Notice of a Meeting

Safer & Stronger Communities Scrutiny Committee
Monday, 5 July 2010 at 10.00 am
County Hall, Oxford, OX1 1ND

Membership
Chairman - Councillor Lawrie Stratford
Deputy Chairman - Councillor Carol Viney

Councillors:	John Goddard	Lorraine Lindsay-	Bill Service
	Patrick Greene	Gale	Alan Thompson
	Stewart Lilly	Sajjad Hussain Malik	
		Susanna Pressel	

Notes: *A pre-meeting will be held at 9.30 am for all members of this Committee.*
A sandwich lunch will be provided for all members of this Committee at 2.00 pm
Date of next meeting: *6 September 2010*

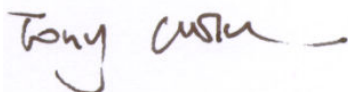**What does this Committee review or scrutinise?**

- Community safety; anti-social behaviour; crime and the fear of crime; fire and rescue; consumer protection; emergency planning; police issues; coroner's service; gypsies and travellers; drugs and alcohol awareness; road safety (police, trading standards, fire and rescue); adult learning (oversight of the adult learning service in provider mode); libraries; museums and heritage; the arts; archives; leisure and recreation; registration service; community cohesion; equalities and social inclusion; voluntary and community sector.
- The functions of the responsible authorities (local authorities, fire and rescue authorities, police authorities, the police, primary care trusts, the probation service) which comprise a Crime & Disorder Reduction Partnership/Community Safety Partnership.
- Those regulatory functions of the Planning & Regulation Committee not falling within the remit of the Growth & Infrastructure Scrutiny Committee.

How can I have my say?
We welcome the views of the community on any issues in relation to the responsibilities of this Committee. Members of the public may ask to speak on any item on the agenda or may suggest matters which they would like the Committee to look at. **Requests to speak must be submitted to the Committee Officer below no later than 9 am on the working day before the date of the meeting.**

For more information about this Committee please contact:

Chairman	-	Councillor Lawrie Stratford
		E.Mail: lawrie.stratford@oxfordshire.gov.uk
Committee Officer	-	*Kath Coldwell, Tel: (01865) 815902*
		kath.coldwell@oxfordshire.gov.uk

Tony Cloke
Assistant Head of Legal & Democratic Services   June 2010

About the County Council

The Oxfordshire County Council is made up of 74 councillors who are democratically elected every four years. The Council provides a range of services to Oxfordshire's 630,000 residents. These include:

schools	social & health care	libraries and museums
the fire service	roads	trading standards
land use	transport planning	waste management

Each year the Council manages £0.9 billion of public money in providing these services. Most decisions are taken by a Cabinet of 9 Councillors, which makes decisions about service priorities and spending. Some decisions will now be delegated to individual members of the Cabinet.

About Scrutiny

Scrutiny is about:
• Providing a challenge to the Cabinet
• Examining how well the Cabinet and the Authority are performing
• Influencing the Cabinet on decisions that affect local people
• Helping the Cabinet to develop Council policies
• Representing the community in Council decision making
• Promoting joined up working across the authority's work and with partners

Scrutiny is NOT about:
• Making day to day service decisions
• Investigating individual complaints.

What does this Committee do?
The Committee meets up to 6 times a year or more. It develops a work programme, which lists the issues it plans to investigate. These investigations can include whole committee investigations undertaken during the meeting, or reviews by a panel of members doing research and talking to lots of people outside of the meeting. Once an investigation is completed the Committee provides its advice to the Cabinet, the full Council or other scrutiny committees. Meetings are open to the public and all reports are available to the public unless exempt or confidential, when the items would be considered in closed session

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If you have any special requirements (such as a large print version of these papers or special access facilities) please contact the officer named on the front page, giving as much notice as possible before the meeting

A hearing loop is available at County Hall.

AGENDA

1. **Apologies for Absence and Temporary Appointments**

2. **Declarations of Interest - see guidance note on the back page**

3. **Minutes** (Pages 1 - 22)

   To approve the minutes of the meeting held on 10 May 2010 (**SSC3**) and any matters arising on them.

4. **Speaking to or petitioning the Committee**

5. **Director's Update**

   10:15

   The Chief Fire Officer will give an oral update on key issues.

REVIEW WORK
To take evidence, receive progress updates and consider tracking reports

6. **Community Pride and Self Help Select Committee**

   10:45

   Contact Officer: Paul James, Head of Partnership Working, 01865 323959

   "How can Oxfordshire County Council facilitate members of the community to act to benefit the wider community and what are the current barriers that prevent them from doing this?"

   The Council wishes to develop a strategy and framework by September 2010 which promotes and encourages community pride and self-help. The aim is to significantly reduce barriers so that individuals and communities are more able to help themselves.

   This Scrutiny Committee is invited to contribute to the development of the strategy/framework by examining some of the barriers that people may be experiencing which act as a disincentive and by proposing some areas for improvement.

   In doing so it is important that Scrutiny identifies areas:

   - that we can do something about: for example: the bureaucracy around

checks on those working with young people may be a barrier to volunteering to run a local youth club but requires government legislation to change.

- <u>that are relevant to our services and statutory responsibilities</u>: for example: Community Safety provide an "Are you prepared?" booklet to every household to help people in emergencies.
- <u>where we can add value and do things better for less</u>: for example: improve access to useful information on our website.

The following documents are attached:

- a briefing paper which sets out the scope for this session (**SSC6(a)**);

- a programme (**SSC6(b)**);

- a summary of assistance already available to individuals and communities (**SSC6(c)**).

The Committee is invited to question the panellists and to propose some areas for improvement.

13.55 – 14.25 Sandwich lunch

(a) **Briefing paper which sets out the scope for this session** (Pages 23 - 24)

(b) **Programme** (Pages 25 - 26)

(c) **Summary of recent activity** (Pages 27 - 28)

SCRUTINY MATTERS
**To consider matters where the Committee can provide a challenge
to the work of the Authority and its Partners**

7. **Crime and Disorder Scrutiny Discussion** (Pages 29 - 38)

14:25

Contact Officer: Richard Webb, Acting Head of Community Safety and Trading Standards, 01865 815791

The Home Office has produced guidance relating to the provisions in the Police and Justice Act 2006 on the scrutiny arrangements for crime and disorder.

Every local authority must create or designate a crime and disorder committee. This committee may be new or an existing committee may take on this role. The committee may be at county level or be set up as a joint committee with the districts. The Safer and Stronger Communities Scrutiny Committee is currently constituted to take on this role for the County Council.

The purpose of a crime and disorder committee is to:

a) review or scrutinise decisions made/actions taken by the "responsible authorities" in the exercise of their crime and disorder functions; and

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b) make reports or recommendations to the local authority with respect to the discharge of those functions.

The responsible authorities in Oxfordshire are: Oxfordshire County Council, District Councils, Thames Valley Police, Thames Valley Police Authority, Oxfordshire Fire and Rescue Authority, Oxfordshire Primary Care Trust and the Probation Service.

In relation to the Crime and Disorder Reduction Partnerships (CDRPs) it will be natural for this Committee to scrutinise the Oxfordshire Safer Communities Partnership (OSCP) rather than the individual CDRPs, which lend themselves more readily to scrutiny by the district council scrutiny committees.

Members are reminded that this committee in its role as a crime and disorder committee will need to look at how the different partners come together (how the OSCP is co-ordinating its work to deliver positive outcomes) and what outcomes they are achieving, rather than focusing on one partner.

All of the county's district councils have already designated committees to scrutinise crime and disorder and there is a widely held view that work should not be duplicated.

A report on the Oxford Safer Communities Partnership is attached (**SSC7**) which includes the following information:

- an outline of the role of the OSCP

- achieving positive outcomes through a partnership approach

- examples of the work of OSCP in the last year

- the latest performance information
- details of district council scrutiny arrangements.

Councillor Kieron Mallon, the Chairman of the OSCP, has been invited for this agenda item to join in the discussion as to how to take this activity forward.

It is intended that the OSCP will report to this Committee at its September meeting on outcomes from the work programme that the scrutiny committee has formulated.

The Committee is invited to:

- *hold an in depth discussion in relation to this new duty and how to take it forward, to include confirmation of who to invite to future meetings (e.g. who from the partnership will come, does the Committee want to invite district councillors?);*

- *formulate a future work programme to detail the areas which the Committee wishes to scrutinise in respect to how the different partners are working together to deliver positive outcomes.*

8. **Fire Service Command and Control Room - the FiReControl and FireLink Projects**
(Pages 39 - 42)

14:55

Contact Officer: Colin Thomas, Assistant Chief Fire Officer and Head of Service Support, 01865 855206

The Assistant Chief Fire Officer and Head of Service Support will provide an update and answer the Committee's questions.

Subject Matter	Document
Written update on progress of the Fire Service Command and Control Room (FiReControl and FireLink Projects)	**SSC8**

9. **Draft Action Plan arising from the Health and Safety Executive Inspection of Oxfordshire Fire & Rescue Service**

15:15

Contact Officer: Colin Thomas, Assistant Chief Fire Officer and Head of Service Support, 01865 855206

To receive a report back on the Health and Safety Executive (HSE) Inspection, together with the Service's draft action/implementation plan (**SSC9 (a)**). A GANNT chart showing the likely timescales for implementing the actions is also attached (**SSC9(b)**). A colour copy of the GANNT chart will be given limited circulation (to the Committee and to relevant Cabinet Members and Officers).

This further short report gives details of the action plan on the Health and Safety Executive (HSE) inspection of Oxfordshire Fire and Rescue Service and the subsequent report received in March 2010. The action plan has not yet been formally approved by the HSE but will be subject to further discussion over the next 2 - 3 months.

The Committee is invited to conduct a question and answer session in relation to the Health and Safety Executive Inspection.

(a) **Draft Action Plan arising from the Health and Safety Executive Inspection of Oxfordshire Fire and Rescue Service** (Pages 43 - 46)

(b) **Annex 1** (Pages 47 - 54)

REVIEW WORK
To take evidence, receive progress updates and consider tracking reports.

10. **Debt Advice Scrutiny Review Progress Update**

15:35

Contact Officers: Alexandra Bailey, Corporate Performance and Review Officer, 01865 816384; Richard Webb, Acting Head of Trading Standards and Community Safety, 01865 815791

[Lead Member Review Group comprises Councillors Lawrie Stratford, Bill Service, John Goddard and John Sanders]

The Committee is invited to receive an update from the Lead Member Review Group.

BUSINESS PLANNING

To consider future work items for the Committee

11. Scrutiny Work Programme

15:45

Contact Officer: Alexandra Bailey, Corporate Performance and Review Officer, 01865 816384

Members are invited to put forward any suggestions for future scrutiny consideration.

It would be appropriate for any suggestions to be related to the Council's priorities and the remit of this Committee, although suggestions which cut across more than one scrutiny committee can also be put forward for consideration.

Committee members are asked to submit any suggestions prior to the meeting and as soon as possible to Alexandra Bailey.

Proposal forms working up these ideas, together with Directorate suggestions, will then be brought to this Committee's September meeting for consideration.

A list of key areas already investigated by this Committee and scrutinised in relation to this Committee's current remit is attached (**SSC11(a)**).

A list of items logged for future meetings is also attached (**SSC11(b)**).

Members are also reminded that the Children's Services Scrutiny Committee Chairman on 25 May requested that the Committee conduct an initial examination of the current policies and practice for admittance of young people to youth centres and it was agreed to:

(a)   include a review of youth centres in the 2010/11 work programme;

(b)   invite Oxfordshire Joint Health Overview & Scrutiny and Safer & Stronger Communities Scrutiny Committees to join as part of a joint working group;

(c)   liaise with Tan Lea, Strategic Lead - Youth, Young People and Access to Education, to provide officer support with the review.

Members are also reminded that road safety was previously considered as a suitable cross cutting topic for select committee consideration and has not yet been investigated.

Members of this Committee are invited to put forward any items for future scrutiny consideration.

(a) **Key Areas already investigated by this Committee** (Pages 55 - 56)

(b) **Items logged for future meetings** (Pages 57 - 58)

12. **Information Share** (Pages 59 - 66)

16:05

Contact Officer: Richard Webb, Acting Head of Trading Standards and Community Safety, 01865 815791

- **Report on the arrangements for meeting the requirements of the Regulation of Investigatory Powers Act 2000**

  The Regulation of Investigatory Powers Act 2000 ('the Act') regulates the use of covert activities by Local Authorities. It creates the statutory framework by which covert surveillance activities may be lawfully undertaken. Special authorisation arrangements need to be put in place whenever a Local Authority considers commencing covert surveillance or considers obtaining information by the use of informants or officers acting in an undercover capacity.

  Codes of Practice issued under the Act provide guidance to authorities on the use of the Act. A revised Code of Practice came into force in April 2010. This new Code of Practice specifies that elected members should review the authority's use of the Act and set the policy at least once a year. They should also consider internal reports on the use of the Act on at least a quarterly basis.

  An overview of the Regulation of Investigatory Powers Act 2000 and associated Codes of Practice and the arrangements in place in Oxfordshire County Council is attached (**SSC12**).

  The Committee is invited to receive an overview of the Regulation of Investigatory Powers Act 2000 and associated Codes of Practice and the arrangements in place in Oxfordshire County Council, in advance of future reports providing information on the use of this Act by Oxfordshire County Council.

13. **Tracking Scrutiny Items**

16:20

Report back on advice given by this Committee to the Cabinet, full Council, other scrutiny committees, relevant strategic partnership bodies and other organisations where appropriate.

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The Chief Fire Officer will give a verbal update on activities in relation to:

- **The Recruitment and Retention of Retained Firefighters Scrutiny Review**

- **The Road Safety Partnership**

14. Forward Plan

16:30

The Committee is asked to note any items of interest on the current version of the Forward Plan which covers the time period July to October 2010.

15. 16:30 Approx Close of Meeting

Declarations of Interest

This note briefly summarises the position on interests which you must declare at the meeting. Please refer to the Members' Code of Conduct in Part 9.1 of the Constitution for a fuller description.

The duty to declare …
You must always declare any "personal interest" in a matter under consideration, ie where the matter affects (either positively or negatively):
(i)   any of the financial and other interests which you are required to notify for inclusion in the statutory Register of Members' Interests; or
(ii)   your own well-being or financial position or that of any member of your family or any person with whom you have a close association more than it would affect other people in the County.

Whose interests are included …
"Member of your family" in (ii) above includes spouses and partners and other relatives' spouses and partners, and extends to the employment and investment interests of relatives and friends and their involvement in other bodies of various descriptions. For a full list of what "relative" covers, please see the Code of Conduct.

When and what to declare …
The best time to make any declaration is under the agenda item "Declarations of Interest". Under the Code you must declare not later than at the start of the item concerned or (if different) as soon as the interest "becomes apparent".
In making a declaration you must state the nature of the interest.

Taking part if you have an interest …
Having made a declaration you may still take part in the debate and vote on the matter unless your personal interest is also a "prejudicial" interest.

"Prejudicial" interests …
A prejudicial interest is one which a member of the public knowing the relevant facts would think so significant as to be likely to affect your judgment of the public interest.

What to do if your interest is prejudicial …
If you have a prejudicial interest in any matter under consideration, you may remain in the room but only for the purpose of making representations, answering questions or giving evidence relating to the matter under consideration, provided that the public are also allowed to attend the meeting for the same purpose, whether under a statutory right or otherwise.

Exceptions …
There are a few circumstances where you may regard yourself as not having a prejudicial interest or may participate even though you may have one. These, together with other rules about participation in the case of a prejudicial interest, are set out in paragraphs 10 – 12 of the Code.

Seeking Advice …
It is your responsibility to decide whether any of these provisions apply to you in particular circumstances, but you may wish to seek the advice of the Monitoring Officer before the meeting.

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SAFER & STRONGER COMMUNITIES SCRUTINY COMMITTEE

MINUTES of the meeting held on Monday, 10 May 2010 commencing at 10.00 am and finishing at 3.35 pm

Present:

Voting Members:	Councillor Lawrie Stratford – in the Chair

Councillor John Goddard
Councillor Patrick Greene
Councillor Lorraine Lindsay-Gale
Councillor Sajjad Hussain Malik (Saj)
Councillor Susanna Pressel
Councillor Bill Service
Councillor Alan Thompson
Councillor Carol Viney (Deputy Chairman)
Councillor Sandy Lovatt (in place of Councillor Stewart Lilly)

Other Members in Attendance:	Cabinet Member for Safer & Stronger Communities: Councillor Mrs J. Heathcoat
	Cabinet Member for Police & Policy Co-ordination: Councillor Kieron Mallon
Officers:	
Whole of meeting	K. Coldwell and I. Alvi (Corporate Core); J. Parry, D. Etheridge and C. Thomas (Community Safety).
Part of meeting	

Agenda Item	Officer Attending
7.	Chief Constable Sara Thornton QPM, Chief Superintendent Brendan O'Dowda and Inspector Andy Talbot (Thames Valley Police)
8.	Jo Cookes (Government Office for the South East); Bill Oddy (West Oxfordshire District Council); Dan Bowden (Thames Valley Police); James Clark and Katie Pritchett (Corporate Core); Ruth Whyte and Richard Webb (Community Safety)
9.	Colin Thomas (Community Safety)
11.	Richard Munro and Martyn Brown (Social & Community Services)
12.	Imran Alvi (Corporate Core)
14.	John Parry & Dave Etheridge (Community Safety)

The Scrutiny Committee considered the matters, reports and recommendations contained or referred to in the agenda for the meeting, together with the following

additional documents:

- Thames Valley Police Authority Annual Delivery Plan 2009-2010 Quarter 4 Report and Complaints Data in relation to Agenda Item 7;
- Oxfordshire Voice 2009 Crime and Antisocial Behaviour Summary Report and report of the in depth exercise 2009;

and agreed as set out below. Copies of the agenda, reports and additional documents are attached to the signed Minutes.

51/10 ELECTION OF CHAIRMAN FOR THE CURRENT COUNCIL YEAR
(Agenda No. 1)

Councillor Lawrie Stratford was elected to Chairman for the current Council year.

52/10 ELECTION OF DEPUTY CHAIRMAN FOR THE CURRENT COUNCIL YEAR
(Agenda No. 2)

Councillor Carol Viney was elected to Deputy Chairman for the current Council year.

53/10 APOLOGIES FOR ABSENCE AND TEMPORARY APPOINTMENTS
(Agenda No. 3)

Councillor Sandy Lovatt attended in place of Councillor Stewart Lilly.

54/10 DECLARATIONS OF INTEREST - SEE GUIDANCE NOTE ON THE BACK PAGE
(Agenda No. 4)

Councillor Mrs J. Heathcoat declared two personal interests at Agenda Item 4:

- in relation to Agenda Item 11 on the grounds that she sits on the Committee for Banbury Library and the Mill Arts Centre;
- in relation to Agenda Item 7 on the grounds that she is a Thames Valley Police Authority Member until 27 May 2010.

Councillor Patrick Greene declared a personal interest at Agenda Item 4 in relation to Agenda Item 7 on the grounds that he sits on the Local Area Policing Board.

Councillor Susanna Pressel declared a personal interest at Agenda Item 4 in relation to Agenda Item 7 on the grounds that she sits on the Local Area Policing Board.

55/10 MINUTES
(Agenda No. 5)

The Minutes of the meeting held on 1 February 2010 were approved and signed.

Matters Arising

Minute 44/10 – Cogges Manor Farm Museum – Review of Progress Towards Trust Status – the Committee noted that the Trust had now been set up and that it would receive an update at its July meeting.

56/10 THAMES VALLEY POLICE DELIVERY PLAN 2010/11: PRESENTATION AND Q&A
(Agenda No. 7)

Published by Thames Valley Police Authority (TVPA) and Thames Valley Police (TVP), the Delivery Plan 2010 - 2011 (SSC7) outlines the vision for the Force in the current year. This would be supported by the third year of the Strategic Plan 2008-2011 which was due to be published in June. The Delivery Plan outlines the seven strategic objectives, as well as the actions to be undertaken in the coming year to achieve these objectives, and the targets against which performance will be measured.

Chief Constable Sara Thornton QPM, Chief Superintendent Brendan O'Dowda and Inspector Andy Talbot (Development and Change Manager) attended for this item in order to answer the Committee's questions.

The Chief Constable gave a presentation on the Strategy for Policing in the Thames Valley 2010 – 11, a copy of which is attached to the signed Minutes.

All areas within the strategic plan were covered, including performance in priority crime and other measures such as confidence and satisfaction. The presentation also highlighted key processes that were underway to improve performance and productivity.

Key points from the presentation are listed below:

- the first four priorities were about operational policing and priorities 5 – 7 were about operational support work;
- key themes in the Plan were public confidence in neighbourhood policing, reducing crime and disorder, protective services and use of resources.

Public Confidence

In terms of public confidence, the last government had set this objective (NI 21 - The police and local council are dealing with the anti-social behaviour and crime issues that matter in this area). This relied on joint work between the police and the local authority, both county and district.

- *Home Office Public Confidence Target: 59.2% by 2012*

  Thames Valley Police had been above the trajectory set by the government until it had received the data from the government for the last quarter which had caused it to dip down. However, the British Crime Survey (BCS) sample had only used a random sample of 250 people.

- *TVPA public confidence target: 68% by 2011*

The Police Authority had also asked this question by telephone survey and had used a much larger sample size, which had given a more positive result and had enabled officers to drill down to county and district level. Their results had not shown a dip in the last quarter and therefore it was possible that the BCS data had been rogue data.

- *Place Survey*

The Place Survey (how the Council measures NI21) had given a different set of results.

- *Public Perceptions of the Police*

TVP was doing a lot of good work on public confidence, for example, through the Neighbourhood Action Groups (NAGs) and through county wide work.

However, there was still a massive communication challenge as the public still did not appear to know what the police were doing. In response to the question 'How informed, if at all, do you feel about the service provided by your local area?' the local police has received the lowest score in terms of 'informed' and the highest score in terms of 'not informed'.

However, the Policing Pledge would help with this and pledged:

- o a stronger voice for the public in how the Thames Valley is policed;

- o a minimum standard of service to the public;

- o information on how the public can help the police keep communities safe.

Pledge commitments for 'A stronger voice for the public' are given below:

- o better information about neighbourhood officers and how to contact them;

- o responding to messages directed to neighbourhood teams within 24 hours;

- o higher visibility patrols and neighbourhood teams;

- o minimising staff turnover in neighbourhood teams;

- o monthly updates on police and partner activity including crime maps and offenders brought to justice;

- o public meetings held at last once a month ("Have Your Say"). These provided a large amount of information on what neighbourhood officers do and how to get hold of them.

A considerable amount of work had been undertaken to improve the Thames Valley Police Website. For example, any member of the public could enter their postcode to bring up the relevant neighbourhood pages which showed local crime maps and statistics, as well as details of the local Neighbourhood Officers and what issues the police were prioritising in that area.

There were a range of pledge commitments in relation to 'A minimum standard of service to the public' largely around response times to 999 calls and in person (Refer presentation). Performance in relation to the % of 999 calls answered within 10 seconds and non 999 calls answered within 40 seconds was very high and 84.3% of people had been satisfied with overall performance.

Crime

The two main targets set by TVPA last year were:

- **Crime Reduction: Serious Acquisitive Crime**

  (To reduce the level of Serious Acquisitive Crime (domestic burglary, theft of a vehicle, theft from a vehicle and robbery (personal and business) in the Thames Valley).

  Both types of vehicle crime had fallen significantly but burglary had only decreased by 2.2%.

- **Crime Reduction: Assault with Less Serious Injury (non-domestic)**

  (Assault resulting in actual bodily harm, excluding domestic abuse cases).

  There had been reductions across the board and large reductions in the Vale of White Horse.

Police Authority Targets

13/16 had been exceeded. 3 had not been met, but only by a small margin.

Recruitment

It was very important to change the ethnic profile of Thames Valley Police. It needed to recruit more police from black and minority ethnic (BME) communities. TVP now had over 10% BME officers but was slightly under target for police staff and PCSOs.

Finances

- TVP's budget was £378m for this financial year.

- The current 3 year forecast assumed a 0. 7% increase in government grant in 2011/12 and 2012/13.

- A considerable amount of work had been undertaken to generate efficiency savings and £35m savings had been generated over the past three years. Officers had looked at all of their contracts and had ensured that they had brought down management and support costs.

- No one knew what the police's future financial position was going to be.

- The Police Authority had agreed to fund 37 additional police officers and this money had been obtained by cutting back office costs.

Staffing

TVP had 4,227 police officers and 502 PCSOs as at the end of March 2010 and was probably the largest that it was ever going to be.

Following the presentation, the Committee conducted a question and answer session.

A selection of the Committee's questions, together with the responses, is given below:

- **There were three different surveys for public confidence with three different results. Why didn't the police combine these surveys so that one pot of money was used to fund the surveys?**

  This would make sense if it was possible to do so but the three surveys were undertaken by three different organisations: the BCS by the Home Office (which the Force was not happy with due to the five month time lag in receiving the data and the fact that the sample size was at Force not district or county level) and the Place Survey was generated by Communities and Local Government (CLG). Including TVP's survey, they were three different constituents with different requirements.

- **With regard to increasing the number of staff recruited from black and minority ethnic communities, how was the Force doing this and what worked best?**

  Three or four things had been done. There had been a thoughtful advertising campaign to target recruits from the BME community. The advice had been to target areas where potential BME recruits were working, living and studying, and to say "We are looking for new recruits", rather than saying "we want BME officers". When applicants from BME communities expressed an interest in joining and TVP was not currently recruiting, it noted their interest and passed their details to a recruitment network who would then liaise with them and let them know when TVP would be recruiting. The Chief Constable also chaired a BME board meeting which looked at vetting procedures and unequal attrition. For example, the board had looked at the standards for presentation and spelling which were too stringent and were not letting through good applicants

and had therefore relaxed the rules. The board had looked very hard at every stage of the recruitment and promotion process to ensure that it was leading to fair outcomes.

- **How many applicants overall (not just from the BME community) did TVP actually recruit after their initial approach?**

In terms of police officer recruitment TVP does not recruit continuously throughout the year. It opens up recruitment for a brief period of time to gather in all of the applications in and process them. Last year all of the application packs were given out at events, which tested applicants' commitment. TVP was currently processing the applications, which was a time consuming process. They were planning on recruiting just under 300 people and had no problem recruiting people. There was the fear that good people might go off and do something else but it was also notable that many officers were not retiring due to the recession.

- **What about retention? Did police officers "go South"?**

Retention had improved. Two of the reasons for losing police officers were retirement and officers moving back North or West due to the cost of housing. Loss of officers to the Metropolitan Police Force (Met) had reduced considerably. Thames Valley Police had lost 18 officers to the Met last March whereas it had lost 78 officers two years ago. When times were tough people tended to stay put.

- **How many police officers did TVP recruit from PCSOs?**

The Chief Superintendent undertook to circulate information on the number of PCSOs who had become police officers from 2006/07 - 2009/10 to all members of the Committee.

The Chief Constable stated that although movement from PCSOs to police officers did mean loss of PCSOs, overall it was a positive trend as they were already familiar with the Force and made very good recruits. However, not everyone that joined as a PCSO wanted to become a police officer and this was also good.

- **In terms of antisocial behaviour such as graffiti or dog fouling, was it possible to have more overlap between police officers, PCSOs and local councils?**

PCSOs had a role to play in terms of graffiti and dog fouling as did local authority Street Wardens. It was a partnership activity.

- **What could be done about parking in cycle lanes and motorists using their mobile phones?**

In terms of traffic issues the Safer Roads Partnership was very successful. There had been a huge decrease in the number of deaths and serious injuries

on the roads in the Thames Valley (under 90 last year). Some of the reduction was down to excellent medical care and some was due to targeted intelligence work by the police and the local authority. In terms of mobile phone usage 8, 270 cautions had been given. Education was very important.

- **What could be done about people who broke the 20 and 30 mph speed limits?**

  In terms of concerns about transgressing the 20mph speed limit it was best to speak to the Neighbourhood Team about any concerns, who could then refer it to the Roads Policing Team (RPT). The RPT would then carry out a survey to see if there was a problem or if it was a perception issue. If the survey showed that there was not a problem then options included using the Speed Indicator Devices (SIDs) or conducting other partnership work.

  In terms of the 30 mph speed limit the solution was "engineering, education and enforcement". The message nationally was that the focus in the first instance should be making it very clear to people what the speed limit was. Engineering solutions were not cheap and neither was enforcement.

  Members of the Committee were asked to forward any concerns to their local police commander or to the Chief Superintendent.

- **What should the public do if they wanted to bring speeding to the attention of the police?**

  The public could raise their concerns at "Have Your Say" meetings, at a NAG or through a local Councillor. TVP would then arrange for a survey to be undertaken by a specialist. There were 22 Neighbourhoods in Oxfordshire, 13 of which had speeding as one of their top priorities. Ad hoc reporting was not ignored but proper problem solving was important in order to ascertain whether it was a matter of perception or a real problem. Raising the issue through a local Councillor would help to reduce pressure on the police switchboard.

- **Were officers aware of traffic noise generated by motorcycles on the A4704 and what could be done about this? The view of the local community was that the police did not stop them even if they were speeding.**

  The Chief Superintendent stated that he was aware of this particular problem and that the police did have the authority to stop noisy motorcyclists. A number of them congregated on the roundabout by Berinsfield. It was a NAG priority and they had been working with the motorcyclists. It was not solely an enforcement issue although they had done some enforcement.

- **What could be done about the low rate of prosecutions by the Crown Prosecution Service (CPS), which angered many members of the public as in their view criminals were not being brought to justice?**

TVP worked very closely in partnership with the CPS and its relationship with them was better than it had ever been. There were inherent tensions, as the police wanted as many perpetrators to be charged as possible whereas the CPS's target was to reduce the number of cases that started and didn't get through. Five or six years ago the rules had changed and the CPS now charged people, not the police. Some charging decisions were now dealt with over the phone by the CPS. The Conservative Party Manifesto talked about returning charging to the police. A pilot had started in Oxfordshire in mid April for less serious offences (eg low level criminal damage) and the charging decision would be given to the Sergeant. The pilot seemed to be going very well. The Chief Superintendent stated that he chaired a meeting which problem solved these types of issues such as charging decisions and involved partners such as the CPS, the youth service and the probation service. It was also notable that the courts in Oxfordshire were the best in terms of performance in comparison with the rest of the Thames Valley.

- **Why couldn't automatic number plate recognition (ANPR) be used to track down illegal drivers?**

  There were mobile ANPR devices and most of the roads policing vehicles had ANPR fitted in them. Mobile devices could be used for prosecutions. TVP had invested significantly in fixed sites in conjunction with its partners over the years. These sites gave TVP a rich source of information but the number of vehicles captured meant that the police had to prioritise. TVP now had a small unit who were prioritising hits on the cameras 24 hours a day and some of those markers were for very serious offences such as hit and runs where culprits had been identified. There would never be the resources to check all of the data as the volume of data was too great. There were hundreds of thousands of reads on the cameras per week.

- **There were problems with funding from central government for all councils at all tiers, who would be looking to focus on their statutory duties and make efficiencies elsewhere. If part funding for PCSOs stopped as a result (eg from District Councils) how would this affect recruitment and retention of PCSOs across the piece?**

  TVP had 508 PCSOs at present whereas it could have 530. The money that came for PCSOs from the government had been ring fenced and could not be spent elsewhere. However, the future funding situation was very uncertain. Whatever happened to the ring fenced funding, if the police was to make Neighbourhood Policing work then it must have a mix of PCSOs and other officers. In the Chief Constable's view Neighbourhood Policing would not work without PCSOs.

- **What measures would TVP be taking to address the deficit it would be facing?**

  In terms of the productivity strategy for the next three years, TVP was looking at five areas where efficiencies could be made. One example of this was further collaboration with Hampshire Constabulary on joining up more

operational functions, such as all of the specialist staff who were expensive to train and used expensive equipment (eg firearms officers, roads policing officers, dog handlers). This was not without difficulty, but increased collaboration was the way to protect front line services.

In terms of the local policing model TVP had a 2 tier structure and needed to look at its structure in order to de-layer and focus on service delivery. Although it was important to have proper partnerships at county level it was not essential to have a command layer at county level and this was being consulted on at present.

The Force used Zero based budgeting on the principle of "look at what you need and take off 10%".

TVP had rationalised some of its call handling. A lot of the tertiary call handling was done at a local level and would be amalgamated in order to reduce the number of posts required.

TVP was also in a consortium for its transport costs but this was still a large cost as police officers did need to be mobile.

TVP had also clamped down on mileage claims, which was better than cutting posts.

The Audit Commission had given TVP a very good rating in terms of value for money in comparison with other forces.

- **Could efficiency savings be put to front line services?**

  There was still uncertainty regarding future funding. The productivity strategy was about trying to think of every way that costs could be taken out of the organisation without affecting frontline services.

  Frontline services covered those people directly offering services to the public, for example, Neighbourhood Teams, response officers and detectives.

  Neighbourhood Policing was not a luxury and the public really valued that responsiveness. PCSOs had been given crime prevention training, had been trained in problem solving and could deal with criminal damage and certain thefts. The key message for the Neighbourhood Teams was for them to really understand their communities and to go into venues such as youth clubs and old people's homes. The public were saying that PCSOs had been very effective and were Oxfordshire's success story. However, protecting what the public really valued was going to be tough.

- **In terms of efficiencies it was of concern that local accountability might be lost and that the police might lose "the common touch" and "one man's efficiencies was another man's cuts". Once everything had been cut when would it be "the bobbies on the beat"?**

There was no suggestion that Neighbourhood Policing would be dismantled as it was valued most by the public. Neither was there any suggestion of amalgamating with other forces. However "better wasn't always equal to more" and the Force could not afford "more".

- **Should there be locally and not nationally set targets for the police?**

The Chief Constable stated that she had been reporting success on local targets in her presentation, which had been set by Thames Valley Police Authority with regard to national targets. NI 21 was the only target which had been set centrally. She added that although targets were set locally there were also national performance indicators from London and therefore targets were set by the back door. Strategic partners also worked to the Local Area Agreement (LAA) targets (eg the number of drug users in effective treatment programmes and reducing the number of first time entrants into the criminal justice system).

- **Why did PCSOs go round in pairs? The public view was that if they patrolled alone they could cover twice the area.**

PCSOs should be patrolling alone and the majority did. However, they did double up late in the evening and some PCSOs had worked a bit later in some of the problematic areas as there were safety issues, for example, when dealing with instances of antisocial behaviour at midnight.

- **Surely educating the public was an important way of reducing acquisitive crime?**

Education was important. A surprising number of cars and houses were still left unlocked. TVP tried to spread the message through the NAGs and local papers. PCSOs were heavily involved in crime reduction.

- **Would PREVENT agenda money be abolished? If so would this be catastrophic? Had anything been achieved with the PREVENT funding?**

Whoever formed the new government needed to have some kind of approach in terms of preventing terrorism. PREVENT might need rebranding. There were two types of funding for this: PREVENT Pathfinder money (local authority) and TVP funding. Interesting projects had been supported in Oxford City in terms of Pathfinder and it looked as if good work had been done. Some of these projects were being evaluated but the "success" of these types of projects was hard to evaluate as it was difficult to measure their long term impact. Elsewhere in the Thames Valley PREVENT had not been perfect, for example, in terms of communication with the communities.

TVP had increased the number of briefings to Neighbourhood Officers and had encouraged them to log information into TVP systems. TVP had also recruited PREVENT Engagement Officers who worked alongside the above projects.

Following the question and answer session the Committee thanked the Chief Constable and her colleagues for attending the meeting.

The Chief Superintendent undertook to:

- make it clearer to Councillor Viney how to contact the new PACT group which was effectively what used to be the Henley Rural NAG;

- put Councillor Lindsay-Gale in touch with the NAG in her division.

Ms Coldwell undertook to send the Chief Superintendent the contact details for County Councillors in each division so that they could be easily contacted regarding their local NAGs.

57/10   FEAR OF CRIME IN OXFORDSHIRE
(Agenda No. 8)

A number of officers attended for this agenda item as detailed in this Minute and were accompanied by Mr Richard Webb, Acting Head of Community Safety and Trading Standards (Oxfordshire County Council) and Ms Ruth Whyte, Manager of the Safer Communities Unit (Oxfordshire County Council).

A briefing on public confidence was before the Committee (SSC8) which covered the work of the Oxfordshire Safer Communities Partnership (OSCP) during the past year. The paper also outlined the Safe & Confident Communities Project that would be implemented during the next six months.

The Committee also had before it the Oxfordshire Voice 2009 Crime and Antisocial Behaviour Summary Report and report of the In depth exercise 2009 which had been circulated separately prior to the meeting.

Ms Jo Cookes, Deputy Head of Community Safety (Government Office for the South East) informed the Committee that she was responsible for delivering on the reduction of crime and antisocial behaviour and implementing government policy in the South East region. Ms Cookes then presented on the public perception survey results broken down across the South East Region by District.

The key points from her presentation were that:

- the South East was a safe place to live, with low levels of violence. It was however, a diverse region, with pockets of affluence and pockets of high rates of crime;
- Oxfordshire compared fairly well to the rest of the region in terms of perceptions of antisocial behaviour, with an above average positive rating. However, it could look to improve further in this respect;
- the Home Office had analysed NI21 data (public confidence that the Police and Local Authorities are dealing with antisocial behaviour and crime issues that matter to the public) and there were slightly higher levels of confidence in the county (27%) than the country average (26.4%). Oxfordshire had the second highest county score in this respect, with Surrey having the highest

score. Surrey had implemented a number of initiatives in this respect, which were worthy of investigation;

- Factors such as whether the public believed that the police were treating people fairly and with respect impacted on public confidence levels;
- The age of respondents appeared to have an impact on their confidence levels, as did contact with the police (eg seeing PCSOs patrolling the streets);
- The highest scores in relation to public confidence were in the low 30s (%), which was not a high level of confidence, but it was important to look at the methodology for measuring public confidence. The British Crime Survey (BCS) had shown much higher levels of public confidence (in the 50s and 60%s). However, the NI21 measure was consistent and was therefore still valid in terms of comparisons with the rest of the country and over time;
- Research had been undertaken nationally into what drives public perceptions;
- overall and in each district, Oxfordshire was performing mid range across all of the perception and confidence indicators in relation to its family group; and
- officers could look at outliers in the family group that were doing particularly well if they wished to increase performance.

Mr Bill Oddy, Head of Community Services (West Oxfordshire District Council) and Oxfordshire Lead on Public Confidence spoke about the targets set for Oxfordshire in relation to National Indicator 21, the police "Confidence" indicator and the plans to deliver the targets. Mr Oddy then took the Committee through the briefing on public confidence in Oxfordshire (SSC8), which covered the work of the Oxfordshire Safer Communities Partnership (OSCP) during the past year and outlined the Safe & Confident Communities Project that would be implemented during the next six months.

Key points are listed below:

- the results of the Place Survey had been disappointing in terms of the relatively low levels of public confidence, as only 25% of respondents had thought that the police and the local authority were doing a good job to tackle crime and antisocial behaviour. However, it was more significant that 50% of respondents had ticked "don't know";
- these results were not unique to Oxfordshire and a number of authorities had adopted NI21 as part of their Local Area Agreement (LAA). Oxfordshire was sharing information with colleagues in the Thames Valley and elsewhere regarding what worked to increase levels of public confidence (Surrey and Lancashire had very high levels of public confidence);
- nationally the Police Improvement Agency had issued guidance on this;
- 28/29 activities on the delivery plan had now been completed;
- the last activity was implementation which would commence shortly;
- communication was key to increasing public confidence.

Mr Bowden, the Oxfordshire Safe & Confident Communities Project Manager, then gave a short presentation on the Project, a copy of which is attached to the signed Minutes.

Key points are listed below:

- the point of the project was to look at the relationship between actual levels of crime and antisocial behaviour and public perception;
- the project was at neighbourhood and street level;
- only a few neighbourhoods actually had high levels of antisocial behaviour (asb) (most were low);
- in areas of high asb visible policing was the best way to improve public confidence;
- some asb could be prevalent in just one street in a particular area;
- it was important to communicate in the most effective way to each neighbourhood. Communication would be tailored to each neighbourhood in terms of what would be their preferred method of communication, based largely on Experian mosaic data and officers had also mapped what people's likely concerns would be. This would provide a personalised, intelligence led targeted communication strategy;
- a number of people do not believe the glossy leaflets that come through their letterbox or look at the Thames Valley Police Website or care about the crime statistics. They just want to know about crime and antisocial behaviour on their street;
- a lot of analysis had been done on preferred methods of communication. The focus now needed to be on delivery and it was anticipated that this would take place in June, July and August.

Mr Dan Bowden, Senior Performance Manager (Thames Valley Police) also gave a presentation on Fear of Crime versus Actual Crime, a copy of which is attached to the signed Minutes. This presentation covered the detailed results for Oxfordshire (broken down by Districts) in terms of fear of crime and actual crime and showed how Oxfordshire compared with the rest of the Thames Valley.

Key points are given below:

- the slides showed that there had been a reduction in recorded offences (all crime) in 09/10 in comparison with 08/09;
- there had been a reduction in recorded offences for serious acquisitive crime across the county and by district, and a reduction in recorded offences of criminal damage, which had a severely detrimental effect on people's lives and on their perception of crime;
- Oxfordshire was below the family average and numbers were predicted to fall further;
- There had been an improvement in all districts in terms of perception (NI21)

Ms Katie Pritchett, Corporate Consultation Officer (Oxfordshire County Council) then spoke to the committee about the outcomes of the in-depth research exploring residents' views of crime and anti-social behaviour.

Key points are listed below:

- Issues such as traffic congestion and affordable housing were seen as more in need of improvement than fear of crime;

- It was difficult to prioritise which crimes and antisocial behaviour needed tackling most. For example dog fouling affected many people to a small extent whereas rare but serious crimes had a much greater impact on a small number of people;
- The police were seen as the emergency response service and primary leaders on investigations. The Council was seen as the agency responding to office hour only issues (eg graffiti and dog fouling);
- There were four main reasons people said they didn't know whether the police and councils were successfully dealing with the issues; lack of knowledge of what was being done; lack of experience of crime and anti-social behaviour; lack of experience of the local response (for example not having reported an issue) and mixed experiences of Police and council responses;
- Some of those who had mixed experiences felt anti-social behaviour was not regarded as important and so had fallen through the net;
- Most people did not want more information unless there had been a problem in their area;
- For many the preferred method of communication was personal contact, such as being able to speak to a street warden and people wanted geographically specific information often just relating to 2 or 3 streets in their area;
- If circulating written material the preference was for cheaply printed leaflets distributed by Neighbourhood Watches and containing a balanced and honest account of the issues;
- Panellists had welcomed the idea of posters to communicate performance information such as how many crimes had been dealt with in their area.

Mr James Clark, Head of Communications, Marketing and Public Affairs (Oxfordshire County Council), then spoke to the Committee about what his team could do and was planning to do to help to tackle fear of crime in Oxfordshire.

Key points are listed below:

- partnership working was crucial to reducing crime and fear of crime and he met with his opposite number in the PCT once a week;
- there was no point in telling people not to be afraid of crime because this did not work;
- research had shown that the nearer you could get to someone's home the more effective the communication;
- people tended to think that communication at county and Force level was "all spin";
- if the public was exposed to the worst stories in the whole country on a regular basis it would have an effect although there were some areas of high crime in London.

The Committee then thanked all present for their presentations and updates.
A selection of the Committee's questions, together with the responses, is given below:

- **What was the point of measuring public perception? Surely public perception was often quite inaccurate, for example, in thinking that drivers were speeding?**

  Fear of crime and antisocial behaviour could be severely detrimental to a person's quality of life. For example, many elderly people were too afraid to walk down the street to get to the shops if they felt threatened by a number of young people hanging around street corners. GOSE had identified areas that they could give extra support to. ASB was the responsibility of all of the partners and GOSE used the measures as outlined in the survey to identify where extra support was needed.

- **What guidelines were being issued in terms of tackling fear of crime in low crime areas?**

  Under the past government there had been a focus on tackling antisocial behaviour and low levels of confidence. The focus had been on communication with the local community, for example, through "Have Your Say" meetings, NAGs and Neighbourhood Policing.

- **Was it a statutory requirement to reduce fear of crime? Was this value for money? What was the cost of all of the research that was being undertaken?**

  The Place Survey was mandatory and had cost the county council £6,000 to conduct this time round. The Oxfordshire Voice Survey had been carried out at low cost. Many of the participants had willingly forgone their expenses because they knew that times were hard. Reducing fear of crime was about community cohesion, having safe and confident neighbourhoods, giving back to communities the voice they thought they had lost so that they felt that they could talk to the police and the council. The police and local authorities were moving from a position where they thought that they knew what their communities wanted, to enabling communities to tell them what they wanted. Localism was important because it would deal with issues that related to people's individual lives and local areas.

- **In the context of funding issues and cuts to the police, were those officers who were engaged in confidence work likely to be regarded as frontline staff when the police made their cuts?**

  This work was being delivered through existing resources in order to give frontline staff the focus to engage with people more effectively.

- **Could the county put more money into youth clubs and other school holiday activities as crime in the city used to increase in the school holidays, especially in the estates?**

  The Director for Community Safety undertook to take back to CCMT Councillor Pressel's suggestion that the county should put more money into youth clubs and other school holiday activities on the grounds that crime in the city used to

increase in the school holidays especially in the estates, given that CCMT would be discussing the county's £6m of grants in relation to its corporate priorities including tackling deprivation later that week, and undertook to report back to the Committee in due course.

- **Did the police record all instances of crime and antisocial behaviour? Were crime and antisocial behaviour actually falling or were some instances not being recorded?**

Councillor Mallon undertook to refer the above questions to Thames Valley Police Authority.

58/10 FIRE SERVICE COMMAND AND CONTROL ROOM - THE FIRECONTROL AND FIRELINK PROJECTS
(Agenda No. 9)

The Committee had before it a written update on progress of the Fire Service Command and Control Room (FiReControl and FireLink Projects) (SSC9).

Mr Colin Thomas, Assistant Chief Fire Officer and Head of Service Support updated the Committee in addition to report SSC9 as follows:

- OFRS had responded to the select committee and a particular paragraph provided by OFRS had been mentioned in the review;
- the select committee had felt that it was important to continue with the FireControl Project, as to abandon it would have financial consequences and there were no credible alternative plans in place;
- in terms of data migration, as part of the planning review CLG had tasked all FRAs with reviewing their migration planning and developing the supporting business processes. The task had been issued in April and CLG had given a target date of 2 June 2010 to complete the actions, which was unachievable with OFRS's current workload. OFRS took data migration very seriously and was not willing to rush this. OFRS hoped to put a revised timeline in place in June or July for individual bits of data;
- in terms of mobile data terminals (MDTs), OFRS was intentionally rolling them out in a progressive, staged manner. More data would be added to the MDTs later in the year and officers would then decide what should be done should the data not be available at any point. However, more than one engine was usually despatched to a property fire.

Mr Thomas also showed a number of slides to the Committee which supplemented the written update.

59/10 DEBT ADVICE SCRUTINY REVIEW - PROGRESS UPDATE
(Agenda No. 10)

[Lead Member Review Group comprises Councillors Lawrie Stratford, Bill Service, John Goddard and John Sanders]

Councillor Stratford reported as follows:

- the Lead Member Review Group wished to gain an understanding of any gaps in the provision of Debt Advice across the County, the quality of debt advice provided, who was providing it and how the quality of that advice was being maintained;

- the Group had requested some information from the District Councils;

- the Group was going to hold a series of interviews with people;

- the Group aims to complete its review by September, subject to obtaining information from partner bodies.

60/10 PLANS FOR BANBURY LIBRARY/MILL ARTS CENTRE
(Agenda No. 11)

Mr Richard Munro (Head of Community Services), together with Mr Martyn Brown (County Heritage and Arts Officer) and the Cabinet Member for Safer & Stronger Communities attended for this item in order to update the Committee on plans for Banbury Library and the Mill Arts Centre.

Mr Munro reported as follows:

- although Banbury Library was very popular and heavily used, the building was a difficult design and no longer in the right location;
- the Mill Arts Centre was also a very popular and heavily used facility. However, the building was very cramped and parts of it were difficult to access and manage;
- the Council's preferred option was to have a development on the site next to where the Mill Arts Centre was situated;
- £51/2m had been identified form the County Council's capital programme for this project as it was a critical capital project for the county;
- the District Council had just replaced the leisure centre on the site;
- Spiceball Park was prone to flooding from time to time and officers would ensure that those parts of the Mill that were to remain would be made more resilient to flooding;
- the project to develop the cultural quarter as a whole was a three way partnership. There were economies in being able to provide an integrated management approach;
- the Council had made very good progress in the last year in developing the vision for the site as a whole and the development would be unique and unique to Banbury;
- the expectation was that by 2012 construction would be taking place on site and that it would be completed by 2014.

The Committee thanked Mr Munro for his oral update, noted the method of governance and **AGREED** to request that a detailed written report be brought to Committee in future, including information on governance, the facilities to be provided and a serious assessment of the flooding risk and mitigation for this.

The Cabinet Member for Safer & Stronger Communities undertook to ensure that a report was provided to scrutiny at the appropriate time. It was suggested that it might be appropriate to consider this report when consultation was taking place with Banbury residents.

All members of the Committee were asked to liaise with Councillor Stratford regarding what information they wished to be provided in the report, who would then provide this information to the Cabinet Member for Safer & Stronger Communities.

61/10 SCRUTINY WORK PROGRAMME
(Agenda No. 12)

The Committee noted the following information:

- that the select committee into community pride would be the substantive item at its July meeting;

- that members would also be asked to discuss what areas they would like to address in scrutinising crime and disorder at their July meeting;

- that a report on progress in relation to the operation of Birmingham City Council's Illegal Money Lending Team in Oxfordshire would be provided to its September meeting;

- that suggestions for future work items should be sent to Councillor Stratford and Dr Alvi.

Members of the Committee were reminded that any suggestions should be related to the Council's priorities and the remit of this Committee, although suggestions which cut across more than one scrutiny committee could also be put forward for consideration.

Ms Coldwell undertook to circulate a record of the scrutiny activities (including reviews) undertaken by this Committee over the past 2 – 3 years and scrutiny activities undertaken by other Committees during that time period which now fell under the remit of this Committee, to all members of the Committee.

Dr Alvi undertook to provide:

- a note to the Committee to let Members know when performance information is submitted to the Cabinet (eg the balanced scorecard);

- tracking information on past scrutiny reviews undertaken by this Committee to all members of the Committee.

Any members of the Committee that wished to visit the County's Emergency Planning Unit at Woodeaton Manor and/or Trading Standards at Osney Mead were asked to contact the Director for Community Safety.

62/10 FORWARD PLAN
(Agenda No. 13)

No items had been identified for consideration.

63/10 TRACKING SCRUTINY ITEMS
(Agenda No. 14)

- **Service and Resource Planning 2010/11 – 2014/15**

The Committee noted Councillor Mitchell's response to its budget advice as listed on the face of the agenda.

- **Integrated Risk Management Action Plan**

The Committee noted the Cabinet's response to the Draft Integrated Risk Management Action Plan 2010/11 as listed on the face of the agenda.

The Deputy Chief Fire Officer reported that several themes had arisen from the consultation on proposal (a) Day Crewing Review at Abingdon and Didcot Fire Stations including:

- Absolute acceptance that it was a very positive project.

- Real public concern over the potential reduction in attendance times.

- Concerns regarding the total reliance on Retained fire fighters at the two stations.

- Concerns about the training needs of the Retained fire firefighters.

- Concerns about the removal of the fire engine from Rewley Road at weekends to cover Abingdon and Didcot.

The Committee noted that the Cabinet Member for Safer & Stronger Communities would report back to Scrutiny once the new shift pattern had been implemented as it appeared that all of the issues raised through the public consultation process could be mitigated by introducing a new shift pattern.

- **Information Share**

The Director for Community Safety & Shared Services and Chief Fire Officer gave a verbal update on key issues as listed below:

- OFRS had carried out a very detailed action plan following the high rise incident in Hertfordshire. However, properties in Oxfordshire were not of a similar construction;
- OFRS had been reaccredited for the Customer Excellence Award and was the only Brigade in the country (out of 46 Brigades) to have received it;
- The Gypsy & Traveller Service was the only one in the country to have received the award.

The Committee noted the Director for Community Safety & Shared Services and Chief Fire Officer's imminent retirement, thanked him for his sterling work over the years - including his fantastic communication and people skills - commenting that he had been a valued and helpful officer who would be greatly missed, wished him a happy retirement and noted that he would stay in post until the new post holder had been appointed (June or September depending on whether an internal or external candidate was appointed).

- **Update on actions arising from the HSE Inspection of Oxfordshire Fire & Rescue Service**

The Committee had before it an update on actions arising from the Health and Safety Executive Inspection of Oxfordshire Fire & Rescue Service (SSC14).

The Director for Community Safety & Shared Services and Chief Fire Officer reported as follows:

- OFRS had received 18 recommendations for improvement as set out in report SSC14. The Inspectors had felt that OFRS had not paid enough attention to developing an overall strategic Health & Safety Plan for the Service. An overall Health & Safety Strategy for the County Council was in place, but this needed to be refocused, which would take a couple of months. However, no issues had been raised that OFRS were not already aware of;
- OFRS was the only Brigade that received health and safety support from Shared Services and no negative comments had been made about this;
- Three of the recommendations did have a readily identifiable financial impact (R5, R7 and R8). Some of the work associated with those recommendations was not yet fully known, but the financial impact was being considered during the planning process.

The Committee noted that a question and answer session on the Executive report and action plans would be held at this Committee's July meeting and **AGREED** to request the action plan be an implementation plan, and that a GAANT chart showing the likely timeframe for implementation of the recommendations should also be provided.

.... in the Chair

Date of signing   ....

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SAFER & STRONGER COMMUNITIES SCRUTINY COMMITTEE
5 JULY 2010

COMMUNITY PRIDE AND SELF HELP

What are we trying to achieve?
The Council wishes to develop a strategy and framework by September 2010 which promotes and encourages community pride and self-help. The aim is to significantly reduce barriers so that individuals and Communities are more able to help themselves.

What is community self help / pride?
Communities having the support, knowledge, resilience, pride and capacity to achieve local objectives, rather than having to rely on the public sector to respond to all their needs.

Why is it important to us?
Community self help and increased community pride can assist the council, health and the police in maximising the use of its resources. Many communities have good neighbour arrangements, community transport and other similar schemes and we can support and promote these activities across the county. We would also like to mobilise more young people and older people to take an active part in improving their communities.

Role of scrutiny
The Safer and Stronger Communities Scrutiny Committee can contribute to the development of the strategy / framework by examining some of the barriers that people may be experiencing which act as a disincentive and proposing some areas for improvement.
1: Briefing and general discussion on community self-help / pride.
2: Select committee taking evidence from examining a:

- representative of a successful local Good Neighbour Scheme.
- representative from The Prince's Trust/V TalentYear to talk about barriers experienced by young people who want to make a positive contribution to their communities.
- representative of a parish that has a successful Parish Plan.
- representative of a successful local Children's Centre.
- representative of a successful local Community Centre.

Examples
http://www.northamptonshire.gov.uk/en/councilservices/fire/eplan/Documents/Word%20Documents/Parish%20Plan%20Guidance%202009.doc
http://www.selfhelp.org.uk/beyond_nott.html
http://www.sheffieldhelpyourself.org.uk/

Paul James
Head of Partnership Working
12 May 2010

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Community Pride and Self Help Select Committee

"How can Oxfordshire County Council facilitate members of the community to act to benefit the wider community and what are the current barriers that prevent them from doing this?"

10. 45 Introduction	
10.45 – 10.50	***What is Community Pride and Self Help and why is it important?*** Paul James (Head of Partnership Working)
10.50 – 10.55	*Brief introduction from each Panel Member* • Alan Foulkes - Community Development Co-ordinator (Barton Community Centre) • Tbc - (Prince's Trust/V. Talent) • Patricia Chirgwin - Manager Volunteer Linkup (Volunteer Centre West Oxfordshire) *(*Good Neighbour Scheme) • Jill Edge - Centre Manager (Sunshine Centre) (Children's Centre on the Brecht Hill Estate, Banbury) • Celia Collett MBE - Chair of Steering Committee of Brightwell-cum-Sotwell Parish Plan and Trustee of Oxfordshire Rural Community Council

10.55	**Question Time**

Each of the following questions will be asked by every Panel member, question by question.

10.55 – 11.25

Give an example of successful delivery of community pride and the ingredients that led to it being a success

11.25 – 11.55

In your view what are the top 3 barriers that prevent individuals getting involved to deliver community solutions to local problems?

11.55 – 12.25

What role would you like organisations such as the council to play? How should we be helping?

12.25 – 12.55

If you were responsible for delivering community pride across Oxfordshire, what would be the first thing you would do?

12.55 – 13.25	**Additional questions from the Committee**
13.25 – 13.55	**Conclusions and Recommendations**

13.55 – 14.25 Sandwich Lunch

**SAFER & STRONGER COMMUNITIES SCRUTINY COMMITTEE
5 JULY 2010**

**COMMUNITY PRIDE & SELF HELP – SUMMARY OF
RECENT ACTIVITY**

Background

1. **Definition** : Individuals and communities having the confidence, capacity and ability to do things which improve their communities, rather than having to rely on others to respond to all of their needs.

2. **Our aim** : to significantly reduce barriers so that individuals and communities are more able to help themselves.

3. **How** : by identifying barriers and developing an action plan for the Council. It is also planned to develop some self-help targets for the next 3-5 years for the Oxfordshire 2030 Delivery Plan so that all organisations involved in promoting self-help work together to reduce barriers – e.g. health, district Councils, Oxfordshire Community and Voluntary Action (OCVA).

Review

4. Officers are undertaking a review of existing council activity that encourages self-help. The review will be concluded in mid-July. Initial findings are as follows :

    The council currently delivers a wide variety of activity which can be said to encourage self-help and community pride, for example :

    *   **Volunteering** – increasing the numbers of volunteers supporting our services.
    *   **Community safety** – promotion of self-help activities that improve community safety, encourage resilience (for example: flooding groups) and increase community responsiveness.
    *   **Community-led planning** (for example : parish plans) – providing advice through Oxfordshire Rural Community Council (ORCC) and responding to plans.
    *   **Information and communication** – improving access to information, advice and guidance held by the council and links to other providers.
    *   **Premises** - improving access to our premises for community uses (for example: community use of school buildings).
    *   **Grants** – reviewing our advertised grant schemes to ensure they are meeting needs and are sustainable.
    *   **Rationalisation** – reducing duplication wherever possible (for example: volunteer recruitment).

Issues for the scrutiny meeting to consider

5.   Scrutiny have an opportunity to investigate the barriers that people experience when they want to do something for themselves.

In doing so it is important that we identify areas:

- <u>that we can do something about</u> : for example: the bureaucracy around checks on those working with young people may be a barrier to volunteering to run a local youth club but requires government legislation to change.
- <u>that are relevant to our services and statutory responsibilities</u> : for example: Community Safety provide an "Are you prepared?" booklet to every household to help people in emergencies.
- <u>where we can add value and do things better for less</u> : for example : improve access to useful information on our website.

PAUL JAMES
Head of Partnership Working

June 2010

Division(s): N/A

SAFER & STRONGER COMMUNITIES SCRUTINY COMMITTEE
5 JULY 2010

THE OXFORDSHIRE SAFER COMMUNITIES PARTNERSHIP

Report by Acting Head of Community Safety & Trading Standards

Background

1. To fulfil the requirements of the Police and Justice Act 2006, the county council's Safer & Stronger Communities Committee has a duty to review or scrutinise decisions made and actions taken by the 'responsible authorities' which work in partnership to reduce crime and disorder across the county.

2. It is appropriate for the Committee to scrutinise the strategic, co-ordinating Community Safety group, the Oxfordshire Safer Communities Partnership (OSCP), rather than the five individual Community Safety Partnerships, (previously known as Crime & Disorder Reduction Partnerships or CDRPs), whose work will be covered by district council scrutiny committees. A summary of district-level arrangements is included later in this report.

3. The responsible authorities include Oxfordshire County Council, Oxford City Council and district councils, Thames Valley Police, Thames Valley Police Authority, Oxfordshire Fire and Rescue Authority, Oxfordshire Primary Care Trust and the Probation Service.

4. Under the Crime & Disorder Act 1998 (and updates), these authorities have a duty to reduce crime, fear of crime, anti-social behaviour, substance misuse, reoffending, racially-motivated crime and environmental crime, working with a range of stakeholders, including the Oxfordshire Drug and Alcohol Action Team and voluntary sector representatives who are key to shaping and delivering the community safety agenda. Authorities must also mainstream Community Safety within their organisations.

5. Scrutiny committees make reports or recommendations to the local authority relating to this work.

What does this report include?

- An outline of the role of OSCP
- Achieving positive outcomes through a partnership approach
- Examples of the work of OSCP in the last year
- The latest Performance information
- Details of district council scrutiny arrangements

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What is the role of OSCP?

6. OSCP is one of seven thematic partnerships in Oxfordshire, which form a strategic framework to improve outcomes for local people.

7. Community Safety is one of two partnerships that the county council is required by Government to have in place. The other is the Children's Trust.

8. Partners have agreed to work together to support the delivery of community safety partnership priorities, and Oxfordshire 2030 and Local Area Agreement targets. Five Tactical Business Groups (Young People, Drugs, Alcohol, Domestic Abuse and Integrated Offender Management) report to OSCP, along with the Public Confidence Steering Group and the Oxfordshire MANTRA Challenging Hate Crime Steering Group.

9. One of OSCP's key roles is to ensure community safety activity complies with the six Hallmarks of Effective Partnerships:

   • Empowered and Effective Leadership
   • Visible and constructive accountability
   • Intelligence-led business processes
   • Effective and Responsive Delivery Structures
   • Engaged Communities
   • Appropriate Skills and Knowledge

10. Other roles are to oversee and be accountable for government funding for Community Safety, to commission an annual Strategic Intelligence Assessment (replaces the three-yearly audit of crime and disorder) to inform plans, address risk, identify countywide priorities, and allow for an overall intelligence-led business process; and to monitor and review performance on a quarterly basis.

11. Community Safety partners have signed up to an Information Sharing Protocol allowing sharing of data and information to help tackle crime and disorder.

12. The OSCP Officer Group, comprising Community Safety Managers from both statutory and supporting agencies at operational level, reports to OSCP and provides information, updates on new legislation and makes recommendations on policy, finance and performance.

How does the partnership achieve positive outcomes?

13. Fundamental to achieving positive outcomes for Community Safety is Oxfordshire's **Community Safety Agreement.** The Agreement is important because many crimes can be tackled more effectively through joint working between partnerships; it helps to ensure better value for money and reduce duplication by working together; secure opportunities to jointly access funding at a countywide level, and there is a legislative requirement to produce it.

14. The ethos of the Agreement (2009/10) should stand partners in good stead during the current climate: It states:

- We should recognise we are not starting from scratch and we need to build on existing relationships
- We should look at how we can join up processes as well as specific topics/work areas
- We need to keep our structures/joint working arrangements under review
- We need to review traditional methods and explore new ways of working
- We need to allow for flexibility and not apply a one-size fits all model

15. The Agreement also sets out the *process* for identifying joint working opportunities. This example shows how emerging priorities from the annual Strategic Intelligence Assessment can be tested to establish the best delivery methods:

- How are current/previous approaches working (is there overlap)?
- Does the work contribute to a Local Area Agreement target?
- Is it an Oxfordshire 2030 priority?
- At what level do the resources sit to support implementation of the work?
- Could an existing partnership expand its remit?
- Is a tiered approach appropriate i.e. complimentary work at different levels?
- We need to work with other partnerships to ensure best value; what is the best level to develop relationships with these partnerships?
- Who would provide the necessary support to any new partnership?

16. Joint working opportunities include adopting an Oxfordshire-wide approach; a one-off project group; Community Safety Partnership (CSP) level work; several CSPs working together; cross-boundary working; a tiered approach and new delivery mechanisms.

What kind of work has OSCP done in the last year?

17. Here are some of the highlights of the year's work:

- The OSCP Chief Executive members of Cherwell and West Oxfordshire put together a Review of Partnership Governance Arrangements with proposals for the structure of partnerships, which provides the current framework for thematic partnership, Public Service Board and Oxfordshire Partnership working;

- The police put in place a plan for preventing violent extremism and a multi-agency group was set up to tackle hate crime and increase reporting; this was in advance of the Cross-Government Hate Crime Action Plan, and GOSE commended community safety partners' work as being "ahead of the game";

- Partners achieved 80% of the Local Area Agreement domestic abuse stretch target by increasing the number of domestic abuse incidents reported to the police, and 100% of their other two targets, relating to reducing the number of new entrants to the youth justice system and the reconviction of young offenders; and reducing the rate of re-offending by adult and juvenile priority and prolific offenders;

- A multi-agency steering group, set up to increase public confidence in councils' and the police's ability to tackle crime and anti-social behaviour, carried out ground-breaking research into the best ways to communicate with local people. This approach can now be adopted by a wide range of services;

- Probation and the Oxfordshire Drug and Alcohol Action Team worked together to develop an Integrated Offender Management Scheme to reduce the re-offending of priority and prolific offenders;

- A comprehensive new Children and Young People's Plan was launched, which cross cuts with many other areas of community safety including alcohol, drugs and domestic abuse;

- Here's an example of how data-sharing work has produced some positive outcomes:

- There are well-developed data sharing arrangements between partners. Data collected in the A&E Departments at the John Radcliffe and Horton Hospitals is used by Community Safety partners to plan and implement community safety strategies

- Reports on the number of alcohol-related injuries have been used in conjunction with crime data to help establish the Special Saturation Policy in the City, effectively limiting the number of "vertical drinking spaces" in licensed premises

- Nightsafe partners use the data, in conjunction with Ambulance data and crime statistics, to identify hot spots, inform police tasking and change licensing conditions. For example, some premises can now only use polycarbonate glasses following "glassing" injuries

- The data collection system is used to monitor any drink spiking incidents which result in attendance at A&E

- Injuries as a result of domestic abuse can be identified by staff in the hospital who can then offer support and information appropriately

- Analysis of causes of injury was reported to the Trading Standards team to provide information which might help identify faulty or dangerous products. A system for patients to provide reports on causes of injury has now been set up in the department

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- To enhance this further, a Community Safety Practitioner was appointed to hospital Emergency departments, to have direct contact with patients providing advice and information regarding alcohol related incidents/assaults, substance misuse, domestic abuse and knife crime, analysing and interpreting data on patients, reporting findings to partners, conducting risk assessments and deciding on appropriate action for clients, including signposting to alcohol treatment, domestic abuse advocacy services, providing appropriate information for Multi-Agency Risk Assessment Conferences or sharing information with the police;

- A Strategic Intelligence Assessment, replacing the three-year audit of Crime & Disorder, was jointly produced by the police and CSPs;

- The partnership developed and adopted a new constitution;

- A successful four month alcohol campaign with the message "Know the facts, weigh up the risks, live with the consequences" brought together activity across the county to reduce alcohol-related harms;

- Statutory changes affecting CSPs coming into effect on 1 April 2010, making Probation a responsible authority and tackling reoffending the duty of all CSP partners had been anticipated by partners, with Probation long being a partner at the table and plans to tackle re-offending already built into CSP strategies;

- The four month campaign to increase reporting of domestic abuse received regional and national awards;

- In 2009/10 there were 272 new entrants to the Youth Justice System - a 50% reduction on 2008/09 from 523 entrants, and a six month Diversion Programme for Young People from vulnerable groups committing a first offence included 120 young people- there was just 4% re-offending;

- The Oxfordshire Young Victims of Crime Pilot, empowering young people, developing protective behaviour, and preventing victims becoming perpetrators, was shortlisted for a Youth Justice Board national Communications Award.

So how safe is Oxfordshire?

18. Four of Community Safety's five Local Area Agreement targets are on track to be achieved - they are reducing Assault with Injury; increasing Drug users in effective treatment; decreasing repeat incidents of domestic abuse reported to the multi-agency risk assessment conferences and reducing the number of first time entrants to the youth justice system. The fifth target relates to the outcomes of the Place Survey in the autumn which measures public confidence.

19.   In May 2010:

> • All Crime across Oxfordshire was down by 8.8%, a reduction of 4,386 offences over 2008/09
>
> • Serious acquisitive crime was also down across the county by 14.8%, a reduction of 939 offences
>
> • Criminal damage was down by 13.1%, a cut of 1,151 offences
>
> • Anti-social behaviour had reduced by 8.3% over last year, with a reduction of 2,344 incidents
>
> • Theft of vehicles had reduced by 25.7% overall, a decrease of 294 vehicles
>
> • Burglaries had reduced by 2.2%, down by 41
>
> • Theft from vehicles was down 21.1%, a decrease of 624 crimes
>
> • Assault with less serious injury had reduced by 9.9% with 366 less victims

20.   This is a very positive performance outcome, but in a low crime county, may be hard to sustain. A small growth in offences may translate into a large percentage increase.

21.   Robbery (personal and business) showed a slight increase of 20 offences across the county, up 5.1% over last year, and there was an 11.9% increase in theft of pedal cycles, 303 up on last year.

What are district councils' Scrutiny arrangements?

• In West Oxfordshire, the CSP is scrutinised through the Economic and Social Overview and Scrutiny committee for the council. Once a year, near the start of the new financial year, a report outlining the performance of the partnership against its agreed targets and action plans for the previous year, and its targets for the coming year goes to the committee. Last year a discussion was held at the meeting about various items but with no follow up actions, and the report on last year's performance is due to go in mid-July this year

• Oxford City is keen not to duplicate scrutiny activity, and decisions will shortly be made about whether a public committee or a panel will take on the role

- The Vale of White Horse and South Oxfordshire are reviewing their work plan at the moment - a scrutiny plan will be available in the next few weeks. Ordinarily the community safety partnership submits a report to the scrutiny committed November/December. The committee may or may not request more detail on a particular subject

- In Cherwell, the decision has been made that the Overview and Scrutiny Committee will consider crime and disorder matters on a theme or topic basis in terms of outcomes for the local community (e.g. youth offending, domestic violence), and the Resources and Performance Scrutiny Board will review the performance of the Cherwell Safer Communities Partnership in terms of its effectiveness and delivery against targets

22. In short, partnership working across agencies and between OSCP and its Officer Group is effective and efficient. Processes are transparent and co-operation at both levels helps to achieve positive outcomes for local people which would not otherwise be possible.

23. This report provides background detail of the current structure and working of OSCP. At its September meeting the Safer & Stronger Communities Scrutiny Committee will have a further discussion on the specific issues or areas it wishes to scrutinise.

RICHARD WEBB
Acting Head of Community Safety & Trading Standards

Background Papers: Nil

Contact Officer: Ruth Whyte, Manager, Safer Communities Unit
                     Tel: (01865) 815396

June 2010

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Crime & Disorder Act 1998 (& updates) is the foundation for community safety partnership working
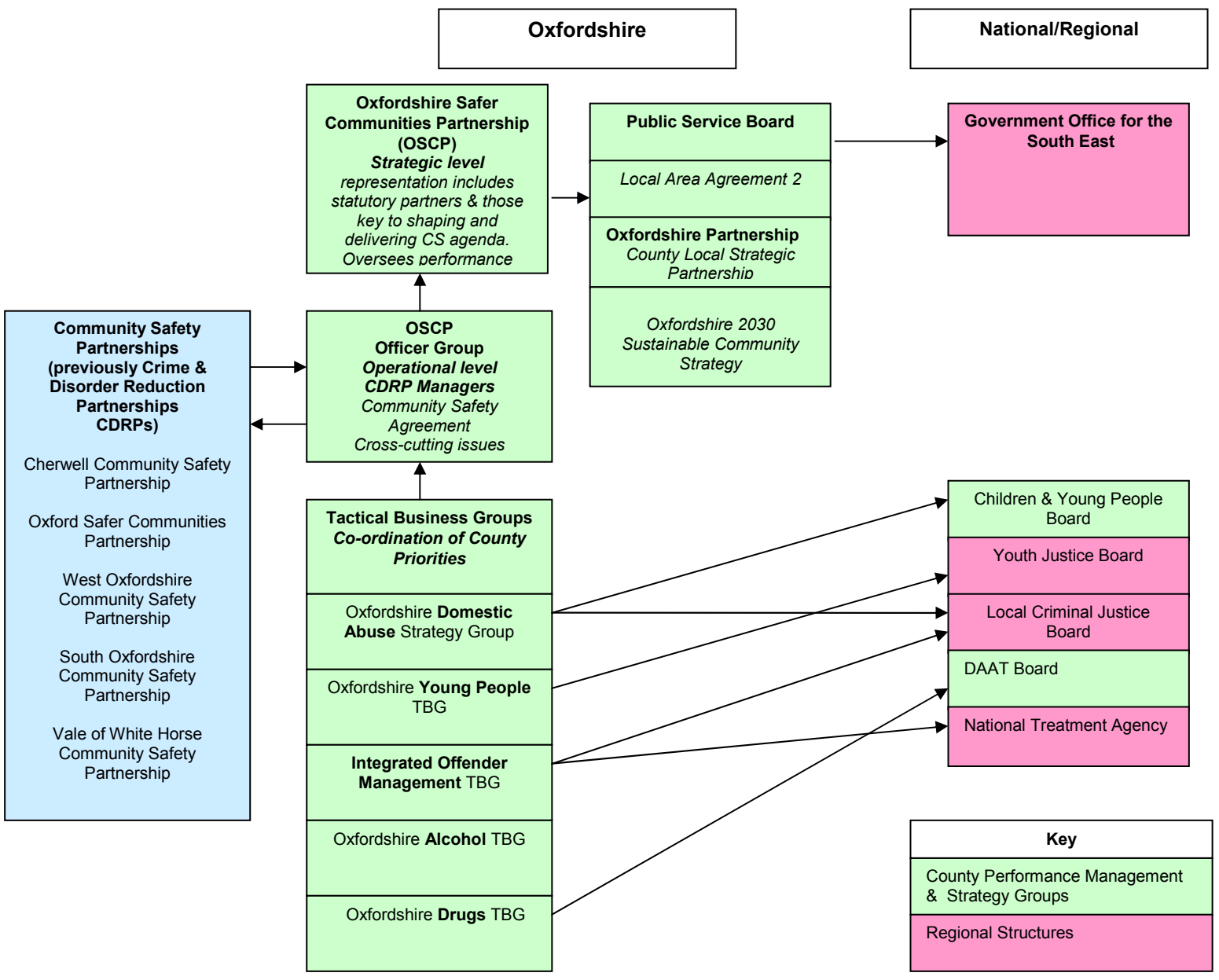
The Oxfordshire Safer Communities Partnership representatives include Chief Executives, Cabinet Members with responsibility for Community Safety and senior executives from agencies with a statutory responsibility for community safety

Responsible authorities in Oxfordshire are Oxfordshire County Council, District Councils, Oxford City Council, Thames Valley Police, Thames Valley Police Authority, Oxfordshire Primary Care Trust and Oxfordshire Fire & Rescue Service. The Probation Service becomes as statutory Authority in April 2010

The OSCP Officer Group is an operational group, whose members tackle community safety issues on a daily basis. The group coordinates CDRP activity with representatives delivering priorities appropriate to their local areas alongside shared priorities

Tactical Business Groups support CDRPs, and reflect common priorities. They are chaired at high level and report to OSCP. The Public Confidence Steering Group (Perceptions, Fear of crime and Anti-social behaviour) and the Oxfordshire MANTRA (Challenging Hate Crime) Groups also address countywide issues.

Oxfordshire

National/Regional

Oxfordshire Safer Communities Partnership (OSCP)
Strategic level representation includes statutory partners & those key to shaping and delivering CS agenda. Oversees performance

Public Service Board

Local Area Agreement 2

Oxfordshire Partnership
County Local Strategic Partnership

Oxfordshire 2030 Sustainable Community Strategy

Government Office for the South East

Community Safety Partnerships (previously Crime & Disorder Reduction Partnerships CDRPs)

Cherwell Community Safety Partnership

Oxford Safer Communities Partnership

West Oxfordshire Community Safety Partnership

South Oxfordshire Community Safety Partnership

Vale of White Horse Community Safety Partnership

OSCP Officer Group
Operational level
CDRP Managers
Community Safety Agreement
Cross-cutting issues

Tactical Business Groups
Co-ordination of County Priorities

Oxfordshire **Domestic Abuse** Strategy Group

Oxfordshire **Young People** TBG

Integrated Offender Management TBG

Oxfordshire **Alcohol** TBG

Oxfordshire **Drugs** TBG

Children & Young People Board

Youth Justice Board

Local Criminal Justice Board

DAAT Board

National Treatment Agency

Key

County Performance Management & Strategy Groups

Regional Structures

Oxfordshire Safer Communities Partnership
Overview of community safety structures (excluding local groups including eg district-level action groups, neighbourhood action groups, VCF sector partners)

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SAFER & STRONGER COMMUNITIES SCRUTINY COMMITTEE
5 JULY 2010

FIRE SERVICE COMMAND AND CONTROL ROOM
The FiReControl and FireLink PROJECTS

Report by Assistant Chief Fire Officer Colin Thomas (Oxfordshire's Senior User for the FiReControl and FireLink Projects and Joint Regional Project Board Member)

Project Summary

- **Project Review** 'The Coalition: Our Programme for Government' document includes a statement that the coalition 'would not force the regionalisation of the fire service'. Despite requests at all levels for clarification it is still unclear what this means for the FiReControl project.   However, in the absence of clarity, and in view of the Select Committee Report that recommended continuation of the project, we continue working to the current plan.   We do, however, anticipate that there will be a further delay to cutover, following the CLG project planning review, but this will require ministerial approval and the timing of any announcement is unknown.   We are using a planning assumption that Oxfordshire's cutover will be early to mid 2013 (the current planned date is July 2012) which is within our current contingency planning window.   Further delay will require reconsideration of current resilience arrangements for our current control function.

- **Consultation** South East Consultation arrangements continue. We continue to ensure that Control Room staff and Representative bodies are fully engaged in this process with our HR Partner and Assistant Chief Fire Officer (ACO) visiting each watch. We are also in the process of carrying out a Role Matching exercise to allow our current control room roles to be compared with the equivalent jobs in the RCC. "Reasonableness" interviews for all staff, part of the TUPE[1] process, will be delayed until January 2011 (we were expecting these to take place in November 2010).

- **Early Station End Equipment (ESEE)**   The installation of the FiReControl ESEE equipment at all our fire stations was completed in March 2010 and the project formally closed at the Joint Implementation Group meeting in May. This has been a successful programme which has replaced our former obsolete equipment with a modern system funded by central government under the FiReControl project. It not only improves the resilience of our current mobilising chain but also reduces both the workload and risk later in the project when the full Station End Equipment is deployed (ESEE includes most of the major components which will not need to be changed).

- **Current Resilience** Work to upgrade our existing call concentrator system (the software and hardware that "presents" and integrates incoming telephone and radio calls to the Fire Control Operator) continues with the target of having the replacement system in operation by the end of the year.

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[1] 'Transfer of Undertakings (Protection of Employment) Regulations 1981'

- **Data Migration**   We await the arrival of the Data Conversion and Migration Toolkit 2 (DCMT2) which is essential to allow both the migration of the bulk of our data into RCC compatible formats and to put in place on our network the software to allow wireless update of our MDTs.   This is planned to complete testing in July but we do not anticipate having it available to be installed on our network until October at the earliest.   Delays in this area of work are of concern and continue to be raised as major project risk at the regional level.

- **Ways of Working (WoW)**   The first round of South East workshops to review documentation for the Combined Control Centre Operations (COPS - the new CLG process for Ways of Working) has been completed. A second round is now underway and we continue to support this important work to rationalise, where appropriate, process and procedure across the fire service. In addition, we are fully engaged in the SE Policies and Procedures group (SEOPAP) which is working to harmonise Pre-determined Attendance and Standard Operating Procedures across the 9 South East FRSs.   The SE is very proactive in this area and other regions are showing great interest in the considerable progress that has been achieved so far.

- **Early Deployment of Mobile Data Terminals (MDTs)**   The roll-out of Mobile Data Terminals in our appliances continues to plan with the initial hardware deployment phase expected to be completed on time (16 July 2010). The detailed planning we put in place for vehicle movements, fitting and testing has once again proved beneficial with no degradation of fire cover to the public.   The training programme for our fire fighters will be completed on 9 Jun 10 and feedback has been positive. We plan to implement phase 2 of this project in October which will add specific risk and Standard Operating Procedures data. At the same time a project with OCC ICT to put in wireless connectivity in fire stations to allow remote update of information which is vital to ensure that the information provided to crews is accurate.   We expect this to be in place by the end of June.

- **South East Fire Regional Control Centre LTD (SEFRCC) Activity**   The SEFRCC Board continues to push ahead with the development of the terms and conditions of employment for the Regional Control Centre employees and the   subsequent Consultation of the policies as they are produced. At the last meeting the Board adopted the Health and Safety policy and procedures, prepared with the specific assistance of Oxfordshire and overseen by Cllr Rodney Rose who has lead responsibility for this area.

A major activity in the New Year will be 'Reasonableness interviews with all affected staff in the region which will also give staff a chance to consider the options open to them and to express their preferences. This is a very important piece of work and will give the first firm indication of the numbers of staff who anticipate moving to the RCC.

Finally a copy of a presentation, which has previously been given to the SEFRCC Board, is attached to this report for Members' information. It gives an insight into the general arrangements for the RCC and the staffing and call volumes anticipated.

Colin Thomas
Assistant Chief Fire Officer - FiReControl & Firelink Senior User
Tel: (01865) 842999

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Operations Overview

The South East Fire and Rescue Control Centre
Originally presented by
Richard Moore – SEFRCC Senior Operations Manager

Minor amendments made by Colin Thomas to highlight certain aspects

Regional Control Centres
- East Midlands
- East of England
- London
- North East
- North West
- South East
- South West
- West Midlands
- Yorkshire & Humberside

Durham

Wakefield

Warrington

Castle Donington

Wolverhampton

Cambridge

Morden

Taunton

Fareham

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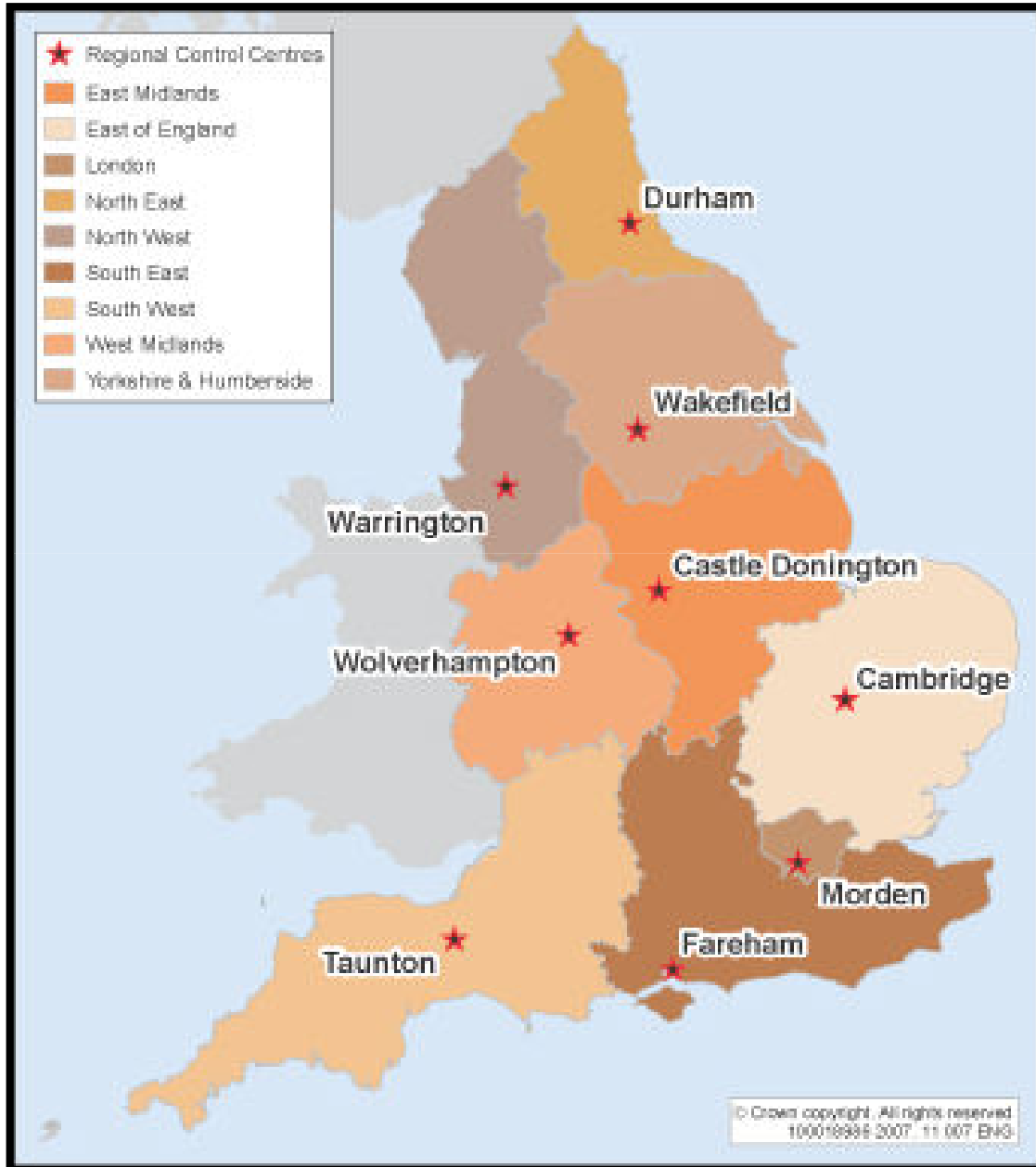
south east
fire&rescue
control centre
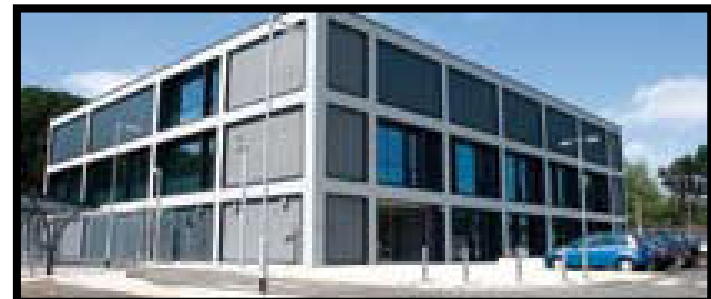
Name	Population	Percentage
England	49,138,831	83.6%
South East	8,000,550	13.6%
London	7,172,036	12.2%
North West	6,729,800	11.4%
East	5,388,154	9.2%
West Midlands	5,267,337	9.0%
Yorkshire and the Humber	4,964,838	8.4%
South West	4,928,458	8.4%
East Midlands	4,172,179	7.1%
North East	2,515,479	4.3%
Scotland	5,062,011	8.6%
Wales	2,903,085	4.9%
Northern Ireland	1,685,267	2.9%
United Kingdom	58,789,194	100%

Fire Station's across the SE FRS's:

- Berkshire   19
- Buckinghamshire   20
- East Sussex   24
- Hampshire   52
- Isle of Wight   10
- Kent   66
- Oxfordshire   24
- Surrey   24
- West Sussex
  28

**Total within SE:
267**

south east
fire&rescue
control centre

Current crewing per Watch across the SE FRS's:

- Berkshire   7 (28)
- Buckinghamshire   6 (24)
- East Sussex   6 (24)
- Hampshire   8 (32)
- Isle of Wight   2 (10)
- Kent   9 (36)
- Oxfordshire   5 (20)
- Surrey   5 (20)
- West Sussex   6 (24)

Current total FRS's 54 (218)

Projected SEFRCC   20 (80)

south east
fire&rescue
control centre
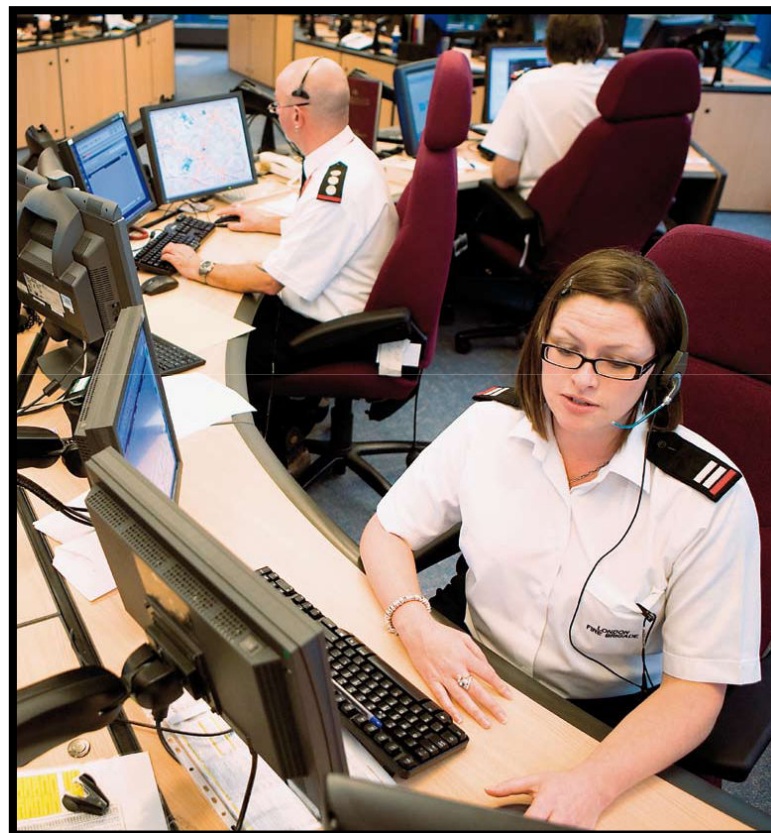
Call numbers across the SE FRS's (average yr):

- Berkshire   22,000
- Buckinghamshire   22,000
- East Sussex   21,000
- Hampshire   38,679
- Isle of Wight   1,300
- Kent   36,000
- Oxfordshire   13,487
- Surrey   28,466
- West Sussex   26,646

**Total within S.E:
    220,000+**

south east
fire&rescue
control centre

Average 999 call break down?:

> 18,000 per month

> 4,300 per week

> 600 per day

> 25 per hour

> **1 "new" call every 150 seconds**

south east
fire&rescue
control centre

SE compared to London (current staffing):

	SE	London
■ **Stations**	**267**	**112**
■ **Crewing**	**20 (80)***	**24 (96)****
■ **Calls**	**220,000+**	**300,000+**

* varying due to call profile **** flat profile**

south east
fire&rescue
control centre

Challenges?

- Local knowledge Vs Technical Solution
- Performance and Delivery
- New Staff/Lack of Experience
- Changes in Culture
- Expectations
- Information Overload
- Changes in WoW – Unlearning
- Fault and Error Checking
- Gaining/Maintaining Confidence
- Building New Teams
- Relationship Building with FRSs
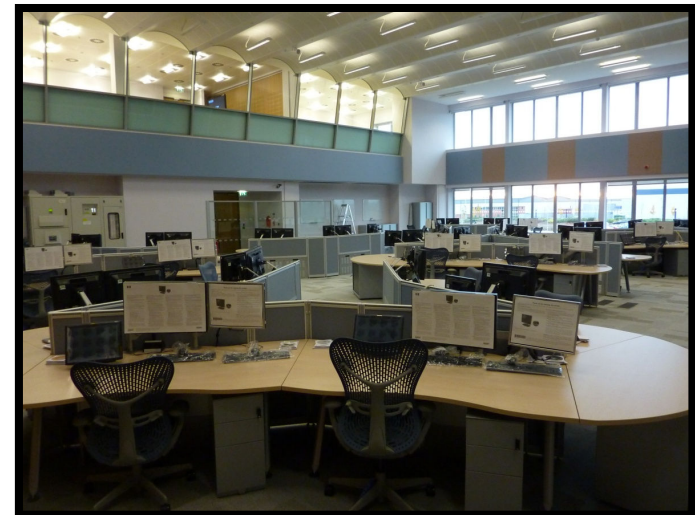
QUESTIONS?

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SAFER & STRONGER COMMUNITIES SCRUTINY COMMITTEE
5 JULY 2010

DRAFT ACTION PLAN ARISING FROM THE HEALTH AND SAFETY EXECUTIVE INSPECTION OF OXFORDSHIRE FIRE AND RESCUE SERVICE

Report by Chief Fire Officer

Introduction

1. The Health and Safety Executive (HSE) conducted inspections of eight Fire and Rescue Services (FRSs) across the UK, including Scotland and Wales. Oxfordshire was one of the eight and was inspected by a team of four HSE inspectors during November 2009. An initial report was provided to the Safer and Stronger Communities Scrutiny Committee on 10 May 2010. At this meeting a request for a further report including a GANNT chart of actions was requested. This report fulfils that purpose.

Report Summary and Conclusions

2. Quoting directly from the report:

   "The findings of this inspection lead us to believe that Oxfordshire Fire and Rescue Service has a positive health and safety culture which it is striving to improve. The Service has a particular strength in the area of communication of information and had already started to introduce quality systems to improve consistency."

3. The, HSE made 18 recommendations. They indicated the following key recommendations needing improvement were:

   (a) Implementation of the training policy in a more coordinated and consistent way;
   (b) Ensuring the competence of those delivering operational training;
   (c) Ensuring that the new BA refresher training programme achieves the same outcomes as those envisaged by CLG Fire Service Circular 17/1970, which gives detail about training course content and duration; and
   (d) Undertaking health and safety planning at a more strategic level.

National Progress

4. The HSE intend to produce a national report summarising the findings for the 8 inspections. This is an important resource as it would be imprudent for Oxfordshire to merely focus on the actions identified in our own plan. Awareness of other Service's inspection reports and action plans will assist in

ensuring that the Service undertakes a targeted and proportionate response which adds true value to the organisation. However, the report publication has been delayed from the intended publication date of May 2010 due to a significant reduction in the resources provided to undertake this work. It is not yet known when the report will be published.

5.   Meanwhile staff from Oxfordshire Fire and Rescue Service have attended national FRS meetings to undertake comparisons between the various reports to identify common areas of interest and potential collaboration in approaches to discharging the action plans. Information from this source is being used to ensure our action plan is appropriate. However finalisation of the action plan will be slightly sub optimal without the National Report being published.

Detailed Recommendations

6.   The report has eighteen specific recommendations within it. These are summarised in Annex 1 within the FRS action plan.

7.   Of the eighteen recommendations:-

- 6 have been closed (subject to agreement of the HSE)
- 7 are on target for completion within the OFRS timeline
- 3 are indicated as an "Amber Risk" as they have complications that may threaten the proposed timeline. Additional mitigating actions are underway in these areas to bring them back on course.
- 2 are currently awaiting information our output from a third party and therefore remain outside of the control of OFRS at this time.

Risk Analysis

8.   As discussed in the earlier report, the HSE will be formally monitoring activity and progress against their recommendations. They considered formal enforcement action against the requirements of recommendation number eight during the inspection. If they feel it is necessary because of managerial avoidance or lack of progress then there is the risk of future enforcement action. This would have reputational consequences and would require the immediate allocation of finances and prioritisation of activity to the identified areas. It would effectively remove control of the discharge of the action plan away from the Authority.

9.   The likelihood of this risk occurring is considered minimal, subject to active management of the action plan. Arrangements for this are fully developed with the Assistant Chief Officer reporting to the Strategic Leadership Team at pre identified times. Discharge of the action plan is reliant upon sufficient resources including finance and experienced staff to complete the necessary actions.

Financial and Staff Implications

10. Some activities that are required to close out the recommendations were already underway prior to the inspection and will be met from existing budgets. However, there are some recommendations where additional resources are required to ensure effective discharge of the action plan to the satisfaction of the HSE.

11. The recommendations with the most significant financial impact are;

   • Recommendation 5 – the introduction of a training competency framework
   • Recommendation 7 – addressing the outcomes of the IRMP review
   • Recommendation 8 – the additional training required to address circular 17/1970

12. Some of the details around the work associated with these recommendations is not yet known fully but the financial impact is being considered during the planning process. Indications remain that the gap in funding, including internal adjustments to budget prioritisation, could be in the region of £200k. However, we will need to develop options for achieving the necessary outcomes whilst minimising costs. Part of this will involve on-going discussion with the HSE to balance risk against the gain obtained from additional expenditure.

13. Some non recurring costs have been met by agreement to allow carry forward funding from 2009/10.

RECOMMENDATION

14. **The Safer & Stronger Communities Scrutiny Committee is RECOMMENDED to:-**

   (a)   note this further report on the draft action plan; and

   (b)   note that whilst internal reprioritisation of activities will minimise overall financial effects that a residual financial effect is anticipated which will appear as part of the budget setting process for 2011/12

DAVE ETHERIDGE
Chief Fire Officer

Contact Officer: Colin Thomas Head of FRS Service Support
                    Tel: (01865) 855206

July 2010

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Summary

Recommendation	Feb 10	Mar 10	Apr 10	May 10	Jun 10	Jul 10	Aug 10	Sep 10	Oct 10	Nov 10	Dec 10	Jan 11	Feb 11	Mar 11	Apr 11	May 11	Jun 11
1. Publish Management of Health and Safety at Work policy document	Green	Green	Green	Green	Green	Green	Green	‡									
2. Issue set of Operational trg policies			Green	Green	Green	Green	‡	Green	Green	‡							
3. Initiate organisational arrangements to deliver consistent training			Amber	Amber	Amber	Amber	Amber	Amber	‡								
4. Review H&S team resources			Green	Green	Green	Green	‡										
5. Introduce Trg Competency Framework			Amber	Amber	Amber	Amber	Amber	Amber	Amber	Amber	Amber	Amber	Amber	Amber	‡		
6. Initiate systems to assess competence of trg delivery at stn level	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	‡					
7. Provide adequate trg to maintain competencies	Blue	Blue	Blue	Blue	Blue	Blue	Blue	Blue	Blue	Blue	‡						
8. Implement action plan to deliver FSC 17/1970	Grey	‡															
9. Review Incident Command development procedure	Green	Green	Green	Green	Green	Green	Green	‡									
10. Deliver Incident Command trg programme to timetable	Grey	Grey	Grey	Grey	Grey	‡											
11. Publish Strategic H&S plan			Green	Green	‡	‡											
12. Explore benefits of National land and Property Gazetteer / increased proactively for seeking risk sites	Amber	Amber	Amber	Amber	Amber	Amber	Amber	Amber	‡								
13. Provide adequate trg for staff gathering risk information	Blue	Blue	Blue	Blue	Blue	Blue	Blue	Blue	Blue	Blue	Blue	Blue	Blue	Blue	Blue	Blue	Blue
14. Increased use of information from training needs returns to identify service wide trends			‡														
15. Review Audit Officer arrangements / provide trg					‡	‡											
16. Review arrangements for formal debriefing	Grey	Grey	Grey	Grey	Grey	‡											
17. Review content of analytical risk assessments	Grey	Grey	Grey	Grey	Grey	‡											
18. Future operational audit summary reports to highlight specific underperformance issues and not over rely on statistical information					‡												

Current status

7	Green – On target	0	Red – Issues that will impact on overall objective	6	Grey – Action Closed
3	Amber – Issues but not affecting overall objective	2	Blue - Awaiting third party information		

Agenda Item 9b

Information	Actions	Person responsible	Action by date	Current Status	Additional Information and Current Status
R1 The Management of Health and Safety at Work policy document, currently in draft, needs to be updated, expanded to adequately describe how your arrangements link in with operational activities, and issued.	• Document needs to be reviewed and amended • Document to be introduced to the consultation process	**Technical Service Manager** **Assistant Chief Fire Officer**	Publication by 1/9/10	Green	Document has already been reviewed and amended and is now entering into Consultation process
R2 A policy, or set of policies, describing how all operational training will be organised, delivered and evaluated should be issued.	• Review and update Learning and Development Strategy Policy • Consult and Publish	**Service Support Manger**	Reviewed and updated 1/8/10 Published 1/11/10	Green	This work is on track to be completed within the timescales set.
R2 A policy, or set of policies, describing how all operational training will be organised, delivered and evaluated should be issued.	Create a set of "procedures" detailing how operational training will be: • Organised • Delivered • Evaluated	**Training Support Manager**	August 10	Green	Workshops have been held to commence creation of procedures. Since the HSE visited the following policies/procedures have been produced; • Breathing Apparatus acquiring team leader status • Breathing Apparatus Performance Management • Breathing Apparatus Refresher Programme • M99 Dalton Barracks Booking Procedure • Training Delivery/Service Delivery meeting terms of reference • Training Frequency Assessment
R3 Organisational arrangements need to be put in place to deliver operational training	Create procedure for TRG/SD meetings to include:	**Employee Development**	Feb 10	Complete	The procedure "Training Delivery/Service Delivery meeting terms of reference" has

Information	Actions	Person responsible	Action by date	Current Status	Additional Information and Current Status
policy in a coordinated and consistent way.	• Define Terms of Reference • Formal review of BA Refresher and Incident Command.	**Manager**			formalised these regular meetings and the minutes and agenda will be used to ensure that training is delivered in a more consistent manner.
R3 Organisational arrangements need to be put in place to deliver operational training policy in a coordinated and consistent way.	Review training departmental structure and relationship to specialist training activities in Service Delivery function deliver in a coordinated and consistent way.	**Assistant Chief Officer / Service Support Manager / Service Delivery manager**	Oct 2010	Amber	This is a significant and resource intensive activity. It is currently proving challenging to move forward due to several changes in personnel. Additional activities have been planned which should allow adequate progress but the current target time is under threat.
R4 The Resourcing of the health and safety department should be reviewed to ensure SLT receive sufficient advice on strategic health and safety matters.	• Time study analysis of the work completed within the H&S department needs to be completed. • Results to be presented to ACO for comment • Final report to be presented to SLT for discussion and decision	**Technical Service Manager** **Technical Services Manager Assistant Chief Fire Officer**	30/06/10 11/07/10 Aug 10	Green	The H&S team are currently completed time recording sheets to allow analysis to be completed.
R5 The project to introduce a training competency framework needs to be progressed according to the stated timescale.	Develop further Training Competence Frameworks including assessment criteria for assessors to include: • Good and bad practice identified at FF level (This is separate to that in the performance criteria). • Good and bad practice identified at Supervisory level (This is separate to that in the performance criteria). • Provide cost analysis • Provide capacity analysis • Create TCF Project Plan	**Training support Manager and Trg Team**	Apr 11	Amber	A full project plan exists for this work. The first Framework has been produced covering the competencies and standards required for the activities undertaken at Road Traffic Accidents. The resources have been identified and this resulted in the production of a cost analysis that was approved by the Strategic Leadership Team on the 30th March 2010. Work is now progressing against the project plan. The activity is considered amber due to the complexity and scale of the work being undertaken. Close supervision of the project is being undertaken by the Service Support Manager.

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Information	Actions	Person responsible	Action by date	Current Status	Additional Information and Current Status
R6 The Service needs to put in place systems to assess the competence of those delivering operational training at station level as well as at the training school.	Create a dedicated training area in the eIPDS system (Redkite) to include: • Subject area performance criteria. (BAi & FBTi) • Create procedure for acquiring, applying and maintaining instructor skills. • Acquire PPVi status • Subject area performance criteria. (PPVi) • Embed the system into normal ways of working • Add all Inst. competence to Inst area on Redkite • Examine Inst training collaboration with TV FRS's • Examine PPV integration to acquisition and MOS systems • Create PP for implementation	**Training support Manager and Trg Team**	Jan 11	Green	In order to record the competence of those delivering training at training school the learning objectives set for the instructor courses in subject areas have been used to produce a portfolio of evidence for instructors to demonstrate that they are maintaining the skills that they have acquired. This has been completed for Breathing Apparatus and Fire Behaviour Training and the instructors are recording and building up their portfolio of evidence in these areas. The format and approach has been approved and will now be extended to all instructor qualifications.
R6 The Service needs to put in place systems to assess the competence of those delivering operational training at station level as well as at the training school.	Develop a series of training sessions to provide consistency of approach across the Service and to establish standards which can then be assessed. Provide a system to: • Assess and, • Monitor operational training delivery	**Training support Manager and Trg Team**	Jan 11	Green	The changes required to the Breathing Apparatus Refresher Programme to address R8 of this plan have released instructor availability in the evenings. Before assessing the competency of those delivering training at station level a series of training sessions to develop that competency is being planned. These training sessions are being developed now. Once training has been delivered to provide the skills then a programme of assessment and monitoring will be planned and commenced.
R7 The Service must ensure that adequate training is provided to maintain competencies in safety-critical areas. The outcome of the	Following review, deliver adequate training to maintain safety critical competences.	**Employee Development Manager**	Dec 10	Blue – dependant on third	The RDS training-needs review has not yet reported. This report will allow the inclusion of reviews of regional and

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Information	Actions	Person responsible	Action by date	Current Status	Additional Information and Current Status
RDS training-needs review should assist in this.				party	national reports to ensure that our local position is both aligned to neighbouring Fire and Rescue Services and the national direction which is being set by the Chief Fire Officers Association. The Target date of December 2010 is given on the basis that by this time the information should be available and an effective assessment made of the necessary requirements. There is concern over the scale of these as they could have further financial consequences.
R8 The action plan to meet the requirements of FSC 18/2009 by 1st April 2010 needs to be implemented in line with the timescales contained within it and the Service should ensure that the content of the BA refresher training courses achieves the same outcomes as those envisaged by FSC 17/1970.	Plan and implement a new BA Refresher programme for 2010/11 onwards which conforms for FSC18/2009 and includes: • New BA refresher procedure • Rolling programme • Cost analysis for SLT • Capacity Plan for SLT • Create Project Plan • Individual Course Data Sheets • Update Redkite • Create and publish a table of BA Refresher course dates	**Employee Development Manager and Trg Team**	End Dec 09 End Jan 10 End Mar 10	Green	This was a major change of approach resulting in substantial increase in training resources and financial support. The new Breathing Apparatus is now fully developed and being delivered. All sessions are fully scoped with lesson plans, learning objectives and risk assessments completed. Students have been attending the new programme since April 2010. Feedback from the instructors and students (which has been positive) and a review of any identified individual training needs are being taken back to the Training/Service Delivery meeting as detailed in R3. Overall this important recommendation is being met effectively.
R9The Incident Command Development procedure should be reviewed and updated to describe the current training system.	Review and update current documentation to reflect current training system.	**SM Incident Command**	Sept 10	Green	This work has commenced and will be completed in line with the timescales.

Information	Actions	Person responsible	Action by date	Current Status	Additional Information and Current Status
R10 The Incident Command training programme needs to be progressed in line with the timescales set out in the Training Department Action Plan.	Develop, Plan and Deliver level 2 & 3 ICD assessments to SM & GM.	**SM Incident Command supported by Incident Command Watch Manager**	End May 10	Complete	The assessment of operational decision making and competencies has been delivered in line with the timescales set out in the training department action plan.
R11 The service needs to draw up a strategic health and safety plan to develop a more systemic approach to the management of risk and establishing priorities	• Strategic plan to be finalised and agreed with ACO. • Plan to be reviewed and ratified by SLT	**Technical Services Manager**	June 10 Aug 10	Green	First drafts presented to SLT May 10 – further work identified
R12 - The Service should explore the potential of the NLPG as part of a more proactive approach to seeking out previously unidentified sites which present potentially serious risks to firefighters.	NLPG is not considered to be a useable source of unidentified premises that could present a risk to firefighters at an operational incident. However, SSM / SDSM are discussing options with Data Systems Manager. Other potential sources of information are being sought :- • All Building Regulation applicants that are written to by OFRS, are made aware of the need for risk information to be passed to us at the design stage. Additional paragraph to be added to standard letters to Building Regulation applicants. • NLPG options to be discussed with Data Systems Manager with a view to identifying possible sources of premises that may contain • Creation of a procedural document detailing	**Service Support Manager** **Data Systems Manager** **SSM / Fire Protection Team technical advisor** **Service Support Manager** **Data Systems Manager** **Service Support Manager** **With Service**	End March 2010 End March 2010 Oct 2010	Amber	Additional paragraph added to standard letters sent to B/Regs applicants. It is accepted that this is limited in use, as the applicant is often not the occupier and may not pass on the letters / information. Where BCLO's / FSO's visit newly built premises, a full fire risk / fire safety audit is always carried out and appropriate notification made. This meeting took place and from the NPLG a list of categories of buildings have been supplied. For example commercial properties can be filtered into factories, shops, warehouses, etc. This could be useful for directing the areas to groups of buildings to be inspected. NLPG categories considered to be relevant will be identified and on receipt of the National guidance, lists of such premises for auditing will be provided to FRM's. We already have a number of links that provide us with risk info, such as, English Heritage, Air Liquide` (oxygen cylinders) and District Councils for LPG storage. It is important that these sources are recorded and analysed for their effectiveness. This is going to be done through a procedure document which will also detail the arrangements for pro-active actions for the identification of info sources.

Information	Actions	Person responsible	Action by date	Current Status	Additional Information and Current Status
	information sources and pro-active identification of risk.	**Delivery Manager**		*(Amber)*	This item is considered Amber due to the level of expectation that the HSE have of individual FRS's in being aware of all potential risks in their operational area. Bearing in mind the volume and frequency of changes this level of expectation will always remain difficult to meet.
R 13 All staff who collect and assess risk information need to be adequately trained for the task.	Watches, Fire Safety Officers and relevant flexi duty Officers (via SNL training) have been trained in current system based on policy, procedure and SE Framework document. However, it is known that a National Guidance document will be published in the near future and re-training will be carried out as soon as practicable after this date. • National guidance published and gap analysis between OFRS policy / procedures and National guidance undertaken. • Training package for Watches and relevant Officers created. • Training delivered to relevant staff. • Data audited to ensure quality is acceptable	**Service Support Manager and Service Delivery Support Manger** **SM** **SDSM / SSM** **SDSM / SSM** **SDSM**	**To be confirmed** **Ongoing after training complete**	Blue – dependent on third party	The Service is waiting for the release of the national guidance on the collection of risk information. Once this has been reviewed a training programme will be developed and delivered. Consideration will be given to adding Site Specific Risk Information cards to Mobile Data Terminals but only after system is fully embedded in OFRS and system is considered stable and wireless updating system is in place. Will need to be resourced if undertaken e.g. ongoing updates, QA etc.
R14 Greater use should be made of the information from training needs forms to	Provide a system to: • Identify FRS wide training	**Training Support Manager / Trg Centre Manager**	End May 10	Complete	Trends identified at the TD/SD meeting 15th April 10 and quarterly reviews and annual reporting will take place

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Information	Actions	Person responsible	Action by date	Current Status	Additional Information and Current Status
analyse and identify Service-wide trends and training needs.	needs • Identify trends within those needs • Analyse and report those trends Produce recommendation on how to close training needs • Developed system to be adaptable for other identified trends				subsequently.
R15 The Service should review the audit officer arrangements to ensure that they receive sufficient training to carry out their role effectively.	All audit officers to receive operational audit training during Short Night Leave (SNL) training. All new audit officers to receive initial operational audit training prior to commencing audits.	**Emergency Response Manager**	SNL training to be completed July 2010. New audit officers to be trained prior to undertaking audits (ongoing).	Green	Dates published for TRG – June / July 2010
R16 The procedures for initiating, inviting attendees and conducting formal operational debrief should be reviewed to ensure that the Service is getting the maximum amount of learning from these events.	Review of operational debrief procedure to include initiating, inviting and conducting structured debriefs. Revised proc doc to be issued.	**ERM Emergency Response Manager**	July 2010.	Complete	The procedure has been amended and issued.
R17 The content of the analytical risk assessment records should be reviewed to ensure that they contain meaningful and useful information.	Audit of Analytical Risk Assessment completion to be carried out. Action plan to be agreed and closed out.	**Emergency Response Manager**	1. Audit to be completed by April 2010.	Green	The analytical risk assessments have been reviewed and the results of this are being included in the Incident Command Audit report which is being presented to SLT in July 2010.
R18 Operational audit summary reports must adequately highlight any failings identified and should not focus solely on statistics.	Operational audit summary reports submitted to SLT to be more comprehensive and less reliance on statistical data	**Emergency Response Manager**	Ongoing	Complete	The procedural document on operational audits has been amended to ensure that this approach is taken on a consistent basis. The Incident Command report which will be presented to SLT in July 2010 will contain qualitative as well as quantitative data.

Examples of past scrutiny activities undertaken by the Safer & Stronger Communities Scrutiny Committee and by other Committees in relation to the current remit of this Committee

Safer & Stronger Communities Scrutiny Committee

- Oxfordshire Fire and Rescue Service Response Standards Performance 2008/09 *Q&A* (Oct 2009).

- Recruitment and Retention of Retained Firefighters *Scrutiny Review* (Final Evaluation July 2009).

Community Safety Scrutiny Committee

- Debt and Money Advice *Scrutiny Review* (Cabinet consideration March 2009).

- Is Oxfordshire County Council ready for a flu pandemic? *Two Select Committees* & recommendations and tracking (Final Tracking Feb 2009).

- Coroner's Bill/Coroner's Caseload and Interaction with Oxfordshire County Council *Scrutiny Review* (*awaiting future legislation but many of the review recommendations already actioned) (*Feb 2009).

- How can Oxfordshire County Council and County Councillors engage with the county's Neighbourhood Action Groups? *Two Select Committees* & recommendations and tracking (Final Tracking Sep 2008).

- Car Boot Sales *Scrutiny Review* (Car Boot Fair?) (Final Tracking Feb 2008).

- Emergency Planning Arrangements *Scrutiny Review* (Tracking/Evaluation July 2007).

Relevant Scrutiny activity undertaken by the Social & Community Services Scrutiny Committee

- Registration Service: Evaluation of *Scrutiny Review* (From the Cradle to the Grave) and Presentation on Current Developments (Feb 2008).

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Existing items logged for future consideration (July 2010)

	6 Sep 2010	8 Nov 2010	13 Dec 2010	14 Feb 2011	10 May 2011	5 Jul 2011	6 Sep 2011	8 Nov 2011	13 Dec 2011	14 Feb 2012
Crime & Disorder Scrutiny (OSCP) (annually)	Q&A						Q&A			
TVPA 3 Year Strategic Plan 09-12 (annually)					Q&A					
Draft IRMP* (annually)		Q&A						Q&A		
Operation of Birmingham City Council's Illegal Money Lending Team in Oxfordshire (ongoing)	Progress Update									
Budget (annually)			Q&A						Q&A	
Debt Advice Scrutiny Review	Final report									
Plans for Banbury Library/The Mill Arts Centre**										
OFRS Response Standards (annually)		Q&A						Q&A		
Fire Control & Fire Link	Update	Update	Update	Update	Update	Update	Update	Update	Update	Update

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	6 Sep 2010	8 Nov 2010	13 Dec 2010	14 Feb 2011	10 May 2011	5 Jul 2011	6 Sep 2011	8 Nov 2011	13 Dec 2011	14 Feb 2012
Quarterly internal report on use of the RIP Act		Q&A		Q&A				Q&A		Q&A
Authority's use of RIP Act (annually)						Review authority's use and set policy				
Museums Service	Update on all services									
Road Safety										
Grant co-ordination										
Libraries Transformation Programme										
Provision of Adult Learning										
Cogges Manor Farm Museum										

*Project 1 of the IRMP 2010/11 – OFRS to report to the Cabinet Member for Safer and Stronger Communities and the Scrutiny Committee on a four monthly basis in the first twelve months after implementation. This report to also include details of the beneficial elements to RDS stations from the staff redeployment of the four Watch Managers. OFRS to flag up when they are ready for the reporting to start.

****A detailed written report will come to scrutiny (including information on governance, the facilities to be provided and a serious assessment of the flooding risk and mitigation for this) at the appropriate time, possibly when consultation takes place with Banbury residents.

Division(s): All

SAFER & STRONGER COMMUNITIES SCRUTINY COMMITTEE
5 JULY 2010

REPORT ON THE ARRANGEMENTS FOR MEETING THE REQUIREMENTS OF THE REGULATION OF INVESTIGATORY POWERS ACT 2000

Report by Acting Head of Trading Standards and Community Safety

Introduction

1.   The Regulation of Investigatory Powers Act 2000 ('the Act') creates the legal framework for the lawful use of covert surveillance and access to telecommunications data by public authorities. Prior to the introduction of this Act, the use of covert surveillance and access to communications data were not controlled by statute. Codes of Practice issued under this Act contain the detail that public authorities must have regard to when using covert surveillance or accessing communications data.

2.   There is no direct sanction against Local Authorities within the Act for failing to comply with its provisions. Nevertheless covert surveillance or accessing communications data by its nature is an interference of a person's right to a private and family life guaranteed under Article 8 of the European Convention on Human Rights. The consequences of not obtaining prior authorisation in accordance with the Act may mean that the action is unlawful by virtue of Section 6 of the Human Rights Act 1998 i.e. a failure by the Authority to conduct this work in accordance with human rights conventions.

3.   The provisions of the Act are often misreported in the media. The Act gives no additional powers to local authorities. Instead the Act restricts the use of surveillance and access to telecommunications data. Where authorities are able to use surveillance or access telecommunications data the Act specifies how the Authority should do so in order to be acting lawfully.

4.   The Codes of Practice under the Act require that elected members review the Authority's use of the Act quarterly and review the Authority's policy annually. Given that the majority of authorisations granted under the Act relate to Trading Standards duties, it is appropriate that the Safer and Stronger Communities Scrutiny Committee fulfils this function. This paper provides an overview of the Regulation of Investigatory Powers Act 2000, Oxfordshire County Council's policies and procedures to ensure compliance with the Act and a summary of the Council's use of the Act.

Types of Surveillance

5.   Covert surveillance is a planned operation or investigation with the aim of gathering information in such a way that the person involved does know that they are being observed.

6.   A Covert Human Intelligence Source (CHIS) an informant or undercover officer who establishes a relationship with a person in order to obtain private information about that person.

7.   Communications data is information about the use of telecommunications equipment (telephones, e-mail, the Internet). Local authorities are not able to intercept communications (e.g. listen to telephone conversations, access e-mails) but can obtain some details of the use of such systems (e.g. the name and address of the subscriber or user of a telephone number or e-mail address or details of calls made from, or received at, a particular number).

Legal Requirements

8.   Under the Act only officers holding certain senior positions can authorise surveillance or the access of communications data. In authorising activities under the Act, the authorising officer must be satisfied that the activity is necessary and proportionate.

9.   In determining whether the action is necessary, an authorising officer in a local authority must be satisfied that the action is required for the purpose of preventing or detecting crime or for preventing disorder. Once grounds for necessity is demonstrated, the person granting the authorisation must also believe that the use of surveillance or an intelligence source is proportionate to what is aimed to be achieved by the conduct and use of that source or surveillance. This involves balancing the intrusive nature of the investigation or operation and the impact on the target or others who might be affected by it against the need for the information in operational terms.

Policies and Procedures in Operation in Oxfordshire County Council.

10.   The Authority has implemented a policy on compliance with the requirements of this Act (Refer Annex 1). This policy details the procedures that must be followed by all officers considering covert surveillance operations or requiring access to communications data.

11.   The policy specifies the officers who can authorise activities under the Act. They are the County Solicitor, the Deputy Head of Trading Standards, the Chief Executive and Assistant Chief Executive.

12.   A central record of authorisations is maintained by the County Solicitor.

Use of the Act by Oxfordshire County Council

13.   The Council publishes a summary of the authorisations granted under this Act on the public website. This summary includes the date of the authorisation, type of surveillance or communications data concerned and the purpose of the operation or investigation. Annex 2 to this paper includes a summary report of all the authorisations granted under the Act. Between 2001 and 2010 the Authority had authorized surveillance 218 times. All but 6 of these operations were undertaken by the Trading Standards Service. There was a sharp increase in authorisations in 2009 on account of guidance changing as to how test purchases should be authorised. This affected Trading Standards test purchasing of age restricted products (e.g. alcohol, knives and fireworks). During 2009 it was considered necessary to authorise each test purchase separately, so an authorisation was required for each premises visited. The requirements have now been clarified so that the operation as a whole (involving visits to between 10 and 20 premises) can be approved under a single operation.

14.   Excluding under-age sales test purchasing operations, 25 authorisations for surveillance activities have been approved since 2001.

15.   Since 2006 (at which time a separate procedure for recording communications data authorisations was established) access to communications data has been authorised 43 times. All but 8 of these authorisations have been limited to the name and address of the user of a telephone number or e-mail address.

Office of Surveillance Commissioners Inspections

16.   The Council's arrangements for authorising RIPA are subject to formal inspection by the Office of Surveillance Commissioners. Inspections are usually conducted by a retired member of the judiciary who inspects the policies and procedures of the Council and undertakes a review of all authorisations. The last inspection took place on the 7 May 2008. The key findings were as follows:

  ♦ The policies and procedures of the Council were "succinct and accurate".

  ♦ The prior recommendation for a limited number of Senior Officers to authorise has been actioned.

  ♦ The central records were maintained securely and confirmed the Monitoring Officer exercised "excellent oversight of all RIPA matters, checking all papers as they are presented and holding quarterly meetings to check all records".

  ♦ Training was commended and noted that training was "taken very seriously and is evidently most effective".

17.   The report concluded the following:

"The Council is a very sparing user of covert surveillance, but its operations, when undertaken, are conducted with great care. Training has been very effective in ensuring a high degree of RIPA awareness amongst all relevant staff, and procedures and policies are excellent …... Here is a Rolls Royce kept in first class order, but only brought out occasionally".

18.   There is no date, as yet, for the next inspection.

RICHARD WEBB
Acting Head of Trading Standards and Community Safety

Background papers: Nil

Contact Officer: Richard Webb, Acting Head of Trading Standards and
                           Community Safety Tel: (01865) 815791

June 2010

OXFORDSHIRE
COUNTY COUNCIL
www.oxfordshire.gov.uk

POLICY ON COMPLIANCE WITH THE REGULATION OF INVESTIGATORY POWERS ACT 2000 (RIPA)

1   Introduction

1.1   Part II of this Act came into effect on 25 September 2000 and regulates the use of covert activities by Local Authorities. Special authorisation arrangements need to be put in place whenever the Local Authority considers commencing a covert surveillance or obtaining information by the use of informants or officers acting in an undercover capacity.

1.2   Local Authorities do operate a number of covert activities in a number of key areas, examples of which are highlighted in Appendix 1 to this policy. Activities can include covert surveillance in relation to internal audit and personnel where fraud, deception or gross misconduct by staff might be suspected. The legal requirements are now supplemented by codes of practice issued by the Home Office for certain surveillance activities, (covert surveillance activity and covert human intelligence sources) breaches of which can be cited in Court as evidence of failure to abide by the requirements of RIPA. This may mean that the evidence obtained by that surveillance is excluded.

1.3   The Council policy is that specific authorisation is required for any covert investigation. There are only a small number of authorised Officers who can give this permission and these are as follows:
- County   Solicitor
- Designated authorised officer – Trading Standards
Before authorisation it will normally be necessary to consult with the relevant Head of Service.

1.4   Before seeking authorisation you should discuss with your Line Manager.

1.5   This Policy applies to all services except Trading Standards who have their own specific internal Directorate procedures for dealing with authorisations. However, copies of all authorisations including those for Trading Standards will be forwarded to the County Solicitor for retention in a central register, and Trading Standards will simply be exempt from the provisions of this policy concerning prior authorisation.

2   Definitions

Intrusive Surveillance – Local authorities may not use hidden officers or concealed surveillance devices within a person's home or vehicle in order to directly observe that person.

Covert Surveillance – This is a non-intrusive operation or investigation calculated to ensure the person is unaware of the covert surveillance undertaken which is likely to result in the obtaining of private information about

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a person (targeted or otherwise) e.g. checking staff are making claimed visits, time spent etc.

Covert Human Intelligence Source (CHIS) – This is an undercover operation whereby an informant or undercover officer establishes or maintains some sort of relationship with the person in order to obtain private information e.g. test purchasing, telephone calls where the identity of the caller is withheld.

Head of Service – this also includes Business Managers and those authorised to act on behalf of the Head of Service as set out in clause 7.4.

3 RIPA Requirements

3.1 Basically the surveillance must be authorised prior to it taking place and must subsequently be shown to be necessary and proportionate.

3.2 All non-intrusive covert surveillance and CHIS requires prior authorisation by the appropriate Local Authority officer (as set out in this policy) before any surveillance activity takes place. The only exception to this is where covert surveillance is undertaken by way of an immediate response to events that means it was not foreseeable and not practical to obtain prior authorisation.

3.3 There is no direct sanction against Local Authorities within the Act for failing to seek or obtain authorisation within the organisation for surveillance, nevertheless such activity by its nature is an interference of a person's right to a private and family life guaranteed under Article 8 of the European Convention on Human Rights. The consequences of not obtaining authorisation may mean that the action is unlawful by virtue of Section 6 of the Human Rights Act 1998 i.e. a failure by the Authority to conduct this work in accordance with human rights conventions. Obtaining authorisation will ensure the Local Authority's actions are carried out in accordance with the law and satisfy the stringent and necessary safeguards against abuse.

4 Grounds of Necessity

The authorisation by itself does not ensure lawfulness, as it is necessary also to demonstrate that the interference was justified as both necessary and proportionate. **The statutory grounds of necessity must apply for the purposes of preventing or detecting crime or of preventing disorder.**

5 Proportionality

5.1 Once a ground for necessity is demonstrated, the person granting the authorisation must also believe that the use of an intelligence source or surveillance is proportionate, to what is aimed to be achieved by the conduct and use of that source or surveillance. This involves balancing the intrusive nature of the investigation or operation and the impact on the target or others who might be affected by it against the need for the

information to be used in operational terms. Other less intrusive options should be considered and evaluated. All RIPA investigations or operations are intrusive and should be carefully managed to meet the objective in question and must not be used in an arbitrary or unfair way.

5.2   An application for an authorisation should include an assessment of the risk of any collateral intrusion i.e. the risk of intrusion into the privacy of persons other than those directly targeted by the operation. Measures should be taken wherever practicable to avoid unnecessary intrusion into the lives of those not directly connected with the operation.

6   Confidential Material

Where an investigation may reveal sensitive and confidential material this requires special authorisation by the Chief Executive or his or her delegated Authorised Officer (Assistant Chief Executive).

7   Implementation Procedure

7.1   Heads of Service will be the officers who are responsible for seeking authorisation for surveillance. They have operational responsibility for ensuring compliance with the requirements of RIPA and Home Office Codes of Practice (Covert Surveillance and Covert Human Intelligence Services) in relation to covert surveillance and covert human intelligence source for their service. The Codes of Practice can be downloaded from the following link:

http://security.homeoffice.gov.uk/ripa/publication-search/general-publications/ripa-cop/?view=Standard&pubID=518844

7.2   All applications for authorisation and authorisations must be made in accordance with the procedure and on the appropriate forms: (download forms from the links below)

RIPA Form 1 – Authorisation Directed Surveillance
RIPA Form 2 – Review of a Directed Surveillance Authorisation
RIPA Form 3 – Renewal of a Directed Surveillance Authorisation
RIPA Form 4 – Cancellation of a Directed Surveillance Authorisation
RIPA Form 5 – Application for Authorisation of the conduct or use of a Covert Human Intelligence Source (CHIS)
RIPA Form 6 – Review of a Covert Human Intelligence Source (CHIS) Authorisation
RIPA Form 7 – Application for renewal of a Covert Human Intelligence Source (CHIS) Authorisation
RIPA Form 8 – Cancellation of an Authorisation for the use or conduct of a Covert Human Intelligence Source (CHIS)
RIPA Form 9 – Application request for Communications Data

7.3 All requests for authorisation must be forwarded to the County Solicitor who will maintain a central record for inspection. The County Solicitor will monitor the central register periodically and produce an annual report to CCMT. Renewals of authorisations will be for a maximum of 3 months and cancellation of authorisation should be requested as soon as possible i.e. as soon as the surveillance is no longer considered necessary.

7.4 The Authorised Officers may authorise a person to act in their absence, who will be a Senior Manager and who will have overall management responsibility for the operation/investigation. A list of all current named Authorised Officers and named substitutes will be included in the central register and appended to this Policy (Appendix 2). The County Solicitor will approve all proposed Authorised Officers for inclusion in a central register. The annual report to CCMT will also include a review of the appropriate designated Authorised Officers.

7.5 All Managers have responsibility for ensuring that they have sufficient understanding to recognise when an investigation or operation falls within the requirements of RIPA. Authorised Officers will keep up to date with developments in the law and best practice relating to RIPA.

7.6 Authorised Officers must ensure full compliance with the RIPA Authorisation Procedure set out in the appropriate forms in 7.2 above.

7.7 Authorised Officers and Heads of Service will co-operate fully with any inspection arranged by the Office of Surveillance Commissioners.

8 Communications Data

8.1 Part I of RIPA sets out these requirements. The Council can access certain communications data only "for the purpose of preventing or detecting crime or of preventing disorder". The exception to this is for the Fire Control Officer in an emergency for the purposes of preventing death or injury.

Despite what some commentators claim the Council does not have an automatic legal right to intercept (i.e. "bug") phones or listen into other people's telephone conversations. The primary power the Council has is to obtain certain details (e.g. name and address) of e.g. a telephone subscriber from communications service providers such as: BT, Vodafone, Orange etc.

Monitoring of calls may be necessary for legitimate employment purposes but will be subject to the same authorisation requirements as set out in this policy.

8.2 The applications to obtain communications data, other than for the prevention of death or injury as in 8.1 above, must be forwarded to the "Single Point of Contact (SPOC)" in consultation with the relevant Head of Service. If the SPOC agrees the request is within the scope of RIPA he will

then forward it to the appropriate designated officer within the relevant Service/Directorate.

8.3 The concept of the "SPOC" has been agreed between the Home Office and the communication service providers (CSPs) and introduces a verification process to ensure that only data entitled to be obtained is so obtained.

8.4 The "SPOC" for Oxfordshire County Council is the Assistant Head of Trading Standards. The designated officer, after signing the authorisation, must then forward it to the SPOC for him to endorse and forward to the relevant CSP.

9 Training and Briefings

The County Solicitor will provide updates on the RIPA law and best practice but Heads of Service and other Managers must be able to recognise potential RIPA situations.

10 Conclusion

The benefit of having a clear and regulated system of authorising all covert activities is self-evident. Surveillance by its very nature is intrusive and therefore should be subject to appropriate scrutiny at the highest level and the authorisation procedure requires that the reasons for the decision are specifically and clearly set out and the basis for the decision is readily accessible and understood. Completion of appropriate authorisations also means that in reaching a decision alternative options will also have been explored. Proper compliance with the procedure and properly recorded authorisations are the best defence should any of our investigations be challenged.

11 Review of this Policy

The County Solicitor will review this Policy annually.

Responsible Officer: Peter G Clark
                          County Solicitor

Date: October   2009

Next Review Date: October   2010

<div align="right">**Appendix 1**</div>

Examples of Use of Surveillance in the Council's Services

(both Directorates: Children, Young People & Families and Social and Community Services)

1. Any use of process servers or private investigators where enquiries may need to be made as to parents'/children's whereabouts etc.
2. Surveillance of properties to establish whether prohibited persons are visiting. Surveillance of premises for any other reason including possible drug dealing, domestic violence, paedophile activity etc.
3. Using clients (including vulnerable adults to record times and duration of home care visits).
4. Use of concealed cameras to record possible theft within home environment (may be intrusive and, therefore, requires police authorisation).

Note: In joint Police and Social Services child protection investigations it should be the Police that would normally take responsibility for appropriate authorisation.

Education

1. Possible use of surveillance to check fraudulent grant claims i.e. checks on addresses and financial details including use of credit enquiry agent.
2. Covert surveillance within schools to ascertain possible criminal activities including threats, assaults, bullying, criminal damage etc.

Environmental Services

1. Covert surveillance to establish damage to "street furniture" e.g. traffic signs, bridges etc.
2. Covert surveillance of roads adjacent to farms to ascertain wilful or negligent discharge of farm material on roads.
3. Covert surveillance of unauthorised gypsy sites for evidence of tipping, trespass, harassment etc.
4. Waste enforcement - covert surveillance in relation to planning control e.g. mineral extractions or in-fill in excess of planning conditions (Town and County Planning Act 1990).
5. Covert surveillance on removal of obstructions to highways (Section 130 Highways Act 1980).

Fire Service

Covert surveillance for potential arson/fire raising incidents.

Debt Collection

Use of private investigators to establish identity, whereabouts, personal relevant background information of debtors.

Human Resources and Internal Audit

The following areas could apply to any particular service department and would involve HR and/or Internal Audit.

Surveillance and C.H.I.S. in relation to investigation of possible false claims or fraudulent practices including the following:

- travel claim forms and other claims and making appropriate enquiries
- investigation to establish that staff are properly timing and claiming for visits made
- investigation of email, internet use and telephone calls where professional misconduct or unlawful activity is suspected
- covert surveillance of workplace
- installation of covert CCTV
- using overt CCTV for a covert operation
- covert investigation of staff alleging sickness/disability.

Contract Monitoring

Covert investigation to establish compliance (both surveillance and C.H.I.S.) e.g. pretending to be a customer /client to check level of service.

Trading Standards

Covert investigation to fulfil enforcement duties to secure prosecution for consumer protection offences e.g. test purchases/telephone contact where officers will be pretending to be consumers.

Appendix 2 – Authorised Officers and Named Substitutes

Authorised Officer – Peter G Clark County Solicitor

Named Substitute – Stephen P Capaldi Assistant Chief Executive

Authorised Officer – Richard Webb, Deputy Head of Trading Standards

Confidential Material Special Authorisation – Joanna Simons Chief Executive

Named Substitute – Stephen P Capaldi Assistant Chief Executive

Regulation of Investigatory Powers Act (RIPA) 2000 ANNEX 2

For an explanation of the areas regulated by RIPA please visit the Home Office's "About RIPA" webpage: http://security.homeoffice.gov.uk/ripa/about-ripa/.

Regulation of Investigatory Powers Act – Directed Surveillance Authorisations – Non-Trading Standards

No. in Register	Date of Authorisation	Department/Directorate making application	Type of Request	Reason/Purpose	Refused Authorisations
1	23.10.03	County Facilities Management	Surveillance	Observation of kitchen staff to ascertain whether food is being taken	
2.	05.11.02	ICT	Investigation of PC	To ascertain the extent of private use of computer	
3.	16.03.05	County Facilities Management	Surveillance	Observation of kitchen staff to ascertain whether thefts were taking place	
4.	07.06.06	Children, Young People & Families	Surveillance	To gather evidence of contact within Care Proceedings	
5.	30.06.08	Children and Families	Surveillance of private address	Intelligence suggested breach of Court Order relating to child protection	
6.	28.01.10	Countryside Service	Surveillance	To gather evidence of criminal damage.	

Regulation of Investigatory Powers Act – Directed Surveillance Authorisations – Trading Standards

No. in Register	Date of Authorisation	Department/Directorate making application	Type of Request	Reason/Purpose	Refused Authorisations
1.	19.06.01	Trading Standards	To record poster details and conversations re: pre-paid phone cards	To conduct an audit of rates quoted and compliance with the code of practice.	

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2.	15.08.01	Trading Standards	Surveillance of shop	Intelligence suggested selling counterfeit goods	
3.	26.09.01	Trading Standards	Surveillance of shop	Test purchase - private DVDs	
4.	16.10.01	Trading Standards	Surveillance in shops	Test purchases regarding sales of cigarettes, fireworks and videos to underage children.	
5.	18.02.02	Trading Standards	Tape recording telephone conversations	To ascertain if advertised price is actual price.	
6.	12.03.02	Trading Standards	Surveillance of trader selling goods at local hotel	Intelligence suggested breaches of consumer protection laws	
7.	22.03.02	Trading Standards	Surveillance of individual	To ascertain identity and check trade description issues	
8.	24.09.02	Trading Standards	To record phone conversations	Checks on full services of cars to see what is covered and what is done	
9.	11.03.03	Trading Standards	Surveillance of individuals and vehicles	False trade descriptions, misleading pricing	
10.	28.04.03	Trading Standards	Surveillance of individual to establish identity and where stocks are kept	Counterfeit goods	
11.	28.07.04	Trading Standards	Surveillance of transactions	To establish whether transactions are illegal – imperial weights.	
12.	27.05.05	Trading Standards	Surveillance of trader	To identify address re: counterfeit DVDs.	
13.	03.08.07	Trading Standards	Assist an investigation	Establish likely timing of possible future offences.	CHIS
14	11.10.07	Trading Standards	Surveillance of individual	Alleged illegal sales and storage of fireworks.	
15	31.07.08	Trading Standards	Surveillance on location	To identify a rogue trader obtaining money from a vulnerable person	

16.	29.10.08	Trading Standards	Surveillance on individual	Alleged illegal sales and storage of fireworks.
17.	30.10.08	Trading Standards	Surveillance of individual	Alleged illegal sales and storage of fireworks.
18.-27.	16.01.09	Trading Standards	Surveillance of shops (10)	Test purchasing of underage sales of alcohol
28.-40.	30.01.09	Trading Standards	Surveillance of shops (13)	Test purchasing of underage sales of alcohol
41.-54.	13.02.09	Trading Standards	Surveillance of shops (14)	Test purchasing of underage sales of knives
55.-67.	16.02.09	Trading Standards	Surveillance of shops (13)	Test purchasing of underage sales of knives
68.-81.	16.02.09	Trading Standards	Surveillance of shops (14)	Test purchasing of underage sales of knives
82.	16.02.09	Trading Standards	Surveillance of car boot	Test purchasing of underage sales of knives
83.	11.03.09	Trading Standards	Surveillance of a property	To ascertain evidence of trading name
84.-92.	17.03.09	Trading Standards	Surveillance of shops (9)	Test purchasing of underage sales of knives
93.-101.	17.03.09	Trading Standards	Surveillance of shops/garden centre (9)	Test purchasing of underage sales of knives
102.-111.	16.04.09	Trading Standards	Surveillance of shops (10)	Test purchasing of underage sales of cigarettes
112.-124.	24.04.09	Trading Standards	Surveillance of shops (13)	Test purchasing of underage sales of cigarettes
125.-136.	14.05.09	Trading Standards	Surveillance of shops (12)	Test purchasing of underage sales of cigarettes
137.-154.	10.06.09	Trading Standards	Surveillance of shops (18)	Test purchasing of underage sales of knives
155.-158.	03.07.09	Trading Standards	Surveillance of shops (4)	Test purchasing of underage sales of knives

159.- 165.	03.07.09	Trading Standards	Surveillance of shops (7)	Test purchasing of underage sales of knives
166.	10.06.09	Trading Standards	Surveillance of shop	Test purchasing of underage sales of knives
167.- 175.	09.07.09	Trading Standards	Surveillance of shops (9)	Test purchasing of underage sales of knives
176.- 178.	09.07.09	Trading Standards	Surveillance of shops (3)	Test purchasing of underage sales of knives
179.- 181.	09.07.09	Trading Standards	Surveillance of shops (3)	Test purchasing of underage sales of knives
181.- 184.	09.07.09	Trading Standards	Surveillance of shops (3)	Test purchasing of underage sales of knives
185.	09.07.09	Trading Standards	Surveillance of shop	Test purchasing of underage sales of cigarettes
186.	09.07.09	Trading Standards	Surveillance of shop	Test purchasing of underage sales of cigarettes
187.- 193.	09.07.09	Trading Standards	Surveillance of shops (7)	Test purchasing of underage sales of cigarettes
194.	09.07.09	Trading Standards	Surveillance of shop	Test purchasing of underage sales of cigarettes
195.	09.07.09	Trading Standards	Surveillance of shop	Test purchasing of underage sales of cigarettes
196	12.08.09	Trading Standards	Surveillance of individuals to identify vehicles	Investigation into money laundering offences
197.	03.09.09	Trading Standards	Surveillance of public houses (8)	Underage sales of cigarettes from vending machines in pubs

198.	14.09.09	Trading Standards	Surveillance of properties/vehicles	To gather evidence into possible offences under Consumer Protection Regs and Fraud Act.
199.	25.09.09	Trading Standards	Surveillance of public houses (15)	Test purchasing of underage sales of cigarettes from vending machines.
200.	09.10.09	Trading Standards	Surveillance of public houses (15)	Test purchasing of underage sales of cigarettes from vending machines.
201.	26.10.09	Trading Standards	Surveillance of property and individual	To establish residence and trading and operating.
202.	28.10.09	Trading Standards	Surveillance of shops (12)	Test purchasing of underage sales of cigarettes
203.	28.10.09	Trading Standards	Surveillance of shops (40)	Test purchasing of underage sales of fireworks.
204.	28.10.09	Trading Standards	Surveillance of shops (3)	Test purchasing of underage sales of cigarettes.
205.	20.11.09	Trading Standards	Surveillance of shops (8)	Test purchasing of underage sales of alcohol
206.	25.11.09	Trading Standards	Surveillance of shops (4)	Test purchasing of underage sales of alcohol
207.	09.12.09	Trading Standards	Surveillance of public houses (4)	Test purchasing of underage sales of cigarettes from vending machines.
208.	09.12.09	Trading Standards	Surveillance of shops (13)	Test purchasing of underage sales of cigarettes.
209.	22.01.10	Trading Standards	Surveillance of shops and public houses (7)	Test purchasing of underage sales of cigarettes from shops and vending machines.
210.	11.02.10	Trading Standards	Surveillance of shops and garages (9)	Test purchasing of underage sales of cigarettes
211.	11.02.10	Trading Standards	Surveillance of shops and garages (12)	Test purchasing of underage sales of cigarettes

212.	12.03.10	Trading Standards	Surveillance of premises	Surveillance to establish if illegal activities are taking place and to avoid an unwarranted raid and to gather evidence in relation to animals.

Covert use of a Human Intelligence Source (CHIS)

In the financial year 2007/08 the relevant officer within Oxfordshire Trading Standards granted one authorisation under RIPA to use Covert Human Intelligence Services (CHIS). This is shown at row 13 above. The purpose was to assist an investigation into the alleged current activities of a known offender. The nature of the task to be undertaken by the source was to obtain intelligence for use within that investigation.

Before the financial year 2007/08, there are no recorded uses of CHIS.