

Delegated Decisions by Cabinet Member for Safer & Stronger Communities

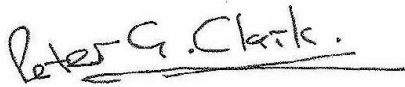
***Monday, 17 October 2011 at 12.00 pm
County Hall, New Road, Oxford***

Items for Decision

The items for decision under individual Cabinet Members' delegated powers are listed overleaf, with indicative timings, and the related reports are attached. Decisions taken will become effective at the end of the working day on Tuesday 25 October 2011 unless called in by that date for review by the appropriate Scrutiny Committee.

Copies of the reports are circulated (by e-mail) to all members of the County Council.

These proceedings are open to the public



Peter G. Clark
County Solicitor

October 2011

Contact Officer: Julie Dean
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Note: Date of next meeting: 7 November 2011

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, but please give as much notice as possible before the meeting.

Items for Decision

1. **Declarations of Interest**
2. **Questions from County Councillors**

Any county councillor may, by giving notice to the Proper Officer by 9 am two working days before the meeting, ask a question on any matter in respect of the Cabinet Member's delegated powers.

The number of questions which may be asked by any councillor at any one meeting is limited to two (or one question with notice and a supplementary question at the meeting) and the time for questions will be limited to 30 minutes in total. As with questions at Council, any questions which remain unanswered at the end of this item will receive a written response.

Questions submitted prior to the agenda being despatched are shown below and will be the subject of a response from the appropriate Cabinet Member or such other councillor or officer as is determined by the Cabinet Member, and shall not be the subject of further debate at this meeting. Questions received after the despatch of the agenda, but before the deadline, will be shown on the Schedule of Addenda circulated at the meeting, together with any written response which is available at that time.

3. **Petitions and Public Address**
4. **Integrated Risk Management Action Plan (IRMP) Fire & Rescue - Draft** (Pages 1 - 6)

Forward Plan Ref: 2011/113

Contact: David Etheridge, Chief Fire Officer Tel: (0)1865) 855206, Colin Thomas, Deputy Chief Fire Officer, Tel: (01865) 855206

Report by Chief Fire Officer (**CMDSSC4**).

This report proposes a number of projects to be included within the Fire Authority's Integrated Risk Management Action Plan (IRMP) for the fiscal year 2012-13. The proposals summarise areas where the Service's Senior Leadership Team believe service improvements may be achieved. The proposals (in some instances) also take into account views from staff within Oxfordshire Fire & Rescue Service following a period of initial consultation in August 2011. To meet the requirements of the IRMP process, each proposal is supported by evidence, validating both their inclusion and their contribution to improved community engagement and community/firefighter safety. Similarly, each proposal recognises the prevailing economic constraints.

The proposals for the 2012 - 2013 Action Plan are as follows:

Project 1: Business Continuity Review
Responsible Manager: Area Manager – Business & Improvement

Project 2: Recruitment & Advancement Review

Responsible Manager: Area Manager – Service Support

Project 3: Road Traffic Casualty Reduction
Responsible Manager: Area Manager - Safety

Project 4: Olympics 2012 Pre-Planning
Responsible Manager: Area Manager – Operations & Resilience

Project 5: Retained Duty System (RDS) Availability Review
Responsible Manager: Area Manager – Operations & Resilience

Project 6: Operational Assurance Framework
Responsible Manager: Area Manager – Projects

Project 7: Data Sharing to Improve the Safeguarding of Vulnerable Adults & Children
Responsible Manager: Area Manager – Safety

Project 8: Review of Incident Command, Baseline Worst Case Operational Scenario Planning Assumptions.
Responsible Manager: Area Manager – Operations and Resilience

Project 9: Improving Fire Control Resilience
Responsible Manager; Deputy Chief Fire Officer

These proposals, if approved by the Cabinet Member for Safer & Stronger Communities, will be adopted in the final version of the IRMP Action Plan 2012-13 subject to further consultation & scrutiny. Each project will be subject to close monitoring, reviewed every quarter and reported to the Cabinet Member responsible for Safer & Stronger Communities.

The Cabinet Member is RECOMMENDED to approve the proposed projects to be included for further consultation & scrutiny in the draft IRMP Action Plan 2012/13.

5. Prioritisation of Consumer Complaints to the Trading Standards Service (Pages 7 - 18)

Forward Plan Ref: 2011/146

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

Report by Director for Social & Community Services (**CMDSSC5**).

The report sets out a draft policy for Oxfordshire Trading Standards detailing how the Service will decide the most appropriate response to enforcement complaints and enquiries from consumers, businesses and other customers or agencies. A decision is required on whether the Trading Standards Service should formally adopt this policy.

The Service has adopted an 'intelligence-led' approach to enforcement, focussing resources on those issues of high detriment to either an individual, a business or a community. It does not have the capacity or resources to investigate every complaint it receives.

Complaints are graded into 4 categories:

Grade 1- Same day response (Approximately 6% of all complaints).

This grading is reserved for the most urgent enforcement matters including:

- Where immediate intervention is required to prevent further loss or harm, e.g. a 'one day sale' is taking place.
- Product safety risks could result in injury or harm to consumers.
- Vulnerable consumers are at risk of exploitation.

Grade 2- Scheduled response (Approximately 35% of all complaints).

Complaints fall into this category when they are not as serious or urgent as a grade 1 complaint but the subject matter of the complaint falls into a service or county priority area or is of sufficient potential impact to warrant further investigation.

Grade 3- Referral to another agency.

The most effective course of action to resolve the complaint is a referral to another agency for action, e.g. the business is outside of Oxfordshire, or the issue is best dealt with by the Trading Standards Service local to the business's Head Office, for example, a food labelling query.

Grade 4- Intelligence only.

The complaint issue is logged, and used as background information to track any trends or more general issues with either a specific business, product or trade sector.

Complaints originating from consumers or businesses are graded in the same way.

By adopting the Policy, we can ensure all complaints are graded in a consistent manner, and those presenting the most significant potential risk are investigation as a priority and the most vulnerable consumers are protected.

The Cabinet Member for Safer & Stronger Communities is RECOMMENDED to approve the Complaints Prioritisation Policy as set out in Annex 1 for use by the Trading Standards Service.
