	5	5	8	6.00	7.31	-1.31
a	Wholetime	4	5	3	4	5	4	4	3	5	5	4	5	4.25	3.83	0.42
b	On-Call	1	1	2	1	3	4	2	1	1	0	1	3	1.66	3.06	-1.40
c	Support	0	0	0	0	0	0	1	0	0	0	0	0	0.09	0.42	-0.33
6.3	Average number of staff on modified duties at some point throughout the month	7	12	19	15	13	20	21	20	8	15	16	10	14.66	12.78	1.88
a	Wholetime	6	7	14	9	11	15	14	11	5	11	13	10	10.50	8.17	2.33

Ref	Key Corporate Indicator	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Actual	3-Year Average	Differ
b	On-Call	1	5	4	5	2	3	4	4	2	4	3	0	3.08	3.03	0.05
c	Support	0	0	1	1	0	2	3	5	1	0	0	0	1.08	1.58	-0.50

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 2022 to March 2023**

Of the 9440 incidents April 2022 to March 2023, 3500 (37%) were non-fire incidents, 3290 (35%) were fire false alarm incidents and 2650 (28%) were fire incidents. Most incidents occurred in Central, followed by Charnwood and Western. The 3-year average is 8144, so in comparison to this, there are 1296 more incidents (16%).

**Table 2: Total incidents – April 2022 to March 2023**

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Apr 2022 to Mar 2023
<b>1.1</b>	<b>Total incidents</b>	1346	1236	1272	731	446	378	348	730	1361	789	803	9440

Looking at the 3 areas:

Fire incidents – increase of 648 incidents compared to 3-year average.

Fire false alarm incidents – increase of 449 incidents compared to the 3-year average.

Non-fire incidents – increase of 199 incidents compared to 3-year average.

Whilst each of the 3 areas show increases against the 3-year average, it is important to recognise that the 3-year average will have been affected somewhat by the COVID 19 pandemic and the number of incidents attended during the summer months this year has been out of the ordinary. The number of fire related incidents increased significantly during that period, with the main reason being the huge rise in secondary fire incidents. This is a result of what was an extremely dry period with record temperatures and hardly any rain. The last year we had more secondary fires was back in 2011/12, when there were 1861 secondary fires. The number of fire false alarm incidents has increased and 2014/15 was the last year we had more fire false alarm incidents with 3675. The number of non-fire incidents has also increased, although not to the extent that fire incidents and fire false alarm incidents has. Within special service incidents, there has been increases in the number of road traffic collisions, effecting entry/exit entry incidents, medical incident - co-responder/first responder incidents, flooding incidents and suicide/attempts.

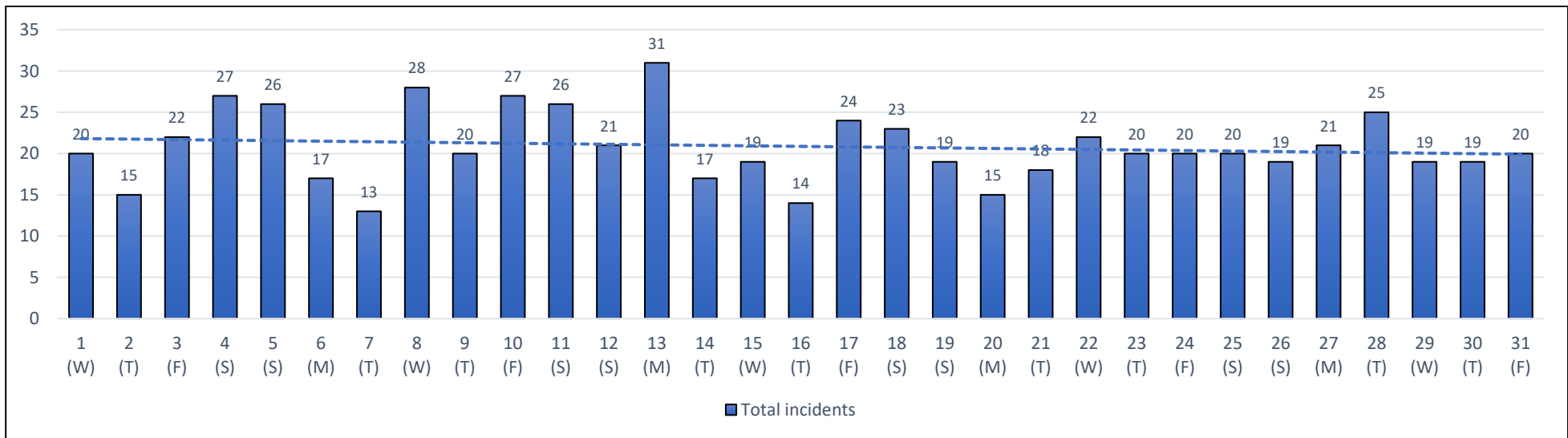
### March 2023

Of the 647 incidents in March, 259 (40%) were non-fire incidents, 246 (38%) were fire false alarm incidents and 142 (22%) were fire incidents. This has decreased from February (714) and can be put down to decreases in secondary fire incidents. This is the lowest number of incidents attended in a month this year. There were 142 fire incidents in March, compared to 198 in February. There were also 246 fire false alarm incidents in March, compared to 252 in February and there were 259 non-fire incidents in March, compared to 264 in February. Most incidents occurred in Charnwood, Western and Central.

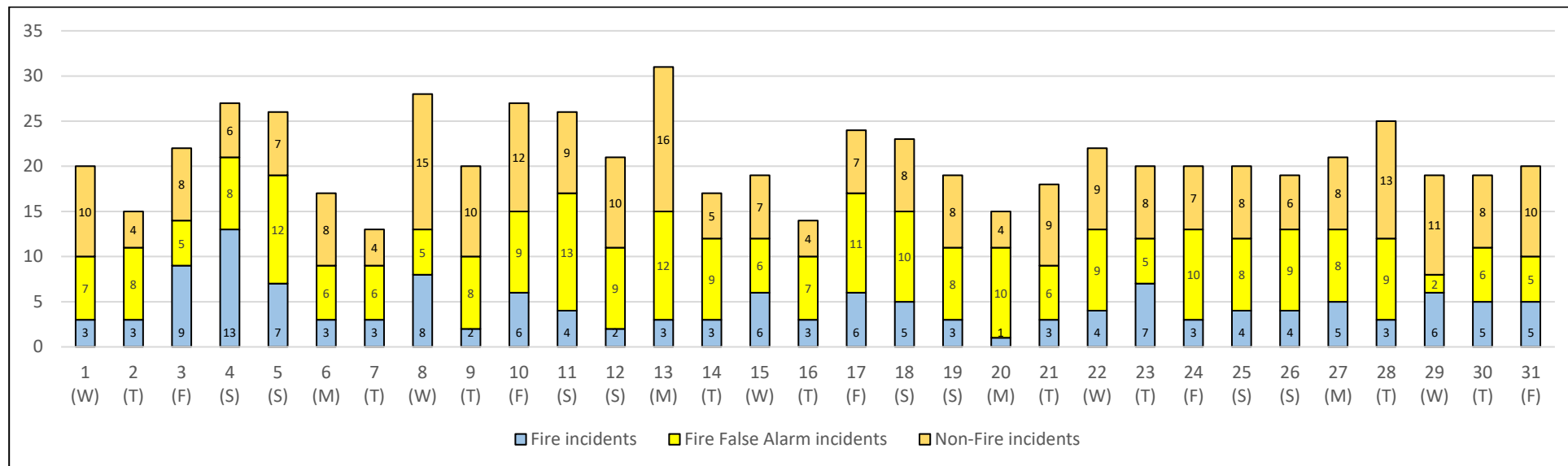
**Table 3: Total incidents – March 2023**

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Mar 2023
I.1	Total incidents	85	83	90	41	28	27	26	50	106	53	58	647

**Chart 1: The total number of incidents by day in March 2023** shows the number of incidents by day, ranging from 13 at its lowest in a day on 7 March, to 31 incidents at its peak on 13 March. The number of incidents has decreased as the month has progressed. On average, there were 20.87 incidents attended each day.



**Chart 2: The total number of incidents broken down by type and day in March 2023** show the 31 incidents on 13 March broken down into 16 non-fire incidents, 12 fire false alarm incidents and 3 fire incidents.



### 1.2 Fire incidents – April 2022 to March 2023

Of the 2650 fire incidents April 2022 to March 2023, 1078 were primary fires, 1517 were secondary fires and 55 were chimney fires. Most incidents occurred in Charnwood, Western and Eastern. The 3-year average is 2002, so in comparison to this, there are 648 more incidents. That is a 32% increase in fires compared against the 3-year average. The number of secondary fires during April to August increased considerably and this can be related to the much warmer drier weather. There were record temperatures with hardly any rainfall during this period. The winter months reduced as they traditionally do and we are out of the winter months, which were darker and colder and incident numbers have started to increase.



**Table 4: Fire incidents – April 2022 to March 2023**

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Apr 2022 to Mar 2023
1.2	Fire incidents	301	306	402	191	155	77	74	190	436	246	272	2650
a	Primary fire incidents	97	128	153	85	64	33	44	84	164	115	111	1078
b	Secondary fire incidents	203	178	248	95	82	43	24	104	263	122	155	1517
c	Chimney fire incidents	1	0	1	11	9	1	6	2	9	9	6	55

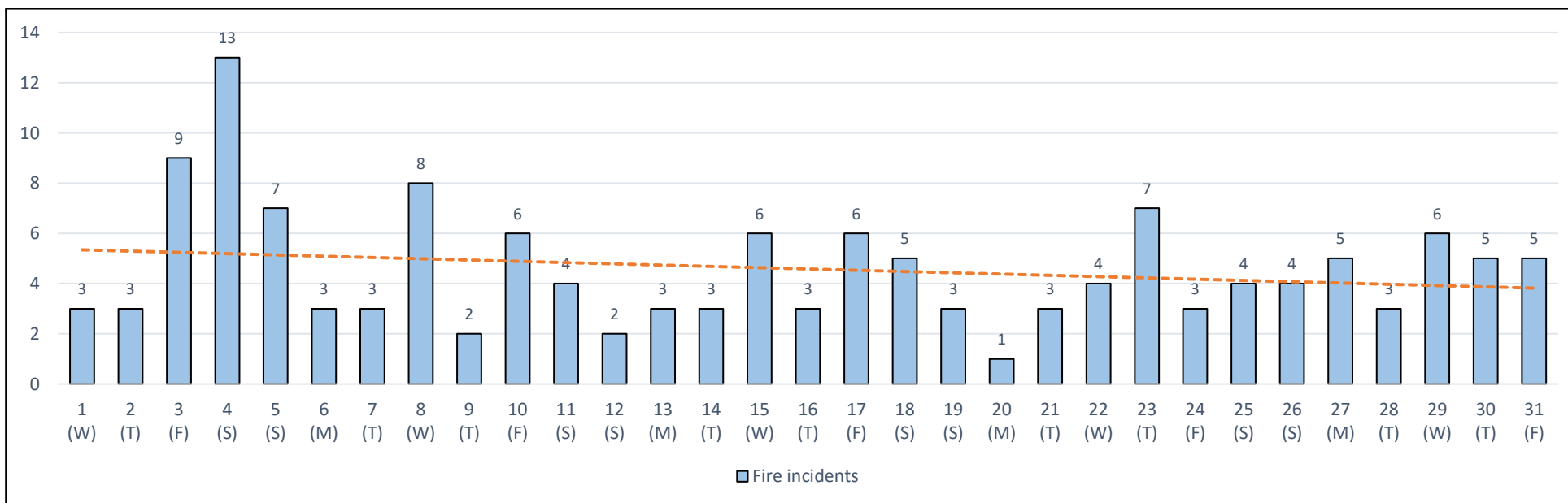
### March 2023

Of the 142 incidents in March, 81 (57%) were primary fires, 54 (38%) were secondary fires and 7 (5%) were chimney fires. Most incidents occurred in Charnwood, Western and Eastern. This is a decrease of 57 incidents from February (198).

**Table 5: Fire incidents – March 2023**

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Mar 2023
I.2	Fire incidents	9	18	20	9	11	4	8	11	28	9	15	142
a	Primary fire incidents	3	8	12	5	7	2	6	8	15	7	8	81
b	Secondary fire incidents	6	10	8	4	2	2	1	2	11	1	7	54
c	Chimney fire incidents	0	0	0	0	2	0	1	1	2	1	0	7

**Chart 3: The total number of fire incidents by day in March 2023** show the number of incidents by day, ranging from 1 incident in a day on 20 March, to 13 incidents at its peak on 4 March. The number of incidents has decreased as the month has progressed. On average, there were 4.58 fire incidents attended each day.



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

There were 81 primary fire incidents in March, which is 2 more than February (79). Of these, 59 were accidental fires, 20 were deliberate fires and 2 were not known. Charnwood had the most incidents with 15, followed by Western 12, Blaby 8, Eastern 8 and North West Leicester 8.

Of the 59 accidental fires, the main property categories were dwelling 34 and road vehicle 13. The main fire cause show fault in equipment or appliance 15 and faulty fuel supply – electricity 10. The main ignition source show vehicles only 14 and electricity supply 13. The main times of the incidents show 7 of the incidents occurring between the hours of 6.00pm – 7.00pm.

Of the 20 deliberate fires, the main property categories were road vehicle 12, public admin security and safety (prison) 4 and dwelling 2. The main times of the incidents show 4 of the incidents occurring between the hours of 10.00pm – 11.00pm.

Of the 2 not known fires, the property categories were dwelling 1 and road vehicle 1. The main fire cause was overheating, unknown cause 1 and combustible articles too close to heat source (or fire) 1. The main times of the incidents show 1 incident occurring between the hours of 11.00am – 12.00pm and 1 incident occurring between 4.00pm – 5.00pm.

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

There were 54 secondary fire incidents in March, which is 55 lower than February (109). The number of deliberate secondary fires historically has always increased when there are prolonged periods of warmer weather. The last time we had such numbers of secondary fires in a year was back in 2011/12 when there were 1861 secondary fires. During July and August this year there was a large increase of secondary fires in a very small period of time. The winter months saw a reduction in secondary fires as they traditionally do and we are out of that period, which were darker and much colder and now incident numbers have started to increase.

Of the incidents in March, 29 were accidental fires and 25 were deliberate fires. Charnwood had the most secondary fire incidents with 11, followed by Eastern 10 and Western 8.

Of the 29 accidental fires, the main types of property were outdoor structure 10 and other outdoors (inc land) 9. The main times of the incidents show 7 of the incidents occurring between the hours of 12.00pm – 1.00pm.

Of the 25 deliberate fires, the main types of property were other outdoors (inc land) 11 and grassland woodland and crops 7. The main times of the incidents show 6 of the incidents occurring between the hours of 6.00pm – 7.00pm.



### 1.2c Chimney fire incidents

There were 7 chimney fire incidents in March, which is 3 lower than February (10). There were 2 in Charnwood, 2 in Melton, 1 in Blaby, 1 in Hinckley and Bosworth and 1 in Rutland.

### 1.3 Fire false alarms – April 2022 to March 2023

Of the 3290 fire false alarm incidents April 2022 to March 2023, 1702 were due to apparatus, 1509 were good intent and 79 were malicious. Most incidents occurred in Central, Eastern and Western. The 3-year average is 2841, so compared to the average, figures have increased by 449. This is the highest number of fire false alarm incidents since 2014/15 when there were 3675 fire false alarm incidents.

**Table 6: Fire false alarms – April 2022 to March 2023**

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Apr 2022 to Mar 2023
I.3	Fire false alarms	626	472	451	243	129	135	140	234	421	229	210	3290
A	Due to apparatus	463	269	246	102	55	56	82	96	184	84	65	1702
B	Good intent	141	192	192	139	69	74	57	133	228	140	144	1509
C	Malicious attended	22	11	13	2	5	5	1	5	9	5	1	79

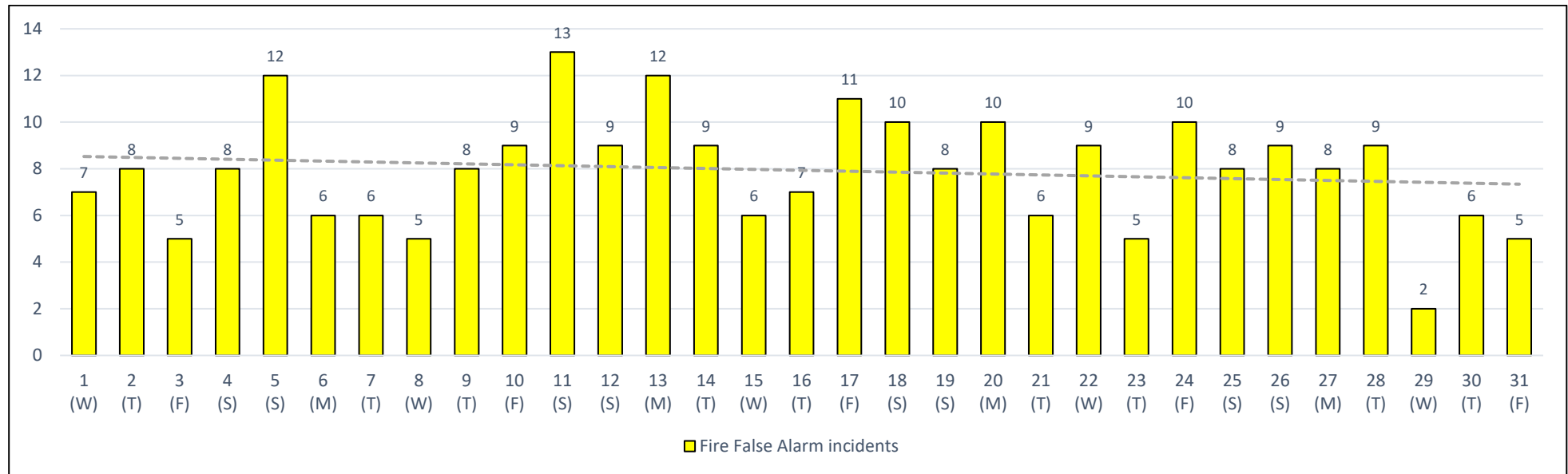
### **March 2023**

Of the 246 fire false alarm incidents in March, 114 were due to apparatus, 122 were good intent and 10 were malicious. Most incidents occurred in Central, Eastern, Charnwood and Western. There were 252 in February, so March has seen a decrease of 6.

**Table 7: Fire false alarms – March 2023**

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Mar 2023
I.3	Fire false alarms	48	38	34	18	4	14	13	18	34	12	13	246
A	Due to apparatus	30	20	14	7	3	4	7	9	15	4	1	114
B	Good intent	17	17	18	10	0	9	6	7	18	8	12	122
C	Malicious attended	1	1	2	1	1	1	0	2	1	0	0	10

**Chart 4: The total number of fire false alarm incidents by day in March 2023** show the number of incidents by day, ranging from 2 at its lowest in a day on 29 March, to 13 incidents at its peak on 11 March. The number of incidents has decreased as the month has progressed. On average, there were 7.93 incidents attended each day.



**1.3a Due to apparatus**

There were 114 false alarms due to apparatus in March, a decrease of 5 from February (119). Of these, the main categories were dwelling 74 and other residential 17.

Of the false alarms due to apparatus, the main causes were cooking/burnt toast 27, accidentally/carelessly set off 17 and faulty 13. The main times of the incidents show 11 of the incidents occurring between the hours of 12.00pm – 1.00pm.

**1.3b Good intent**

There were 122 good intent false alarms in March, a decrease of 3 from February (125). Of these, the main categories were dwelling 73 and road vehicle 14.

Of the good intent false alarms, the main causes were other cooking 23 and other 17 and reported incident or location not found 15. The main times of the incidents show 25 of the incidents occurring between the hours of 6.00pm – 9.00pm.

### **1.3c Malicious attended**

There were 10 malicious false alarms in March, an increase of 2 from February (8). Of these, 2 were in Blaby, 2 were in Western, 1 was in Central, 1 was in Charnwood, 1 was in Eastern, 1 was in Harborough, 1 was in Melton and 1 was in Oadby in Wigston.

### **1.4 Non-fire incidents – April 2022 to March 2023**

Of the 3500 non-fire incidents April 2022 to March 2023, 133 were non-fire false alarms and 3367 were special service. The table below shows the most incidents occurred in Charnwood, Eastern, Central and Western. The 3-year average is 3301, so compared to the average, figures have increased by 199. Data is provided for road traffic collision, assist other agencies, effecting entry / exit, medical incident - co-responder/first responder, flooding and suicide / attempts, which are some of the categories in special service. There are however many other categories and analysis will be provided if figures spike in any of those.

**Table 8: Non-fire incidents – April 2022 to March 2023**

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Apr 2022 to Mar 2023
1.4	Non-fire incidents	419	458	419	297	162	166	134	306	504	314	321	3500
a	Non-fire false alarms	17	22	15	8	6	7	7	12	24	2	13	133
b	Special service	402	436	404	289	156	159	127	294	480	312	308	3367
-	Road traffic collision (RTC)	47	74	61	99	43	22	23	88	86	82	85	710
-	Assist other agencies	77	116	119	44	46	37	19	59	123	69	69	778
-	Effecting entry / exit	60	58	62	19	4	25	8	39	57	30	23	385
-	Medical incident - co-responder/first responder	23	35	17	50	10	24	33	17	26	38	25	298
-	Flooding	29	51	39	2	14	12	6	16	18	12	4	203
-	Suicide/attempts	14	10	12	4	3	3	3	7	16	3	8	83
	- suicides	2	1	0	1	0	1	2	1	4	0	1	13

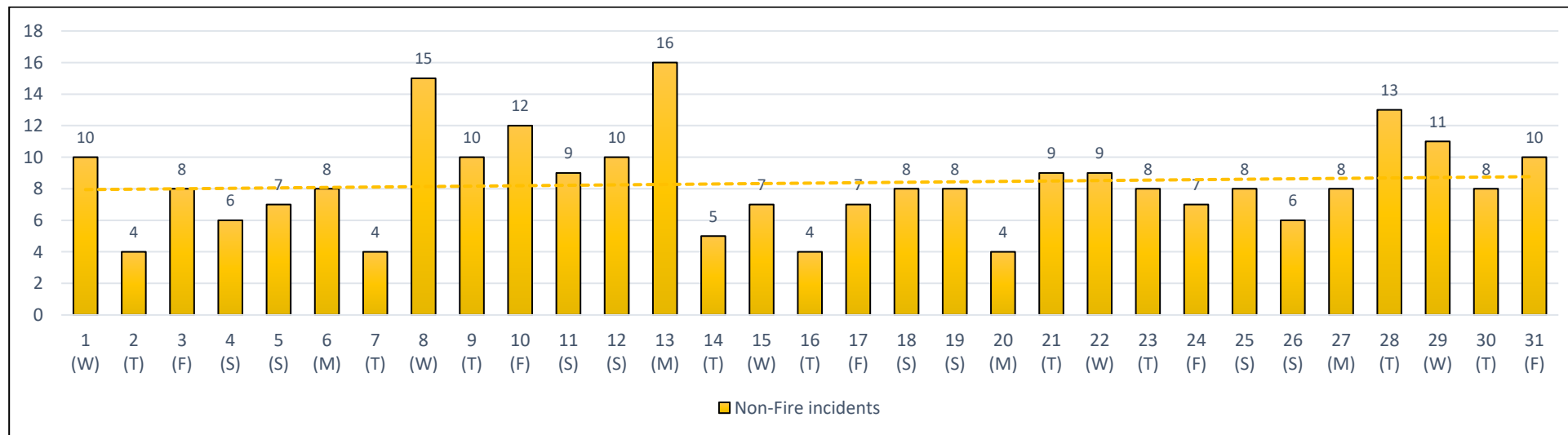
### **March 2023**

Of the 259 incidents in March, 11 were non-fire false alarms and 248 were special service. Looking at the table below, the most incidents occurred in Charnwood, Western and Hinckley and Bosworth. There were 264 in February, so March has seen a decrease of 5.

**Table 9: Non-fire incidents – March 2023**

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Mar 2022
1.4	Non-fire incidents	28	27	36	14	13	9	5	21	44	32	30	259
a	Non-fire false alarms	1	1	3	0	1	0	0	2	2	0	1	11
b	Special service	27	26	33	14	12	9	5	19	42	32	29	248
-	Road traffic collision (RTC)	0	8	4	5	3	1	0	11	10	10	5	57
-	Assist other agencies	4	8	13	2	2	2	0	1	9	12	8	61
-	Effecting entry / exit	2	2	6	0	1	2	1	1	6	2	4	27
-	Medical incident - co-responder/first responder	5	1	1	2	0	2	2	0	7	3	2	25
-	Flooding	2	3	3	0	0	1	1	1	0	0	0	11
-	Suicide/attempts	2	0	0	0	0	0	0	0	0	0	1	3
	- suicides	0	0	0	0	0	0	0	0	0	0	0	0

**Chart 5: The total number of non-fire incidents by day in March 2023** show the number of incidents by day, ranging from 4 at its lowest on 4 different days, to 16 incidents at its peak on 13 March. The number of incidents has increased slightly as the month has progressed. On average, there were 8.35 incidents attended each day.



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

Of the 11 non-fire false alarms in March, 3 were in Western, 2 in Blaby, 2 in Charnwood, 1 Central, 1 in Eastern, 1 in Melton and 1 in North West Leicester. This is 5 more than February (6).

### **1.4b Special service**

There were 248 special service incidents in March, a decrease of 10 from February (258). Of these, there were 61 assist other agencies, 57 road traffic collisions, 27 effecting entry/exit and 25 medical Incident - co-responder/first responder. Charnwood had the most incidents with 42, followed by Western 33 and Hinckley and Bosworth 32. Assist other agencies has had 61 incidents in March and this type of incident has increased substantially over the past few years. There have now been 778 assist other agency incidents April 2022 to March 2023, which is slightly lower than the 3-year average of 837. 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 increased slightly with 710 April 2022 to March 2023, compared to the 3-year average of 675. Effecting entry/exit where members of the public called the Service has had 385 incidents April 2022 to March 2023, compared to the 3-year average of 313 and this type of incident has increased substantially. Medical incident - co-responder/first responder has had 298 incidents April 2022 to March 2023, compared to the 3-year average of 325. Flooding has had 203 incidents April 2022 to March 2023, compared to the 3-year average of 142. There have been 83 suicide / attempts April 2022 to March 2023, compared to the 3-year average of 53 and of those this year, there were 13 actual suicides, compared to the 3-year average of 7.

### **2.1 Fatalities in fires – April 2022 to March 2023**

There have been 4 fatalities in fires recorded in April 2022 to March 2023. This is 2 lower than the 3-year average of 6 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. Fire 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. 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 18 September 2022.

The third fire fatality occurred on the evening of Tuesday 18 October in Frisby-on-the-Wreake Ward in Melton. Crews were mobilised by Fire Control to a car fire persons reported. On attendance, crews found the casualty had extricated themselves from the car and also extinguished themselves. Bottled water and burns gels were used by fire crews to provide casualty care at the scene. The casualty was a 69-year-old male and was conscious and breathing at the scene, but later sadly died.

The fourth fire fatality occurred on the evening of Saturday 26 November in Loughborough Shelthorpe Ward in Loughborough. Control received a call from a passer-by who spotted a fire in a bungalow and could see a female occupant stood in the kitchen trying to extinguish the fire. The rear door was open, but the caller could not get to the occupant due to the smoke and heat issuing from the open doorway. As this was a confirmed persons reported, Control mobilised 3 appliances and 1 TRV. On arrival the incident commander confirmed large amount of smoke issuing from within the property and committed a team of two BA wearers. An 83-year-old female was rescued by the BA team and was conscious and breathing at the time of being rescued. Fire Service personnel provided initial trauma care until the arrival of EMAS. Unfortunately, due to the severity of her injuries, the lady passed away on the 30 November 2022

**2.2 Non-fatal casualties in fires – April 2022 to March 2023**

There have been 52 non-fatal casualties in fires April 2022 to March 2023. This is 9 lower than the 3-year average of 61. Of the 52 non-fatal casualties, 20 have occurred in fires in the City, 10 in Charnwood, 6 in Melton, 4 in North West Leicester, 3 in Blaby, 3 in Hinckley and Bosworth, 2 in Harborough, 2 in Oadby and Wigston and 2 in Rutland. Out of the 52 non-fatal casualties in fires, 31 casualties occurred in dwellings, 10 in road vehicles, 5 in the outdoors, 3 in non-residential, 2 in other residential and 1 in outdoor structures. Of the 52 non-fatal casualties. 43 were accidental and 9 were deliberate, with the circumstances leading to the injuries showing the main categories were caused by fighting fire (including attempts) 9, discovering fire 5 and injury accidentally sustained at start of the fire 5.

96

**Table 10: Non-fatal casualties in fires – April 2022 to March 2023**

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Apr 2022 to Mar 2023
2.2	Non-fatal casualties in fires	7	8	5	2	6	2	2	3	10	3	4	52

**March 2023**

There were 3 non-fatal casualties in fires in March, which is 2 lower than February (5), with 1 in Charnwood, 1 in Eastern and 1 in Melton.

Of the 3 non-fatal casualties, all 3 were accidental. The circumstances leading to the injuries, shows that the injuries were caused by trapped by fire other than unaware 1, and 2 provided no further details.

### **2.3 Fatalities in non-fire incidents – April 2022 to March 2023**

There have been 75 fatal casualties in non-fire incidents April 2022 to March 2023. This is 1 more than the 3-year average of 74.

Of the 75 fatalities, 26 were attended to assist other agencies, 17 were road traffic collisions, 13 were suicide/attempts, 8 were effecting entry/exit, 5 were medical incident - first responder, 3 were rescue or evacuation from water, 1 was no action (not false alarm), 1 was other rescue/release of persons and 1 was removal of people from objects. There were 11 in Charnwood, 11 in Harborough, 9 in Hinckley and Bosworth, 8 in Blaby, 8 in North West Leicester, 7 in Rutland, 6 in Central, 5 in Eastern, 5 in Western, 4 in Oadby and Wigston and 1 in Melton.

**Table 11: Fatalities in non-fire incidents – April 2022 to March 2023**

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Apr 2022 to Mar 2023
2.3	Fatalities in non-fire incidents	6	5	5	11	1	4	7	8	11	9	8	75

#### **March 2023**

There were 11 fatalities in non-fire incidents in March, compared to 10 in February.

Of the 11 fatalities, 6 were to assist other agencies, 2 were road traffic collisions, 1 was effecting entry/exit, 1 was other rescue/release of persons and 1 was rescue or evacuation from water. There were 4 in Hinckley and Bosworth, 3 in Charnwood, 2 in North West Leicester, 1 in Eastern and 1 in Western.

**Table 12: Fatalities in non-fire incidents – March 2023**

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Mar 2023
2.3	Fatalities in non-fire incidents	0	1	1	0	0	0	0	0	3	4	2	11

### **2.4 Non-fatal casualties in non-fire incidents – April 2022 to March 2023**

There have been 703 non-fatal casualties in non-fire incidents April 2022 to March 2023. This is 101 lower than the 3-year average of 804.

Of the main property types of non-fatal casualties, 392 were road vehicle, 237 were dwellings and 40 were outdoor. Charnwood has had most non-fatal casualties with 96. These can be related to the high number of road traffic collisions.

**Table 13: Non-fatal casualties in non-fire incidents – April 2022 to March 2023**

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Apr 2022 to Mar 2023
2.4	Non-fatal casualties in non-fire incidents	37	76	77	93	57	21	26	67	96	80	73	703

**March 2023**

There were 39 non-fatal casualties in non-fire incidents in March, compared to 33 in February.

Of the 39 non-fatal casualties, the main property types of non-fatal casualties were road vehicle 17 and dwelling 15. The districts with the most non-fatal casualties in non-fire incidents in March was Charnwood 7, Hinckley and Bosworth 6 and North West Leicester 6.

**Table 14: Non-fatal casualties in non-fire incidents – March 2023**

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Mar 2023
2.4	Non-fatal casualties in non-fire incidents	1	5	3	3	3	1	1	3	7	6	6	39

86

**2.5 Number of TRiM (Trauma Risk Management) – April 2022 to March 2023**

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 108 TRiM notifications April 2022 to March 2023. This is 5 less than the average of the previous 2 years figures of 113 during the same period.

**March 2023**

There was a total of 13 notifications that came from different sources in March. The main reason for notifications into TRiM remains gaining entry for EMAS with 7 notifications. Other incidents identified were, road traffic collisions with 4 notifications, water rescue with 1 notification and attempted suicide with 1 notification.



## **2.6 Number of LFRS employees injured whilst attending incidents – April 2022 to March 2023**

There have been 12 personal injuries whilst attending incidents April 2022 to March 2023. This is 7 lower than the 3-year average of 19. Of the 12 personal injuries, 9 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 Kibworth Station, 1 at Harborough Station, 1 at Hinckley Station, 1 at Oakham Station and 1 at Shepshed Station.

The personal injuries were categorised further as 3 injuries from lifting or manual handling, 1 injury from change in floor levels/height, 1 injury from other - burn/scald, 1 injury from other - allergy/adverse reaction, 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 12 personal injuries, 9 of the injuries occurred whilst at a fire incident and 3 occurred at a special service incident. Based on the RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013) reporting, 7 injuries resulted in no sickness or modified duties, 3 injuries resulted in sickness/modified duties check added to team calendar, 1 injury resulted in sickness over 3 days and 1 injury resulted in sickness over 7 days.

### **March 2023**

There were no personal injuries whilst attending incidents in March, compared to 1 in February.

## **3.1 Number of emergency calls received – April 2022 to March 2023**

There have been 21102 emergency calls received April 2022 to March 2023. This is 3713 more than the 3-year average of 17389.

### **March 2023**

There were 1505 emergency calls received in March, which is 22 more than February (1483). 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 4.65 seconds in March.

July with 2738 calls and August with 2693 calls were the busiest months for emergency calls for many years. Since then, numbers had 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 2022 to March 2023**

There have been 843 incidents classed as life risk by Control April 2022 to March 2023. This is 227 less than the 3-year average of 1070. The total average response time for the 843 incidents was 10 minutes 40 seconds, compared to the 3-year average of 10 minutes 33 seconds.

The 10 minutes 40 seconds can be broken down further:

Average call handling was 2 minutes 10 seconds, which is the same as the 3-year average time (2 minutes 10 seconds).

Average mobilisation time was 1 minute 24 seconds, a reduction of 23 seconds on the 3-year average time (1 minute 47 seconds).

Average drive time was 7 minutes 6 seconds, an increase of 30 seconds on the 3-year average time (6 minutes 36 seconds).

The 843 life risk incidents average response time of 10 minutes 40 seconds can also be broken down by incident type:

84 Fire incidents attended with an average response time of 8 minutes 46 seconds.

77 Fire false alarm incidents attended with an average response time of 9 minutes 3 seconds.

682 Non-fire incidents attended with an average response time of 11 minutes 5 seconds.

Of the 682 Non-fire incidents, there were 495 RTC incidents attended with an average response time of 11 minutes 17 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 2022 to March 2023 there have been 130 investigations carried out by Control, 24 mobilisation investigations and 166 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 2022 to March 2023**

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Apr 2022 to Mar 2023
3.2	The total average response times of life threatening incidents (mins)	7:24	7:38	8:11	13:16	13:36	8:53	16:21	11:04	10:25	12:21	11:43	10:40
a	Average call handling time	1:54	1:59	1:54	2:05	2:42	1:56	2:25	2:22	2:14	2:22	2:12	2:10
b	Average appliance mobilisation time	1:11	1:01	1:05	1:29	1:58	1:27	2:49	1:15	1:07	1:36	1:37	1:24
c	Average time to drive to the incident	4:19	4:38	5:12	9:42	8:56	5:30	11:07	7:27	7:04	8:23	7:54	7:06
d	Number of life threatening incidents attended	82	93	96	96	50	27	38	78	113	73	97	843

### March 2023

There have been 69 incidents classed as life risk by Fire Control in March 2023. This is 6 more than February (63). The total average response time for the 69 incidents was 11 minutes 33 seconds, compared to 10 minutes 59 seconds in February.

The 11 minutes 33 seconds can be broken down further:

Average call handling was 2 minutes 16 seconds, an increase of 2 seconds on the time in February (2 minutes 14 seconds).

Average mobilisation time was 1 minute 18 seconds, a reduction of 36 seconds on the time in February (1 minute 54 seconds).

Average drive time was 7 minutes 59 seconds, an increase of 1 minute 8 seconds on the time in February (6 minutes 51 seconds).

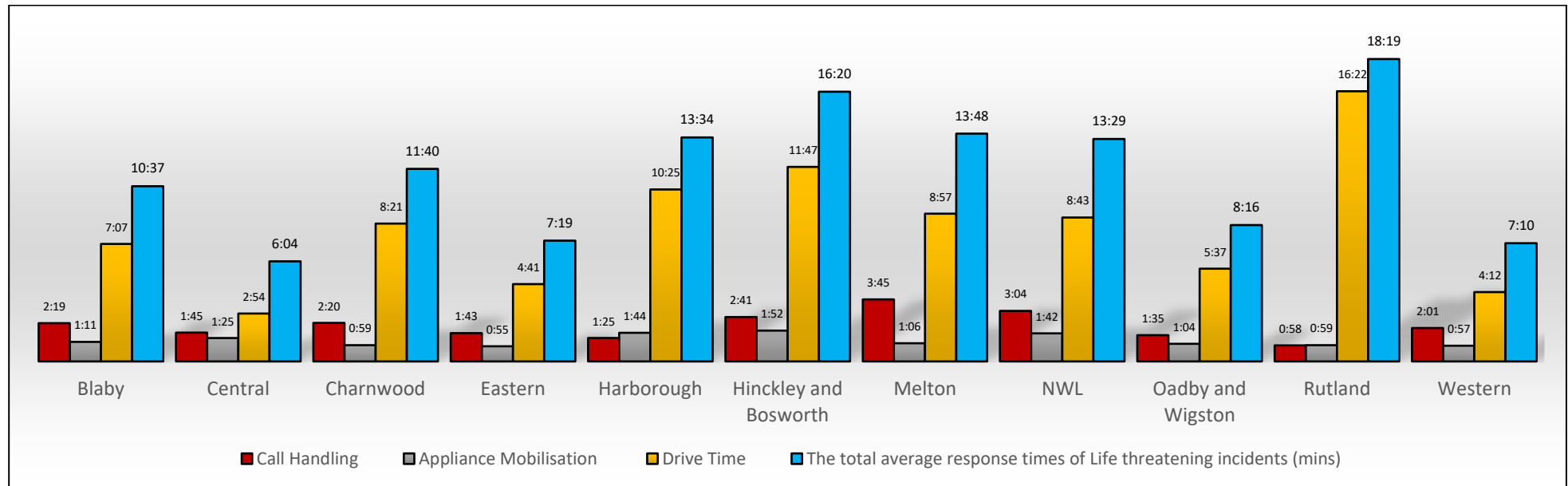
During March there have been 13 investigations carried out by Control, 2 mobilisation investigation and 17 drive time investigations. This picks up any anomalies with the system and highlights any possible areas of concern.

Please note that small numbers are being analysed.

**Table 16: The total average response times of life threatening incidents (mins) – March 2023**

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Mar 2023
3.2	The total average response times of life threatening incidents (mins)	6:04	7:19	7:10	13:34	13:48	8:16	18:19	10:37	11:40	16:20	13:29	11:33
a	Average call handling time	1:45	1:43	2:01	1:25	3:45	1:35	0:58	2:19	2:20	2:41	3:04	2:16
b	Average appliance mobilisation time	1:25	0:55	0:57	1:44	1:06	1:04	0:59	1:11	0:59	1:52	1:42	1:18
c	Average time to drive to the incident	2:54	4:41	4:12	10:25	8:57	5:37	16:22	7:07	8:21	11:47	8:43	7:59
d	Number of life threatening incidents attended	4	9	4	6	4	3	2	8	12	9	8	69

**Chart 7: The total average response times of life threatening incidents in March 2023** 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 2022 to March 2023**

There have been 8513 incidents classed as non-life risk by Control April 2022 to March 2023. This is 1518 more than the 3-year average of 6995. The total average response time for the 8513 incidents was 9 minutes 57 seconds, compared to the 3-year average of 9 minutes 51 seconds.

The 9 minutes 57 seconds can be broken down further:

Average call handling was 1 minute 57 seconds, a reduction of 14 seconds on the 3-year average time of 2 minutes 11 seconds.

Average mobilisation time was 1 minute 31 seconds, a reduction of 7 seconds on the 3-year average time of 1 minute 38 seconds.

Average drive time was 6 minutes 29 seconds, an increase of 27 seconds on the 3-year average time of 6 minutes 2 seconds.

The 8513 non-life risk incidents average response time of 9 minutes 57 seconds can also be broken down by incident type:

2557 Fire incidents attended with an average response time of 10 minutes 33 seconds.

3341 Fire false alarm incidents attended with an average response time of 9 minutes 9 seconds.

2615 Non-fire incidents attended with an average response time of 10 minutes 22 seconds.

Of the 2615 non-fire incidents, there were 730 Assist other agencies incidents attended with an average response time of 10 minutes 14 seconds.

Please note: There were a total of 8597 non-life risk incidents attended April 2022 to March 2023. 84 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 2022 to March 2023**

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Apr 2022 to Mar 2023
3.3	The total average response times of non-life threatening incidents (mins)	7:55	8:07	8:49	12:34	12:01	8:58	12:10	10:45	10:03	11:18	12:09	9:57
a	Average call handling time	1:47	1:49	1:48	2:04	2:04	2:12	2:23	2:04	1:56	1:58	2:11	1:57
b	Average appliance mobilisation time	1:12	1:05	1:11	2:08	2:58	1:30	1:56	1:21	1:21	1:38	2:05	1:31
c	Average time to drive to the incident	4:56	5:13	5:50	8:22	6:59	5:16	7:51	7:20	6:46	7:42	7:53	6:29
d	Number of non-life threatening incidents attended	1254	1133	1165	629	394	345	303	643	1242	709	696	8513

**March 2023**

There have been 571 incidents classed as non-life risk by Control in March. This is 62 lower than February (633). The total average response time for the 571 incidents was 9 minutes 47 seconds, compared to 9 minutes 38 seconds in February.

The 9 minutes 47 seconds can be broken down further:

Average call handling was 2 minutes 3 seconds, an increase of 7 seconds on the time in February (1 minute 56 seconds).

Average mobilisation time was 1 minute 30 seconds, an increase of 1 second on the time in February (1 minute 29 seconds).

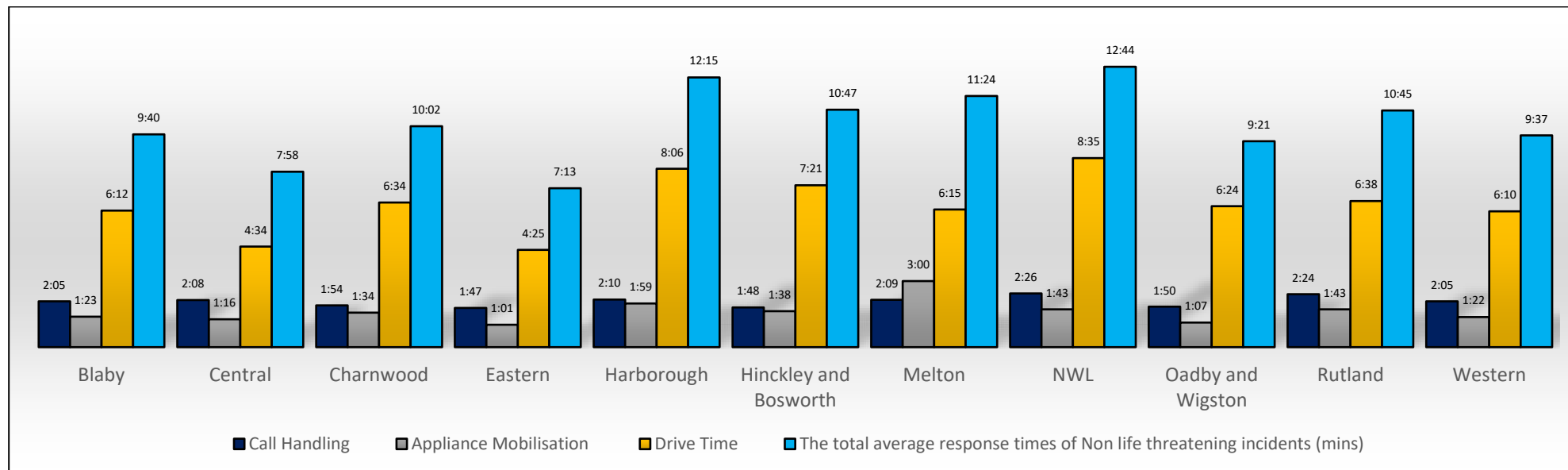
Average drive time was 6 minutes 14 seconds, an increase of 1 second on the time in February (6 minutes 13 seconds).

Currently no investigations are required.

**Table 18: The total average response times of non-life threatening incidents (mins) – March 2023**

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Mar 2023
3.3	The total average response times of non-life threatening incidents (mins)	7:58	7:13	9:37	12:15	11:24	9:21	10:45	9:40	10:02	10:47	12:44	9:47
a	Average call handling time	2:08	1:47	2:05	2:10	2:09	1:50	2:24	2:05	1:54	1:48	2:26	2:03
b	Average appliance mobilisation time	1:16	1:01	1:22	1:59	3:00	1:07	1:43	1:23	1:34	1:38	1:43	1:30
c	Average time to drive to the incident	4:34	4:25	6:10	8:06	6:15	6:24	6:38	6:12	6:34	7:21	8:35	6:14
d	Number of non-life threatening incidents attended	79	74	85	35	24	22	24	41	94	43	50	571

**Chart 8: The total average response times of non-life threatening incidents in March 2023** 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 North West Leicester 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 2022 to March 2023**

There were a total of 1078 primary fires attended April 2022 to March 2023. 119 incidents have been excluded as per Home Office guidelines. So, the response time calculations for primary fires are based on 959 primary fires April 2022 to March 2023. The total average response time for the 959 primary fires is 10 minutes 3 seconds, compared to the 3-year average of 9 minutes 41 seconds.

The 10 minutes 3 seconds can be broken down further:

Average call handling was 1 minute 35 seconds, a reduction of 6 seconds on the 3-year average time of 1 minutes 41 seconds.

Average mobilisation time was 1 minute 22 seconds, a reduction of 11 seconds on the 3-year average time of 1 minute 33 seconds.

Average drive time was 7 minutes 6 seconds, an increase of 39 seconds on the 3-year average time of 6 minutes 27 seconds.

**Table 19: The total average response times of primary fire incidents (mins) – April 2022 to March 2023**

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Apr 2022 to Mar 2023
3.3	The total average response times of primary fire incidents (mins)	7:26	7:17	8:07	12:15	12:44	8:12	16:07	10:09	9:18	11:53	11:56	10:03
a	Average call handling time	1:27	1:20	1:23	1:42	1:49	1:15	2:16	1:26	1:38	1:44	1:43	1:35
B	Average appliance mobilisation time	1:11	1:01	1:05	1:33	2:33	1:30	1:53	1:13	1:10	1:23	1:32	1:22
c	Average time to drive to the incident	4:48	4:56	5:39	9:00	8:22	5:27	11:58	7:30	6:30	8:46	8:41	7:06
D	Number of primary fire incidents attended	91	117	119	75	61	31	40	82	141	102	100	959

105

### **March 2023**

There have been 69 primary fires in March. This is 1 lower than February (70).

The total average response time for the 69 incidents was 10 minutes 4 seconds, compared to 10 minutes 9 seconds in February.

The 10 minutes 4 seconds can be broken down further:

Average call handling was 1 minute 37 seconds, an increase of 7 seconds on the time in February (1 minute 30 seconds).

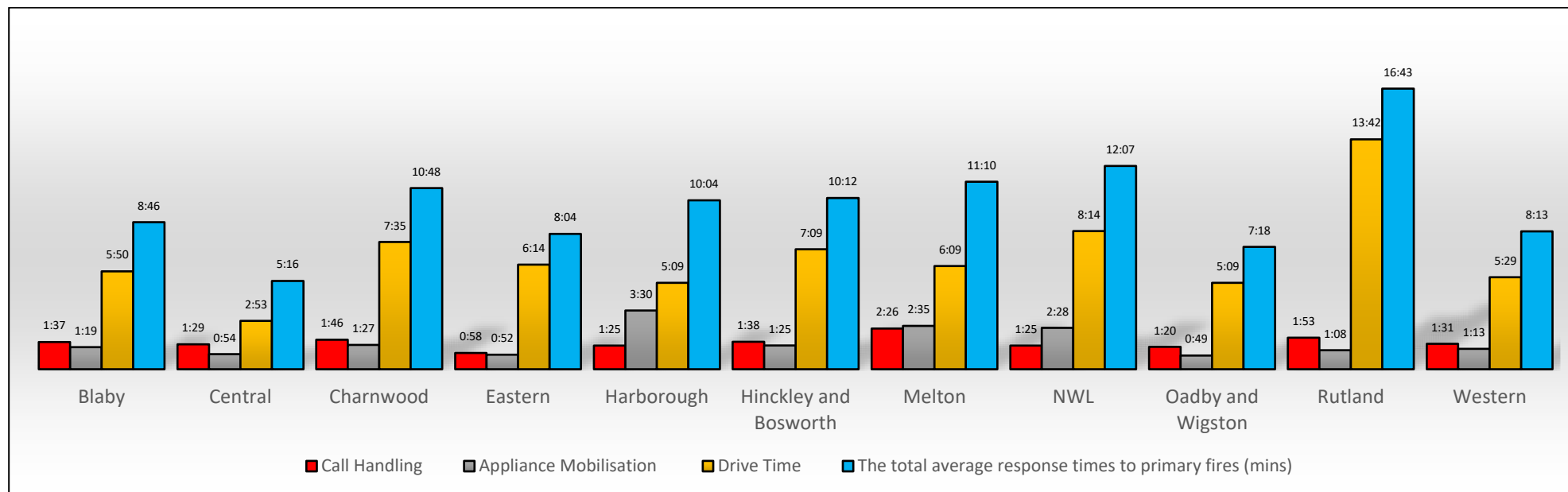
Average mobilisation time was 1 minute 36 seconds, an increase of 17 seconds on the time in February (1 minute 19 seconds).

Average drive time was 6 minutes 51 seconds, a reduction of 29 seconds on the time in February (7 minutes 20 seconds).

**Table 20: The total average response times of primary fire incidents (mins) – March 2023**

Ref	Key Corporate Indicator	Central	Eastern	Western	Harborough	Melton	Oadby and Wigston	Rutland	Blaby	Charnwood	Hinckley	North West Leicester	Mar 2023
3.3	The total average response times of primary fire incidents (mins)	5:16	8:04	8:13	10:04	11:10	7:18	16:43	8:46	10:48	10:12	12:07	10:04
a	Average call handling time	1:29	0:58	1:31	1:25	2:26	1:20	1:53	1:37	1:46	1:38	1:25	1:37
B	Average appliance mobilisation time	0:54	0:52	1:13	3:30	2:35	0:49	1:08	1:19	1:27	1:25	2:28	1:36
c	Average time to drive to the incident	2:53	6:14	5:29	5:09	6:09	5:09	13:42	5:50	7:35	7:09	8:14	6:51
D	Number of primary fire incidents attended	3	6	11	5	6	2	5	8	11	5	7	69

**Chart 9: The total average response times of primary fire incidents in March 2023** 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 primary fire incidents.





### 3.5 The % availability of Wholetime fire appliances – April 2022 to March 2023

For April 2022 to March 2023, Wholetime fire appliances have been available 98.3% of the time due to crewing, a decrease of 0.1% 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 2022 to March 2023**

Station	Appliance	Type	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Total
Castle Donington	18PI	Wholetime	100.00%	100.00%	97.60%	99.80%	97.85%	100.00%	97.72%	100.00%	100.00%	100.00%	99.85%	99.87%	99.38%
Birstall	19P2	Wholetime	100.00%	99.84%	100.00%	100.00%	100.00%	100.00%	99.80%	100.00%	100.00%	100.00%	100.00%	98.52%	99.84%
Loughborough	20PI	Wholetime	100.00%	100.00%	99.17%	97.04%	98.92%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	98.38%	99.45%
Loughborough	20P3	Wholetime	79.86%	89.45%	79.03%	62.90%	69.62%	90.42%	84.95%	86.67%	75.13%	98.66%	96.58%	88.84%	91.14%
Melton	21PI	Wholetime (07.00 – 19.00)	99.58%	96.37%	99.68%	97.58%	95.47%	99.44%	98.52%	99.49%	99.87%	99.87%	99.70%	99.69%	98.76%
Eastern	23PI	Wholetime	99.17%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	99.93%	100.00%	100.00%	100.00%	99.93%
Eastern	23P2	Wholetime	94.72%	98.12%	97.01%	95.16%	98.48%	94.30%	100.00%	97.85%	98.23%	100.00%	100.00%	98.32%	97.68%
Western	24PI	Wholetime	99.86%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	99.19%	99.87%	100.00%	100.00%	99.91%
Coalville	25PI	Wholetime	99.02%	99.80%	99.93%	99.66%	99.93%	99.86%	100.00%	99.86%	99.87%	100.00%	100.00%	99.26%	99.76%
Central	30PI	Wholetime	99.17%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	99.93%
Central	30P2	Wholetime	96.25%	94.94%	97.36%	93.95%	98.90%	99.44%	94.69%	98.68%	94.89%	99.93%	99.78%	98.97%	97.29%
Wigston	31PI	Wholetime	99.95%	99.73%	98.89%	99.60%	98.92%	98.45%	100.00%	98.96%	100.00%	100.00%	100.00%	100.00%	99.54%
Oakham	33PI	Wholetime	100.00%	100.00%	99.88%	100.00%	100.00%	99.93%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	99.98%
Market Harborough	36PI	Wholetime (07.00 – 19.00)	100.00%	99.55%	99.72%	99.55%	98.25%	99.86%	100.00%	97.82%	97.85%	99.46%	99.80%	100.00%	99.32%
Lutterworth	37PI	Wholetime (07.00 – 19.00)	96.39%	99.33%	99.58%	100.00%	98.38%	96.94%	99.73%	99.86%	98.79%	100.00%	100.00%	99.73%	99.06%
Hinckley	38PI	Wholetime	100.00%	96.62%	99.03%	98.19%	99.87%	100.00%	99.87%	99.03%	100.00%	100.00%	99.85%	99.91%	99.36%
Southern	40PI	Wholetime	98.33%	100.00%	100.00%	98.92%	100.00%	100.00%	98.72%	100.00%	100.00%	100.00%	100.00%	98.66%	99.55%
Total			97.70%	98.46%	97.89%	96.37%	97.33%	98.74%	98.38%	98.69%	97.77%	99.88%	99.73%	98.74%	98.30%

### March 2023

For March, Wholetime fire appliances have been available 98.7% of the time due to crewing, a decrease of 1.0% compared to February (99.7%).

### 3.6 The % availability of On-Call fire appliances – April 2022 to March 2023

For April 2022 to March 2023, On-Call fire appliances have been available 63.5% of the time due to crewing, a decrease of 6.5% 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 2022 to March 2023**

Station	Appliance	Type	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Total
Melton	21P1	On-Call (19.00 – 07.00)	99.81%	100.00%	99.77%	99.51%	99.37%	99.86%	99.69%	100.00%	99.60%	100.00%	99.80%	99.82%	99.77%
	21P2	On-Call	87.43%	83.11%	84.52%	81.00%	74.82%	87.20%	85.69%	91.95%	92.03%	93.08%	96.16%	90.08%	87.17%
	Total	On-Call Station	92.04%	89.47%	91.86%	90.17%	89.90%	92.94%	92.77%	96.07%	97.11%	96.93%	98.98%	95.84%	93.90%
Coalville	25P2	On-Call	69.19%	57.75%	57.20%	55.85%	68.82%	69.24%	68.23%	64.44%	75.60%	82.75%	85.64%	82.53%	69.69%
Ashby	26P2	On-Call	64.68%	57.24%	77.06%	55.53%	51.10%	82.71%	77.37%	82.08%	79.64%	91.60%	86.46%	85.01%	74.08%
Shepshed	28P2	On-Call	64.14%	62.97%	68.96%	60.22%	71.03%	71.66%	65.01%	67.20%	68.75%	80.58%	76.54%	74.01%	69.21%
Wigston	31P2	On-Call	52.57%	35.57%	28.77%	33.49%	34.63%	45.46%	34.66%	44.26%	34.81%	47.83%	47.79%	37.19%	39.65%
Billesdon	32P3	On-Call	50.02%	47.49%	47.71%	54.46%	60.71%	49.75%	48.92%	43.73%	49.53%	51.97%	60.81%	44.31%	50.73%
Oakham	33P3	On-Call	51.60%	68.82%	77.31%	71.86%	73.48%	77.15%	64.61%	82.73%	63.28%	81.68%	84.60%	77.98%	72.84%
	34P2	On-Call	51.69%	58.20%	52.04%	57.95%	62.12%	65.67%	60.19%	65.05%	59.43%	61.60%	55.28%	51.88%	58.45%
	34P3	On-Call	20.51%	25.78%	24.12%	15.12%	17.58%	17.50%	25.16%	21.48%	21.78%	20.46%	26.47%	24.89%	21.71%
	Either	Total	72.20%	83.98%	76.16%	73.07%	79.70%	83.17%	85.35%	86.53%	81.21%	82.06%	81.75%	76.77%	80.16%
Kibworth	35P2	On-Call	51.85%	48.43%	45.42%	40.70%	52.26%	59.53%	60.95%	52.43%	50.07%	52.64%	53.60%	47.09%	51.22%
Market Harborough	36P1	On-Call (19.00 – 07.00)	65.65%	64.47%	49.17%	46.33%	54.70%	67.22%	44.58%	63.61%	48.07%	85.93%	79.12%	85.04%	62.71%
	36P3	On-Call	4.94%	7.04%	3.33%	2.26%	3.37%	17.90%	17.54%	23.13%	14.72%	20.14%	10.37%	17.34%	11.84%
	Total	On-Call Station	37.48%	37.12%	26.95%	25.43%	30.72%	49.68%	39.09%	47.04%	37.41%	58.56%	47.85%	55.78%	41.17%
Lutterworth	37P1	On-Call (19.00 – 07.00)	96.85%	95.83%	97.31%	90.46%	90.32%	93.70%	89.33%	97.41%	98.25%	97.54%	97.37%	99.24%	95.27%

	37P3	On-Call	51.09%	27.99%	30.56%	14.61%	21.24%	25.72%	25.09%	56.16%	59.86%	67.36%	63.45%	69.25%	42.55%
	Total	On-Call Station	65.28%	56.79%	57.64%	51.48%	56.05%	56.67%	57.21%	73.33%	78.19%	77.22%	73.32%	75.72%	65.06%
Hinckley	38P2	On-Call	46.25%	49.60%	57.48%	41.62%	59.16%	65.49%	64.78%	63.87%	66.29%	76.84%	77.88%	73.75%	61.83%
	38P3	On-Call	26.39%	30.96%	16.52%	23.59%	13.89%	16.43%	16.38%	12.80%	11.33%	12.74%	13.12%	11.11%	17.13%
	Either	Total	72.64%	80.56%	74.00%	65.21%	73.05%	81.92%	81.16%	76.67%	77.62%	89.58%	91.00%	84.86%	78.95%
Market Bosworth	39P2	On-Call	73.17%	71.66%	71.69%	43.41%	68.06%	52.87%	59.39%	70.39%	69.94%	81.50%	71.30%	67.88%	66.73%
Total			61.84%	59.50%	59.71%	53.09%	58.93%	64.46%	61.43%	67.05%	64.83%	73.41%	72.25%	66.56%	63.52%

### March 2023

For March, On-Call fire appliances have been available 66.6% of the time due to crewing, a decrease of 5.7% compared to February (72.3%).

### 3.7 The % of people overall satisfied with our response – April 2022 to March 2023

We have received 356 public responses to our After the Incident Survey April 2022 to March 2023. 99.7% 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, with 1 person responding stating they were neither ‘satisfied’ nor ‘dissatisfied’, 1 person stating they were ‘dissatisfied’ and 2 people stating they were ‘very dissatisfied’. This is the same as the 3-year average figure of 99.7%. Any dissatisfaction taken place is investigated and appropriate action taken place where required.

### March 2023

For March, we have received 15 responses to our After the Incident Survey, which is 8 less than we have received in February (23). Of the 15 responses, all 15 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 2022 to March 2023

We have received 216 public responses to this question in our After the Incident Survey April 2022 to March 2023. 97.7% 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, with 2 people responding stating they were neither ‘satisfied’ nor ‘dissatisfied’, 2 people stating they were ‘dissatisfied’ and 1 person stating they were ‘very dissatisfied’ with the initial contact. This is 1.2% less than the 3-year average figure of 98.9%. Any dissatisfaction taken place is investigated and appropriate action taken place where required.

### March 2023

For March, we have received 10 responses to this question in our After the Incident Survey, which is 1 less than we have received in February (11). Of the 10 responses, all 10 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 2022 to March 2023**

We have received 332 public responses to this question in our After the Incident Survey for April 2022 to March 2023. 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 0.2% more than the 3-year average figure of 99.8%. Any dissatisfaction taken place is investigated and appropriate action taken place where required.

### March 2023

For March, we have received 15 responses to our After the Incident Survey, which is 7 lower than we have received in February (22). All 15 responses stated that they were ‘satisfied or very satisfied’ with the service they have received at the scene.

#### **4.1 Home safety checks – April 2022 to March 2023**

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

There have been 13660 home safety checks April 2022 to March 2023. This is 4017 more than the 3-year average of 9643. The previous year shows there were 13022 home safety checks completed during the same period.

The 13660 home fire safety checks can be broken down further:

Successful initial 10101, an increase of 359 home safety checks on last year’s (9742).

Successful follow up 3353, an increase of 334 home safety checks on last year’s (3019).

Successful vulnerable person 206, a decrease of 55 home safety checks on last year’s (261).

Ref	Key Corporate Indicator	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr 2022 to Mar 2023
4.1	Home safety checks	942	1340	1233	980	1080	889	1000	1193	1041	1374	1305	1283	13660
a	Successful initial	770	1080	910	710	773	655	711	912	711	963	994	912	10101
b	Successful follow up	153	236	301	254	295	226	281	257	311	400	291	348	3353
c	Successful vulnerable person	19	24	22	16	12	8	8	24	19	11	20	23	206

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

The 13660 home fire safety checks can be broken down further:

Stations 9841, an increase of 244 home safety checks on last year's (9597).

Community safety educators 3538, an increase of 332 home safety checks on last year's (3206).

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

Partners 243, an increase of 55 home safety checks on last year's (188).

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

Unknown 38, an increase of 17 home safety checks last year's (21).

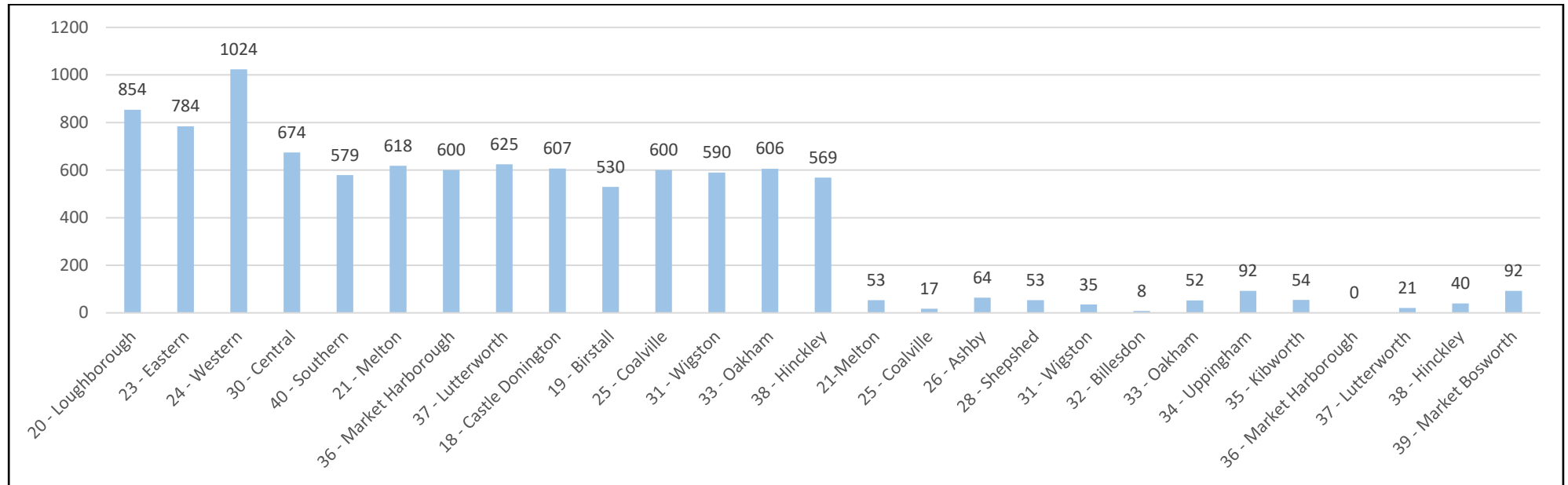
**Table 24: Home safety checks carried out by stations, community safety educators, control, partners, LFRS (website) and unknown – April 2022 to March 2023**

Ref	Key Corporate Indicator	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr 2022 to Mar 2023
4.l	Home safety checks	942	1340	1233	980	1080	889	1000	1193	1041	1374	1305	1283	13660
a	Stations	684	1034	960	676	750	609	821	824	709	1023	921	830	9841
b	CSE	230	288	250	281	310	256	167	350	322	332	356	396	3538
c	Control	0	0	0	0	0	0	0	0	0	0	0	0	0
d	Partners data	26	18	22	22	17	22	11	11	8	19	27	40	243
E	LFRS (Website)	0	0	0	0	0	0	0	0	0	0	0	0	0
f	Unknown	2	0	1	1	3	2	1	8	2	0	1	17	38

The 9841 home safety checks carried out April 2022 to March 2023 by stations are shown below.

**Chart 10: The Total Successful HSCs by Station April 2022 to March 2023** shows the number home safety checks completed by stations, ranging from 8 to 1024. The stations delivering less than 25 home safety checks were On-Call stations. The stations delivering the most home safety checks were Western 1024, Loughborough 854 and Eastern 784.





### March 2023

For March, there were 1283 home safety checks, which is 22 lower than February (1305).

Of the 1283, there were 912 successful initial, 348 successful follow up and 23 successful vulnerable person. There were 830 carried out by stations, 396 carried out by community safety educators, 40 were carried out by partners and 17 were unknown.

### 4.2 Home safety feedback surveys – April 2022 to March 2023

There have been 2407 home safety feedback surveys April 2022 to March 2023. This indicator has now been in place since April 2020 and figures this year are compared to the 2-year average. This is 501 more than the 2-year average figure of 1906.

Of the 2407 surveys, 2022 were first visits and 385 were repeat visits. Of the 2022 first visits, 99.9% were 'satisfied' and of the 385 repeat visits, 99.5% were 'satisfied'. The previous year shows there were 2198 surveys, with 1787 first visits and 411 repeat visits.

## **March 2023**

For March, we have received 150 home safety feedback surveys, which is 6 more than in February (144). Of this, 148 were first visits in March, which is 34 more than in February (114) and 100% were 'satisfied'. There were 2 repeat visits in March, which is 28 lower than in February (30) and 100% were 'satisfied'.

### **5.1 The % of fire safety audits that result in action plans and enforcement notices – April 2022 to March 2023**

There have been 1214 fire safety audits carried out April 2022 to March 2023 and there have been 190 action plans or enforcement notices. The number of fire safety audits carried out is 564 more than the 3-year average of 650 and the number of action plans or enforcement notices is 79 more than the 3-year average of 111.

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'.

## **March 2023**

For March, there were 141 fire safety audits carried out, which is 22 more than in February (119). There were 24 action plans or enforcement notices issued, which is 1 lower than was issued in February (25).

### **5.2 Fire protection Survey – Overall how satisfied were you with the service received – April 2022 to March 2023**

There have been 192 completed surveys received April 2022 to March 2023. There were 190 'satisfied' with the service they have received, with 1 stating they were neither 'satisfied' nor 'dissatisfied' and 1 stating they were 'dissatisfied'.

At present surveys are only sent to people after a fire safety audit has been completed. The number of completed surveys received is 71 more than the 3-year average of 121.

## **March 2023**

For March, there were 17 completed surveys received and all 17 were 'satisfied' with the service they have received. This is 4 lower than there were completed in February (21).

### **6.1 Average number of days/shifts lost to sickness by operational staff per person – April 2022 to March 2023**

An average of 7.53 days/shifts per person were lost to sickness by operational staff during April 2022 to March 2023, compared to the 3-year average of 5.57 days/shifts lost per person. Covid data is now included in the 7.53 days/shifts lost, so if that was compared to the average when Covid data was reported separately, it would be 0.56 days/shifts lost lower (8.09 days/shifts lost). In total, there have been 2881.34 days/shifts lost to sickness, compared to the 3-year average of 2071.42 days/shifts lost. With Covid data included on the previous 2-year average, there were 3486.95 days/shifts lost. Covid data is averaged on the previous 2 years' data.

The 2881.34 days/shifts lost April 2022 to March 2023 can be broken down further:

There were 1317.69 short term days/shifts lost, an increase of 705.41 days/shifts lost compared to the 3-year average of 612.28 days/shifts lost. The reason for this is Covid data is now being included.

There were 1563.65 long term days/shifts lost, an increase of 104.51 days/shifts lost compared the 3-year average of 1459.14 days/shifts lost.

There were 707.65 days/shifts lost in the 1<sup>st</sup> quarter, compared to 666.57 days/shifts lost in the 2<sup>nd</sup> quarter, 908.96 days/shifts lost in the 3<sup>rd</sup> quarter and 598.16 days/shifts lost in the 4<sup>th</sup> quarter, so there has been a decrease of 310.80 days/shifts lost in the 4<sup>th</sup> quarter. Short term sickness lost 342.66 days/shifts in the 1<sup>st</sup> quarter, compared to 356.09 days/shits lost in the 2<sup>nd</sup> quarter, 387.90 days/shifts lost in the 3<sup>rd</sup> quarter and 231.04 days/shifts lost in the 4<sup>th</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, 521.06 days/shifts lost in the 3<sup>rd</sup> quarter and 367.12 days/shifts lost in the 4<sup>th</sup> quarter.

In respect of the number of times personnel had short term sickness, there were 524 instances, of which 104 instances were Covid related sickness, as well as 66 long term sickness instances, so the scale of the impact of Covid can still be seen. There was a total of 432 instances of Covid related sickness April 2022 to March 2023 the previous 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 2022 to March 2023**

#### 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	212.50	164.50	377.00	31.67	11.91
23 – Eastern	84.50	128.50	213.00	37.75	5.64
24 – Western	97.50	59.00	156.50	23.58	6.64
30 – Central	152.00	16.00	168.00	37.17	4.52
40 – Southern	112.50	64.50	177.00	26.17	6.76

114



Total	659.00	432.50	1091.50	156.33	6.98
DC					
21 – Melton	54.14	71.31	125.45	10.50	11.95
36 – Market Harborough	21.78	118.07	139.85	9.21	15.19
37 – Lutterworth	64.89	93.23	158.12	9.83	16.08
Total	140.81	282.61	423.42	29.54	14.33
DCP					
18 – Castle Donington	16.74	83.91	100.65	8.50	11.94
19 – Birstall	25.38	16.74	42.12	10.96	3.84
25 – Coalville	59.64	67.15	126.79	8.00	15.85
31 – Wigston	45.85	115.93	161.78	8.00	20.22
33 – Oakham	57.36	48.85	106.21	9.92	10.71
38 – Hinckley	38.91	30.96	69.87	5.58	12.51
Total	243.88	363.54	607.42	50.96	11.92
Control					
Control	101.50	76.00	177.50	25.00	7.10
Non Station					
Non Station	172.50	409.00	581.50	120.79	4.81
Total Operational					
Total Operational	1317.69	1563.65	2881.34	382.63	7.53

## **6.2 Average number of days/shifts lost to sickness by support staff per person – April 2022 to March 2023**

An average of 7.47 days/shifts per person were lost to sickness by support staff during April 2022 to March 2023, compared to the 3-year average of 6.97 days/shifts lost per person. Covid data is now included in the 7.47 days/shifts lost, so if that was compared to the average when Covid data was reported separately, it would be 1.75 days/shifts lost lower (9.22 days/shifts lost). In total, there have been 927.35 days/shifts lost to sickness, compared to the 3-year average of 725.64 days/shifts lost. With Covid data included on the previous 2-year average, there were 1079.26 days/shifts lost. Covid data is averaged on the previous 2 years' data.

The 927.35 days/shifts lost April 2022 to March 2023 can be broken down further:

There were 345.59 short term days/shifts lost, an increase of 167.67 days/shifts lost compared to the 3-year average of 177.92 days/shifts lost. The reason for this is Covid data is now being included.

There were 581.76 long term days/shifts lost, an increase of 34.04 days/shifts lost compared the 3-year average of 547.72 days/shifts lost.

There were 213.21 days/shifts lost in the 1<sup>st</sup> quarter, compared to 248.12 days/shifts lost in the 2<sup>nd</sup> quarter, 211.32 days/shifts lost in the 3<sup>rd</sup> quarter and 254.70 days/shifts lost in the 4<sup>th</sup> quarter, so there has been an increase of 43.38 days/shifts lost in the 4<sup>th</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, 87.78 days/shifts lost in the 3<sup>rd</sup> quarter and 105.70 days/shifts lost in the 4<sup>th</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, 123.54 days/shifts lost in the 3<sup>rd</sup> quarter and 149.00 days/shifts lost in the 4<sup>th</sup> quarter.

In respect of the number of times support staff had short term sickness, there were 132 instances, of which 18 instances were Covid related sickness, as well as 19 long term sickness instances. There was a total of 100 instances of Covid related sickness April 2022 to March 2023 the previous 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 2022 to March 2023**

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	82.91	172.50	255.41	38.06	6.71
People and Organisational Development	95.03	104.14	199.17	28.77	6.92
Community Risk	81.00	262.50	343.50	30.46	11.28
Corporate Support	0.00	0.00	0.00	2.00	0.00
Operational Response	20.25	14.25	34.50	7.31	4.72
Service Assurance	66.40	28.37	94.77	17.29	5.48
Service Delivery	0.00	0.00	0.00	0.33	0.00
<b>Total Support</b>	<b>345.59</b>	<b>581.76</b>	<b>927.35</b>	<b>124.22</b>	<b>7.47</b>

**6.3 Average number of staff on modified duties for the entire month – April 2022 to March 2023**

There have been on average 6.00 members of staff that have been on modified duties for the entire month from April 2022 to March 2023. This is 1.31 lower than the 3-year average of 7.31.

The breakdown includes 4.25 from Wholetime, 1.66 from On-Call and 0.09 from Support.

**March 2023**

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

- Wholetime - 5 – 2 Loughborough, 1 Eastern, 1 Melton and 1 Non Station.
- On-Call – 3 - 1 Coalville, 1 Melton and 1 Uppingham.
- Support - 0.

#### **6.4 Average number of staff on modified duties at some point throughout the month – April 2022 to March 2023**

There have been on average 14.66 members of staff that have been on modified duties at some point throughout the month from April 2022 to March 2023. This is 1.88 more than the 3-year average of 12.78.

The breakdown includes 10.50 from Wholetime, 3.08 from On-Call and 1.08 from Support.

#### **March 2023**

The breakdown of 10 members of staff on modified duties at some point throughout the month in March:

- Wholetime – 10 – 2 Eastern, 2 Melton, 2 Western, 1 Lutterworth, 1 Market Harborough, 1 Control and 1 Southern.
- On-Call – 0.
- Support – 0.

This page is intentionally left blank