

**CABINET MEMBER DELEGATED DECISIONS – SAFER &
STRONGER COMMUNITIES – 7 NOVEMBER 2011**

ADDENDA

ITEM 2 – QUESTIONS FROM COUNTY COUNCILLORS

Question from Cllr John Goddard:-

“Will the Cabinet member say what measures have been or will be implemented to improve the performance times by the 3 least well performing stations, (Goring, Henley, Bampton) and the 3 whose performances have declined in comparison with a year ago (Bampton, Charlbury and Hook Norton)?

Answer:-

1. The National Standards of Fire Cover, prior to the adoption of the Local Response Standards on 22/06/06, determined that rural areas were classified as Risk Category D with an attendance time of 20 minutes, all of the stations detailed above would fall into this category in relation to the previous National Standards of Fire Cover.
2. The Oxfordshire County Council agreed response standards (set in 2006) of attending 80% of all emergency incidents in 11 minutes and 95% in 14 minutes has remained a stretching target over the past 5 years, with consistent performance against the target and improvement since the last report in 2010.
3. Improvement:- All performance outside of the target attendance times are investigated and challenged by local managers and reported quarterly to the Strategic Leadership Team.
4. The areas covered by these stations are rural and our modelling shows that some areas are outside of the 11 and 14 minute attendance times, it must also be considered that these stations are Retained units and therefore we have to allow 5 minutes for them to respond to the station once alerted.
5. Improvement:- As part of our IRMP for 2010/11 Project 6 we are using computer modelling software to determine the most appropriate method to reduce and control the risk to life within the community and maintain fire-fighter safety. Recent work on our Pre Determined Attendances (PDAs) has led to improvements in predicted attendance times using computer modelling. Where this is seen to be significant we are currently arranging for timed runs to be carried out by our professional driving school to verify

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the data and where the data is proven, PDAs are amended. It is hoped that this work will be reflected in next year's Response Standards Performance Data. The work is being implemented Countywide so will not just effect those stations detailed above, but all stations.

6. Data Analysis:- Of the 3 stations identified as having a worsening performance, the calls outside of the target performance criteria equate to 9 calls out of a Countywide total of 3724 calls relevant to these performance criteria (0.0024%). Breaking this down to station level, increased Community Fire Safety and Technical Fire Safety intervention has meant that emergency calls in these areas has reduced, which perversely leads to an increased effect in relation to the percentage that each call accounts for. Therefore any calls that fall outside of the performance criteria has a greater detrimental effect even though our early prevention activity has reduced (through prevention) the number of calls attended.

	No. Calls 2009/10	No. Calls 2010/11	% Reduction
Bampton	47	41	12.75%
Charlbury	37	36	2.5%
Hook Norton	30	27	10%

7. Whilst it is always important to have an effective emergency response to meet our stretching targets, any pro-active work that we can do to prevent an incident occurring in the first place must be our focus, unfortunately as detailed above this can have a detrimental effect on our Response Performance data. Our prevention and protection resources are focussed using computer modelling and population data to those areas that outside of our target response times and those areas where the occupants are considered to be more vulnerable.

8. As a result of a whole number of factors including better community education/training in relation to Fire Safety matters, it could be argued that our performance in all of the stations detailed above, with the exception of Goring, has in fact improved as the number of emergency calls responded to has reduced. Goring is now the focus of further community engagement activity through the recently appointed Retained Station Support Officer.