



Annual Report and Statement of Assurance

2022/23

 **SAFER PEOPLE
SAFER PLACES**

PROFESSIONAL • POSITIVE • HONEST



Our Purpose

At Leicestershire Fire and Rescue Service, our purpose is:







**SAFER
PEOPLE
SAFER
PLACES**

This document provides a summary of our performance between April 2022 - March 2023 in pursuit of our purpose.

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



Our Strategies

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

! Response

Aim – Respond effectively to incidents



In 2022/23, we attended a total of **9,440** emergency incidents which included:

 **2,650** fires

 **710** Road Traffic Collisions (RTC)

 **3,290** fire alarms

 **2,790** non-fire incidents

We rescued a total of **1,237** members of the public from incidents. Unfortunately, there were **4** fire related deaths.

63% of **112** people trapped were extricated within 30 minutes.



The total average response times to life threatening incidents was **10 minutes 40 seconds**.

Fire engines used flexibly on over **2,000** occasions by moving them from their usual base to another location when other fire engines were committed to incidents, undertaking training events or community engagements, to provide an operational response.

Utilised On-Call staff on **443** occasions to provide cover at Wholetime stations when there were crewing deficiencies, for reasons such as; sickness or training events.

862 community safety activities engaging with members of the public, this included delivering road safety education packages, virtual reality training and community interactions.



81.58% fire engine availability
98.30% Wholetime and **63.52%**
 On-Call.



The average Wholetime response
 time to mobilise was **1 minute and
 25 seconds.**



The average On-Call response time
 to mobilise was **6 minutes and 32
 seconds.**

359 After the Incident questionnaires
 received of which:

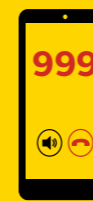
97.7% were satisfied with the initial
 contact.

99.7% rated the service received as
 'satisfactory' or better.

98.2% said the first fire engine arrived
 as 'expected' or 'quicker than expected'.

100% felt informed during the incident.





21,102 999 calls received.



5.77 seconds average time for 999 calls to be answered.



2 minutes 10 seconds average time to send a fire engine to life risk incidents.



89.3% of 999 calls were answered within 7 seconds.

4,053 Firefighters have been used to provide cover at stations.

427 Wholetime firefighters have been used at On-Call stations.

3,183 Wholetime firefighter covers between Wholetime stations.

Crews have undertaken **1,074** operational response exercises.

In February 2023, LFRS deployed an International Search and Rescue (ISAR) Team as part of a UK deployment to Türkiye following a magnitude 7.8 earthquake. A total of 77 UK ISAR personnel from 14 services, four dogs, five medics, one structural engineer and one vet were deployed. They assisted with the rescue of over 20 live casualties. On 9 May 2023, representatives of the LFRS team attended Number 10 Downing Street to receive thanks for their actions.

Due to the extreme weather conditions, the summer was dominated by fires. During July and August 2022, LFRS experienced its busiest operational response days for several years. On the 19 July a "Major Incident" was declared as the Service Control Room managed 110 mobilisations to incidents.

Due to the war in the Ukraine, there has been an increase in the number of displaced people moving to communities within Leicester and Leicestershire. To support this, we have worked effectively with partners to provide fire safety advice and guidance, checked premises as part of the homes for Ukraine scheme and supported the National Fire Chiefs Council (NFCC) by donating surplus equipment.

Response were heavily involved in a major incident declared by Leicestershire Police regarding the disorder in the East of Leicester, they assisted in the implementation of a coordinated response to reduce tension and increase community cohesion.

Numerous community engagement activities were undertaken, these included:

During the Braunstone Park grass cutting in July (which in previous years has led to numerous deliberate fires), crews were out engaging with those who may set fires to proactively reduce fire risk. During this period, no fires were reported.

Crews have attended events to proactively advertise recruitment. These include Leicester City Women's Football Club and those studying on the Loughborough College Uniformed Services course.

A deaf and hard of hearing open day was held in May 2022, at Central Station. This was a multi-agency event whereby the Deaf community were able to have a traditional open day but also gain advice and support in addition to Fire Safety from partner agencies.

Further traditional open days were held at a number of other stations across the Service, all of which were very well attended by the public.

The Service also attended the Rutland Show road safety event in partnership with Leicestershire Police and facilitated a Kurdish community visit at a station in July.

LFRS has also launched its first On-Call Charter Awards, to acknowledge the support local businesses give to our On-Call Firefighters. Recognising and thanking those businesses who release their employees and self-employed personnel, so they can be committed to On-Call Firefighting duties during their working day.

Response have undertaken numerous training exercises with partner agencies, these include:

- A Breathing Apparatus Intraoperability exercise with Nottinghamshire Fire and Rescue Service at Beaumanor Hall.
- An International Search and Rescue Team (ISAR) exercise in Switzerland in November 2022, along with 56 personnel from other UK Fire and Rescue Services.
- A multi-agency Road Traffic Collision (RTC) exercise, which involved appliances from Western and Loughborough, along with four East Midlands Ambulance Service (EMAS) employees, and two East Midlands Immediate Care Scheme (EMICS) doctors with a responder car. The exercise was set up at Eastern Station involving two cars and live casualties.



13,660

successful Home Safety Check (HSC) visits of which:

- 9,835 by Stations
- 3,535 by Community Educators
- 240 by Partners
- 50 by other means.

1,843

advice given via a variety of methods:

- 1,571 on the doorstep
- 272 telephone

3,353

follow-up visits

- 416 in person
- 2,922 telephone
- 14 text/email
- 1 video call.

206

HSCs as part of our Vulnerable Person intervention

- 170 in person
- 16 on the doorstep
- 20 telephone.

266

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

1,741

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

2,272

returned HSC evaluation questionnaires.

99.9%

of 1,891 people were satisfied with the initial visit.

99.5%

of 381 people were satisfied with a repeat visit.

Leicestershire Fire and Rescue Service



Safer Communities

Aim – Fewer incidents with lower impact





Leicestershire Fire and Rescue Service



4,767 smoke alarms supplied and fitted (**165** deaf alarms).



153 carbon monoxide detectors supplied and fitted.



224 primary school visits, meeting **20,080** children.



67 schools/colleges received the Fatal Four Road Safety presentation.

10 Biker Down courses were delivered.

40 community events with the hazard express/VR headsets/Fire Bike.

7,895 people were engaged at these events.

11,431 routine fire hydrant inspections.

290 water riser inspections completed at tall buildings.

2,030 vulnerable person referrals received, of which:

- **31** FireCare referrals
- **1,999** Partner referrals;
- **1,757** EMAS
- **113** Police
- **66** Home Oxygen
- **63** Inclusion Team.

147 safeguarding cases.

72 personal injuries and **64** near misses dealt with by Health and Safety.

Leicestershire Fire and Rescue Service took part in the #KnowExactlyWhere summer safety campaign to raise awareness of the free what3words app and how it can be effectively utilised in an emergency. Every year emergency services join together with local authorities and organisations from across the UK to encourage the public to download the app as a simple way to save time, resources, and in some cases, lives.

Community events attended included: Leicester Pride and the Caribbean Carnival at Victoria Park and Leicester Mela 2022 at Leicester Market, where residents were given fire safety in the home advice and information on the importance of testing smoke alarms. Literature was available in various languages and details to sign-up for a home safety check were provided.

In November, the Community Safety Team along with Leicester City Football Club, Leicestershire County Cricket Club and Leicester Tigers took part in a community team building event at Central Fire Station.

Local Resilience Forum partner agencies participated in two Service organised high-rise exercises (EX Senex). This helped raise the visibility of the role of the local authorities during an evacuation of a high-rise and also allowed Service managers to gain an understanding of the capability of the Police drone team.

We carried out:

403 fire safety advice requests.

664 fire safety concerns.

711 building regulations inspections.

1,413 fire safety audits.

197 of these were follow up audits.

 **242** licensing consultations.

 **244** specific inspections.

 **109** desk-based inspections.

All of this work resulted in the following being served:

-  **138** action plans
-  **37** interim measures
-  **22** prohibition notices
-  **62** formal enforcement notices
-  **290** deficiency notices
-  **12** alteration notices.

191 surveys completed with **100%** satisfied with the service provided.

Castle Donington Station launched their brand new Community Safety Zone, based in the yard at the station. It is a learning resource based upon the idea of 'Warning Zone', but is geared solely around fire safety in the home. A total of 31 children from Year 5 at Orchard Primary School visited on the first day, and spent the morning learning about home fire safety, water safety and electrical safety. Nine schools have been invited to take part in future safety zone sessions, in partnership with East Midlands Airport.

Fire Cadet units have been delivered at Central, Western and Coalville Fire Stations

The Service are collaborating with EMAS on joint attendance at bariatric (>25 stones) patient rescues and have signed an information sharing agreement with them allowing us to share vulnerable person information to ensure the best possible care when our service is required.

Actively participated in the National Inter Agency Officer (NILO) exercise 'Nautilus'. This was a joint police and water company protocol which identifies actions, roles and responsibilities in the event of serious or malicious intent to contaminate the water supply system.

Our Safeguarding Officer is still running a hoarding peer group, who meet monthly at Central Station. The objective is to offer a network of support for people who hoard. This allows the opportunity for people who hoard to meet people in similar situations to themselves, to share their personal experiences and discuss the impact that it has on their lifestyle.

Building on the successes experienced following our Business Engagement Events, we have led and carried out a Tri Service Business Engagement Event with our partners with Nottinghamshire and Derbyshire. It was attended by 120 businesses predominantly from Leicestershire, who received valuable information in respect of the duties required by responsible persons under the legislation.





f 14,000
followers on our corporate
Facebook account.

1,279
likes on our most popular post,
reaching **184,584** accounts.

t 45,713
engagements from followers
who either liked, shared or
commented on our corporate
posts, reaching over **1.3**
million people.

9,918
Twitter followers,
184 tweets reaching
over **3/4 of a million** people.

793.6k
impressions (the number of
times people saw a tweet from
our Corporate Account).

i 1,117
followers on our corporate
Instagram account.

427
likes on our most popular post,
reaching **3,140** accounts.

1,551
engagements from accounts
who have either liked,
commented, shared or saved
our posts, reaching over **19,461**
people.

t 12,456
followers on our corporate TikTok account.

52k
likes on our most popular video,
generating **677k** views.

804,395
views across all posts.

This year's Celebrate Safely campaign was a huge success in relation to the reach and engagements on Facebook. Despite the number of posts being reduced (22) they reached 281,385 people and received 54,353 engagements (likes, shares, clicks, comments), this was nearly five times as many as last year.

Another piece of 'Celebrate Safely' content to help engage with our communities was shared via TikTok at Halloween. This was a video showing our crews doing the BA shuffle to Halloween music, with the goal that we could help drive people towards our channels. This video was hugely successful, gaining us 3,359 new followers on TikTok. The video itself has (so far) reached 677k views, 52.3k likes, 735 comments key safety messages. and shared 2,618 times. After it was posted we also had a spike in views on our other videos, showing that it had helped to drive traffic towards our other videos which promote key safety messages.

We delivered:

 **5** replacement fire engines
1 high reach appliance

6 fire protection cars
1 dog transportation van

iPads have been provided to our **20** Stations. They have been introduced to provide crews with easier access to e-learning material and critical risk information.

A refresh of the corporate workwear has taken place with a new supplier providing a range of improved garments which meet diversity and inclusivity requirements.

The following were completed in the last quarter: **172** LGV safety inspections, **54** LGV Services, **123** Light fleet services/Ministry of Transport (MOT) tests.

A service - wide redecoration programme has been completed at **8** locations around the Service to improve the working environment for our staff. This in addition to the major projects to refurbish Western Station and Market Bosworth Station.

The new Turntable Ladder is now operationally available. A Magirus **42** meter Turntable Ladder has been purchased and is the tallest articulated version of a turntable ladder in the world.

The ICT Team completed the creation of a new Data Warehouse to facilitate the service - wide desire to move to dashboard reporting of performance data, and the Information Architecture Design Project to facilitate the transition to the Microsoft 365 platform.

The roll out of Dark Trace Antigena software that scans and learns user activities for Service email accounts is proving valuable in isolating suspicious or malicious emails which has been the route of malware attacks on some government departments.

Finance and Resources

Aim – Deliver value for money quality services



**SHIRE
SERVICE**



People

Aim – An engaged and productive workforce



54
new staff (filling vacant positions,
replacing leavers and retirements).



14
Wholetime Firefighters.



17
On-Call Firefighters.



23
Support Staff.

1,137

applications received for **97** vacancies,
including **405** applications for Wholetime
Firefighter roles.

62

applications for firefighter promotions to
internal 'talent pools'.

Over 28,300

new users registered on the
recruitment site.

Over 265,000

page views of the site, 80% of people looking
for the first time.

386

successful firefighter fitness tests completed.
98% achieving the required standard first time.

7.53

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

7.47

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

LFRS has five staff networks: Race, Enable,
Faith, LGBT+ and WOLFF. Our networks are
essential to enhancing a culture of inclusivity
and ensuring people feel able to bring their
whole self to work.

Several educational events have taken place to
support equality, diversity and inclusion within
Leicestershire Fire and Rescue Service.

Pride History Month and Black History Month
were celebrated. **2** members of staff from
Central Station attending Greystoke Primary
School, to help support their involvement for
Black History Month.



We delivered:

- **31** weeks of On-Call Initial Acquisition Training (covering firefighter core skills)
- **2** weeks of Wholetime Transferee/New Recruit Conversion Training.
- **178** Driving Courses, which included **10** Emergency Fire Appliance Driver, **10** Emergency Light Vehicle Driver and **4** Aerial Ladder Platform courses.
- **32** Breathing Apparatus refresher courses.
- **99** Incident Command Courses, which included 6 Level 1 and 4 Level 2.
- **10** Water Awareness Courses (covering 3 Level 1 and 7 Module 3).
- **4** Interview Training Sessions.
- **10** Interviewee Sessions.
- **1** Mentoring Sessions.
- **24** Core Code of Ethics workshops.
- **64** Roadshows/Oracle Development.
- **6** Development sessions (SLDP).

A Race and Ramadan workshop presented by LFRS staff about the festival of Eid (which marks the end of Ramadan), one of the holiest months in the Islamic calendar, and a time where Muslims fast between dawn and dusk. An event was also held for Iftaar (opening of the fast at sunset).

This was complimented by a 'Lunch and Learn' workshop in partnership with the St Phillips Centre Leicester. The subject matter was Islam following the success of the Eid and Ramadan workshop and provided an insight into the community dynamics across Leicester, Leicestershire and Rutland (LLR).

The St Phillips Centre also undertook a Religion and Belief Training Day for the Service, focusing on the religion and belief within LLR.

Health and Wellbeing is receiving the necessary focus now within the Service. Alongside our formal Trauma Risk Management (TRiM) process for staff who may have experienced traumatic events during or after an incident, a range of other guidance, advice and services is available.

AMICA (Staff Counselling and Psychological Support) Drop-in Sessions are now a regular event and offer support and guidance for LFRS staff.

During the year, OK9 health and wellbeing support dogs were introduced to the Service.

Mental Health Awareness Week was celebrated in May with a Health and Wellbeing launch event taking place at Service Headquarters. Approximately **60** employees from LFRS attended, with some colleagues from EMAS also joining. Mental Health First Aid refresher training was also reintroduced.

There was participation in both International Women's Day and International Men's Day. In support of the Women's Day an inspiring and interesting presentation from Josephine Reynolds, the first female firefighter in the UK was well received. This was a pioneering accomplishment at the time, for a woman to enter a completely male dominated environment.

In June 2022 ten delegates from LFRS attended the 20th Annual Women in the Fire Service Training and Development weekend at the Fire Service College.

The Service continues to support Positive Action for candidates from underrepresented groups, with point of entry selection tests (POEST) being offered at interview (under Section 158), following the success of this intervention in the last campaign. Furthermore, this year a female only (POEST) session took place in November 2022.

The new Diversity Community Engagement Officer has made over **80** connections with community groups, and attended events at schools, colleges and local groups. They also attended a community event held at a temple in Leicester, which over **200** people attended, held at a temple in Leicester, with Eastern Station Crew members, Fire Prevention Team members, and the Police.

After a significant amount of work, the Register of Apprenticeship Training Providers application has been approved and LFRS is now able to be an apprenticeship employee provider.

The Service's new Learning Management System continues to be improved and now contains the Personal Development Discussions and development plan elements. Leicestershire Fire and Rescue Service is one of 12 services who will be 'early adopters' for the NFCC Direct Entry programme. Applications are being received with a selection process and recruitment expected to take place later in 2023.

It was recognised that operational firefighters had received limited exposure to 'hot fire and basement training'. In order to address this gap, training was sourced with an external training provider. During 2022-2023, **14** courses took place at the Northamptonshire Fire and Rescue Service training facility at Chelveston. The courses were delivered by qualified instructors from LFRS.

A total of **148** operational firefighters attended the courses. Having the opportunity to experience hot fire training incorporating a basement scenario. Courses will continue to be provided during 2023 to ensure maximum opportunity for operational firefighters to take part in the training.





✓ Governance

Aim – Provide assurance

Following an inspection in June 2022 by His Majesty’s Inspectorate of Constabulary and Fire and Rescue Services (HMICFRS), the following results were received:

- Effectiveness - ‘Good’
- Efficiency - ‘Requires Improvement’
- People - ‘Good’

The inspection took six weeks and involved submission of over 150 documents, interviews and focus groups with over 150 members of staff. The preparation work was significant but the results justified the effort, with LFRS improving, with 9 of the 11 areas being inspected being rated as ‘good’.

13 ‘Areas for Improvement’ were identified and will be addressed prior to the next inspection.

Work will now take place to implement the actions stipulated by the HMICFRS, but with time and effort also being invested into understanding the feedback received from Leicestershire Fire and Rescue staff.

After much hard work by Human Resources and our Representative Bodies, the new Bullying, Harassment, Victimisation and Discrimination Procedure has been published. This compliments the revised Grievance Procedure which was published previously.

The review, updating and creation of Service Policies and Procedures continued under a new process. During the year, 28 new or refreshed policies and 66 procedures have been published, with a further 35 under review.

Service Branding has been updated to include the NFCC Core Code of Ethics, which was introduced last year and sits alongside the Code of Ethics Fire Standard developed by the Fire Standards Board. The Core Code of Ethics sets out five ethical principles – putting our communities first, integrity, dignity and respect, leadership and equality diversity and inclusion (EDI). It sits at the heart of everything we do to ensure communities get the best possible support.

A staff survey was completed in October 2022, which gave staff a chance to give honest feedback on how they felt about working at Leicestershire Fire and Rescue Service. The results were received and shared in January 2023. This was very timely given the media coverage and the HMICFRS report on the culture within Fire and Rescue Services.

An annual staff Excellence Awards night was held in March 2023. **236** members of staff were nominated for a variety of awards including: Community Champion, Operational Excellence and Excellence in Valuing Diversity and Inclusion, with **13** nominees being successful on the evening.

The Service reported **1** serious General Data Protection Regulation breaches during the financial year, however no further action was required. There were **65** total breaches recorded: **13** near miss, **34** minor and **17** moderate.

In 2022/2023 the Service processed **48** requests for CCTV footage and CCTV access requests. The Service also processed **55** requests for call recordings, incident logs, non-chargeable reports from the Incident recording System (IRS), and other personal information.

589 (96%) of active staff successfully completed initial Data Protection e-learning training.

18 data protection Subject Access Requests (SAR) were dealt with and the Service responded to **133** Freedom of Information requests, all within the stipulated 20 day return period.

£68,401 raised in donations for The Fire Fighters Charity. Activities included: car wash, clothing donations and new recruits event.

The Fire Standards Board 'Fire Standards' have continued to be published regularly through the year. Strategic owners for each standard have been undertaking gap analysis work, an implementation tool has been established to track compliance. Any identified areas for development will be added to an improvement plan. Further standards are forthcoming, with 18 expected to be in place by the end of 2023.

Long Service Awards continued to take place in person following the pandemic. These ceremonies recognise staff for their commitment to the Service and to their local communities.

Staff engagement continued to improve with Chief Fire Officer and Director visits to Support Staff Departments now taking place alongside the traditional 'Chat with the Chief' station visits.

The Corporate Communications team attended a recent FloodEx 22 as Media and Communications representatives both in person and virtually, which enhanced their knowledge and capability in preparing them for flooding incidents of this nature in the future.



Statement of Assurance

Operational Assurance

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

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

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

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

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

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

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

Financial Assurance

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

In line with the [Accounts and Audits \(England\) Regulations 2015](#), we publish our [statement of accounts](#) annually. This document sets out the costs of providing our service for the financial year 2022/23. It includes information on income and expenditure, a balance sheet, cash flow statement and a pension fund statement.

Our draft statement for 2022/23 will be published by September 2023. Regulations state that the final audited accounts must be published with the audit opinion and certificate and be approved by the CFA by 31 July each year.

In February 2023, we published our Revenue Budget, Capital Programme and Budget Strategy setting out our [Financial Plans](#) for 2023/24. This is effectively our Medium Term Financial Plan (MTFP). The budget strategy links with the planned actions from our corporate plan and IRMP.

The statutory requirement to publish the [Gender Pay Gap](#) information was achieved prior to April 2023.

Assurance

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

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




Health and Safety

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

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

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

The organisational structure of the main consultative committees is:

-  Health and Safety Committee
-  Operational Risk Committee
-  Operational Learning Board