

Oxfordshire County Council  
Fire and Rescue Service,  
Emergency Planning Unit, Trading Standards  
and Gypsy and Traveller Service

# Annual Report

## 2015-16



*Securing a safer Oxfordshire*

# Firefighters join life-saving ambulance initiative

FIREFIGHTERS are being sent out all over the county to help people suffering heart attacks and strokes as part of a life-saving initiative.

The landmark deal between South Central Ambulance Service (SCAS) and the county's fire services was...

at the same time as paramedics. The co-responders are deployed to the scene if they can get there more quickly.

Nigel Wilson, of Oxfordshire County Council Fire and Rescue Service...

believed it would allow the emergency services to support patients faster than...

# Firefighters warn over drink-driving

OXON: Firefighters will be highlighting the dangers of drinking and driving as summer arrives.

# Services win the praise of crash drivers

THE work of the emergency services in yesterday's fatal collision has been...

# Fire crew succeeds while others fail

A YOUNG girl had to have a metal washer cut off her finger by firefighters after NHS staff were unable to budge it.

Wallingford resident Anna...

# Fire service praised

OXFORD: It has been a month since the five-star Randolph Hotel on Beaumont Street reopened following a fire.

# 'Thorough firefighter training key to saving Randolph Hotel'

Luke Sproule

THE man responsible for preparing the county's firefighters to tackle serious blazes has said the years of training his teams put in helped to save the Randolph Hotel.

# 999 DEAL: Crews will be sent out to reach emergencies ahead of ambulances in future

Firefighters get ready to take on paramedic role in call-outs

# Car-washing crew fired up to help charity



# Firefighters praised for pub blaze action

VILLAGERS have praised the 'fantastic' work of firemen who saved their pub from being destroyed.

More than 30 firefighters were called to The Fox Inn, Dan...

# New Thames Valley Fire Control Service goes live



Oxfordshire Fire and Rescue Service (OFRS), Royal Berkshire Fire and Rescue Service (RBFRS) and Buckinghamshire and Milton Keynes Fire and Rescue Service (BMKFRS) have joined...

# Way hotel drama tackled is a testament to firefighters

BLAZE IN addition to two major incidents of fire at the M40 services at Cherwell Valley and the more recent blaze at Carluccio's and the Bicester Village on April 1, Friday's at Bicester Village on the Randolph Hotel city centre fire at the Randolph Hotel very finely demonstrated the importance of not only having at hand up-to-date, state-of-the-art equipment to tackle such incidents, but to have that equipment in the hands of well-trained experts - our firefighters.

# Big opening for Cadets' newest education unit



GRAND UNVEILING: Chief fire officer Dave Etheridge gives a speech to the new Cadet unit...

# New training scheme will see firefighters expand their role

OXFORDSHIRE'S Chief Fire Officer David Etheridge, who was awarded the OBE from the Queen...

# TEAMWORK: Crews will look for issues which can be passed on to other agencies

encouraging people to be more healthy and prevent unexpected trips to hospital.

# Bowel cancer survivor to battle stigma of disease

A FIREFIGHTER who survived a battle with bowel cancer is hoping to 'remove the stigma' of the disease.

# Fire crews extinguish blaze at bakery

A MULTI-million-pound bakery had to be evacuated after a tonne of cake mix caught fire.

# Fire crews pumps out street after main burst

ABOUT 250 homes were left without water for nearly 24 hours after a water main burst in Chilton.

# Fire crews boost appeal

FIREFIGHTERS at Woodstock Fire Station took a break from their life-saving duties to...

# Fire service is honoured for a second year

OXFORDSHIRE'S Fire and Rescue Service has won a national customer service award for the second year.

# Crews rescue baby

OXON: Firefighters had to rescue a baby which locked itself in a bathroom in Long Hanborough yesterday.

# Quick-thinking fire crews limit damage at blaze-hit home

MORE than 30 firefighters tackled a blaze in a Great Milton home.

# Man rescued by crews from lake

A MAN who was 'partially unconscious' was rescued from a Didcot lake on Saturday.

# Pub owner praises quick response of fire service

THE owner of a thatched pub near Bicester praised the fast response from emergency services after a fire.

# Man cut from car after M40 collisions

OXON: A man was cut free from his car after three vehicles crashed on the M40.

# Girl freed after leg gets stuck in vending machine

DIDCOT: Firefighters rescued a nine-year-old girl from a leisure centre vending machine on Tuesday.

# Man rescued by crews from lake

A MAN who was 'partially unconscious' was rescued from a Didcot lake on Saturday.

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# Welcome and foreword

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Councillor  
Rodney Rose  
Cabinet Member for  
the Fire and Rescue  
Service



Chief Fire Officer  
David Etheridge  
OBE

Welcome to Oxfordshire Fire and Rescue Service's (OFRS) Annual Report 2015-16, as the Cabinet Member and Chief Fire Officer for Oxfordshire we are very proud of our achievements during the past year. This report highlights our achievements for this period and identifies areas where we can improve, leading to a safer county.

We have exceeded the stretch targets set in our 365alive 10 year vision 2006-16. 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. This document details our new 365alive vision to continue on our improvement journey.

The successful implementation of Thames Valley Fire Control Service (TVFCS) in April 2015 has enabled further collaborative partnerships with Royal Berkshire and Buckinghamshire and Milton Keynes Fire and Rescue Services.

OFRS have extended our partnership with South Central Ambulance Service (SCAS) to provide support to SCAS in attending life-saving medical emergencies, known as co-responding.

During 2015 we have successfully engaged Public Health with the activities of OFRS and now work more closely together to identify public health concerns and raise awareness of health issues with Oxfordshire's most vulnerable residents. As a result, our new Safe and Well visits now include advice on alcohol and substance misuse, healthy eating and smoking cessation. Our Trading Standards and protection activities supported local businesses towards the aim of creating 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.



INVESTOR IN PEOPLE



# Our Performance at a Glance



**£25,744,813**  
**Million**

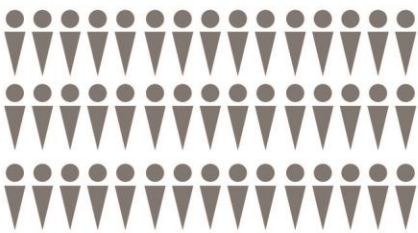
The OFRS final spend for 2015-16 was £25,744,813. The most recent national (CIFPA) breakdown of costs (from 2014-15) shows the cost of providing the fire and rescue service was £38.62 per year for each person within Oxfordshire.

Our day-to-day revenue spending was £0.63m under our allocated budget for the year 2015-16, and we achieved £365,000 of savings without reducing our frontline service.

**£365**  
Thousand



## Cost Per Head



**£38.62**



Cost Per Incident  
**£5,106**



Average response time 7 minutes 9 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 2015-16 we achieved these targets with appliances arriving in less than 11 minutes 88.6% of the time and in less than 14 minutes 96.3% of the time.



Arrive at

**96%**  
of incidents in less than 14 minutes



**177**  
Safeguarding Alerts



**3,478**  
Safe and Well Visits

Through our involvement with Oxfordshire's Safeguarding Adult and Children Boards we responded to 3,236 requests for information in 2015-16. We also conducted 3,478 Safe and Well Visits to homes with vulnerable people.

Our staff also confidentially reported concerns in 177 instances where they felt a vulnerable person required more help. 145 of these were then passed to our partner agencies within Oxfordshire County Council.

In 2015-16 we responded to a total of 5,997 incidents, including fires, RTC's, chemical incidents, animal rescues, water rescues and many others. The total also included the Thame co-responding car and calls over the border into other counties.

Working in partnership with SCAS we provide emergency medical response via a co-responder scheme at a number of stations. During 2015-16 we have used these skills at 828 co-responding incidents.

## Incidents Attended

**5,997**



**828**  
Medical Emergencies



**94%** of  
answered in less than 10 seconds



Our target for the percentage of administration type calls answered by control operators within 15 seconds was not met. These calls are not taken via 999. The target was 100 per cent and we achieved 81.74 per cent.

We achieved a performance measure of 85.52 per cent out of a target of 98 per cent, for emergency calls answered by control operators within 5 seconds.



Fire Safety Audits carried out



Non-Domestic Fires



In 2015-16, our fire safety inspectors carried out 419 fire safety audits. This resulted in half requiring some improvements to their fire protection arrangements, including 13 Prohibition Notices. Inspectors also conducted 703 building regulation consultations, 445 consultations for organisations such as OFSTED as well as a further 1,311 fire safety activities to prevent fires, boost economic growth and drive down the risk to the people of Oxfordshire.



Increase in traffic volume through Oxfordshire

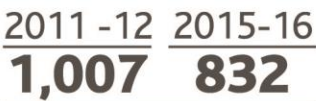


We have seen reductions in casualty figures over the past year. In Oxfordshire, during 2015-16, 23 people were killed and 312 serious injuries on our roads. This is an improvement compared to 26 people killed and 318 seriously injured in 2014-15 especially when viewed against a 5.5% increase in traffic volume through Oxfordshire.

2014-15 Vs 2015-16  
People killed and seriously injured



### SIGNIFICANT FIRES



During 2015-16 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.

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.

The total amount of money saved or recovered from victims of doorstep crime by Trading Standards was £276,138 which was short of our target of £450,000. This was partly due to a focus on a complex investigation which reduced capacity for proactive enforcement actions.

Saved or recovered money for victims of door step crime

£276,138 Thousand



99% of high risk premises visited by Trading Standards

104,465  
Safety Messages delivered

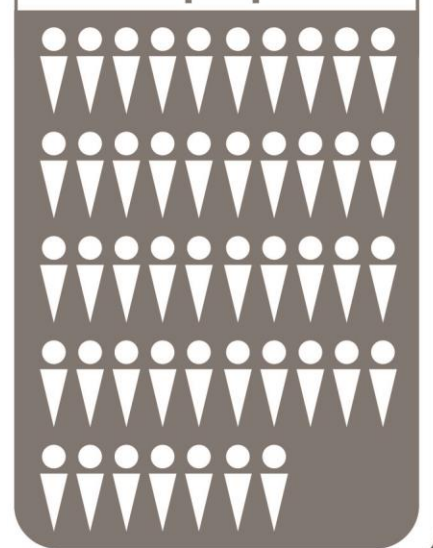


Through analysis of incident data, we have calculated that our Prevention, Protection and Response efforts have resulted in an estimated 47 people being alive that statistically would not have been without our actions. These actions also equated to £21 million being saved for the local economy through less injuries, deaths and damage to property / business. We also delivered an estimated 104,465 safety messages, including 5,860 key stage 2 children passing through our safety centre.



Money saved

47 more people alive



# Performance results in more detail

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## Operational Assessment (OpA) Fire Peer Challenge

In order to drive continuous improvement of the service we undertake a 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 May 2014. The team triangulated the evidence we submitted in the self-assessment by visiting teams, watches, managers, individuals, councillors 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, and our cross directorate and integrated approach with Oxfordshire County Council (OCC).

The report highlighted 33 areas to explore, from which we produced an action plan to assist with our continuous improvement journey which has been completed. The following pages report on the performance of our key assessment areas of OpA.

Best practice is to undertake an OpA Peer Challenge every three years, so in November 2017 we will be reassessed, in line with new Home Office requirements.

# Our vision

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## 2006 vision up to 31 March 2016

In 2006 OFRS unveiled a strategic vision for achieving a safer Oxfordshire called 365alive.

Its key aims were to:

- Save an extra **365 lives** in Oxfordshire, both in the home and on our roads.
- Save the taxpayer **100 million** pounds.
- Make **840,000 people safer** by providing education on fire and road safety.

This campaign was an overwhelming success with our targets being achieved long before the official campaign end date. In total our campaign achieved the following:

- **496** people saved.
- **£178,013,280** saved for the taxpayer.
- **1,298,939** people made safer through fire and road safety education.

## Our new 365alive 10 year vision 2016 to 2022

365alive is OFRS's vision to ensure that we are 'working every day to save and improve the lives of people across Oxfordshire'. The vision is supported by Road Safety, Trading Standards, Emergency Planning Unit and Gypsy and Traveller Service.

As Oxfordshire thrives we anticipate a significant change in four key areas:

- Increase in Homes.
- Increase in Workplaces.
- Increase in number of vehicles on our roads and number of miles travelled.
- Increase in population with large increases being seen in the young and old.

As a result of these trends being identified we have recognised that:

- Extra people travelling more miles on our roads means that we will see an increase in the risk of Road Traffic Collisions.
- The growth in the number of homes and workplaces built means that we will see an increase in the number of domestic and commercial fires.
- The expanding and increasingly ageing population means that we will see an increase in the need for an immediate medical response.



## What do we want to achieve?

The vision will run for 6 years from 2016 to 2022, in this time we would like to achieve:

<b>PREVENTION, PROTECTION &amp; EMERGENCY RESPONSE</b>	<b>EDUCATION</b>	<b>VULNERABLE / LOOKED AFTER CHILDREN &amp; ADULTS</b>	<b>BUSINESSES</b>
6,000 more people alive as a result of our prevention, protection and emergency response activities.	85,000 children and young adults (to include looked after children) to be better educated to lead safer and healthier lives.	37,500 vulnerable children and adults helped to lead more secure and independent lives supported by safe and well-being visits.	20,000 businesses given advice and support to grow.

**1.6 Million**  
Safety Messages

## How are we going to do this?

### Prevention, protection and emergency response

How we will achieve our targets:

- Saving lives at all emergencies including Road Traffic Collisions and fires.
- Increasingly attending most serious medical emergencies as a co-responder on behalf of SCAS.

### Education

How we will achieve our targets:

- Provide the opportunity of work experience placements in the Community Safety Directorate.
- Complete talks and provide safety education programmes for schools.
- Promote Drago the Dragon and his safety messages.
- Provide Cycle Training for children.
- Support Safe Drive Stay Alive.
- Run Fire Cadets.
- Organise a range of community engagement activities for children.

### Vulnerable / looked after children and adults

How we will achieve our targets:

- Completing Safe and Well Visits.
- Provide free electric blanket tests.
- Trading Standards will:

- Help to reduce door step crime.
- Support victims of scams.
- Gypsy and Traveller Service will complete fire safety advice visits.

## Businesses

How we will achieve our targets:

- Completing fire safety audits.
- Respond to building regulation consultations.
- Trading standards will:
  - Provide advice and support to businesses.
  - Produce a business newsletter twice yearly.

## 1.6 million messages

The service will also continue to embrace social media to deliver specific safety messages with a strong call to action. We have set a social media reach target of 1.6 million interactions across various social media platforms. For more details visit [365alive.co.uk](http://365alive.co.uk).

# Community Risk Management Plan (CRMP) Projects

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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 CRMP 2013-18. During 2015 we commenced the preparation of a new CRMP 2017-22.

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.

## CRMP projects 2015-16

The OFRS CRMP Action Plan 2015-16 formed part of our approach to mitigate risk within Oxfordshire through prevention, protection and intervention strategies. The Action Plan identified the following priorities:

## Project 1: Implement Emergency Medical Support Services in collaboration with South Central Ambulance Service (SCAS)

Following initial trials at Thame fire station, OFRS were approached to work in further partnership with SCAS to provide co-responding in areas of Oxfordshire where SCAS are not always able to meet their response times.

The project moved forward with Abingdon and Didcot day-crewing fire stations and the resilience appliance being trained and undertaking co-responding during the day time. This has been followed by Slade Park fire station undertaking this new skill and activity, providing co-responding cover 24 hours per day.

The project was successfully completed and all timelines were met. As a result we now have four whole-time appliances and two on-call cars (Thame and Henley) responding to co-responding incidents in partnership with SCAS.

As a result of this project we assisted in delivering vital medical care during 828 times of need across the trial areas. This success undoubtedly helped safeguard the people of Oxfordshire and also assisted our partners in the health service meet the ever rising demand for emergency care.

## Project 2: Review adverse weather resilience arrangements with the emergency planning team and other partners

Following the successful integration of the Emergency Planning Unit (EPU) into OFRS a partnership review of all of our adverse weather plans was undertaken. All relevant policies, procedures, guidance and practices were reviewed to ensure we have effective resilient plans which mitigate against the risks within the Local (Thames Valley) Resilience Risk Register through county, district and local areas.

This includes a comprehensive city flood prevention planning system and testing of new equipment designed to keep the economy of Oxfordshire and specifically the City of Oxford thriving through maintaining transport links, while at the same time protecting property both domestic and commercial. This project has now been successfully completed and closed.

This has provided us with strong, resilient and robust plans to equip us to deal with future adverse weather events, through a multi-agency response.

## Project 3: Trial emergency cover review recommendations in the Carterton area

This project has now been incorporated into the main Carterton build and workforce development project detailed below. The whole-time resilience appliance based at Bampton Fire Station provides strategic fire cover for the west area.

## Project 4: Identify opportunities to work with partners to improve health, safety and wellbeing in local communities

The aim of this project was to identify opportunities to formalise work with partners and, in particular, public health to improve health, safety and wellbeing in local communities.

The project has engaged public health with the activities of OFRS and how we can work more closely together to identify health concerns and raise awareness of health issues with Oxfordshire's most vulnerable residents. The project was successfully completed. As a result our new Safe and Well visits include advice on alcohol and substance misuse, healthy eating and smoking cessation and there is a strong and ongoing working relationship with Public Health.

## Other 2015-16 projects

### Carterton Community Safety Centre

We have an ongoing project in the west of the county with the aim of addressing identified low response standards. In 2013-14 we undertook a detailed risk modelling exercise aimed at reviewing the strategic cover of our appliances. This identified lower than desired response standards to the west of the county. To ensure that we improve this identified shortfall a site for the Carterton Community Safety Centre has been agreed by the county council. This site is located on Monahan Way, Carterton. Fine tuning of boundaries to accord with proposed access requirements has now been agreed and the Section 106 agreement is in the final stages of negotiation between the developer hosting the site for the centre and legal teams.

Our priority is to provide a competent and safe workforce within the Carterton area and as a result we are developing and will implement a workforce development plan to ensure that we have a competent fire crew in place by the end of 2018. The local authorities, specifically the town council and local county councillors, are key stakeholders and we are continuing to engage with them on this project.

## Provision of new Breathing Apparatus (BA) for Improved Firefighter Safety

The scope of the project was to replace the BA set provision (including cylinders and ancillary equipment) as a result of our existing equipment reaching the end of its serviceable life.

The new BA set was based on an agreed south east regional fire and rescue services specification with 300 bar cylinders to support the requirements of new National Guidance. The provision of this equipment enabled us to collaborate with our neighbouring fire services and seek out further interoperability efficiencies by reducing the requirement for spare sets of equipment.

This project was delivered within the project scope, on time and within budget.

## 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 ongoing.

## Performance benchmarking

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### 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.

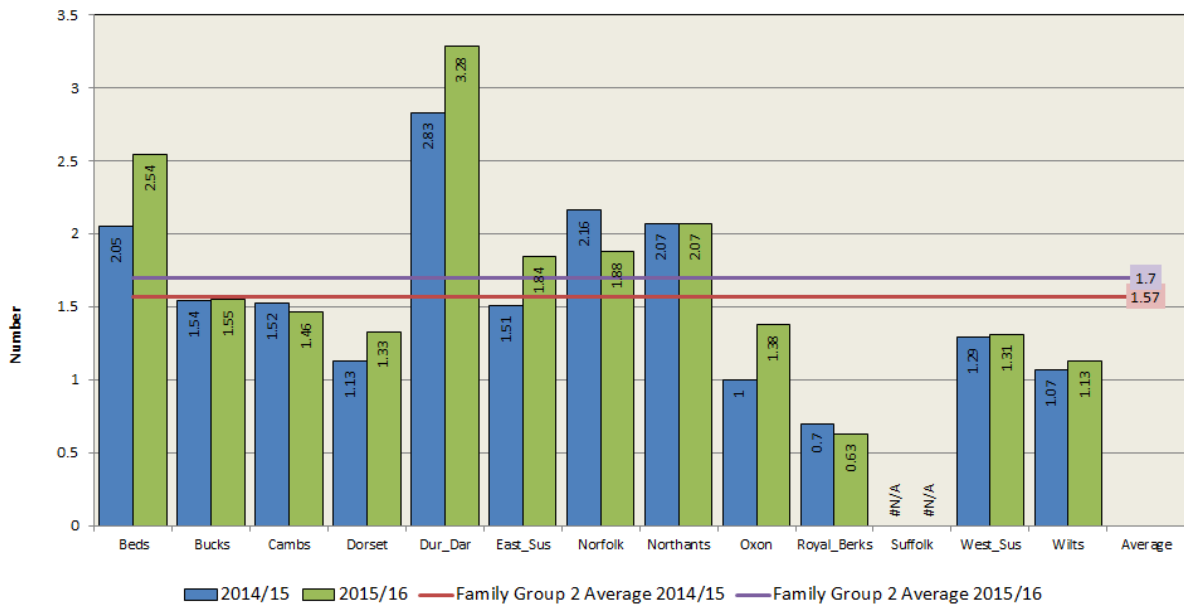
The fire and rescue services in our group are Bedfordshire, Buckinghamshire, Cambridgeshire, Dorset, Durham and Darlington, East Sussex, Norfolk, Northamptonshire, Oxfordshire, Royal Berkshire, Suffolk, West Sussex and Wiltshire.

The family group average for each measure is shown by the blue line for the year 2015-16 and red line for 2014-15, on the following charts. The data from Suffolk FRS was not released at the time of this publication and is not included in the following charts.

### Deliberate primary fires per 10,000 head of population

Oxfordshire is 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.

Number Of Deliberate Primary Fires (Excluding Deliberate Primary Fires In Vehicles) Per 10,000 Population  
Cumulative Quarters at Quarter 4 (2014/15 vs 2015/16)



Total number of primary fires per 100,000 head of population

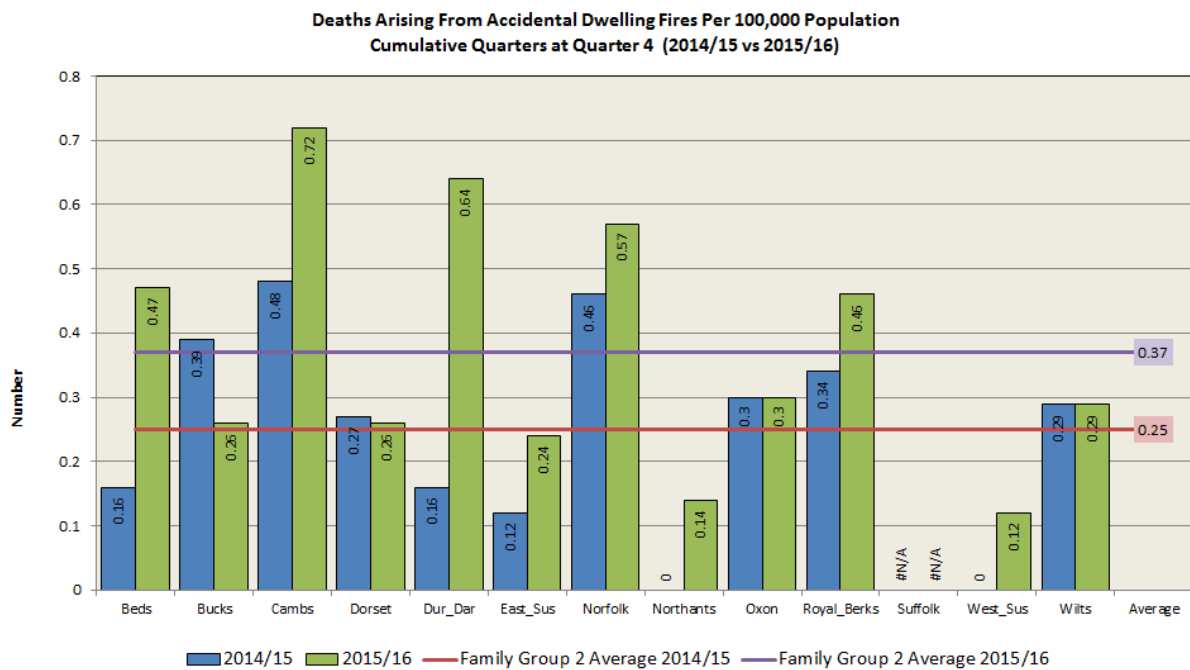
Our total number of significant (primary) fires is below the average for the family group.

Total Number Of Primary Fires Per 100,000 Population  
Cumulative Quarters at Quarter 4 (2014/15 vs 2015/16)



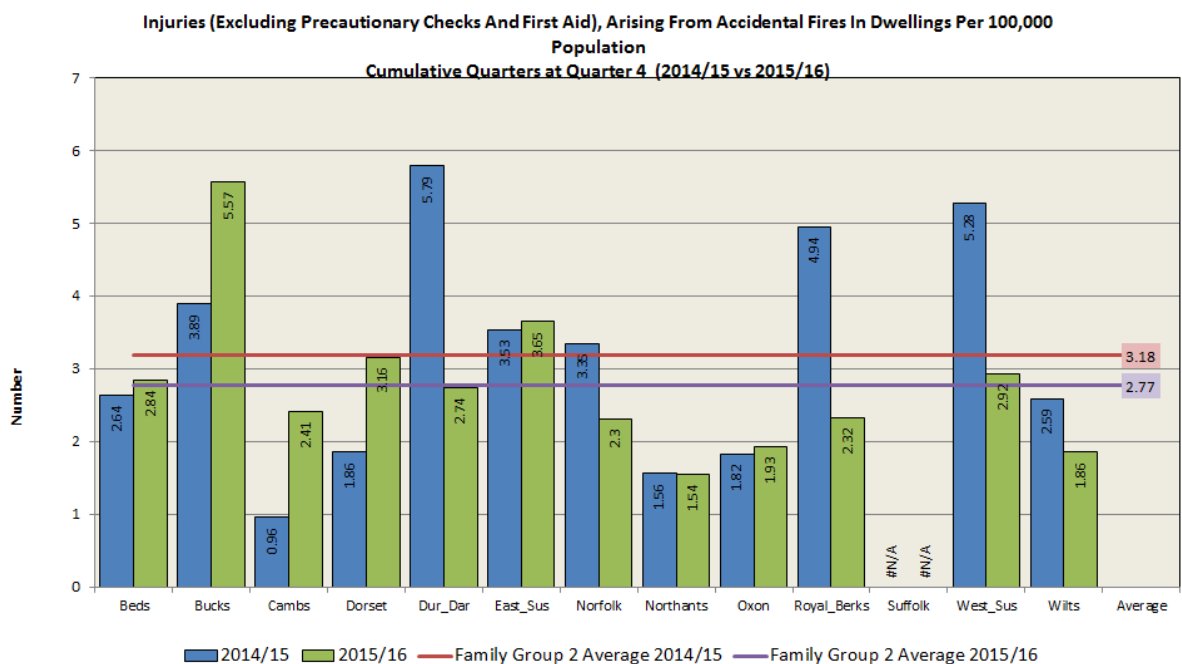
## Accidental fire deaths (in dwellings)

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.



## Number of injuries arising from accidental dwelling fires

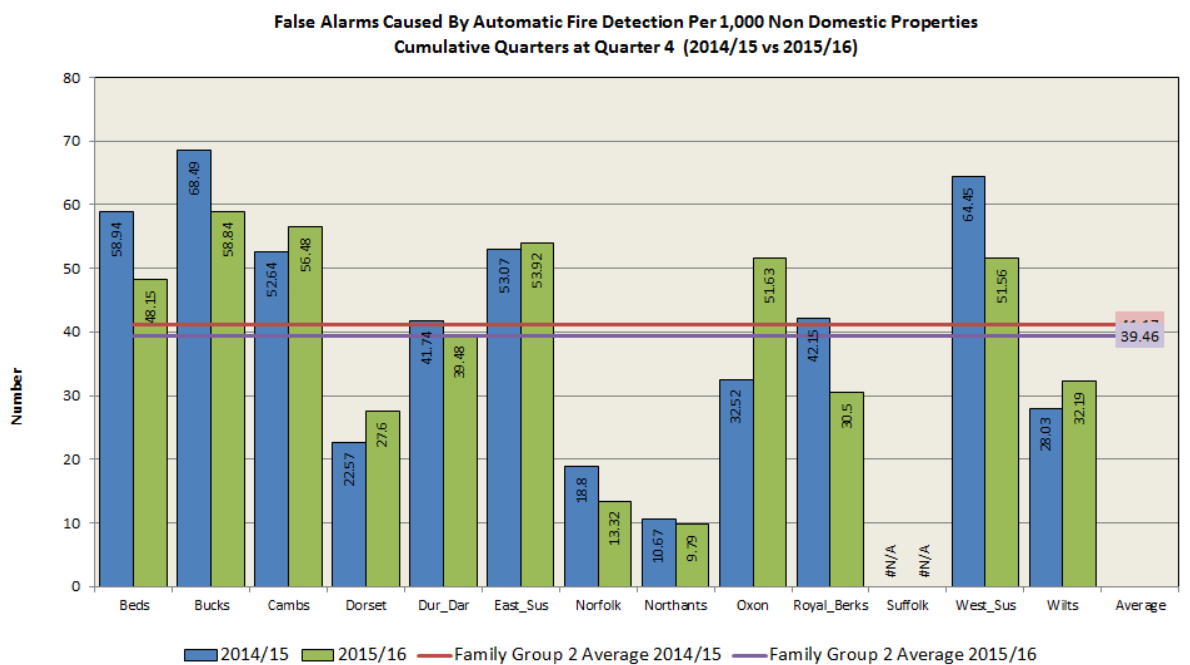
Oxfordshire has less than the average number of injuries caused in accidental dwelling fires for its group. However we recognise the need to continue to deliver safety and fire prevention work to reduce the number of injuries that occur further.



## False alarms caused by fire detection systems

False alarms in non-domestic properties will cause disruption to businesses 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 fewer 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.





# Customer satisfaction

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## 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 collate the completed surveys and they compare what people thought of our performance with that of twelve 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 2015-16

- Oxfordshire was ranked in the top three for 10 of the 24 indicators, and was ranked top in five cases.
- 99 per cent of people were satisfied overall with their initial contact with our control staff in dealing with the emergency involving their home. TVFCS scored high and ranked within the top four for every measure, with staff being polite, helpful, efficient, reassuring and informative.
- 98 per cent said they were satisfied in being kept informed during the emergency at home.
- 100 per cent of people confirmed our firefighters were helpful, efficient and polite in dealing with the emergency involving their home.
- 99 per cent of people were satisfied that firefighters were informative on scene throughout the emergency involving their home, and satisfied overall.
- 71 per cent of people thought we arrived quicker or as expected to an incident in the home.

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 2015-16 OFRS received two formal complaints. Both complaints were relating to inappropriate driving and one was upheld and dealt with through the discipline procedure.

We also received three informal complaints. Two related to Children in Need activities causing traffic issues. One was relating to inappropriate language from an employee which was dealt with through the discipline procedure. All the complaints were dealt with to the satisfaction of the complainants, OCC and the Chief Fire Officer.

## 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 2016, we were praised for a tangible can do attitude amongst staff who actively look for opportunities to impact positively on the lives of people in Oxfordshire.

We also received special mention for demonstrating that we learn from good practice identified both locally and nationally and publish examples on OCC intranet.

## Our employees

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### Investors in People Award 2014-17

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

### OCC Choice Awards 2015

#### Customer Focus Award – Carol Mackay EPU

Carol was the Duty Emergency Planning Officer on the evening of the Randolph Hotel fire and attended the incident to see what the team could do to support fire and rescue and the guests of the Randolph Hotel.

#### Enthusiasm Award - Andy Ford, Retained Station Support Officer

Andy has taken his role in the community to the limits; he works with the local communities in Thame and also with the public across Oxfordshire to make them safer.

#### One Team – The Supplies Team

Alex White, Ben Fouracre and Theresa Rooney were highly commended.

### British Empire Medal (BEM)



Watch Manager (WM) Charlie Williams from Burford Fire Station was awarded the British Empire Medal (BEM), a part of the Queen's birthday honours, for his dedicated service and efforts in improving safety in the community.

WM Williams said the news was "completely out of the blue" and added it was a "real bonus" for doing a job he loved. He would like to extend his extreme thanks to his family for all the support given to him over the many years.

WM Williams has served with OFRS for 38 years and joined to follow in the footsteps of his father, Charlie senior, and his uncles who were also firefighters.

## Staff

At the end of March 2016 there were a total of 229 whole-time firefighters and 77 support staff. We also had 321 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 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 2014/15 figures. This is below the OCC average of 1.84 days lost to sickness.
- Yearly total for days lost to sickness per FTE OFRS staff member (not including on-call) is 6.75 days average lost to sickness, (OCC 7.34 days per FTE).

## The Fire Fighters Charity

Our continuing work with the Fire Fighters Charity helps in reducing the impact of illness and injury of every one of our staff. The service is consistently the highest per head of workforce fundraiser in the UK. In 2015-16 we raised £110,614 in aid of the charity through fundraising events and on station clothing banks, lotteries and regular giving programmes. The money we raised assisted the charity in helping 63 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 continually review our performance against the Equality Act 2010, the OCC 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 our everyday work.

# Finance

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## Our budget for 2015-16

The final total spend for OFRS for 2015-16 was £25,744,813.

## Expenditure per head of population

The cost of providing the fire and rescue service in 2014-15 was approximately 10p per day for each person within Oxfordshire.

The cost per head of population for 2014-15 was £38.62 compared to the average cost of:

- South east region fire and rescue services - £40.05.
- Family group fire and rescue services - £38.02.
- All English fire and rescue services - £40.46.
- County council fire and rescue services - £38.59.

## Expenditure per member of staff

We provided a service at a cost of £44,125 per member of staff in 2014-15 compared to the average cost of:

- South east region fire and rescue services - £48,706.
- Family group fire and rescue services - £45,902.
- All English fire and rescue services - £47,372.
- County council fire and rescue services - £42,218.

## Expenditure per incident

Our overall expenditure against the number of incidents we attend is £5,106 per incident in 2014-15 compared to the average of:

- South east region fire and rescue services - £4,796.
- Family group fire and rescue services - £4,461.
- All English fire and rescue services - £4,667.
- County council fire and rescue services - £4,589.

The number of incidents in Oxfordshire decreased from 5,371 in 2013-14 to 5,087 in 2014-15, therefore our cost per incident has increased.

Note: Financial data is taken from the CIPFA Fire and Rescue Statistics 2014-15, as CIPFA 2015-16 statistics are not currently available.

# Fire protection and business safety

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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 businesses.

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

The main legislation we enforce is the Regulatory Reform (Fire Safety) Order 2005. We also enforce the following regulations made under the 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 2015.

Our enforcement activities adhere to the principles of better regulation contained in the Enforcement Concordat and Regulators' Code and we aim to support businesses 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 consider prosecution only where it is in the public's best interest.

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

Our Protection Services consist of the Fire Protection and Business Safety Team and Trading Standards.

The Fire Protection and Business Safety Team provide for the enforcement of fire safety legislation, namely the Regulatory Reform (Fire Safety) Order 2005. This team works with businesses proactively to protect Oxfordshire's world class economy, its communities and its environment by reducing the incidence of fire and other emergencies and their consequences.

During the last 12 months formal amalgamation and associated efficiency sharing across Fire Protection and Business Safety Team and Trading Standards has continued to grow. 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. Trading Standards operates from a single base in Oxford.

The emphasis of the central Fire Protection and Business Safety Team is the 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 legislation based fire protection activities. This includes writing policy and procedures for all fire and rescue services within the Thames Valley under a memorandum of understanding.

An overarching aim of the team is to ensure that the enforcement activities of OFRS are fully committed to supporting businesses within Oxfordshire 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 fire safety 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 figures in relation to our service standards.

In 2015-16 we met our regulatory service standards by responding to all serious alleged fire safety contraventions within one hour and by responding to all Building Regulations consultations within 15 days. During this period we responded to 57 alleged contraventions and 703 Building Regulations consultations.

## Risk based inspection programme

We use a risk-based system to decide which businesses we will inspect. Our system uses data and guidance from national sources 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.

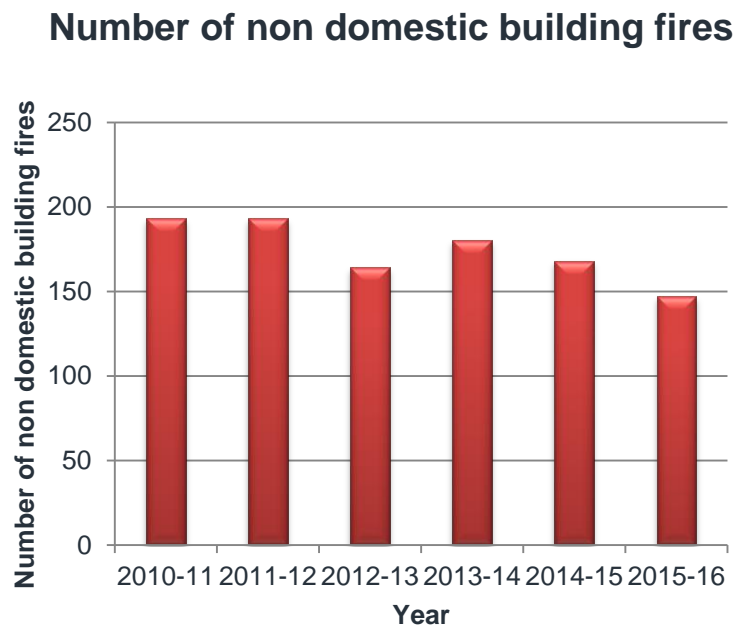
In 2015-16, our area based fire safety inspectors carried out 419 fire safety audits (a 23 per cent increase compared to 2014-15). This resulted in a requirement to improve fire protection arrangements in 50 per cent of cases.

In addition to this, area based fire safety inspectors carried out a further 703 statutory building regulations consultations, 445 consultations for organisations such as OFSTED and local licensing authorities (a 50 per cent increase compared to 2014-15), as well as a further 1,311 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 number 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 147 in 2015-16.





## Activities

In 2015-16 we made contact with 2,445 properties in Oxfordshire, which equates to 12.4 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 fire safety audits and inspections we undertake, with a commensurate increase in the proportion 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 takes lightly, but if necessary we will always carry that out.

During 2015-16, we issued 13 Prohibition Notices to a variety of premises across the county, most of which, related to the prohibition of sleeping use on the upper floors. This resulted in seven successful prosecutions of the responsible person (the company) and persons having responsibilities e.g. for or control of the premises.

## Trading Standards

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The Trading Standards Service administers over 200 Acts or sets of regulations which the county council has a duty to enforce. These statutes form the main elements of the consumer protection framework 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.
- Food labelling, safety and food chain integrity, including food hygiene at some establishments.

- Animal disease control and rules concerning livestock feed and disposal of animal by-products.
- Age restricted products.
- The provision of consumer credit.
- Consumer rights e.g. information that must be provided to consumers in certain circumstances.
- 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.

In addition, the service undertakes a range of community education and advice initiatives aimed at helping people understand their rights or avoid becoming victims of crime or to promote wider public safety.

For examples, the service organises an annual quiz for young people with learning disabilities called the Consumer Challenge Quiz. It supports the Junior Citizens Trust programme, arranges the annual programme of electric blanket testing, and regularly attends community events. It also provides focussed support to vulnerable consumers who have been identified as victims of scams or who require help to exercise their rights.

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 an integrated framework for allocation of resources at each of these levels.

## Our Performance

There were a number of notable achievements for the Trading Standards Service in 2015-16. These included:

- The successful conclusion of a major investigation into the activities of a solar energy business which resulted in a five week Crown Court trial.
- Supporting a multi-agency action against the supply of new psychoactive substances in Oxfordshire, including taking action to end the open supply of these products through shops in Oxfordshire.
- Responding to 819 requests for advice and support from businesses.
- Completing 290 inspections of sites where petroleum or explosives are stored.
- Continuing to make contact with suspected postal scam victims following referrals from the National Scams Hub.
- Recruiting the new South East Regional Intelligence Analyst following a decision that this position would be hosted by OCC.
- Providing and promoting business and consumer information on major changes to statutory consumer rights, including arranging business workshops on the legal changes.

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: £277,338
- High risk business inspections completed (target 100%): 99 per cent.

## Gypsy and Traveller Service

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Oxfordshire and Buckinghamshire Gypsy and Traveller Service attend unauthorised encampments in the county and manage the six OCC owned permanent Gypsy and Traveller sites. The team also provides Gypsy and Traveller Services to Buckinghamshire County Council, Brent Housing Partnership and Ealing Council under contract.

Key achievements for the team in 2015-16 include:

- Responding to and resolving 23 unauthorised illegal encampments arising during the year involving a total of 107 caravans.
- Introducing Safe and Well visits to all residents of OCC owned sites to improve fire safety following two fires on the sites in the previous year.

- During 2015-16 the contract to manage the Brent Housing Partnership Traveller Site was extended by a year reflecting, good performance by the team over the life of the contract.

## Prevention

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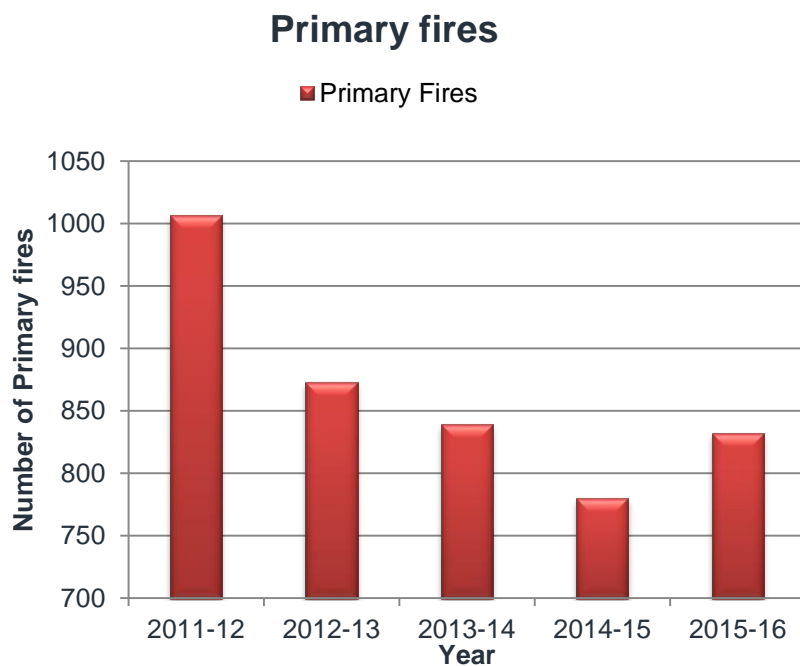
### Fire statistics

#### Total number of primary (significant) fires

Last year there was a slight increase in the number of primary fires across Oxfordshire from 780 to 832 in 2015-16. The general trend since 2011 has seen a significant drop in the number of primary fires in Oxfordshire.

To enable us to be more effective at reducing the likelihood of these incidents occurring, we are expanding our network of partners and developing relationships to ensure that we are able to identify and engage with residents for whom the risk of fire is greatest.

Our relationships with our partners in Social Services, Public Health, SCAS and Thames Valley Police (TVP) continue to add significant value towards our engagement in the community, especially with those who are most vulnerable.

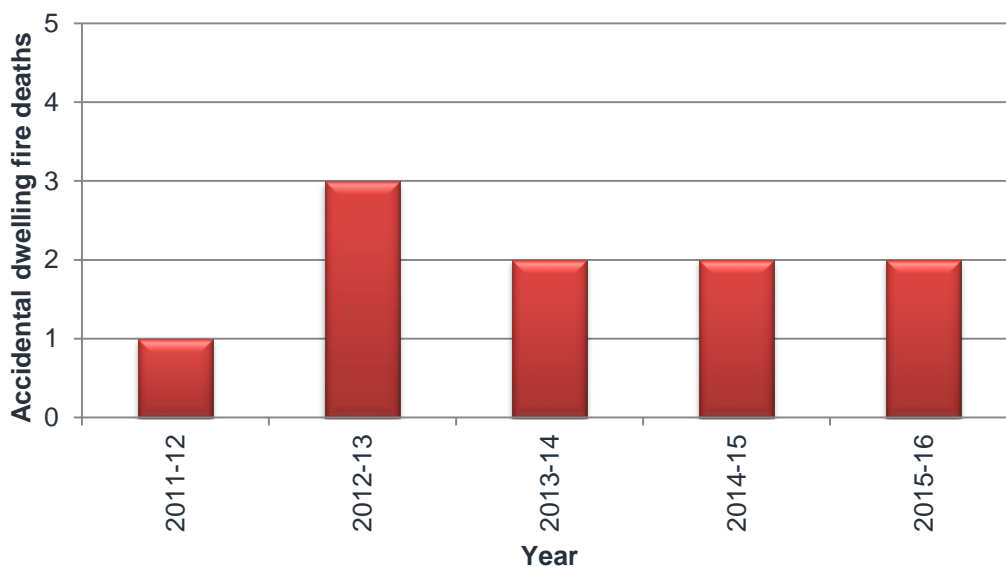


## Fire deaths

In 2015-16 two people died in Oxfordshire as a result of accidental fires in their homes. Our efforts in fire prevention will always strive to achieve zero fire deaths across the county of Oxfordshire.

We continue to work closely with our partners to identify and target those most at risk from dying as a result of a fire, and we dedicate our resources to reduce their risk. These closer working relationships support a multi-agency approach to prevention.

### Accidental dwelling fire deaths over last five years



## 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 in 2015-16 was 13. We will continue our positive prevention and safety education work with an aim of further reducing this number.

Through analysis of the incidents that we attend and through closely forged links with our partner agencies, we attempt to identify the key at risk groups within our society. This enables us to target our prevention campaigns where they will have the most effect and allows us to ensure we have delivered the right safety advice or assistance to those most at need.

Our firefighters are highly trained and well equipped to deal with fires quickly in order to reduce further the number and severity of injuries. The capability of all crews has now been enhanced with the introduction of co-responder and First Person on Scene medical training which ensures we can deliver the best quality care to those in need before handing over to our colleagues in SCAS.

### Number of people injured by accidental fires over last five years



## Arson

Arson has the potential to be a serious crime and we work in close partnership with TVP and the district Community Safety Partnerships (CSPs) to reduce and investigate effectively all arson incidents that occur in local communities.

In the past year there has been a slight rise in deliberate fires, but through sharing information with our partner agencies and by analysis of intelligence we have created joint initiatives to combat deliberate fire setting.

We have also successfully used our professional fire investigators to support police investigations, and through joint working such as this we have assisted in a number of successful convictions for this type of crime.

Our efforts within the field of arson prevention support the police arson model by engaging with the four strands: prevention, education, detection and investigation.

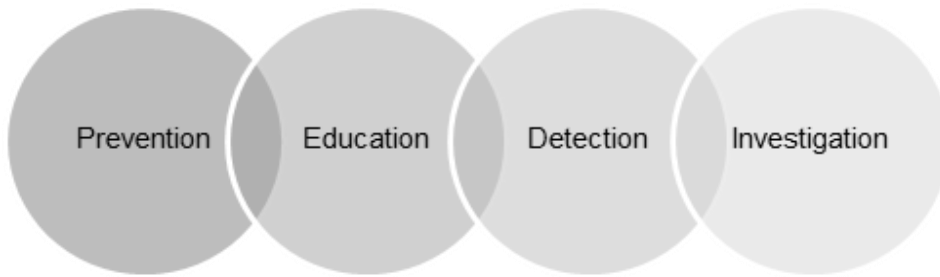
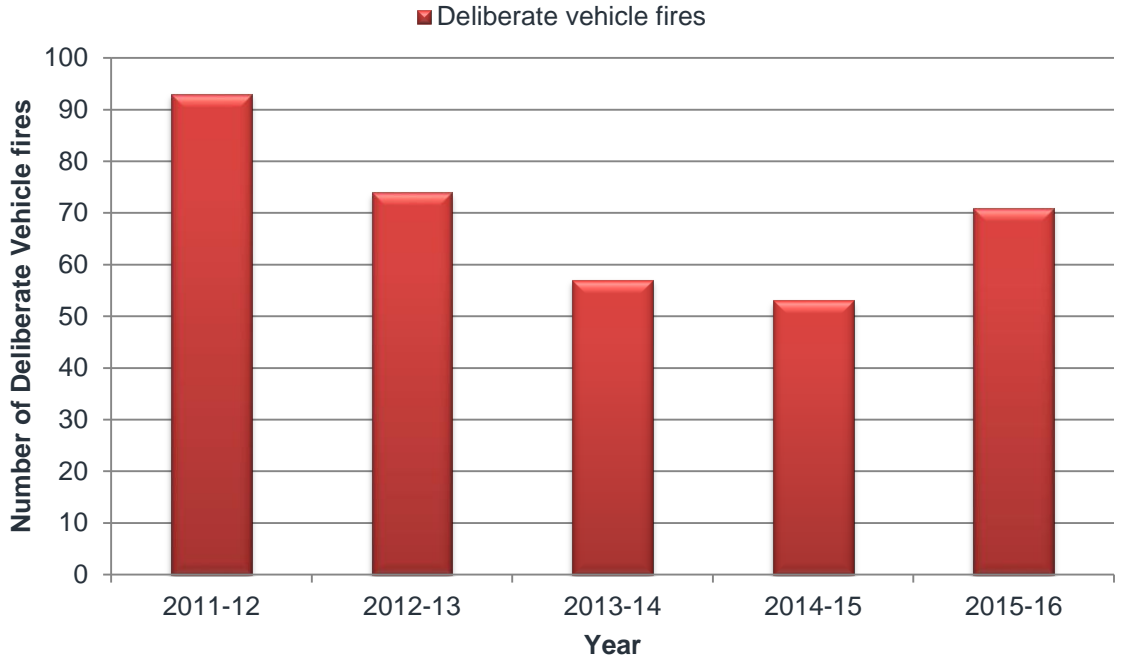


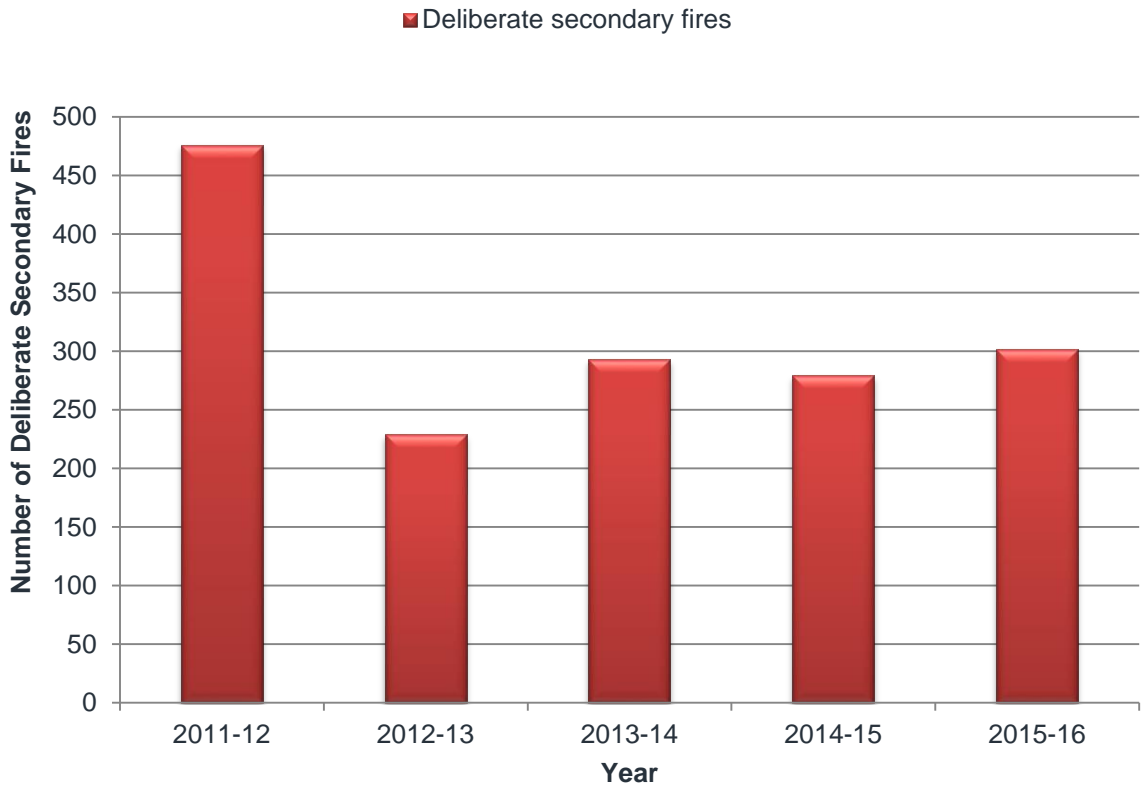
Figure 1: Four strands of Arson Prevention work



### Deliberate vehicle fires



### Deliberate secondary fires





## Home and Community Safety

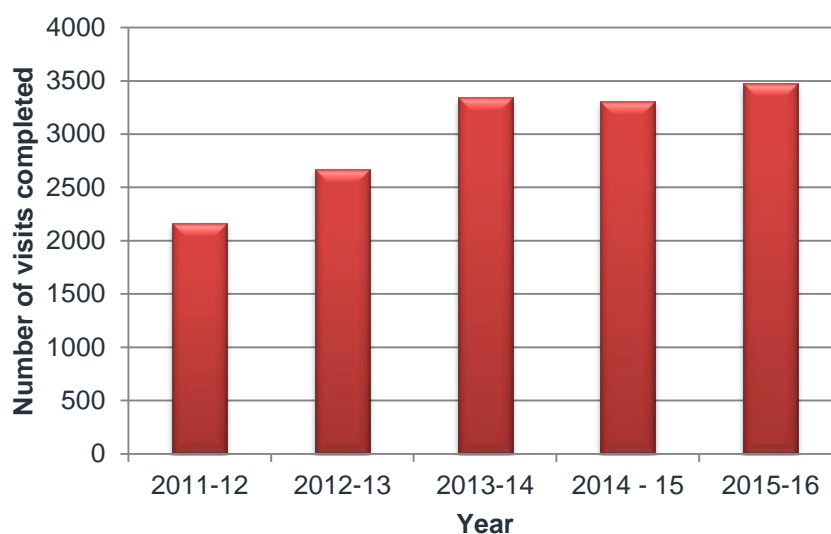
2015-16 has seen our efforts continue across the county in a bid to prevent the occurrence of fires and other serious events. Recently, Public Health became part of OCC which has led to stronger working relationships. This has enabled OFRS to provide a broader range of prevention services linked to the county-wide health, wellbeing, preventing radicalisation, exploitation and community resilience agendas.

Providing advice to promote fire safety in the home continues to be a cornerstone of our strategy to support communities, and this year saw us carry out visits to 3,478 households across Oxfordshire. These visits have continued to evolve and they now encompass elements of Health, Wellbeing and crime awareness to embrace further the wider agenda under the name of Safe and Well Visits.

Information sharing agreements between services such as those created with Social Services and teams such as the Multi Agency Safeguarding Hub (MASH) have seen an increase in the intelligence gathered which enables us to target our resources and engage with the most vulnerable adults and children across our communities.

This approach to prevention by OFRS will help to reduce demand on other OCC directorate areas, such as Children, Education and Families and Social and Community Services by encouraging resilience and promoting independence within households.

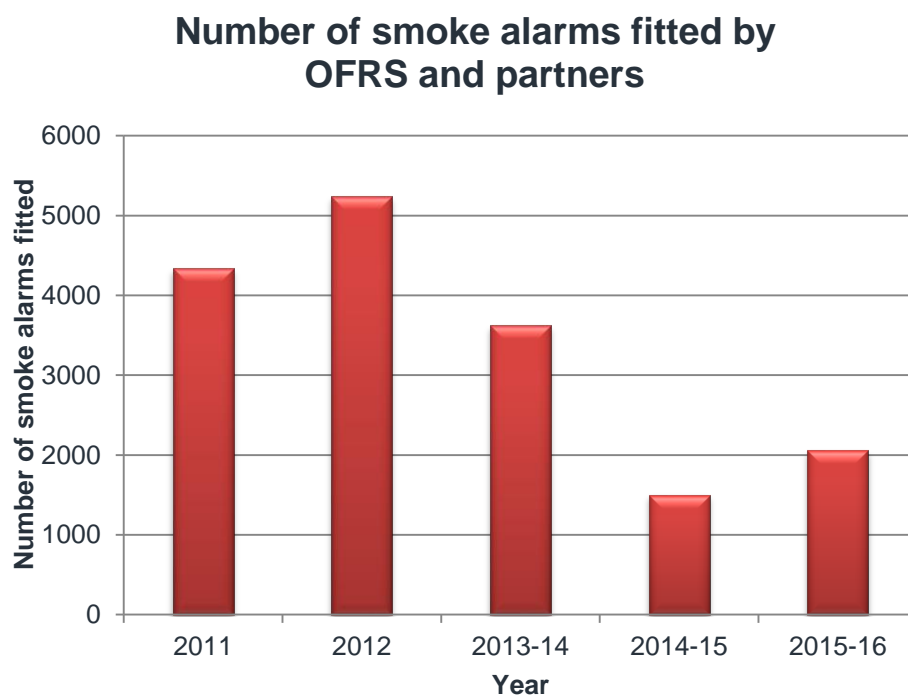
**Number of Safe and Well Visits carried out by OFRS and partners**



The numbers of smoke alarms fitted in the past two years has reduced because we have encouraged residents to utilise the facilities provided on the 365alive website. By completing their own Home Fire Risk Check, including the purchase of their own smoke alarms, this in turn has reduced 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](http://365alive.co.uk) website, our official Facebook page [Oxfordshirefireandrescueservice](#), our Twitter page [OxonFireRescue](#) and 365alive business cards.



## Education

Our initiatives to raise awareness and increase resilience start from a young age. From early year's education through to Key Stage 5 we continue to work with mainstream schools and after school clubs. With six Fire Cadet Units and our range of youth engagement projects we have engaged with 28,602 children in 2015-2016.

Fire crews and dedicated Home and Community Safety Advisors deliver a broad range of safety messages including fire, road, water and online safety with an overall underlying message that promotes respect, self-belief, team work and social responsibility.

## Safeguarding

Through its participation in the Oxfordshire Safeguarding Adults and Children Boards, OFRS continues to support OCC Social and Community Services (SCS) in safeguarding the county's residents.

During 2015-16, OFRS became a virtual Partner in MASH and have responded to 3,236 requests for information. All requests for information have included the offer of a Safe and Well visit where appropriate.

Our staff continue to report confidentially any concerns they have regarding the safety of vulnerable children and adults, either at home or in the community. During this year we submitted 145 safeguarding alerts to OCC for further investigation, an increase on the previous year's total of 88. A further 32 were referred to our Home and Community Safety Advisors for in house visits.

This year has seen a new safeguarding information sharing process created with SCAS, meaning that where high fire risk is identified, OFRS is notified and carries out a visit as a result. This has resulted in 142 referrals to OFRS direct from SCAS.

## OFRS Fire Cadets

Oxfordshire Fire and Rescue Service has six Fire Cadet Units that cater for a total of 75 children between the ages of 12 and 18.

The cadets meet once a week to take part in a structured program of practical activities and technical sessions. This provides an opportunity for the children to build on their confidence and self-esteem through team work, physical activity and communication which brings benefits to them in their daily lives.

Going forward we will be focusing on including looked after children within this programme.

## Junior Citizens Trust Oxfordshire

Since 1991 Junior Citizens has been freely available to all Year 6 mainstream school pupils. In 2015-16 the safety centre based at Rewley Road Fire Station in Oxford saw 5,860 Key Stage 2 children pass through its doors.

This immersive and interactive approach to learning about safety by experiencing risk creates a highly memorable learning event. They are taught a variety of life skills through different scenarios which focus upon how they can keep themselves and others safe, such as when near water, on the roads, at home or on the internet.

A successful Junior Citizens event is the result of a multi-agency effort with representatives from OFRS, Trading Standards, TVP, St John Ambulance, Chiltern Rail and Public Service students.

## Road Safety

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

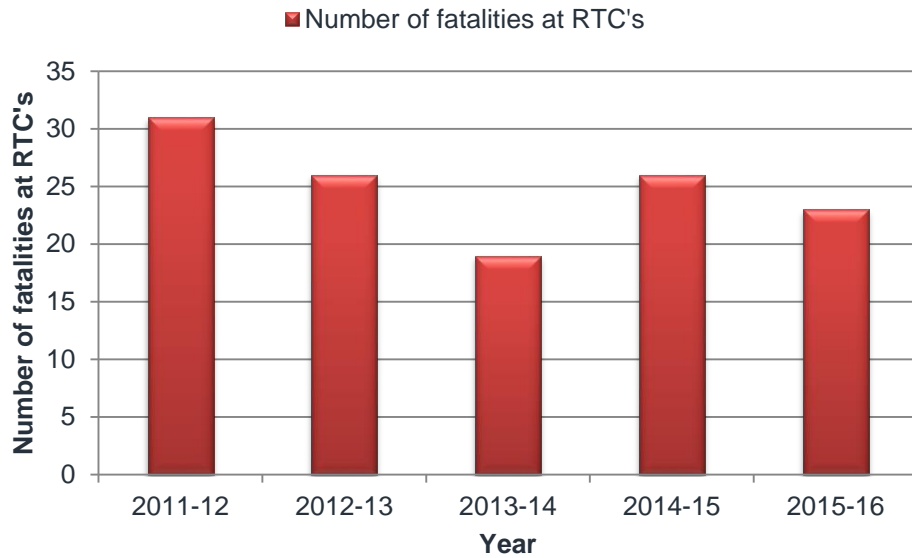
We use intelligence from the NHS and TVP to identify those road users who are most at risk. The reason for doing this is that there can be a level of discrepancy between the two as not all accidents are reported to the police, especially if there are no serious injuries. The NHS data will diverge as they see more 'walking wounded' when people self-present following an incident. This is particularly prevalent in two wheeled modes of transport.

With the amalgamation of Trading Standards into Community Safety mid-term last year, we have begun to exploit their unique analytical capability through their intelligence manager to scrutinise accident data further. These mixed data streams give us a strong signal for trend spotting or targeted casualty reduction.

We have seen reductions in casualty figures over the past year. In Oxfordshire during 2015-16 TVP has confirmed that 23 people were killed and 312 seriously injured on our roads. This is compared to 26 people killed and 318 seriously injured in 2014-15.

Nationally, there has been a 3 per cent increase in all casualties but a 1 per cent decrease in killed or seriously injured (KSI) casualties. As we saw last year, motor vehicle traffic has also increased by 2 per cent across the same quarter of the previous year.

## Number of fatalities at RTC's



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

During 2015 we identified some emerging trends across two specific modes of transport: powered two wheelers (PTW) and pedal cycles. The period October 2014 to January 2015 saw a dramatic decline in KSIs for all modes, but we experienced a spike of KSIs for the two groups mentioned above during quarter 1 of 2015, with PTWs peaking higher than they have done since 2009.

We are currently working with the statisticians from Tarding Standards to identify both the locations of incidents and the origins of victims to be able to target these groups properly in 2016.

# Response

## Emergency response standards

In 2015-16 we responded to a total of 5,997 incidents, including the Thame co-responding car and calls over the border into other counties. Our average response time for 2015-16 was 7 minutes 9 seconds. This is a notable improvement, being 20 seconds faster than in 2014-15, primarily due to the new Thames Valley Fire Control Service (TVFCS) sending the quickest resource available.

In 2015-16 our average response times for the year exceeded our targets, with the first fire engine arriving within 11 minutes 88.6 per cent of the time, and within 14 minutes 96.3 per cent of the time.

### Response standards monthly summary April 2015 – March 2016

2015-16 by month	Total emergency incidents in scope	Incidents responded to <11mins	% response standards <11mins	Incidents responded to <14mins	% response standards <14mins
April 15	234	187	79.91%	219	93.59%
May 15	378	337	89.15%	368	97.35%
June 15	366	329	89.89%	352	96.17%
July 15	445	387	86.97%	427	95.96%
August 15	389	346	88.95%	375	96.40%
September 15	372	326	87.63%	352	94.62%
October 15	380	332	87.37%	360	94.74%
November 15	449	397	88.42%	427	95.10%
December 15	381	345	90.55%	377	98.95%
January 16	391	360	92.07%	385	98.47%
February 16	375	334	89.07%	360	96.00%
March 16	437	393	89.93%	425	97.25%
<b>Totals</b>	<b>4,597</b>	<b>4,073</b>	<b>88.60%</b>	<b>4,427</b>	<b>96.3%</b>

*These figures do not include the Thame co-responding car, which attended 209 calls.*

### Breakdown of response standards by district April 2015 – March 2016

Districts	Total emergency incidents	Incidents responded to <11mins	% response standards <11mins	Incidents responded to <14mins	% response standards <14mins
City	1,712	1,669	97.49%	1,701	99.36%
West	560	447	79.82%	522	93.21%
Cherwell	878	729	83.03%	828	94.31%
South	810	691	85.31%	776	95.80%
Vale	637	537	84.30%	600	94.19%

*Historical Response Standards Data 2014/15 can be found in Annex A for comparison.*

## Factors affecting performance and risk mitigation

The ever growing 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 (AVLS), which ensures that we know the precise location of every fire engine and can mobilise the quickest one irrespective of its home station.

In May 2015 Oxfordshire joined a collaborative joint control room with Milton Keynes and Buckinghamshire and Royal Berkshire Fire and Rescue Services. TVFCS is located in Calcot in Reading and mobilises fire and rescue assets across the Thames Valley. As a result of these changes, and with a fire control room that is equipped with the most up to date and modern equipment, we will always mobilise the quickest 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. The integration of OCC EPU into OFRS has also enabled us further to support the communities.

With 18 of our 24 fire stations crewed by on-call personnel it continues to be a challenge to recruit and maintain on-call staff. This has meant that as a service we have had to take measures, to maintain cover in areas where the response may be affected. To do this we have fire engines that are crewed by whole-time staff members that can be deployed to an area to maintain the response standards, this allows us to use our fulltime staff more effectively on a day to day basis. A resource management team within the service ensures that on a day to day basis the service's response standards can be maintained by using staff flexibly.

Station Commanders continue to review and improve their on-call station availability and response by using new and modern ways to recruit and communicate with the wider community (the use of social media is an example of this). This is contributing to improved attendance times and availability.

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 to ensure that we maintain our focus and value to the communities we serve.

## Responding to medical emergencies

Working in partnership with SCAS we provide emergency medical response via a co-responder scheme at a number of stations. During 2015-16 these skills were deployed 828 times at incidents.

## Replacement Aerial Ladder Platform (ALP)

This year we have purchased a pre-owned ALP as a temporary replacement, while our current ALP is refurbished. This will allow us to maintain our high reach capability, which has been invaluable at recent incidents such as the Randolph Hotel and the Didcot Power Station fires. By refurbishing our current ALP we can extend the vehicle's life and make significant savings by not purchasing a new one.

## Type C fire appliances

2016 has seen the introduction of two Type C fire appliances to the fleet. These are being trialled at Witney and Thame fire stations. The type C appliances are physically smaller than traditional fire appliances and more cost effective, whilst still providing firefighting and lifesaving capabilities.

These vehicles are provided with high tech cutting equipment, which will assist in the rapid extrication of casualties involved in road traffic collisions, along with standard equipment that is carried on a traditional fire engine. These vehicles allow for easier access to areas that have congested roads while still providing the functionality, equipment and personnel of a traditional fire engine.



## 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 each authorities area and the protecting of life and property in the event of fires.

OFRS fulfils this duty by supporting the following key objectives:

- Prevention of injury, ill health or death of:
  - Fire and rescue service personnel or other emergency responders attending an incident.
  - 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.
  - Damage or 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 (FRM), together with Station Managers (SM) 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 in a rolling programme.

During 2015-16, area based operational personnel carried out the following numbers of risk information gathering exercises:

- 104 site specific risk information cards reviewed and completed.
- 10 comprehensive tactical firefighting plans produced.

# Emergency Planning Unit

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The EPU carries out statutory functions under the Civil Contingencies Act 2004, Radiation Emergency Preparedness and Public Information Regulations 2001 (REPPiR), Control of Major Accident Hazards Regulations 2015 (COMAH), for establishments with dangerous substances, Pipeline Safety Regulations 1996 and Major Accident Control Regulations (MACR).

Duties of the department include ensuring that OCC and its suppliers have robust business continuity processes to reduce risk during any disruption. Working with individuals to ensure that those most vulnerable are identified and prepared for an emergency, working with businesses to improve business continuity and communities to improve county wide resilience, and produce community emergency plans.

The EPU is responsible for working with voluntary agencies, blue light services, Local Authorities and Category 2 Responders such as utility and transport providers to train, exercise and prepare for multi-agency responses to disruption whilst keeping the community warned and informed.

Our EPU has a suite of information leaflets and numerous plans to assist with planning for and response to incidents, including flooding, adverse weather, utility failure, strategic road disruption and crowded places, as well as specific risk plans for known risk sites.

The team works with Thames Valley Local Resilience Forum (TVLRF) to produce additional plans, training and exercises covering the Thames Valley area.

Cover is provided 24/7, with an officer always available on call as a link into Local Authority departments out of hours and to provide an activation process to scale up a Local Authority response should it be needed, including co-ordinating the OCC Emergency Operations Centre.

The unit also provides a horizon scanning function highlighting risks such as incidents in neighbouring areas, weather and flood warnings, and risks associated with events through the Safety Advisory Groups.

During 2015-16 the EPU supported a number of incidents including:

- The Randolph Hotel fire.
- South Oxfordshire District Council fire.
- Collapse at Didcot Power Station.
- Several wide scale power and water disruptions.
- Flooding.

- County ICT incidents.

Support included Reception Centres, Emergency Operations Centre, feeding, distribution of welfare support, emotional support, cordon support, sourcing of resources, and warning and informing.

## Health and Safety

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### Health, Safety and Wellbeing Team

Our Health, Safety and Wellbeing Team have an active role in auditing Health and Safety (H&S) on OFRS premises, supporting risk assessments, noise monitoring, policy and procedure updates, and providing advice. A new electronic safety event reporting procedure was introduced in 2015, and a new electronic risk assessment library was launched in September 2016.

### Internal and external audits of Health and Safety

In October 2015 an internal Quality Safety Audit (QSA) H&S audit took place and found an overall H&S Performance Rating of 88 per cent. Following the publication of the report, an action plan was created and this continues to be progressed by the H&S Team.

### Health and safety developments

The team has adopted 'Wellbeing' into their name with a view to introducing wellbeing as an important proactive activity. The team plans to link in with OCC and develop a series of activities for the year ahead based on one theme per month (e.g. prostate cancer in March). The team hopes to raise awareness of mental health and other topics less talked about.

The team plan to introduce IOSH 'No Time To Lose' as a theory for all OFRS work activities, to improve both the organisation's and firefighters awareness of workplace contaminants.

### 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. From this data the team develops action plans and organisational strategies to prevent, reduce or limit future unsafe situations.

Certain categories of safety events are also required to be reported to the Health and Safety Executive (HSE). The number of such reports we submitted in 2015-16 was ten. Of the ten reports, seven were submitted for over seven day injuries and three for a specified injury (all fractures).

During 2015-16 the number of reported safety events totalled 86 (compared with 93 in 2014-15), the number of near miss reports reduced to 37 in 2015-16 (compared with 50 in 2014-15).

## Training and development

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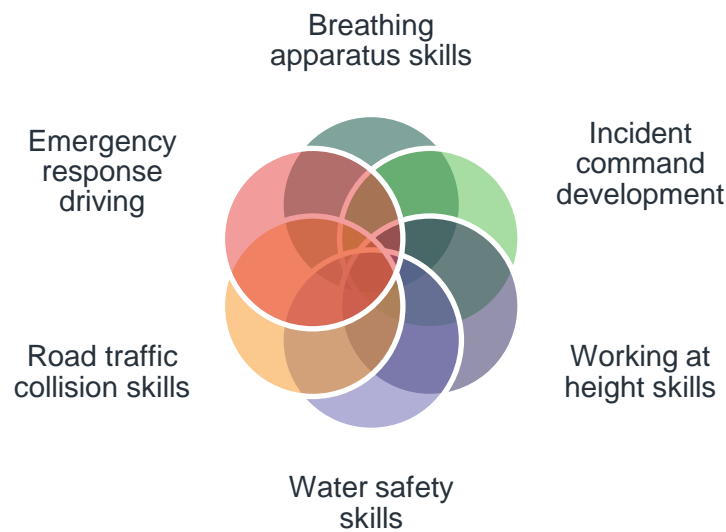
We recognise that our people are our most important assets, and we are committed to investing in their knowledge, skills and abilities. We are committed to helping our workforce develop, in order to perform in their roles successfully, and fulfil their potential in making an excellent organisation. Training and Development 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 seven 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 2014-15 was 87.9 per cent, whilst in 2015-16 the service achieved 86.6 per cent. This measure is closely monitored and if it falls below 90 per cent action plans are implemented to improve performance. The fall in performance in 2015-16 was largely as a result of the increased focus on new skills and guidance, specifically trauma skills and revised national breathing apparatus procedures.

## 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 2015-16, we achieved 89.8 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 ensure understanding following the issue of new operational guidance, procedures or hazard information. The successful completion of these assessments is measured, and in 2015-16 82.1 per cent of managers were up to date with all requirements.

Successes in 2015-16 include:

- The creation of a modularised breathing apparatus course to enable this training to be delivered more flexibly.
- A review of Training Delivery including the tendering of a new contract for hot fire training.
- The creation of a four year cycle of centralised training and assessment to provide personnel with periodic 'top-up' training across all core skills.
- Delivery of training with respect to revised national breathing apparatus procedures.

## Business continuity and resilience development

OFRS provides OCC directorates with the opportunity to test the implementation of their business continuity arrangements and thereby develop resilience in delivering core services via our Incident Command Development team. The team produces 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, professional driver training and assessment in collaboration with Buckinghamshire and Milton Keynes Fire and Rescue Service. The driving centre provides a range of training from teaching learner drivers to specialist accredited training in off road driving, the use of trailers, fork lift truck operation and response driving. Our centre also has Driver and Vehicle Standards agency (DVSA) accredited driving test examiners who carry out driving tests.

## Call management and incident support

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The TVFCS answers 999 calls and mobilises resources on behalf of the three Thames Valley Fire and Rescue Services (TV FRSs) to incidents across the Thames Valley, serving a combined population of around 2,253,400. The new service went fully live on 23 April 2015.

The TVFCS features the most up-to-date technology. This includes a modern 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 engine to be used, irrespective of whether it is based in Oxfordshire, Berkshire or Buckinghamshire and Milton Keynes, which will in turn improve attendance times.

Every fire engine across the three TV FRS's is fitted with a Mobile Data Terminal (MDT). 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 at Calcot in Reading, a non-staffed secondary control room is available and is maintained at OFRS headquarters in Kidlington. In the unlikely event that the TVFCS 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 needed to transfer control staff from Calcot to the secondary control in Kidlington.

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

#### Performance targets (TVFCS)

- Emergency calls answered by control operators within 5 seconds target is 98 per cent - we achieved 85.32 per cent.
- Emergency calls answered by control operators within 10 seconds target is 100 per cent - we achieved 89.35 per cent.
- Administration type calls answered by control operators within 15 seconds target is 100 per cent - we achieved 81.74 per cent (these calls are not taken via 999).

## Contact us

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Should you require any further information please contact us:

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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 2014-15

### 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
<b>Totals</b>	<b>3,565</b>	<b>3,031</b>	<b>85.02</b>	<b>3,397</b>	<b>95.29</b>

### 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	1,305	1,265	96.93	1,299	99.54
South and Vale	1082	832	76.89	995	91.96
Cherwell and West	1,178	934	79.29	1,103	93.63