

PERFORMANCE SCRUTINY COMMITTEE – 24 SEPTEMBER 2015

OXFORDSHIRE FIRE AND RESCUE SERVICE PERFORMANCE UPDATE – ANNUAL REPORT (INCLUDING RESPONSE STANDARDS).

Report by the Chief Fire Officer – Fire and Rescue Service

Introduction

1. Oxfordshire Fire and Rescue Service (OFRS) continues to be a high performing – low cost Fire and Rescue Service and this paper summarises its performance over the last financial year (2014-15).
2. The annual report is a publicly available document that ensures that OFRS is both transparent and is able to be held to account in relation to its key areas of performance – in line with both the Council's and the public's expectations. A copy of the annual report can be found on our website.
3. 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
4. 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.

Annual Report Key Points

5. 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
6. 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.

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During 2014-15 we have met these challenging stretch targets

7. Tragically, 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.
8. 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. OFRS continues to target the most vulnerable group (16-24 year olds) and works with schools and Thames Valley Police to educate those most at risk.
9. 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. This is an increase of 33% on the previous year's referrals and demonstrates the value of an integrated Fire and Rescue Service within a County Council.
10. 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.
11. 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.
12. 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 the annual report).
13. 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.
14. 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.
15. 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. We were once again awarded the Customer Service Award and the assessment

identified an improvement in the level of transparency and information we provided on our performance to the public.

16. 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.
17. 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

RECOMMENDATION

18. **The [Cabinet/Cabinet Member/[Sub-]Committee] is RECOMMENDED to**
 - a) approve the publication of the OFRS 2014/15 Annual Report

DAVID ETHERIDGE
Chief Fire Officer

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