

Oxfordshire County Council
Fire and Rescue Service

365alive
think safety
365alive.co.uk

Annual Report

2014-15



Securing a safer Oxfordshire

Firefighters' seven-hour battle to extinguish waste plant blaze

HOT weather caused a massive blaze at a South Oxfordshire hazardous chemicals recycling depot at the weekend, fire bosses said. Oily rags ready for disposal were left by 21C temperatures at the depot. Management Ltd, investment...



Firefighters help to rescue frazzled bird

IT IS not just cats up trees and dogs in fridges. Oxfordshire Fire and Rescue Service has expanded its...



Blaze of glory as our fire service reaches 40

OXFORDSHIRE Fire and Rescue Service is 40 years old this year. To celebrate, the team is holding a birthday party today for the whole county...



Flood-fighting idea rewarded

FIREFIGHTER and station manager Gary Mattingley will be given a British Empire Medal for services to protecting communities from flooding...



ICING ON THE CAKE: Chief Fire Officer David Etheridge. Picture: 0175353 Damien Halliwell

DAVID ETHERIDGE: OBE

OXFORDSHIRE's Chief Fire Officer praised colleagues past and present after he received an OBE in the Queen's New Year's Honours List. David Etheridge, 48, is the first Chief Fire Officer in the country to have become head of the same service that he first joined as a firefighter...

Luke Sproule

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2010, having previously been the station manager of Slade Park Fire Station in Oxford and the city's fire risk manager. He was first stationed in Abingdon, where he...

Hot pink is the colour in firefighters' breast cancer push



Firefighters honoured after 100 years of battling blazes

DETERMINATION: Rescue service trio clock up 13,000 emergency call-outs

Owner praises firefighters for saving laundry

THE managing director of a laundry firm said firefighters "saved the day" after a fire broke out at the premises. More than half of the 80-year-old...

"They managed to stop it spreading to other buildings and they managed to save a lot of things."

Sharon Caine and Teerina Clarke." Police spokesman Chris Kearney yesterday ruled out arson as the cause of the massive fire...

Fire crew pulls man from his blazing flat

OXFORD: A man was rescued from a fire in his flat in Bonar Road, Wood Farm, on Friday, September 12. Fire crews from Slade Park and...

365ALIVE: Organisers say initiative has prevented 386 county deaths



Andy Ffrench

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ORGANISERS of a campaign to reduce fire and road deaths and save an estimated 365 lives in 10 years say they have passed the target two years early. The official...

Fingers crossed as drive to keep water at bay goes on

BIG OPERATION: Dozens of firefighters battle to make sure Botley Road stays open to traffic hours of yesterday morning setting up barriers to prevent the road from flooding. And they remained on duty through the...

Station's 50 years of firefighting



IT HAS helped save lives for 50 years. And now, Abingdon Fire Station is opening up to the public to mark the milestone.

Team of Year title won by firefighters

Sophie Scott
sscott@oxfordmail.co.uk
PROUD: Firefighter Pete Mackay holds the award with station manager Simon Summers, left, and resources manager Clive Durbin. Picture: 0162475 Ed Hill

Firemen lend a hand to animals in a bit of bother



Children learn road safety from firefighters' dragon

Ben Wilkinson

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FIREFIGHTERS are using the power of storytelling to get road safety messages across to children. The new Dragon of the...



Specialist team branches out to stop stream flooding

FIREFIGHTERS have cut and removed fallen trees from a stream that flooded twice in the past seven years, in a drive to stop it happening again. Oxfordshire Fire and Rescue Service's specialist rescue team...



Firefighters save cat after blaze starts at house

A PET cat was rescued from a house fire after a neighbour raised the alarm. Oxfordshire Fire and Rescue Service has praised the home owners for protecting the...

Peers declare county fire service red hot

OXFORDSHIRE'S fire service has been praised following an independent peer review. The review, which was led by Cornwall's chief fire officer,...

an ambulance arrives. It also said the service's management performed strongly and highlighted the success of the...

everybody for their involvement in helping make Oxfordshire as safe as possible. "We will not rest on...

Firefighters free pensioner trapped by car

FIREFIGHTERS rescued an elderly woman trapped between a car and a kerb in Witney.

The road was closed off between A4095 Tower Hill, A415 Ducklington Lane, Corn Street and High Street until 6.10pm.

Witney town councillor David Snow tweeted: "What can possibly be happening in Witney on May 11th to...



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Welcome and Foreword



Councillor
Rodney Rose

Cabinet Member for
the Fire and Rescue
Service



Chief Fire Officer
David Etheridge
OBE

Welcome to Oxfordshire Fire & Rescue Service's (OFRS) Annual Report 2014-15 which highlights our achievements for this period and identifies areas where we can improve, leading to a safer county. As the Cabinet Member and Chief Fire Officer for Oxfordshire we are very proud of our achievements during the past year.

We have exceeded the targets set in our 365alive 10 year vision and set challenging new stretch targets. This has resulted in significant financial savings to the public of Oxfordshire and kept more people safe in their homes, at work and on the county's roads.

2014-15 was an exciting year for our service with the opening of our new Thames Valley Fire Control Service, a collaborative partnership with Royal Berkshire and Buckinghamshire & Milton Keynes Fire and Rescue Services. We also attended many high profile fires such as South Oxfordshire District Council offices and Didcot Power Station where a multi- agency approach enabled us to safely deal with the incidents, whilst protecting the environment.

Our integration within the wider county council enabled us to deliver solutions to issues affecting our communities, such as safeguarding vulnerable people and promoting health and wellbeing, whilst providing economic benefits and adding value. Our Trading Standards and protection activities supported local businesses which assisted in securing a world class economy.

We want to thank all our staff who have contributed towards our achievements this year. We will continue to deliver a high performing service to the people of Oxfordshire with the support of our county councillors and our partner agencies and are firmly committed to achieving excellence and further improving public and firefighter safety.



Executive Summary

This Annual Report reviews our performance over the previous financial year (April 2014 to March 2015) and highlights the statistics and trends of our activities, signposting both our achievements and the areas where we can continue to improve.

It will help us decide where to focus our efforts and resources to reduce threats and explore opportunities. This report contributes to our future planning and is essential to our process of community risk management planning.

By year eight we exceeded the 10 year targets set back in 2006 with our 365alive vision (365 more people alive, £100 million saved and 840,000 people safer). Not only has this resulted in significant financial savings to the public of Oxfordshire over the last eight years, it has kept more people safe in their own homes, at work and on the county's roads.

All the activities we undertake to deliver our 365alive vision are part of our journey to be the most integrated fire and rescue service in the UK. To avoid complacency we set ourselves further stretch targets for the final two years:

- Save an extra 11 lives per year.
- Save an additional £2.5 million per year.
- Make an extra 20,000 people safer.

During 2014-15 we have met these challenging stretch targets.

Looking first at public safety, two people died as a result of accidental fires in their homes, which despite this being a smaller figure than might be expected for a county with the population size of Oxfordshire, is still a tragedy for the families of those involved and above the target we set ourselves.

Although we have enjoyed reductions in road safety casualty figures over the past few years there has been a reversal in the trend over the last 12 months. In Oxfordshire during 2014-15 26 people were killed and 352 serious injured on our roads.

In terms of our wider community protection and wellbeing activities, through our participation in the Oxfordshire Safeguarding Adult and Child Boards, our staff returned 88 safeguarding alerts to Oxfordshire County Council (OCC) for further investigation during 2014-15.

We have enhanced our emergency medical skills up to First Person on Scene (FPOS) level so that we can provide critical care in the early stages

of any emergency. During 2014-15 we have used these skills at 782 co-responding incidents.

Through our desire to continuously improve, we have set realistic but challenging performance measures which are aligned to our 365alive vision. Last year we set 27 strategic performance indicators, the majority of which are customer-focussed.

We achieved our standards for 17 indicators and we were very close to achieving a further six. The three areas where we fell below our targets were in relation to fire deaths, 100 per cent availability of our on-call fire engines and the turnover of our on-call staff (all detailed in this report).

From an operational perspective, last year we responded to 5,905 incidents, including calls into other counties. Our average response time was seven minutes twenty nine seconds. We aim to arrive at 80 per cent of emergencies in 11 minutes or less and 95 per cent of emergencies in 14 minutes or less.

In 2014-15 we exceeded our targets, on average the first fire engine arrived at 85.02 per cent of emergencies in 11 minutes or less and 95.29 per cent of emergencies in 14 minutes or less, from the time the station was first alerted.

As for our work at emergency incidents, 98 per cent of people who we responded to in an emergency in their homes were satisfied with what we did and were satisfied that we kept the effects of the incident to a minimum.

Organisationally, we undertook a successful Operational Assessment (OpA) Peer Challenge. The feedback from the peer review team was very positive, praising our leadership at all levels within the service during challenging times, as well as the political support we receive from our elected members. The report highlighted 33 areas to explore, from which we created an action plan to assist us with our continuous improvement journey.

The new Thames Valley Fire Control Service (TVFCS), a collaborative partnership with Royal Berkshire and Buckinghamshire & Milton Keynes Fire and Rescue Services went live in April 2015.

Staff sickness levels continue to be one of the lowest of the county council with an average of less than 1.69 days (per quarter) which equates to 6.74 days per full-time member of staff.

Finally, the net budget for the fire and rescue service for 2014-15 was £25,463,601. The most recent national (CIFPA) breakdown of costs (from 2013-14) show the cost of providing the fire and rescue service was £38.64 per year for each person within Oxfordshire.

Our vision

OFRS are proud of the quality of the services we deliver to the public. We have a clear vision and strive to recognise and respond to the key issues and challenges. These combine to create our ten-year vision for a safer Oxfordshire, called 365alive.

By 2016, thanks to the emergency response and the community and partnership work of OFRS, there will be:



- 365 more people alive.¹
- £100 Million saved to the economy of Oxfordshire.
- 840,000 safety messages delivered to the community.

These targets have been achieved ahead of schedule by the end of year eight, so to avoid complacency we set ourselves further stretch targets for the final two years:

- Save an extra 11 lives per year.
- Save an additional £2.5 million per year.
- Make an extra 20,000 people safer.

For more details visit 365alive.co.uk

Integrated fire and rescue service

Traditionally, the role of a fire and rescue service was seen as providing fire prevention advice to householders, enforcing fire protection in businesses, fighting fires and rescuing people.

Today, however, the approach is much more wide-ranging. We work alongside our partners in Social and Community Services (SCS), the police, the public health team and through the county council to reduce risks to community safety and well-being while still providing a value-for-money service to the local taxpayer.

¹ By looking at the reduction in the number of people who die as a result of fires and road traffic collisions and the number of rescues we perform, we calculate the number of people who are still alive as a result of our work.

We also face a growing variety and complexity of emergency response, protection and prevention activities such as water, mud and ice rescue, building collapse, hazardous materials, rescues from height, road traffic collisions and our responsibilities for civil protection during major or catastrophic incidents. This was demonstrated during our multi agency approach to wide area flooding in early 2014 which was coordinated by our Emergency Operations Centre (EOC) and Strategic Co-ordinating Group (SCG).



How our plans fit within the wider context

It is important that our priorities are consistent with local, regional and national goals and needs. At the heart of our planning process is our Community Risk Management Plan (CRMP) 2013-18.

Each year, we review our priorities and performance against these longer-term goals and produce a one-year action plan. This action plan identifies which risks we are going to target over that year and outlines the projects we are going to deliver to reduce threats and make the most of opportunities to improve both our service and the safety of Oxfordshire.

Another important document is our 'Safer by Design' Business Plan; this covers the fire and rescue service, Trading Standards and the Emergency Planning Team and shows how we fit within the wider county council. It sets out how our integrated risk management planning fits in with the aims and objectives of the County Council's Corporate Plan.

The business plan also contains our approach to resource planning, including our budgets, training and development plan and asset management plan.

The 'Safer by Design' Plan consists of four main strands shown in the diagram below.



Performance results at a glance

Fire and rescue performance

OFRS sets realistic but challenging performance measures every year. These performance measures are aligned to the ten-year vision of 365alive. The majority of our performance measures are customer focussed and last year we set 27 strategic performance indicators. We achieved our performance measures for 17 indicators and we were very close to achieving a further six.

Performance measures achieved

- We exceeded our target of attending 80 per cent of emergencies in 11 minutes by achieving a response standard of 85.02 per cent. This shows a marked improvement over the previous year's figure of 76.9 per cent.
- The service also exceeded our target of attending 95 per cent of emergencies in 14 minutes by achieving a response standard of 95.29 per cent. This shows an improvement over the previous year where it was 92.14 per cent.
- Through analysis of the number of people who die as a result of fires and road traffic collisions and the number of rescues we perform, we calculate the number of people who are still alive as a result of our work. Last year we estimated this to be 47 people against a performance measure of 47 people, meaning we met our new stretch target.
- By looking at the number of deaths and injuries to people from fires and road traffic collisions and the number of fire damaged homes and businesses, we calculate the amount of money we have saved the economy as a result of our work. Last year we calculated this figure to be £16.99 million against a performance measure of £12.5 million, exceeding our aim by £4.49 million.
- Across the year we delivered safety messages to a total estimated audience of 104,000 and met our performance measure.
- The performance measure for deliberately started minor or outdoor fires in the county was 400 we achieved a figure of 279, an improvement on the previous year's figure of 293.
- There were only 12 injuries due to accidental fires in the home, which is an improvement on the previous year's figure of 19.

- Our performance measure for deliberately started significant fires ² is 169. During 2014-15 there were 118, which was an improvement on the previous year's total of 141 thanks to our arson reduction work.
- The performance measure for significant fires in the county was 1003. We had 776 this was an improvement on the previous year's total of 839.
- We achieved our performance measure for capital projects managed within the project management framework, meeting defined costs, quality and time constraints.
- Our performance measure was exceeded for the business continuity management maturity model with a score of 5.9 out of a target of five.
- All projects for our Strategic Leadership Team (SLT) were on track at the end of the last financial year.
- Our day-to-day revenue spending was £24,072 under our allocated budget for the year 2014-15.
- £556,000 of efficiency savings were delivered this year without reducing our frontline services.
- We exceeded our target of 95 per cent, for emergency calls answered by control operators within 10 seconds, by achieving a 98.84 per cent performance.
- Our target for the percentage of administration type calls answered by control operators that are answered within 15 seconds was exceeded. These calls are not taken via 999. The target was 95 per cent and we achieved 99.35 per cent.
- We exceeded our target of £262,500 for the total amount of money saved or recovered from victims of doorstep crime by Trading Standards with a saving of £507,881.

² Significant fires are also called primary fires. They are any fires that involve: casualties, rescues, or fires in buildings; caravans and trailers; vehicles and other methods of transport that are not derelict; outdoor storage, plant and machinery; agricultural and forestry premises and property; and other outdoor structures including post boxes, tunnels and bridges.

Close to performance measure

- Resources were mobilised within 100 seconds in 89 per cent of the time which is just short of our target of 90 per cent. This is a measure of the time taken by fire control operators to deal with the initial stages of an emergency call and dispatch the relevant resources. It is the time taken from accepting the call from a British Telecom operator to the time when the first fire engine is alerted.
- Combined percentage of maintenance of firefighter's safety critical skills in date and of safety critical skills refresher courses in date 87.9 per cent which is an improvement on last year's figure of 84.9 per cent out of a performance measure of 90 per cent.
- Our performance measure for the percentage of policies and procedures that are within their valid period and do not require review is 100 per cent. In 2014-15 our performance was 86.9 per cent.
- On average 99.2 per cent of whole-time³ firefighter posts were filled with people on permanent contracts which almost met our performance measure of 100 per cent.
- At the end of the last financial year, three projects for our Community Risk Management Action Plan (CRMP) 2014-15 have been completed. One project is still on-going and has been carried forward into 2015-16.
- The percentage of high risk premises visited by Trading Standards was 97.79 per cent out of a target of 100 per cent.

Performance measures not achieved

- Unfortunately there were two fire deaths in the county during 2014-15. We have aspirations for no fire deaths within the home in Oxfordshire. Any loss of life is a tragedy, yet the performance measure we set ourselves of no fire deaths will always be challenging.

We actively engage in fire prevention education and target assistance to the more vulnerable residents in Oxfordshire. We will continue to focus our efforts where they will have the greatest benefit for the most vulnerable and those at greatest risk.

- 77.52 per cent of time that on-call pumping appliances were available with a minimum crew of four or competent crew out of a measure of 100 per cent.

³ Career firefighters work the whole-time duty system, which means they work full-time for the fire and rescue service at a permanently crewed fire station or in a support role.

- The performance measure for the turnover of on-call staff is 10 per cent. During 2014-15 our performance was 13.2 per cent. There were 50 on-call leavers during the year and the average number of on-call staff during the year was 336.



Recruitment and retention of on-call staff remains a challenge for many fire and rescue services. Measures are being implemented, with more flexible crewing arrangements using both whole-time and on-call staff. The intention is to reduce the turnover of on-call staff and to use existing trained personnel in more creative ways to reduce the current levels of non-availability. At the same time we are actively recruiting new on-call firefighters in certain areas.

- We achieved 89.16 per cent of time that a fire engine is available in every station area out of a performance measure of 100 per cent. This is a marked improvement on the 2013-14 figure of 80.43 per cent and has been helped by the successful implementation of the resilience pump which is used to provide flexible cover to on-call stations throughout the county.

Performance results in more detail

Operational Assessment (OpA) Fire Peer Challenge

In order to drive continuous improvement of the service we undertake periodic OpA Fire Peer Challenge. This process, which has a strong operational focus, comprises of a self-assessment and external peer challenge and is designed to look at how we lead, prioritise and deliver our main functions.

We undertook an OpA peer challenge during 13-16 May 2014. The team triangulated the evidence we submitted in the self-assessment by visiting teams, watches, managers, individuals, councilors and trade unions. They looked at our systems and processes to examine and assess the organisation's leadership of the service, capacity, approach to safeguarding and the following key assessment areas:

- community risk management
- prevention
- protection
- response
- health and safety
- training
- call management and incident support.

The report produced by the team was very positive. In particular, they were impressed by the leadership we have demonstrated at all levels across the service at a challenging time, the political support we have from our elected members, our long-term strategic planning, the success of the restructure, our cross-directorate and integrated approach with Oxfordshire County Council.

Also, the way we are delivering against our 365alive vision, the strong programme management and delivery of Thames Valley Fire Control Service (TVFCS), our effective identification and management of risk and the way we manage performance in the service. The report recognised as notable, 'our very strong and integrated approach to safeguarding'.

The team was also extremely complimentary about the culture of the service which they found to be open, honest, caring, professional, positive and can-do with staff feeling empowered and trusted. The report highlights 33 areas to explore, from which we produced an action plan to assist with our continuous improvement journey. This action plan has progressed well with revised 365alive stretch targets, which have been met.

The following pages report on the performance of our key assessment areas of OpA.

Community risk management

Community Risk Management Plan projects 2014-15

The OFRS Community Risk Management Plan (CRMP) 2014-15 formed part of our approach to mitigate risk within Oxfordshire through prevention, protection and intervention strategies. The CRMP 2014-15 Action Plan identified the following priorities:

- **Project 1: Implement the Training Collaboration Review carried out in 2013.** Following the review of training across four fire and rescue services (Buckinghamshire & Milton Keynes, Oxfordshire, Royal Berkshire and Warwickshire), we have identified a number of options to consider. As a result, we and the other services have created a programme of projects and put them into practice with the aim of delivering further improvements in quality and efficiency for all the services involved. This project is on-going into 2015-16.

- **Project 2: Review our Aerial Appliance capability and implement changes to staffing supported by that review.** Alternative crewing arrangements for the aerial appliance were identified and implemented. This resulted in crew being made available from the existing workforce to staff a resilience fire appliance seven days per week, this is used to supplement strategic fire cover throughout the county.
- **Project 3: Review of Light Response Vehicle capability and implement changes to staffing supported by that review.** We have trialled and researched many vehicles and following extensive testing we selected two Mitsubishi Canter 7.5 tonne fire appliances to be placed into the fleet, under an extended trial, these will replace some traditional fire appliances. We are looking to take the best design features forward, these light response vehicles offer a considerable cost saving on the current model.



- **Project 4: Review of Prevention, Protection and Response resources to meet the expansion and changing risk profile of Banbury, Carterton, Wantage and the south of the county.** This project was achieved by undertaking comparative research of the current and anticipated future risk profiles of each area. In terms of prevention and protection resources, it was determined that these needed to remain risk focussed, although the development of wider prevention and protection strategies will inform any future detailed changes.

Other Projects 2014-15

National resilience assets

We host several 'national resilience' assets including the High Volume Pump (HVP), Detection Identification and Monitoring (DIM) vehicle and Incident Response Unit (IRU). The service is audited in the effective training and use of these assets by National Resilience Assurance Team (NRAT) against a capital grant. The audits indicated that we are performing to a high level. This project was successfully completed in May 2015.

Protective security

As part of the Governments UK Counter Terrorism Strategy 'CONTEST' the Cabinet Office has published The Security Policy Framework which outlines mandatory security policy requirements. We are working to ensure that we meet the criteria outlined within this. This project is on-going.

Trauma care

This project was successfully completed in 2015 and has seen 150+ firefighters trained to an enhanced level of trauma care via the First Person on Scene. This is an NVQ level qualification and these skills are now used at every incident involving trauma. This programme included the provision and training of firefighters in the use of defibrillators that have been purchased and placed on all appliances.

The implementation phase of this project will be completed under CRMP 2015-16 Project 1: Implement Emergency Medical Support Services in Collaboration with South Central Ambulance Service.

Replacement of Breathing Apparatus (BA) for improved firefighter safety

This project has resulted in the successful replacement of our BA sets and cylinders with the new 'Interspiro' model. 160 BA sets and over 300 cylinders have been purchased and crews have been trained in their use. The project remains open as further wireless communications systems training will be provided to firefighters as part of the new BA national guidance procedure during 2015.

Realistic scenario training project

This project was successfully completed in 2015. The project established realistic scenario training days for operational crews for maintenance of core skills and development of incident command. The use of vertical training has been extended to whole-time and day duties staff. The training involves crews attending the Fire Service College where they undertake simulated realistic incidents such as high rise building fires in a safe, controlled environment.



Protection

On behalf of Oxfordshire County Council Fire Authority, OFRS have a statutory responsibility to undertake and enforce certain pieces of fire protection legislation within the county. The strategic aim is to make Oxfordshire a safer place, by reducing as far as possible, the risks and economic costs of fires and other dangers, without imposing unnecessary burden upon local business.

Delivery of this aim is achieved by enforcing fire protection legislation and providing support and assistance to business to enable them to provide a safe environment for their employees and customers.

The legislation we enforce includes:

- The Regulatory Reform (Fire Safety) Order 2005
- Health and Safety at Work etc. Act 1974
- The Dangerous Substances (Notification and Marking of Sites) Regulations 1990
- The Health and Safety (Safety Signs and Signals) Regulations 1996
- The Construction (Design and Management) Regulations 2007.

Our enforcement activities adhere to the principles of better regulation contained in the Enforcement Concordat and Regulators Compliance Code and we aim to support business and other responsible persons through education and the provision of advice and guidance. Where it is absolutely necessary, we will take enforcement action and will only consider prosecution where it is in the public's best interest.

One of the key goals of Oxfordshire County Council (OCC) and the Local Business Enterprise is to promote business which helps generate a thriving local and national economy, all of which OFRS actively seeks to support.

We attempt to achieve this by fully integrating with other OCC Directorates, in particular OCC Trading Standards who also play a major role in supporting business and legislation enforcement.

During the last 12 months formal amalgamation and associated efficiency sharing across these two key functions has been progressed. To date this has included the development and progression of plans for the sharing of knowledge, skilled inspectors, accommodation and work processes. In future OCC overall will be able to demonstrate cost savings to the tax payer and a possible reduction in the duplication of impact and effort upon businesses due to fewer independent visits.

We operate a centralised system in relation to delivery, with a small fire protection support team tasked with the provision of technical, policy and physical support to three teams located in the OFRS fire risk areas.

The emphasis of the central team is development of policy and procedures to respond to area needs and meet emerging requirements from external sources. Activities encompass the provision of policy, procedural guidance and technical standards, on-site support to staff and assistance with implementation of this across the whole range of legislative based fire protection activities.

An overarching aim of the team is to ensure that the enforcement activities of OFRS are fully committed to supporting business within Oxfordshire, removing 'Red Tape' and enabling business and commerce to prosper.

Area teams are tasked with the day to day work of providing direct advice and assistance to the business community in relation to fire protection matters, as well as carrying out audits and enforcing fire protection legislation. We are required to comply with the Regulator's Code which provides a principles-based framework to govern how regulators should engage with those they regulate. An integral element of compliance is the publication of our performance in relation to our services standards.

In 2014-15 we met our regulatory service standards by responding to all serious alleged fire safety contraventions within one hour and by responding to all Building Regulation consultations within 15 days. During this period we responded to 50 alleged contraventions and 795 Building Regulations consultations.

Risk based inspection programme

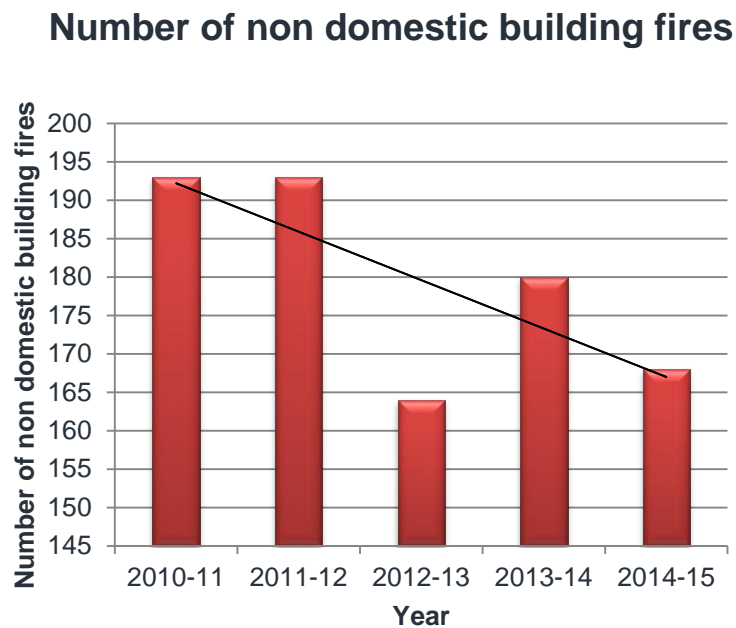
We use a risk-based system to decide which business we will inspect. Our system uses data and guidance from the Department of Communities and Local Government (DCLG) together with local intelligence and knowledge. It identifies trends in location and types of fire and considers the vulnerability of community groups. This system ensures that our greatest effort is directed at businesses which could pose a serious threat to people's safety and where there is the greatest likelihood that they are not complying with the legislation.

In 2014-15, our area based fire safety inspectors carried out 341 audits. This resulted in a requirement to improve fire protection arrangements in 68 per cent of cases. In addition to this, area based fire safety inspectors carried out a further 795 statutory building regulation consultations, 297 consultations for organisations such as OFSTED and local licensing authorities, as well as a further 1412 fire safety activities to prevent fires, boost economic growth and drive down the risk to the people of Oxfordshire.

Rate of fire incidence in non-domestic buildings

One of the principal aims of fire safety enforcement is to reduce the numbers of fires in buildings where the Regulatory Reform (Fire Safety) Order 2005 applies with a view to reducing the economic cost of fire to the Oxfordshire and UK economy.

Data for the last five years is shown below illustrating the overall downward trend in non-domestic building fires in Oxfordshire to 168 in 2014-15.



Activities

In 2014-15 we made contact with 2,804 properties in Oxfordshire, which equates to 14.3 per cent of the rate-paying non-domestic properties within the county. This is a steady increase compared with 5.98 per cent in 2009-10. These contacts may be in the form of:

- a formal in-depth fire safety audit
- an inspection
- the provision of advice
- business education.

We use a targeted approach when carrying out fire protection activities and ensure all dealings with properties are relevant and proportionate to the risk we perceive the property presents to the community. This targeted approach has resulted in a reduction in the number of audits and inspections we undertake; with commensurate increase in the proportions of premises found to be unsatisfactory.

Prohibition Notices

If we discover a situation where we deem that people are at imminent risk of death or serious injury in the case of fire, then we exercise our powers to prohibit the use of the premises'. Such restrictive action is not something that OFRS take lightly, but if necessary we will always carry out.

During 2014-15, we issued ten Prohibition Notices to a variety of premises across the county, most of which related to the prohibition of sleeping use on upper floors.

Trading Standards

The Trading Standards Service administers over 200 Acts or sets of regulations which the county council has a duty to enforce. These statutes broadly address consumer protection issues and include those relating to:

- Consumer product safety.
- Fair trading - including controls on descriptions applied to goods and services supplied to consumers and pricing legislation.
- The provision of consumer credit.
- Consumer rights - e.g. information that must be provided to consumers in certain circumstances.
- Food labelling, safety and food chain integrity - including food hygiene at some establishments.
- Animal disease control and rules concerning livestock feed.
- Age restricted products.
- Weights and measures.
- Explosives and petroleum licensing and storage.

In addition, the service also enforces some legislation that the local authority has the power to enforce, including:

- Livestock animal welfare.
- Some aspects of consumer rights legislation.
- Road weight restrictions.
- Performing animal controls.

Much of the capacity of the service is invested in fulfilling these duties, mainly through investigating suspected breaches of this legislation e.g. suspicions based on complaints received about businesses in this area. It also provides business advice and support to assist local businesses to meet the requirements of consumer law.

The service operates on an intelligence led basis, reviewing information and intelligence to identify the issues that present the most significant risks to consumers and businesses and allocating resources to address these risks. National Trading Standards (a Department of Business, Innovation and Skills Board) has published an intelligence operating model setting out organisational arrangements applying at local authority, regional and national level which provide for an integrated framework for allocation of resources at each of these levels.



Our Performance

A full analysis of the Trading Standards Service workload and performance is published annually in the Trading Standards Service business plan. There are two main performance measures that are monitored corporately through the year.

- Money saved for consumers as a result of our interventions: £507,881
- High risk business inspections completed (target 100%): 97.79%

[Trading Standards](#)

Prevention

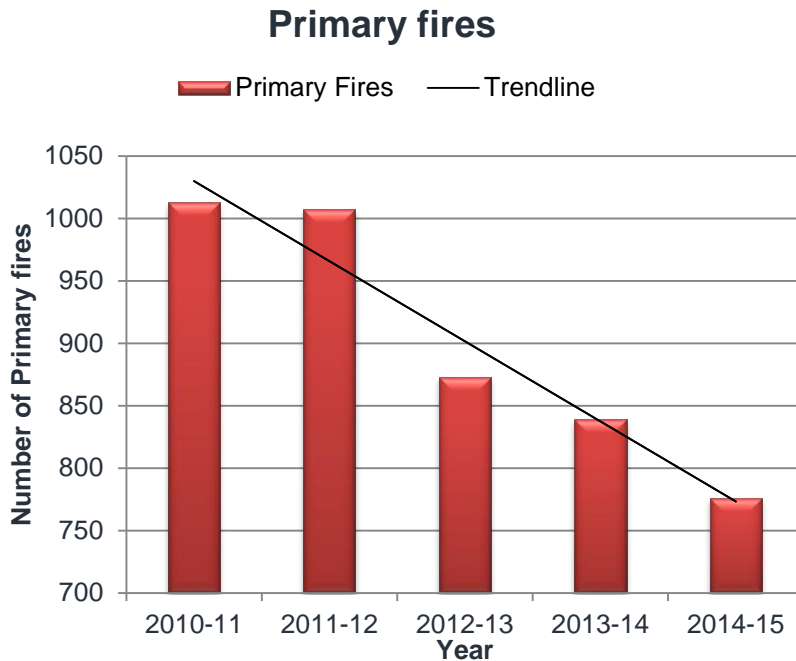
Fire statistics

Total number of significant fires

This year there was a further reduction in the number of significant fires across Oxfordshire and we exceeded the reduction targets we set. There has been a constant downward trend in fire numbers since 2010.

Our role is not just to respond to emergencies but also to be proactive and provide information and education to stop them happening in the first place. We believe that the reduction in fires across the county is due to the positive prevention and protection work we carry out.

Total number of significant fires over five years:

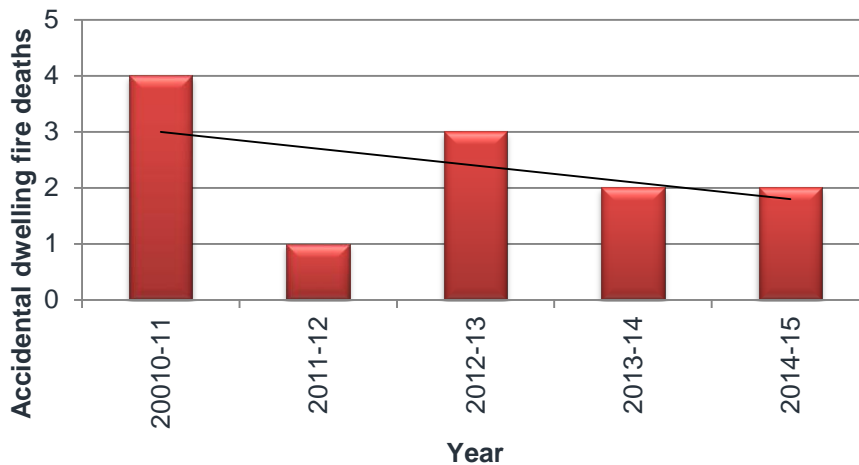


Fire deaths

In 2014-15 two people died in Oxfordshire as a result of accidental fires in their homes. This figure remains constant despite the fall in the number of fires. We will continue to identify and target those most at risk from dying as a result of a fire and dedicate resources to reduce their risk.

We will continue to provide education and awareness of fire related risks with an aim of zero fire deaths in Oxfordshire.

Accidental dwelling fire deaths over last five years



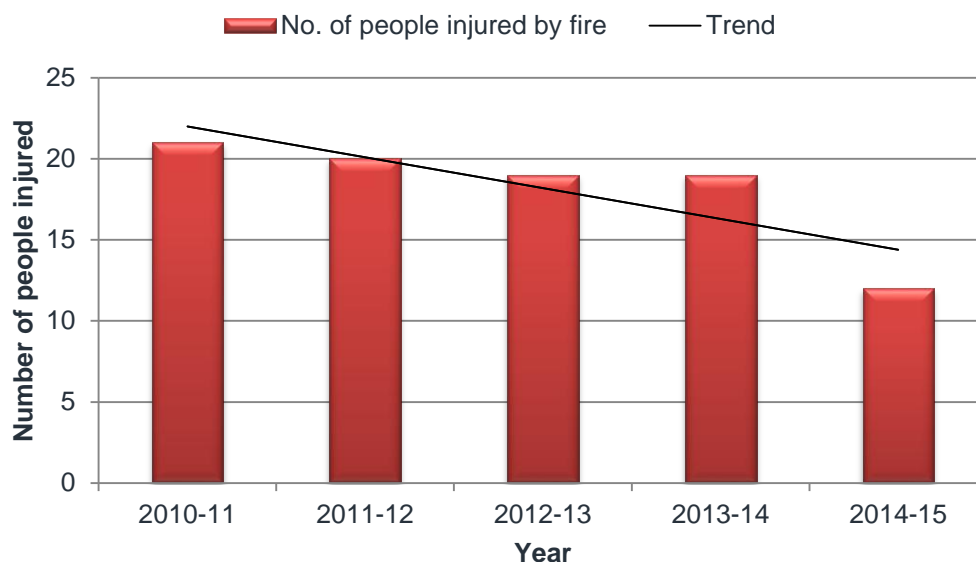
Home and Community Safety works with many partners to make people safer. Our integration within the county council means we have the distinct advantage to be able to work with Social and Community Services and other services to ensure we reach the most vulnerable members of our community and reduce the chance that their lives will be affected by fire.

Injuries caused by accidental fires in the home

The number of people who have suffered an injury as a result of a fire in their home this year was down to 12 from 19 the previous year.

We will continue our positive prevention and safety education work with an aim of further reducing this number. Providing well-equipped and highly trained firefighter's help us to deal with fires quickly in order to further reduce the number and severity of injuries.

Number of people injured by accidental fires



Arson

Arson is a significant problem to society and we work in partnership with TVP tackling all arson incidents that occur in the local neighbourhoods.

We have used our professional fire investigation skills to support police investigations which have resulted in a number of successful convictions for this type of crime. This supports the police arson model by engaging with the four strands: prevention, education, detection and investigation.

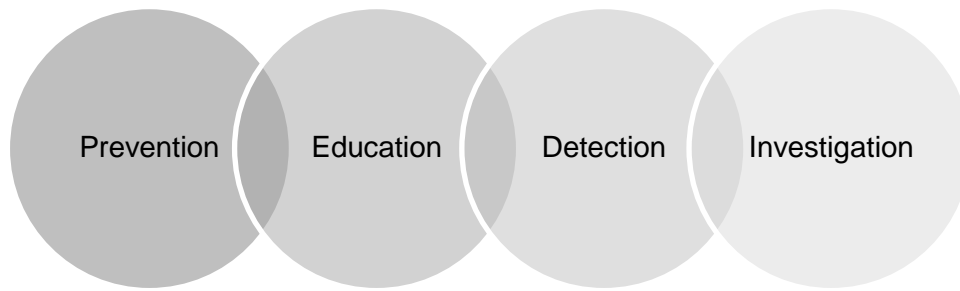
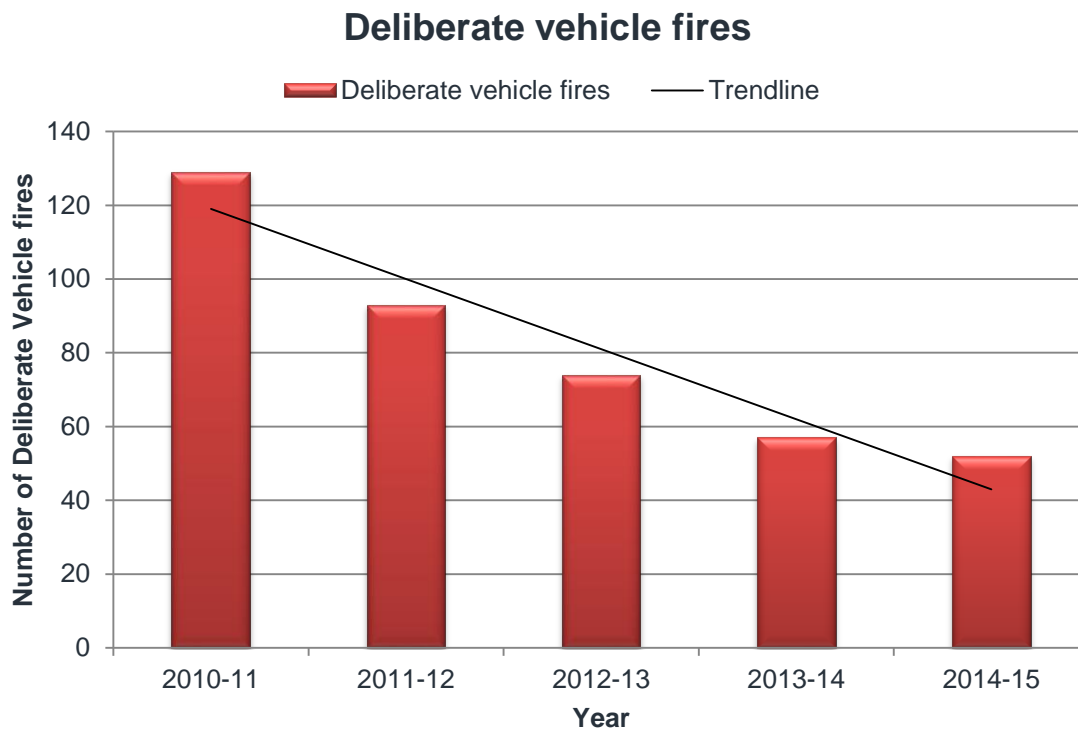


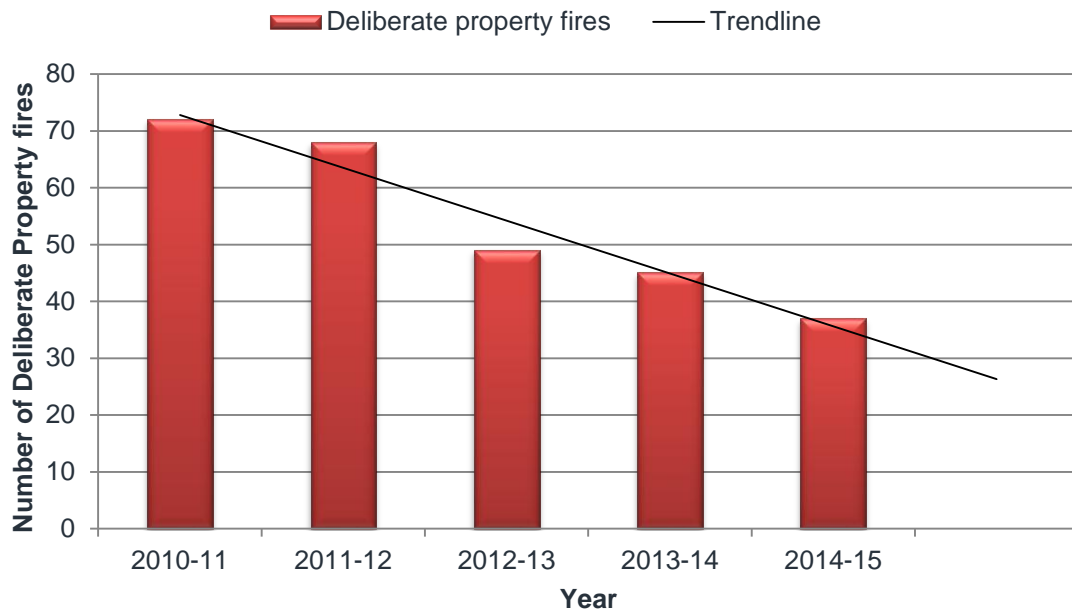
Figure 1: Four strands of Arson Prevention work



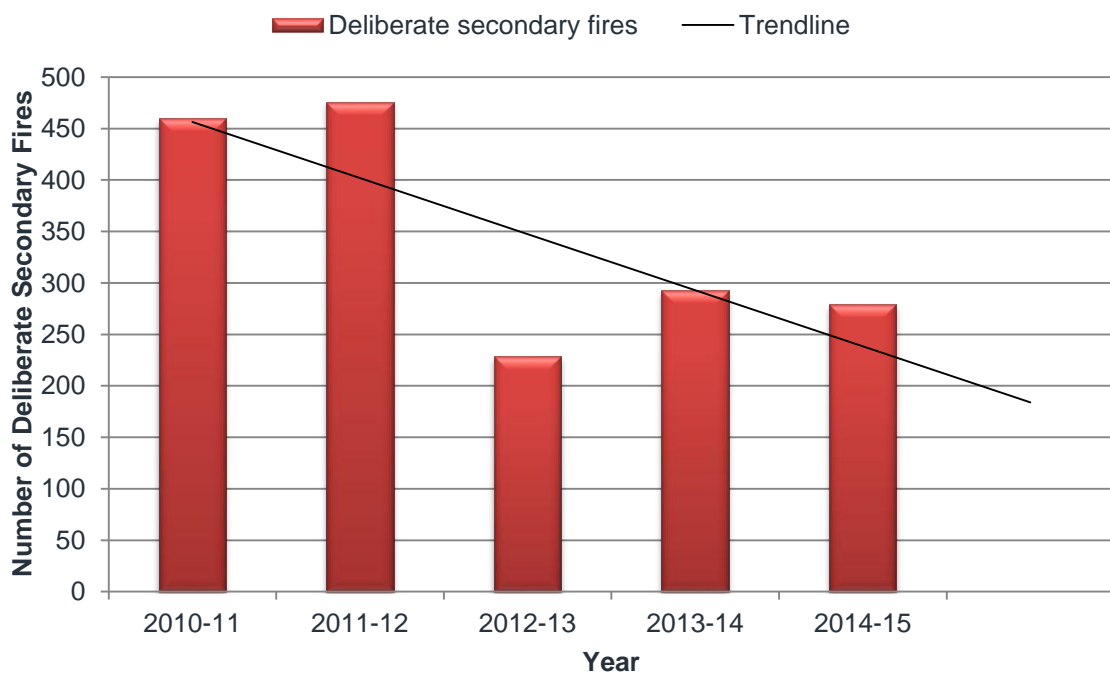
There has been a further reduction in fires started deliberately in vehicles compared to last year, 57 incidents in 2013-14 have been successfully reduced to 52 incidents this year.

Oxfordshire continues to successfully reduce the number of deliberately started property and secondary fires in the county and this is illustrated in the following graphs over the past five years. The partnership working between Community Safety Partnerships, OFRS and Thames Valley Police has contributed towards this success.

Deliberate property fires



Deliberate secondary fires



Deliberately started secondary⁴ fires

⁴ Secondary fires are minor fires and fires in the open that do not involve people's property or possessions and are not categorised as primary fires.

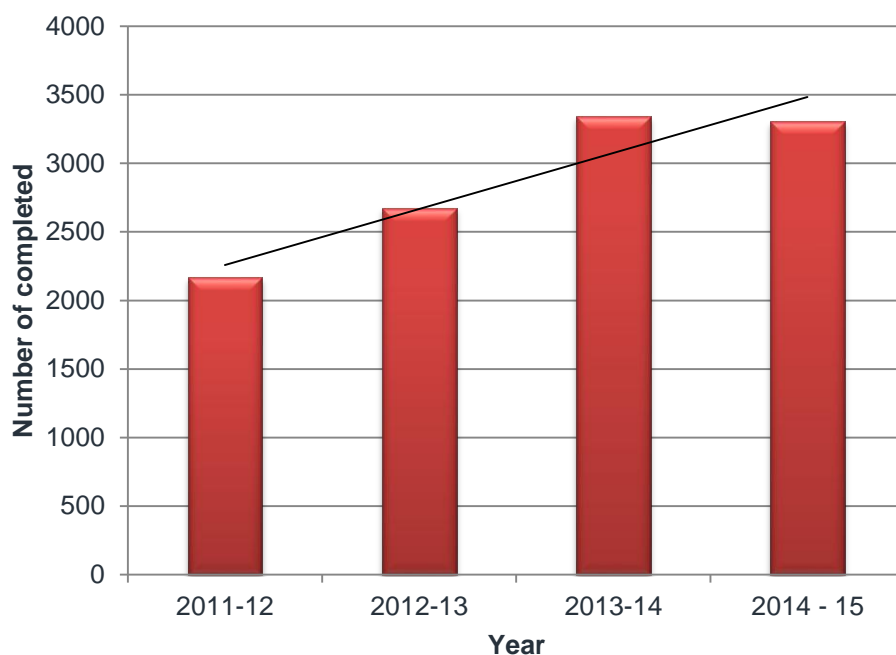
Home and Community Safety

Developments within Home and Community Safety during 2014-15 relate to the on-going challenges faced by OFRS regarding the prevention of all fires and public fire safety education, but is predominantly aimed at a reduction in the number of accidental dwelling fires.

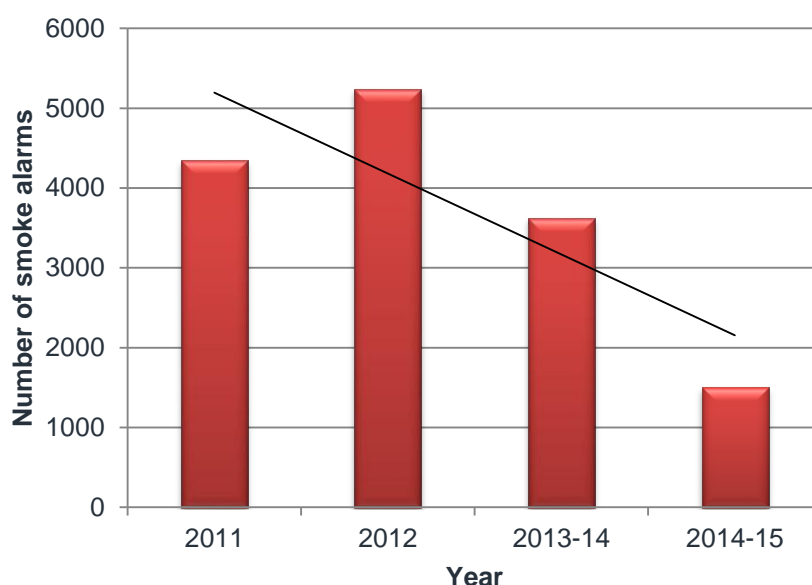
We take every opportunity to remind the public of the dangers of fire and how residents can be empowered and encouraged to take responsibility for their own actions regarding fire prevention within their homes.

Through our Home Fire Risk Check (HFRC) process, OFRS personnel continue to work with and educate the public about these dangers and how they could be avoided if residents took some simple preventative actions.

Number of HFRC's carried out by OFRS and partners



Number of smoke alarms fitted by OFRS and partners



The numbers of smoke alarms fitted in 2014-15 has reduced from the previous year's figures because we have encouraged residents to utilise the facilities provided on the [365alive](http://365alive.co.uk) website and complete their own Home Fire Risk Check, including the purchase of their own smoke alarms, this in turn will reduce the overall cost of smoke alarms provided by OFRS.

When fires do occur it remains vitally important to us that occupiers receive early warning and all our staff are encouraged to continue with the promotion of suitably installed smoke alarms.

To help achieve this OFRS provides many easy to use public facilities, including the 365alive.co.uk website, our official Facebook page [Oxfordshirefireandrescueservice](https://www.facebook.com/Oxfordshirefireandrescueservice), our Twitter page [OxonFireRescue](https://twitter.com/OxonFireRescue) and 365alive business cards.

Safeguarding

Through its participation in the Oxfordshire Safeguarding Adult and Child Boards, OFRS continue to support OCC Social and Community Services (S&CS) in safeguarding the county's residents.

Our staff confidentially report any concerns they have regarding the safety of vulnerable children and adults, either at home or in the community. During 2014-15 we returned 88 safeguarding alerts to OCC for further investigation, an increase on the previous year's total of 62. A further 18 were referred to our Home and Community Safety Advisors for in house visits.

OFRS Fire Cadets

OFRS Fire Cadets continue to provide an opportunity for children aged 12 to 18 years to meet one evening each week and follow a structured programme of core fire and rescue service activities and community safety education.



We employ whole-time and on-call firefighters and support staff as supervisors, some of whom were originally fire cadets. This demonstrates the value of the scheme to the young people, proving that the experiences they gained and the opportunities offered have provided a suitable and appropriate grounding for potential long term employment.

The scheme has been extended to a new unit in Bicester where we have enrolled our first cadet with autism.

Junior Citizens Trust Oxfordshire

As lead partner for The Junior Citizens Trust, we have continued to work with various partners in the successful on-going delivery of this non-direct funding OCC education facility for Key Stage two year six children in every day safety activities.

The Junior Citizens Trust experience is offered free of charge to state school pupils in Oxfordshire and each year approximately 5000 school children take part in the safety activities provided by the trust and its partners.

Road Safety

OFRS is responsible for providing Road Safety, in accordance with Section 39 of the Road Traffic Act 1988. We share this responsibility with Environment and Economy whom maintain responsibility for road engineering, whilst we focus our reduction activities on education, training and publicity.

We use intelligence from the NHS and Thames Valley Police (TVP) to identify those road users who are most at risk, then use the resources at our disposal to engage with these groups.

Although we have enjoyed reductions in casualty figures over the past few years there has been a reversal in the trend over the last 12 months. In Oxfordshire during 2014-15 TVP have confirmed that 26 people were killed and 352 serious injured on our roads. This is compared to 19 people killed and 314 serious injured in 2013-14.

Nationally, there has been a 1 per cent increase in road deaths and a 4 per cent increase in killed or seriously injured (KSI) casualties. Motor vehicle traffic has also increased by 2 per cent by the year ending September 2014.

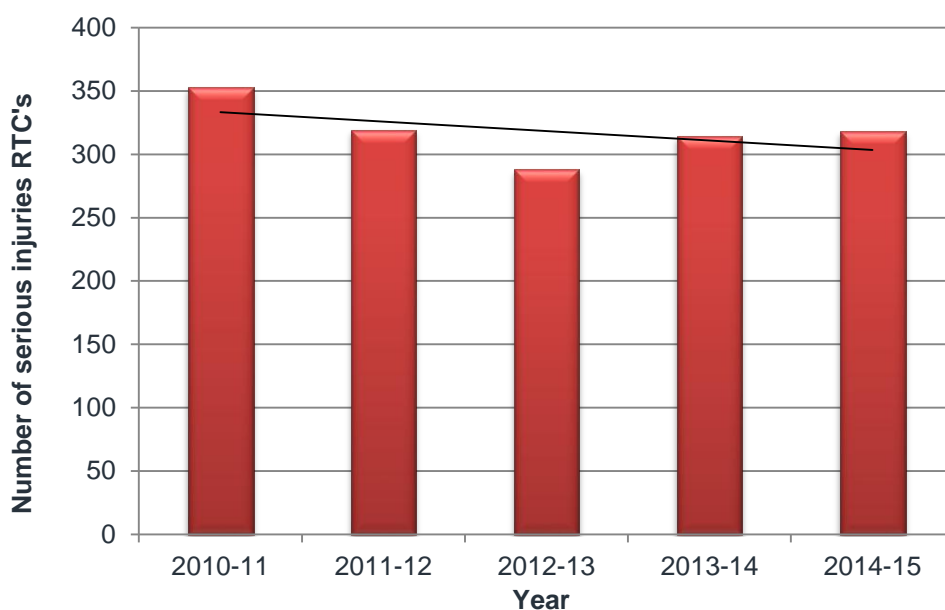
One of the greatest concerns from these statistics is the continued upward trend in the number of pedal cyclists killed or seriously injured on Britain's roads.

Not only has there been an 8 per cent increase in the number of pedal cycle KSI casualties in the year ending September 2014 compared to the previous year, this also represents a 38 per cent increase in these casualties compared to the 2005-2009 average.

We currently promote the Footsteps programme for reception age children, cycle training for those slightly older, Choices and Consequences for car passengers and Safe Drive Stay Alive for pre-drivers. The concurrent theme that runs through these programs is aimed at promoting safe behavior, which becomes standard practice for the young person before they have even started to drive.

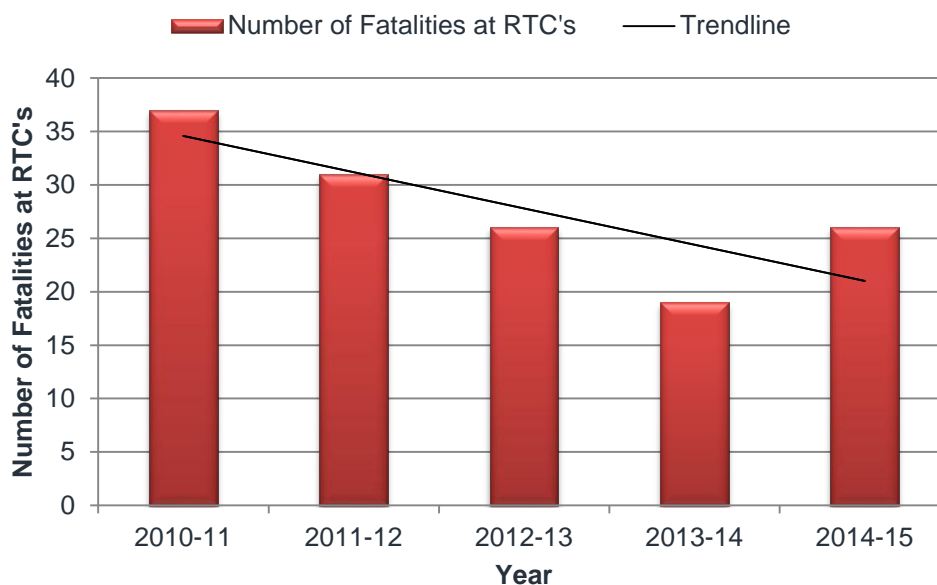
The Road Safety Education Team believes that this type of education during the formative years of future road users will yield greater results in casualty reduction.

Number of serious injuries at RTC's



The number of serious injuries at road traffic collisions in Oxfordshire - Thames Valley Police / NHS data

Number of fatalities at RTC's



The number of serious injuries at road traffic collisions in Oxfordshire -
Thames Valley Police / NHS data

Response

Emergency response standards

In 2014-15 we responded to a total of 5,905 incidents, including calls over the border into other counties. Our average response time for 2014-15 was 7 minutes 29 seconds.

When an emergency occurs, we aim to get a fire engine there as safely and quickly as possible. Depending on the information given by the caller, we will send an appropriate number of fire engines and firefighters with the required skills and equipment.

When the fire engine arrives at the scene, the incident commander will assess the situation and request more resources if they are needed. The speed we arrive at the emergency will depend on many factors which include the accuracy of information given, the location of the incident, weather and traffic conditions.

Two fire engines will be sent to fires in people's homes, accidents on the road and various other emergencies. In remote areas, where the location makes it difficult to arrive quickly, we carry out targeted risk reduction and prevention work to reduce the chances of incidents occurring and reduce the impact of the incident until we arrive.

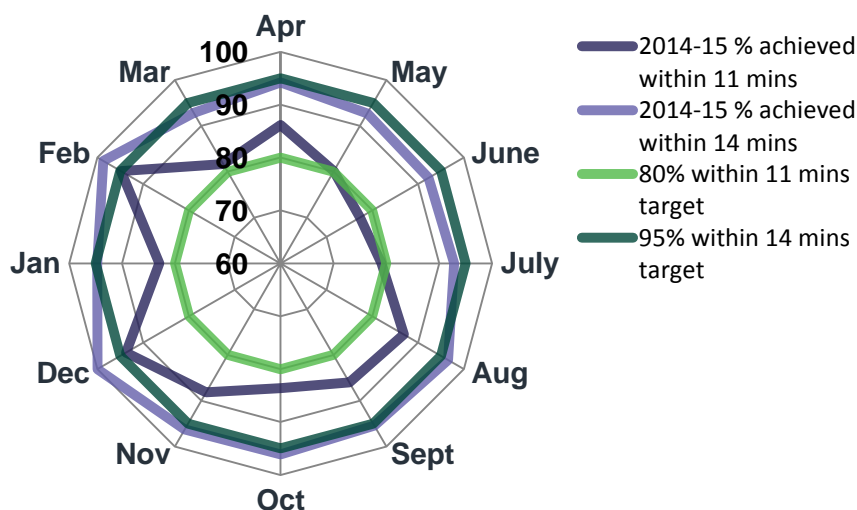
We aim to arrive at 80 per cent of emergencies within 11 minutes and 95 per cent of emergencies in 14 minutes or less. The time is measured from when the fire engine is alerted to when it arrives at the address or location given by the caller.

In 2014-15 our average response times for the year exceeded our targets, with the first fire engine arriving within 11 minutes 85.02 per cent of the time, and within 14 minutes 95.29 per cent of the time

Response Standards Monthly Summary April 2014 – March 2015

2014-15 by month	Total emergency incidents in scope	Incidents responded to <11mins	% response standards <11mins	Incidents responded to <14mins	% response standards <14mins
April 14	260	224	86.15	245	94.23
May 14	262	210	80.15	243	92.75
June 14	260	201	77.31	240	92.31
July 14	306	242	79.08	284	92.81
August 14	290	252	86.90	280	96.55
September 14	350	301	86	334	95.43
October 14	359	300	83.57	345	96.1
November 14	296	261	88.18	285	96.28
December 14	321	301	93.77	321	100
January 15	375	311	82.93	355	94.67
February 15	235	223	94.89	232	98.72
March 15	251	205	81.67	233	92.83
Totals	3565	3031	85.02	3397	95.29

Monthly performance against response standards 2014-15



Breakdown of Response Standards by District April 2014 – March 2015

Districts	Total emergency incidents	Incidents responded to <11mins	% response standards <11mins	Incidents responded to <14mins	% response standards <14mins
City	1305	1265	96.93	1299	99.54
West	425	312	73.41	390	91.76
Cherwell	753	622	82.60	713	94.69
South	711	556	78.20	658	92.55
Vale	371	276	74.39	337	90.84

Breakdown of Response Standards by Area April 2014 – March 2015

Areas	Total emergency incidents	Incidents responded to <11mins	% response standards <11mins	Incidents responded to <14mins	% response standards <14mins
City	1305	1265	96.93	1299	99.54
South & Vale	1082	832	76.89	995	91.96
Cherwell & West	1178	934	79.29	1103	93.63

Historical Response Standards Data 2013-14 can be found in Annex A for comparison.

Factors affecting performance and risk mitigation

Traffic volumes and traffic calming measures together with lower speed limits mean that fire engines are required to proceed at a reduced speed. With effect from April 2015 we have started to utilise an automatic vehicle location system. This ensures that we know the precise location of every fire engine and can mobilise the nearest irrespective of its home station.

As a result of these changes we will always mobilise the nearest asset irrespective of station. For example a fire engine travelling through the county on the way back from training may respond quicker to an incident than a fire engine at the nearest fire station.

We have well-rehearsed procedures for severe weather events. To date we have ensured a response to all life threatening incidents during these periods of disruption, and offered additional support to other OCC critical services where resources have allowed, such as providing 4 x 4 vehicles to transport care workers and using chainsaws to clear fallen trees from the county's roads.

It is worthy of note that in previous winters of 2011-12 (snow), 2012-13 (snow) and 2013-14 (wide area flooding, for almost three months) attendance times increased as a result of the weather related driving conditions. However, as we have not suffered from similar severe weather events during 2014-15 we have been able to maintain response times.

The recent economic climate where people have had to travel further afield to find primary employment has meant that it is becoming more difficult to recruit suitable on-call staff from the immediate vicinity of the fire station. Therefore, at some stations, we have widened the catchment area for recruitment to ensure that we have sufficient numbers of personnel available to crew the fire engine. However, this has an effect on the time it takes for these personnel to respond to the station and subsequently, can increase the attendance time to an incident.

In 2014-15 all Station Commanders were tasked with reviewing and improving their on-call station availability and response, this has contributed to improved attendance times and availability.

We are still finding recruitment challenging in the more rural areas of the county and to support on-call stations in these areas we have introduced revised crewing arrangements utilising existing full time firefighters more effectively to create a flexible crewed fire engine that can be deployed anywhere in the county during the daytime (available between 6.30am and 6.30pm).

This has provided support to local managers, reduced response times and improved fire cover in a flexible manner whilst at the same time supporting and accelerating the recruitment and training of on-call personnel. This resource is also being used to deliver education and information to the local communities to reduce the risk in rural areas.

During the past 18 months we have been subject to lengthy periods of industrial action but the professionalism of our staff has meant that whilst we have had fewer resources available, the service has worked hard to maintain our response standard targets. This was partly achieved by providing immediate response appliances across the county using individuals who were not taking part in industrial action.

Local managers and the Strategic Leadership Team (SLT) carry out regular performance reviews against the agreed response times. The data is analysed to establish the reason behind any under-performance. Local issues are addressed and the actions recorded on our performance monitoring systems. Where a more strategic approach is required the issue is raised to SLT and fundamental reviews are undertaken. Our response targets remain stretching, and this is the first time that we have achieved against both targets, due mainly to the reasons highlighted above.

Responding to medical emergencies

Last year we reached an agreement to use our enhanced First Person on Scene trauma care at the most serious life critical emergency calls on behalf of the South Central Ambulance Service (SCAS).

This new venture is called Community Responding and we have conducted trials using both our whole-time and on-call firefighters. We are working with SCAS to identify new station areas to expand this trial in 2015, offering an emergency response to medical emergencies for the community. During 2014-15 these skills were deployed at 782 times at incidents, on many occasions providing an initial response on behalf of the ambulance service.

Replacement rescue tender

This year we replaced our specialist rescue tender with a new vehicle. The previous vehicle gave us fantastic service attending many hundreds of incidents in its nine years of serviceable life. The new vehicle is designed to be future proof and versatile incorporating items of equipment that would previously have been carried to the scene of an emergency in a separate vehicle.

Operational guidance and risk information

Section 7(2)d of the Fire and Rescues Services Act 2004 places a requirement on fire and rescue authorities to make arrangements for the obtaining of information with respect to 'risks' in the operational environment. Such requirements include making arrangements for the obtaining of information to support the extinguishing of fires in its area and the protecting of life and property in the event of fires.

OFRS fulfils this duty to support the following key objectives:

- Prevention of injury, ill health or death of fire and rescue service personnel or other emergency responders attending an incident.
- Prevention of injury, ill health, or death of people in or around an incident and as a result of the hazards posed by the incident.
- Prevention and limitation of damage to property and infrastructure occurring as a result of an incident.
- Prevention and limitation of damage/harm to the environment occurring as a result of an incident.
- Mitigation of economic and other losses as a result of an incident.

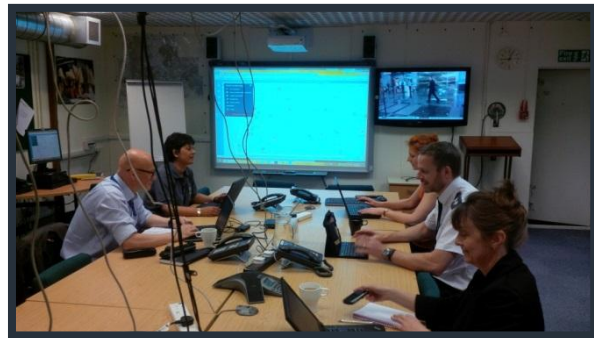
Area based Fire Risk Managers, together with Station Managers under their direction are responsible for determining which premises or sites are to be audited within their Station ground and they are responsible for ensuring that re-inspections of these sites are completed on a rolling programme.

During 2014-15, area based operational personnel carried out the following number of risk information gathering exercises:

- 111 Site Specific Risk Information Cards completed.
- Nine comprehensive Tactical Fire Fighting Plans produced.

Emergency Planning

The Emergency Planning Unit (EPU) ensures that the local authority (district & county councils) have robust plans in place to deal with any emergency affecting the county or its residents. The unit also ensures that as a local authority there are business continuity arrangements in place to ensure that all statutory services can continue despite a disruption.



The unit works with partner agencies, suppliers and internal departments to plan, test, exercise and review plans together to ensure familiarity with processes prior to a disruptive event. This also includes parish councils, communities, local groups and businesses to promote resilience in personal, community and business life.

During a severe or extended event the EPU may co-ordinate the response from the Emergency Operations Centre with representatives from county council departments, district councils and blue light agencies. The centre also works in conjunction with utility and transport companies, elected members and voluntary agencies to ensure a co-ordinated response and shared understanding across the county.

Operationally there is a Duty Emergency Planning Officer (DEPO) available 24/7. This role provides horizon scanning of on-going traffic, weather & news issues and monitoring of the utility outages affecting the county. Outcomes are then communicated to multi agency partners, other OCC departments and the community. During the average week the DEPO deals with at least one power outage affecting vulnerable residents working with SCS and Scottish & Southern Electricity to identify those reliant on medical equipment, stair lifts, pendant alarms

or other essential equipment and ensure that they are safe, well and supporting through the incident.

The EPU also provided support at emergency incidents during 2014-15 which included:

- Setting up and co-ordinating reception centres for the public, for evacuations or where cordons have been put in place. This also includes arrangements for welfare and transport through supporting partners.
- Liaison with district councils to assist with the rehousing of residents, whose homes have been affected by fire or flood.
- Partnership working with Thames Water to provide drinking water, during loss or contamination of water supplies.
- The implementation of strategic roads closure and diversion plans through Oxfordshire Highways.

Health and Safety

Health and Safety Team

Our Health and Safety (H&S) team now consists of two H&S technicians working to the H&S Manger. The technicians have been used extensively to audit H&S on OFRS premises, supporting risk assessments, noise monitoring, policy and procedure updates and providing advice. The team have been looking to future requirements and have implemented a new safety event reporting procedure. Work is in progress to complete an electronic risk assessment data base during 2015-16.

Internal and external audits of Health and Safety

An external QSA H&S audit took place in June 2014 which showed a further improvement with an overall H&S Performance Rating of 87 per cent. An action plan was created following the publication of the report and is being progressed by the H&S Team. The Organisational Assurance Team is due to conduct a follow up internal audit in September 2015 to ensure continuous improvement.

Health and safety developments

The H&S team have been working closely with the Tactical Operational Guidance Team to ensure that every incident type is supported by an up to date risk assessment and these will be held on our database.

H&S technicians are developing training to support senior accident investigators and also to carry out H&S internal and external audits. A revised model of personal Dynamic Risk Assessment (DRA) has been published via a safety toolbox talk, firefighters now use the STAR (stop-think-act-review) model for decision making on personal safety.

The operational H&S course has developed over the past 12 months and now includes accident investigation procedures for minor incidents following the revision of the policy. The H&S technicians are now running the Royal Society for Public Health, level 2 award in H&S in the work place input and exams, which includes manual handling training and safe person presentation for new firefighters.

Active monitoring of accidents, near misses and injury to staff

To enable the service to achieve improved H&S performance and to comply with corresponding legislation, we investigate all accidents, near misses and occupational ill health and produce reports. Such reports and statistical data are used to develop action plans and organisational strategies to prevent, reduce or limit future unsafe situations.



Certain categories of safety event are also required to be reported to the Health and Safety Executive (HSE). The number of such reports we submitted has increased from four in 2013-14 to ten in 2014-15. Of the ten reports, nine were submitted for over seven day injuries and one for a specified injury (fracture).

During 2014-15 the total number of reported safety events has reduced from 138 to 93 a 32.6 per cent decrease with a small decrease in the number of near miss reports 53 to 50.

Training and development

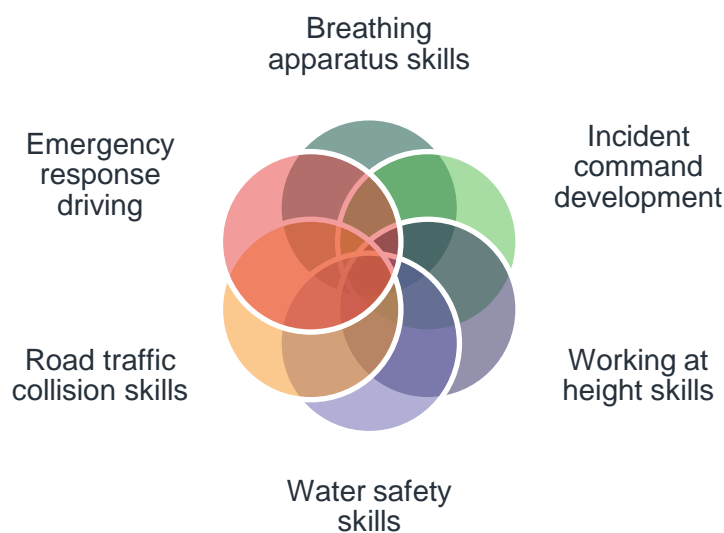
We believe that the people we employ are our greatest asset. We rely on their knowledge, skills and behaviour to achieve our objectives and are committed to helping them develop further in order to perform their roles successfully, fulfil their potential and maintain the service as part of an excellent organisation. Training and development, in conjunction with training delivery, manage the framework within which this development takes place.

Training performance indicators

We measure the percentage of personnel who have recorded completion of maintenance training for the six core fire skills, shown below. The service aims for this to be 100 per cent although it is accepted that this is aspirational as it is impacted by personnel sickness and the introduction of additional training requirements due to organisational development.

The average for 2013-14 was 84.9 per cent whilst in 2014-15 the service achieved 87.9 per cent. This measure is closely monitored and if it falls below 90 per cent action plans are implemented to improve performance.

Six safety critical skills

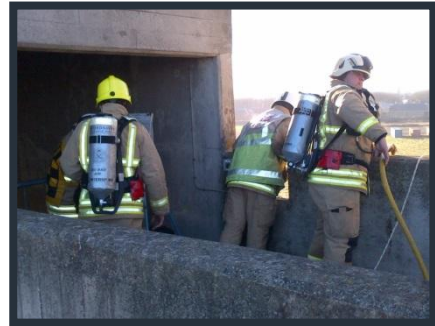


In order to ensure maximum efficiency in training course delivery, the percentage of maximum capacity take-up for all core skills courses are measured. The service aspires to 100 per cent take-up and in 2014-15, we achieved 85 per cent. The majority of training places not filled were due to short notice cancellations by on-call personnel who had last minute commitments to their primary employment.

In 2013-14 the service introduced technical assessments for all operational managers to assure understanding following the issue of new operational guidance, procedures or hazard information. The successful completion of these assessments is measured and in 2014-15, 85.3 per cent of managers were up to date with all requirements.

Development programmes

In 2014-15 the service created and implemented development programmes for Area Manager roles which have been accredited by Edexcel. The service received positive feedback from the accreditation process.



Successes in 2014-15 include:

- The creation and delivery of revised training to enable the organisation to adopt new operational guidance for the use of breathing apparatus.
- The introduction of a hazardous materials training competency framework.
- The implementation of scenario training for all personnel utilising the realistic facilities at the Fire Service College in Moreton-in-Marsh.
- The introduction of training to facilitate the adoption of new breathing apparatus across the service.

Business continuity and resilience development

OFRS provide OCC directorates with the opportunity to test the implementation of their business continuity arrangements and thereby develop resilience in delivering core service via our Incident Command Development team. The team produce bespoke large scale realistic training scenarios that provide OCC and the individual directorates the opportunity to test their resilience arrangements within directorate specific and broader OCC situations. One scenario day is programmed per calendar year for each of the functions.

Driver training and assessment

We provide high quality driver training and assessment within OCC using core OFRS training delivery competencies in preference to expensive market offerings.

OFRS's Driving Centre operate a highly professional driver training and assessment service and has supported a number of OCC services to ensure quality driving standards are attained and that legal requirements are met. We provide training from learner drivers to specialist accredited training in off road driving, the use of trailers and fork lift trucks.

The centre has provided training / assessments for various departments within OCC and in each case a bespoke package was created to ensure that the particular needs of that team were met in full.

Some of teams supported in this way include:

- Emergency Planning - Off Road/Adverse weather driving.
- Integrated Transport Unit - Driving assessments following accidents.
- OCC Print Unit - Fork lift truck training.

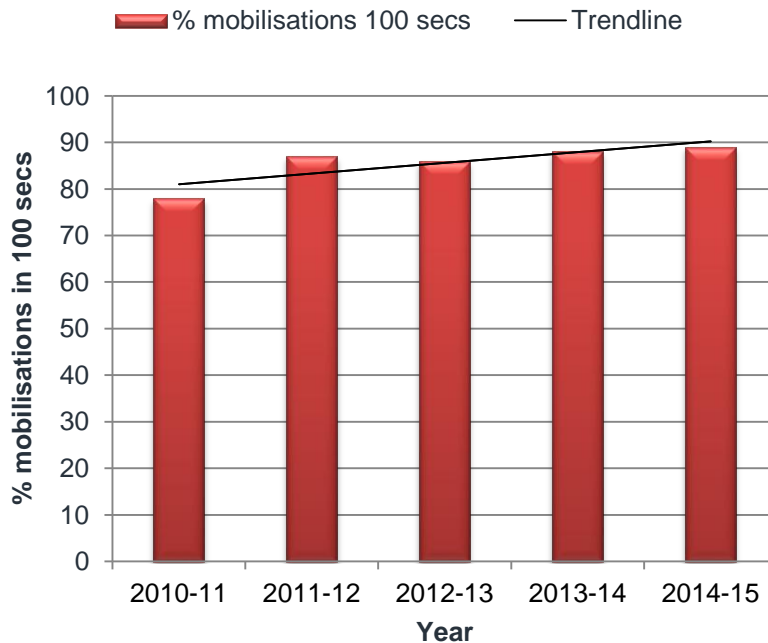
Call management and incident support

We exceeded our target of 95 per cent, for emergency calls answered by control operators within 10 seconds, by achieving a 98.84 per cent performance.

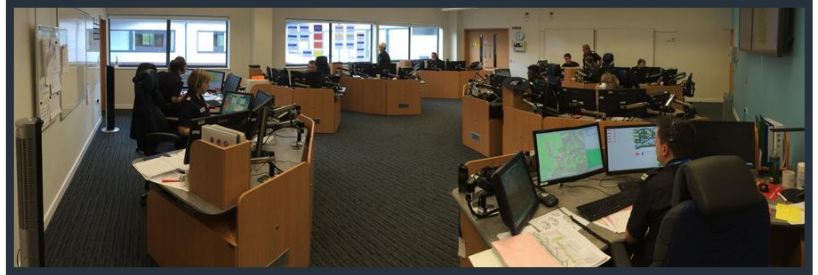
Our target for the percentage of administration type calls answered by control operators that are answered within 15 seconds was exceeded. These calls are not taken via 999. The target was 95 per cent and we achieved 99.35 per cent.

Resources were mobilised within 100 seconds in 89 per cent of the time which is just short of our target of 90 per cent. This is a measure of the time taken by fire control operators to deal with the initial stages of an emergency call and dispatch the relevant resources. It is the time taken from accepting the call from a British Telecom operator to the time when the first fire engine is alerted.

% mobilisations in 100 seconds



OFRS has joined Royal Berkshire Fire and Rescue Service (RBFRS), and Buckinghamshire & Milton Keynes Fire and Rescue Service (BMKFRS) to create a new state of the art joint fire control centre, based at RBFRS HQ in Calcot, Reading.



The Thames Valley Fire Control Service (TVFCS) answers 999 calls and mobilises resources on behalf of the three Fire and Rescue Services (FRS's) to incidents across the Thames Valley, serving a combined population of around 2,253,400. The phased transition to the Thames Valley Fire Control Service (TVFCS) was completed on Thursday 23 April 2015.

The TVFCS replaces the three FRS's individual control rooms, which were in urgent need of updating following the termination of the Government's national FiReControl project in 2010. After the FiReControl project came to an end, each FRS in England was given up to £1.8m grant money each from Government to undertake this work.

The three Thames Valley FRS's chose to boost the value of this upgrade by working in partnership on plans for a joint Control centre to deliver increased resilience, efficiency and improved performance which will result in collective savings of over £1 million per year for the next 15 years.

The TVFCS features the most up-to-date technology. This includes a new mobilising system, which enables control operators to identify the exact geographic location of an incident more quickly and pinpoint the precise position of each available fire appliance and officer via GPS. This allows the quickest available fire appliance to be used, irrespective of whether it is based in Berkshire, Oxfordshire or Buckinghamshire & Milton Keynes which improve attendance times.

Every fire engine across the three FRS's has been fitted with the Mobile Data Terminals (MDTs). These display incidents on a mapping system, enabling fire crews to see their location and that of the incident in real-time. MDTs also provide the crews with risk-critical information such as individual building design and details about any special hazards at a particular location.

As a back-up for the TVFCS control at Reading, a non-staffed secondary control room has also been created and is being maintained at OFRS' headquarters in Kidlington. In the unlikely event that the TVFCS control fails or needs to be evacuated, North Yorkshire Fire and Rescue Service will take 999 calls and mobilise resources on behalf of the TVFCS for the short period of time needed to transfer control staff to the secondary control in Kidlington.

TVFCS cost in the region of £5.4 million funded by the three Services' combined grants from central Government. Royal Berkshire, Oxfordshire, and Buckinghamshire & Milton Keynes Fire Authorities estimate that the TVFCS will achieve total savings of £15,871,672 by the end of 2024-25.

A new set of performance measures have been identified for the TVFCS based on the following criteria:

Efficiency benefits

- Financial saving in the cost of the control service.
- Increased number of incidents handled per operator per shift.
- Improved user interface and working environment in control.

Resilience benefits

- Improved ability to deal with spate conditions.

Operational benefits (Improvements in)

- Time to answer call.
- Time to mobilise.
- Time for first attendance of the fire appliance.

Performance benchmarking

How do we compare to similar fire and rescue services?

We collect the same performance information as similar fire and rescue services covering similar communities. This allows us to compare our performance at the end of the year and share ideas to help each other improve.

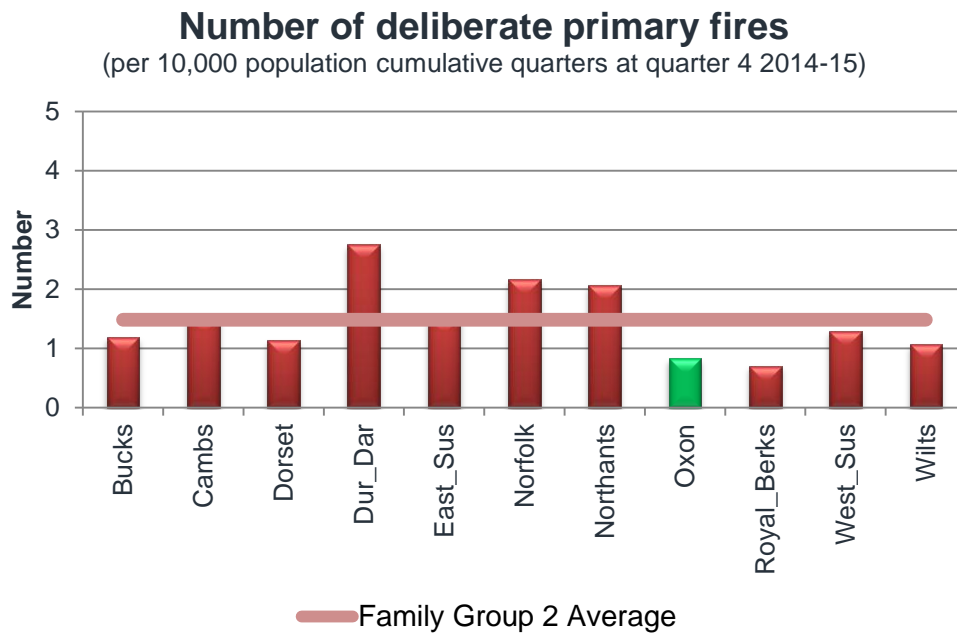
The fire and rescue services in our group are: Bedfordshire, Buckinghamshire, Cambridgeshire, Dorset, Durham and Darlington, East Sussex, Norfolk, Northamptonshire, Oxfordshire, Royal Berkshire, Suffolk, West Sussex and Wiltshire.

The average for each measure is shown by the grey line on the following charts. The data from Suffolk FRS and Bedfordshire Fire and Luton FRS was not released at the time of this publication and is not included in the following charts.

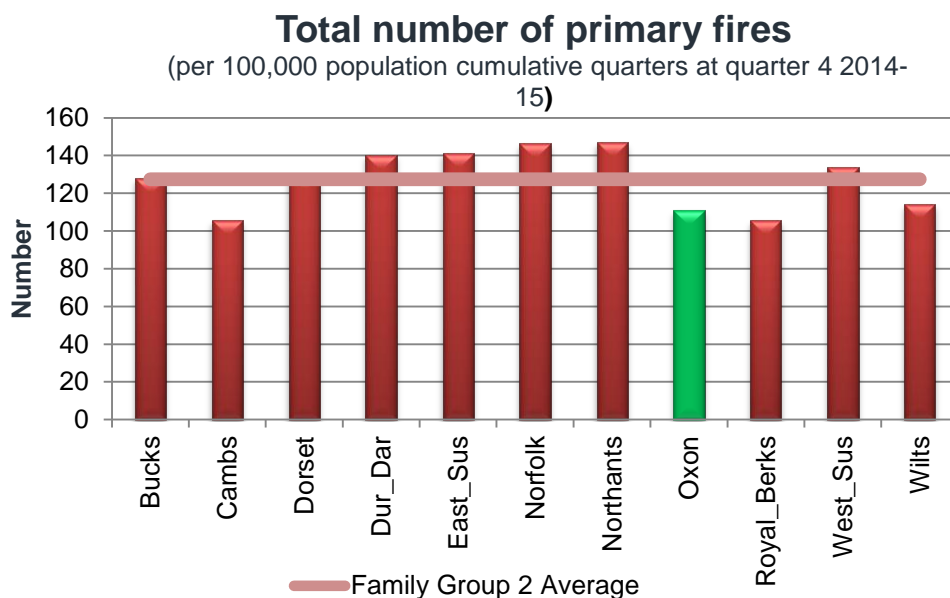
Deliberate primary fires per 10,000 population

Oxfordshire are performing better than the family group average for the number of deliberate primary fires. We have a strong partnership with Thames Valley Police which tackles arson across the region. Oxfordshire, Buckinghamshire & Milton

Keynes and Royal Berkshire Fire and Rescue Services, together with TVP, jointly fund a specific post to manage this function, which provides an integrated solution between fire and crime to reduce the number of deliberate fires.



Total number of primary fires per 100,000 population

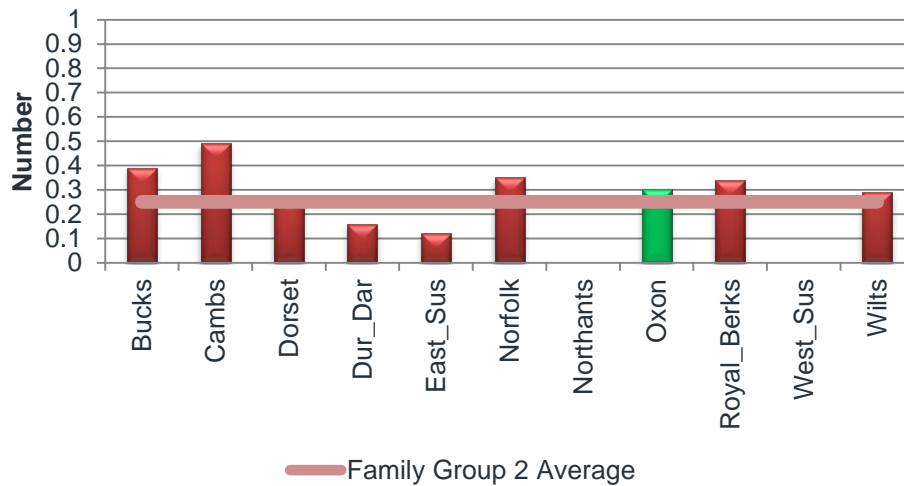


Accidental fire deaths (in dwellings)

Unfortunately there were two fire deaths in the county during this period. Any loss of life is a tragedy, yet the performance measure we set ourselves of no fire deaths will always be challenging.

Deaths arising from accidental dwelling fires

(per 100,000 population cumulative quarters at quarter 4 2014-15)

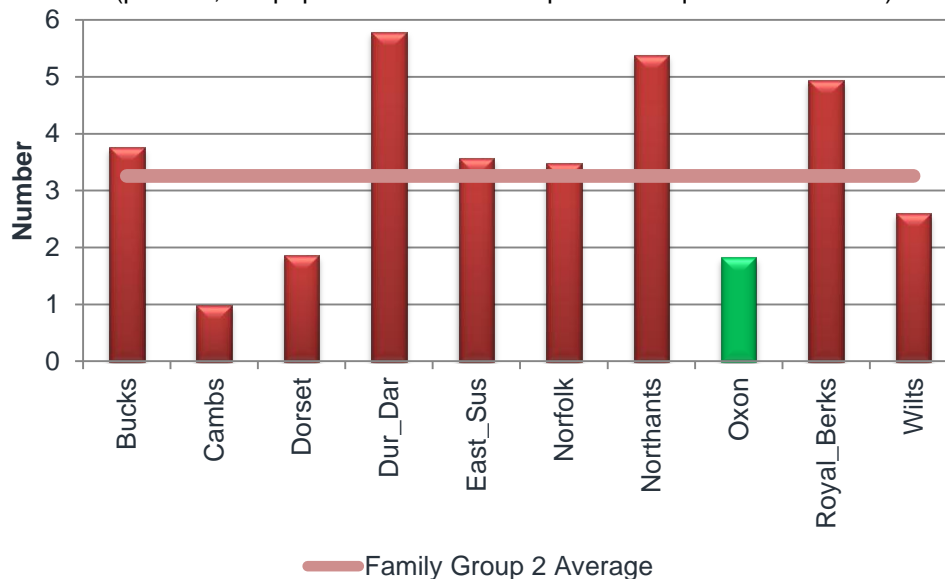


Number of injuries arising from accidental dwelling fires

Oxfordshire has less than the average number of injuries caused in accidental dwelling fires for its group. However we recognise we need to continue to deliver safety and fire prevention work to reduce the number of injuries that occur further.

Injuries arising from accidental fires in dwellings excluding precautionary checks and first aid

(per 100,000 population cumulative quarters at quarter 4 2014-15)



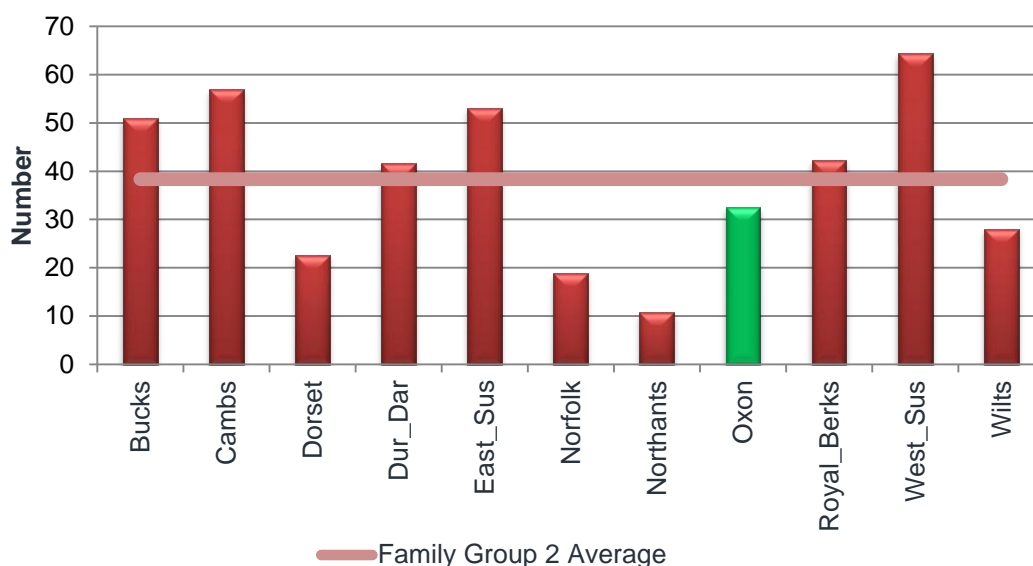
False alarms caused by fire detection systems

False alarms in non-domestic properties will cause disruption to the business and can divert fire and rescue service resources away from life threatening calls. We will work with businesses and advise them how to reduce these alarms while still maintaining the required level of fire safety.

Oxfordshire has less false alarms caused by fire detections systems than the average for the family group and we will continue to drive these down. We have an Unwanted Fire Signals Policy which is designed to reduce the impact of unwanted calls generated by automatic fire detection systems. We achieve this by adopting a policy of non-attendance in respect to fire signals generated from automatic fire alarm systems unless there is a confirmed fire, except in certain circumstances.

False alarms caused by automatic fire detection

(per 1,000 non-domestic properties cumulative quarters at quarter 4 2014-15)



Customer satisfaction

Customer Satisfaction Survey

A survey is sent to everyone who has an incident in their home or business. The survey asks a number of different questions about both our control room staff and the firefighters who attend their incident.

The service uses an external company to collect the completed surveys and they compare what people thought of our performance to that of other fire and rescue services. The results are studied to identify areas where we can improve our services and areas we are performing well in.

The survey results are scored between zero and 100. A score of 100 means that everybody was very satisfied with the service, a score of 75 would mean that everybody was fairly satisfied with the service. Results that are between 75 and 100 would mean that the majority of people were either fairly satisfied or very satisfied.

Summary of survey results 2014-15

- 93 per cent of people confirmed our control staff were polite, helpful, informative, and they were satisfied, with our control room in dealing with the emergency involving their home.
- 98 per cent said they were re-assured, in dealing with their emergency at home.
- 100 per cent of people confirmed our control staff were polite, helpful, informative, efficient, re-assuring and they were satisfied, with our control room in dealing with the emergency involving their business.
- 98 per cent of people were satisfied, kept informed, thought we were sensitive and kept the effects of the incident to a minimum at the scene when they had an emergency involving their home.
- 100 per cent of people were satisfied with our service, thought we were sensitive and polite at the scene when they had an emergency involving their business.
- 91 per cent of people thought we arrived quicker or as expected to an incident in the home.
- 96 per cent of people thought we arrived quicker or as expected to an emergency at their business.

The survey also identified that after the incident we could improve our performance further in ensuring that we always offer people safety advice and give them information to help them get back to normal after the emergency. As a result we put in place an action plan to ensure crews offer additional advice following incidents.

Complaints

During 2014 -15 OFRS received two formal complaints. Both complaints were relating to the inappropriate use of Social Media and were upheld and dealt with through the discipline procedure.

We also received four informal complaints. Two relating to us assisting the RSPCA the complainants considered this to be a waste of money. One was relating to overhanging trees from a fire station and one relating to a mobility scooter blocking an entrance which we asked to be moved on fire safety grounds. All the complaints were dealt with to the satisfaction of the complainants, OCC and the CFO.

Customer Service Excellence

Customer service continues to be at the core of our fire and rescue service. We have maintained our Customer Service Excellence (CSE) Award by hard work and commitment. The award is a government backed standard that demonstrates how much the organisation continues to focus its activities effectively on meeting the needs of the people of Oxfordshire.



It focuses on five main areas; customer insight, organisational culture, delivery, timeliness and quality of service, as well as information and access to that information.

The Government Standard

During the inspection in March 2015, we were praised for using data to profile customers and identify risks and service improvements.

We also received special mention for recognising the contribution of staff in delivering customer focused service through the council's Choice Awards and also the care shown by staff to vulnerable adults.

Investors in People Award 2014-17

We are proud to hold our Corporate Investors in People Award, this shows that we value our staff and their development and the assessment feedback will be used to continuously improve our culture. This follows a review and re-accreditation in 2014, when external assessors spoke to around 200 staff from across OCC and a new people objective is now included in all staff appraisals.

Oxfordshire County Council Choice Awards 2014

One Team Award

- Scams Team, Trading Standards, Social & Community Services.

Commercial Award

- Jody Kerman and Graeme Southern, Trading Standards, Social & Community Services.

Highly Commended

- John Callaway, Watch Manager - fire and rescue.
- BA Project Team, Fire and Rescue Service Assistive Technology Team.
- Chris Rowe and the Witney Fire Cadet Unit Supervisory Team, fire and rescue.

Officer of the Most Excellent Order of the British Empire (OBE)

Chief Fire Officer David Etheridge was awarded an OBE for services to the community in the 2015 New Year Honours, which is a befitting accolade marking his personal passion, dedication and leadership provided to OFRS and the local community we serve.

CFO Etheridge joined OFRS as an On-call firefighter in 1985.

His role as the Chief Fire Officers Association (CFOA) Road Safety lead saw him take his leadership skills and vision for public safety to a national level working with multi-agencies and Government Departments for the good of the UK's road safety as a whole. Through his leadership, passion and belief he will continue to influence and change UK public safety for the better during his forthcoming CFOA presidential roles.



Staff

At the end of March 2015 there were a total of 237 whole-time firefighters and 74 support staff. We also had 336 people working as on-call firefighters in Oxfordshire's local communities.

Attendance and sickness

The number of work days lost to sickness from all of our staff continues to be one of the lowest of the county council with an average of less than 1.69 days (per quarter). We believe this is because our staff are well motivated and are proud to work as part of the fire and rescue service and that our managers effectively use our absence management procedure:

- Quarterly average for days lost to sickness per fulltime equivalent (FTE) OFRS staff member (not including on-call) is 1.69 days lost to sickness, which is comparable to 2013-14 figures. This is below the OCC average of 2.1 days lost to sickness.
- Yearly total for days lost to sickness per FTE OFRS staff member (not including on-call) is 6.74 days lost to sickness, (OCC 8.41 days per FTE).

The Fire Fighters Charity

Our continuing work with the Fire Fighters Charity helps in reducing the impact of illness and injury to every one of our staff. The service is consistently the highest per head of workforce fundraiser in the UK. In 2014-15 we raised £80,000 in aid of the charity through fundraising events and through on-station clothing banks, lottery and regular giving programmes. The money we raised assisted the charity in helping 57 beneficiaries.

Equality and inclusion

Equality and inclusion is a fundamental part of everything we do both with our delivery of service to the community and in the employment and retention of our staff. Our inclusion strategy contributes to the overall achievement of our statutory duties and stated goals.

We continue review our performance against the Equality Act 2010, the Oxfordshire County Council Equality Plan and the Equality Framework for Fire and Rescue Services. To demonstrate how we are achieving our stated aims, we produce case studies on how this is being achieved and embedded into everyday work.

Finance

Our budget for 2014-15

The net budget for the Fire and Rescue Service for 2014-15 was £25,463,601.

Expenditure per head of population⁵

The cost of providing the fire and rescue service in 2013-14 was approximately 10p per day for each person within Oxfordshire.

⁵ Financial data is taken from the CIPFA Fire and Rescue Statistics 2013/14, as CIPFA 2014/15 statistics are not currently available. County council fire and rescue service figures do not include Isle of Wight or Isles of Scilly as they do not represent a fair comparison do to their size

The cost per head of population for 2013-14 was £38.64 compared to the average cost of:

- South east region fire and rescue services - £40.05
- Family group fire and rescue services - £38.63
- All English fire and rescue services - £40.50
- County council fire and rescue services - £39.54

Expenditure per member of staff

We provided a service at a cost of £42,901 per member of staff in 2013-14 compared to the average cost of:

- South east region fire and rescue services - £48,705
- Family group fire and rescue services - £44,681
- All English fire and rescue services - £46,079
- County council fire and rescue services - £43,048

Expenditure per incident

Our overall expenditure against the number of incidents we attend is £4,791 per incident in 2013-14 compared to the average of:

- South east region fire and rescue services - £4,531
- Family group fire and rescue services - £4,274
- All English fire and rescue services - £4,431
- County council fire and rescue services - £4,529.

The number of incidents in Oxfordshire increased from 4,997 in 2012/13 to 5,371 in 2013/14 therefore our cost per member of staff, head of population and incident are all less than the previous year.

Contact Us

Should you require any further information please contact us:

Oxfordshire Fire and Rescue Service
Fire and Rescue Service HQ
Sterling Road
Kidlington
OX5 2DU

Telephone: 01865 842999
(8.30am - 5pm, Monday – Thursday
8.30am - 4pm, Fridays)

Fax: 01865 855241



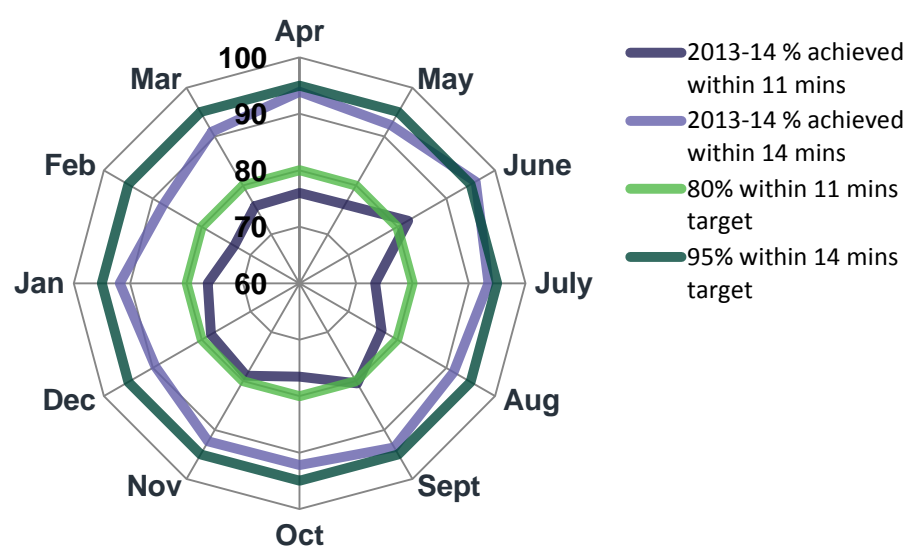
Annex A

Historical Response Standards Data 2013-14

Response Standards Monthly Summary April 2013 – March 2014

2013-14 by month	Total emergency incidents in scope	Incidents responded to <11mins	% response standards <11mins	Incidents responded to <14mins	% response standards <14mins
April 13	279	212	75.99	262	93.91
May 13	301	229	76.08	278	92.36
June 13	275	226	82.18	264	96.00
July 13	398	292	73.37	372	93.47
August 13	353	271	76.77	323	91.50
September 13	297	239	80.47	278	93.60
October 13	320	245	76.56	295	92.19
November 13	275	217	78.91	254	92.36
December 13	352	275	78.13	315	89.49
January 14	295	225	76.27	271	91.86
February 14	255	187	73.33	224	87.84
March 14	289	219	75.78	263	91.00
Totals	3689	2837	76.90	3399	92.14

Monthly performance against response standards 2013-14



Breakdown of Response Standards by District April 2013 – March 2014

Districts	Total emergency incidents in scope	Incidents responded to <11mins	% response standards <11mins	Incidents responded to <14mins	% response standards <14mins
City	1341	1261	94.03	1331	99.25
West	443	293	66.14	397	89.62
Cherwell	822	586	71.29	726	88.32
South	627	376	59.97	536	85.49
Vale	456	321	70.39	409	89.69

Breakdown of Response Standards by Area April 2013 – March 2014

Areas	Total emergency incidents in scope	Incidents responded to <11mins	% response standards <11mins	Incidents responded to <14mins	% response standards <14mins
City	1341	1261	94.03	1331	99.25
South & Vale	1083	697	64.36	945	87.26
Cherwell & West	1265	879	69.49	1123	88.77

Do you want to become an on-call firefighter?

There is currently a shortage of on-call firefighters at some fire stations in OFRS. This is particularly the case in our small towns and rural areas because today there are fewer people who live and work in their local towns and villages. You might be just the person to fill the gap.

Where do you work?

First of all, you need to live or work near to a fire station because you have to be able to get there within a few minutes of a call. Secondly, because we can't predict when you'll be called out, you have to be flexible in your work. The chances are that you'll be working at home, self-employed or for a community-minded employer who can let you off from time to time.

Are you fit for the job?

To apply to join the fire and rescue service you don't need any formal qualifications. You must be at least 18, with good all-round fitness. You will be asked to take a straightforward physical test as part of the process, and just as important are qualities like common sense, commitment and enthusiasm.

How often will you be needed?

On average, you will be called out two or three times a week for a couple of hours. If you cannot be available all the time, that's not a problem. You can be paid for being "on-call" for only part of the day or week. There is a particular shortage of people who are available during weekends, but you would have some evenings and weekends free if you need to, and still do a valuable and worthwhile job. If you really can't be on-call - for example because of a holiday or a deadline at work - you can take time off.

What do you get out of it?

Apart from the excitement, the challenge and the satisfaction of a job well done, your on-going training will assist you in becoming more self-reliant and confident. After all, if you can cope in a real emergency, you are ready for anything else which life might throw at you. You will meet a lot of people in your local community and earn their confidence and respect. You will also get continual, on-going training in the use of equipment and in other more general life skills including first aid. Added to all this, you get paid! You get paid a basic retainer, plus a fee for call-outs and another fee for going into action. You also get paid for training and duties like equipment maintenance.

If you think you've got what it takes to join the team, contact your local fire station for further information, or check out our vacancies pages which can be found on the fire and rescue service pages on oxfordshire.gov.uk.