

Oxfordshire County Council  
Community Safety Services

# Community Risk Management Action Plan

## 2019-20



*Securing a safer Oxfordshire*

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# Welcome

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**Councillor  
Judith Heathcoat**

Cabinet Member for  
Community Safety  
Services



**Chief Fire Officer  
Simon Furlong**

Director of Community  
Safety Services

'We are very pleased to present our Community Risk Management Action Plan for 2019/20. This details the key projects we are proposing to undertake during this period, which will lead to a safer Oxfordshire and contribute to Oxfordshire County Council's 'Thriving Oxfordshire' vision. These projects will sit within the Council's Fit for the Future programme, which is designed to put the residents of our county at the heart of everything that we do. They are designed to address the current and future risks that were identified in our overarching CRMP 2017-2022.

The organisation is committed to delivering a high performing service that provides excellent value for money to tax payers. Our integration within the wider county council and collaboration with partners enables us to ensure that we are joined up in delivering solutions to the key issues affecting our communities. We will maintain our focus during this period on our prevention activity to ensure that the public remain safe and aware of how they can keep themselves out of harm and able to seek the opportunities to thrive.

We are extremely proud of Oxfordshire County Council Community Safety Services and of our achievements during recent years - keeping people who live, travel and work in our county safe. We have seen the number of fires reduce and greater engagement with the most vulnerable in our communities to continue to support this downward trend.

Our CRMP recognises the changes within our population and this Community Risk Management Action Plan will assist our service to meet the challenges ahead and strive to improve the services we deliver to the residents and visitors to Oxfordshire.'





# Introduction

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The Fire and Rescue Services Act 2004 requires the Secretary of State to prepare a Fire and Rescue National Framework to which fire authorities must have regard when discharging their functions.

The 2018 National framework document for England states that each fire and rescue authority is required to produce an Integrated Risk Management Plan colloquially known as an IRMP. In Oxfordshire, where our service incorporates the wider, Community Safety Services\*, our plan has been renamed as our Community Risk Management Plan or CRMP.

Each plan must:

- Reflect up to date risk analyses including an assessment of all foreseeable fire and rescue related risks that could affect the area of the authority;
- Demonstrate how prevention, protection and response activities will best be used to prevent fires and other incidents and mitigate the impact of identified risks on its communities, through authorities working either individually or collectively, in a way that makes best use of available resources;
- Outline required service delivery outcomes including the allocation of resources for the mitigation of risks;
- Set out its management strategy and risk-based programme for enforcing the provisions of the Regulatory Reform (Fire Safety) Order 2005 in accordance with the principles of better regulation set out in the Statutory Code of Compliance for Regulators, and the Enforcement Concordat;
- Cover at least a three-year time span and be reviewed and revised as often as it is necessary to ensure that the authority is able to deliver the requirements set out in this Framework;
- Reflect effective consultation throughout its development and at all review stages with the community, its workforce and representative bodies and partners; and
- Be easily accessible and publicly available.

\* Community Safety Services includes Emergency Planning, Trading Standards, Gypsy and Travellers and Fire and Rescue.



## Our Vision

365alive is Oxfordshire Fire and Rescue Service’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 and Gypsy and Traveller’s Services.

The vision will run for 6 years from 2016 to 2022; over 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



Our Vision supports Oxfordshire County Council’s strategic direction, values and principles that guide our work; “Thriving communities for everyone in Oxfordshire”



We strive to give every child a good start in life, and protect everyone from abuse and neglect

We enable older and disabled people to live independently. We care for those in greatest need



We help people live safe, healthy lives and play an active part in their community

We provide services that enhance the quality of life in our communities, and protect the local environment



We support a thriving local economy by improving transport links to create jobs and homes for the future

More information on our Vision can be found at [www.365alive.co.uk](http://www.365alive.co.uk)

Oxfordshire County Council’s vision can be read in more detail in the [2018-21 Corporate Plan](#).

Visit [www.oxfordshire.gov.uk](http://www.oxfordshire.gov.uk) and search for ‘corporate plan’ for more details.



# 5-year CRMP (2017-2022) annual update

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This section summarises any key strategic changes or changes in emphasis from our 5-year CRMP. We are working on the implications and creating action plans associated with the emerging issues listed below.

- The new national framework document:

The national framework sets out the government's priorities and objectives for fire and rescue authorities and was republished this year following a period of consultation.

- The Kerslake Report:

An independent review of the events and aftermath of the Manchester Arena Terrorist Attack, commissioned by the Mayor of Greater Manchester Andy Burnham.

- Independent Review of Building Regulations and Fire Safety: interim report:

Interim report which was commissioned by government following the Grenfell Tower fire to make recommendations on the future regulatory system.

- The creation of the PESTELO

PESTELO is an acronym which describes the way we, as a service, prepare for future threats. The Community Safety Leadership Team consists of senior managers within Community Safety Services, who use their experience and knowledge to understand current and future issues which could have an impact on our service. The themes of focus are

**P**olitical,  
**E**conomic,  
**S**ocial,  
**T**echnological,  
**E**nvironmental  
**L**egal and  
**O**rganisational.

The outcome of this analysis helps shape future CRMP projects.



# Projects

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## **Project 1 - Risk profiling local communities**

**AM Heycock**

### **What it is?**

We are planning to use our risk profiling model at a local level to identify the impact of changes in the local environment in order to understand what resources are needed to ensure we can effectively and efficiently deliver our response, protection and prevention activities.

### **Why it is needed?**

The future plans for Oxfordshire see significant development in housing, infrastructure and commercial properties across the county. We need to ensure that our resources are matched to any future risk to ensure the safety of our residents. Our current profile is based on the whole county and this project will ensure that we are able to understand risk at a local level and the impact on local communities.

### **What will it look like?**

The project will:

- Identify areas of planned expansion
- Prioritise the localities based on type of development and implementation timeframes
- Model the current and future risk for a locality
- Identify any gaps in Response, Prevention or Protection
- Provide recommendations to address any gaps

Throughout the process we will engage with the local authorities and other partners to ensure a single view of risk for the locality.

The final outcome will be a comprehensive report on those localities that were identified through the project.

This information will be available in a tabular format and presented on a map of the county.

### **What difference will it make?**

We will understand the impact of future developments on our local communities, our resources and our activities.

This will ensure that these local risks and their impact have been considered, and are then used to inform our wider Community Risk Management Plan.

## **Project 2 Prevention Review**





## **AM Crapper**

### **What it is?**

Prevention is made up of many different activities aimed at reducing the incidence and impact of fires and other emergencies. These activities include educating the public across a number of age groups as well as conducting Safe and Well visits in people's homes. This project will review these Prevention activities to identify opportunities for improvement.

### **Why it is needed?**

During the last decade, the amount of Prevention activity undertaken by ourselves has expanded greatly. There is therefore a need to ensure that those Prevention activities provided by us:

- have clear outcomes which are achieved
- are properly co-ordinated and co-designed with our partners
- deliver maximum value with the limited resources at our disposal
- those delivering the activities have the requisite skills and ability.

### **What will it look like?**

This project will evaluate our existing Prevention activities and identify opportunities to adapt or stop doing them. Additionally, this review will aim to identify new Prevention activities that can be co-designed and delivered with our partners. The project will culminate in a full report with recommendations for change.

### **What difference will it make?**

This project will ensure that Prevention interventions are focused on those with the greatest need and thus support the County's vision of supporting people to thrive. As such, this project will ultimately aim to ensure that people in Oxfordshire are helped to lead safer lives.

## **Project 3 On-Call retention review AM Adcock**

### **What it is?**

A review of retention of On-Call firefighters in the service. This review will seek to understand the drivers behind the reasons our staff stay, and what we can do to keep our staff longer.

### **Why it is needed?**

We have noticed that there has been an increase in the turnover of On-Call firefighters and want to understand the reasons for this, identify what we could do to reduce this trend and improve the retention of these valuable professionals. By increasing how long our staff stay with us we will ensure we maximise their



experience, reduce the need to recruit, and in the longer term improve fire engine availability

### **What will it look like?**

We will gain a better understanding of why people leave the service by completing the following activities:

- We will consult our firefighters currently working the On-Call duty system
- We will consult members of the community who want to be On-Call firefighters to understand what their expectations are when joining the service
- We will look at similar careers such as the military reserve forces to identify areas of good practice
- We will produce a list of the recommendations that will be identified within the report
- We will set out the performance indicators to measure On-Call firefighter retention

### **What difference will it make?**

If we improve the retention of people working as On-Call firefighters, we would see an improved availability of On-Call fire engines and response to the communities throughout the County. We would also keep our experienced professionals for longer thus reducing the impact on recruitment and training.

## **Project 4 Proactive Role in improving standards in rented housing Jody Kerman**

### **What it is?**

This project seeks to protect tenants and prospective tenants from both physical harm and financial loss when renting a residential property.

### **Why it is needed?**

Oxfordshire has some of the highest rental costs in the country, compounded by areas of high demand and short supply. These factors can lead to significant levels of consumer detriment and an imbalance of power between tenants and landlords and/or letting agents. The Government's Tenants Fee Bill is one example that highlights the need to make renting fairer and to protect consumers from rogue landlords and agents.

### **What will it look like?**

The project will have a number of areas of work. We will undertake work to better understand the issues affecting consumers within Oxfordshire, as well as investigating the regulatory options that already exist. Work will be conducted to assess compliance with relevant legislation, to improve advice to businesses and to



help ensure that consumers are able to make informed choices. An enforcement approach will be devised to target those businesses who fail to comply with the law and this is likely to include making use of civil penalty arrangements, where appropriate.

### **What difference will it make?**

The project will seek to protect consumers from financial and physical harm, improving their health and wellbeing. Levels of compliance with relevant legislation will increase; raising consumer confidence in rental decisions.

Responsible businesses and landlords will be protected from those who seek an unfair competitive advantage through unscrupulous practice, damaging the reputation of landlord and letting agents in Oxfordshire. Oxfordshire will be a safe place to live and thrive.

## **Continuation of existing CRMP Projects**

The following projects were part of the CRMP Action Plan for 2018-2019, the service recognises that due to the nature of these projects, they will continue in to the 2019-20 action plan:

### **Project 5 Establishing Community Safety Advocates or Wardens ACO Mitchell**

#### **What it is?**

We aim to attract people who would like to be a part of us and what we do, but not necessarily by fighting fires. Our Prevention teams coordinate and conduct our prevention activity delivered through our Safe and Well programme.

These visits make our residents and communities safer, using information, education and technology such as smoke alarms.

#### **Why it is needed?**

We have a desire to increase our Safe and Well visits and to assist in coordinating community resilience. Community Wardens will be a well-trained and professionally supported volunteer group, and in larger towns we will look to provide a volunteer coordinator.

#### **What difference will it make?**

We are planning to complete many more Safe and Well visits, and have the local knowledge that we need to provide the right service at the right time.



**Project 6 To increase the diversity of the Operational Workforce to reflect the community that we serve**  
**AM Heycock**

**What it is?**

Over 2017-18 the service has been looking at ways to encourage applicants from underrepresented groups into operational roles within the service This work will continue over 2019-20.

**Why it is needed?**

We acknowledge that the modern fire service can be perceived as non-representative. We recognise that to better help the people we serve, we need to reflect the community we serve. We also recognise that a more diverse workforce has great benefits to the way in which the service works.

**What will it look like?**

We use data to understand where our diverse communities are and ensure that we build strong community relationships, further breaking down barriers. Opportunities will be advertised in more accessible places. We conduct ‘taster’ days, where interested individuals can experience what it takes to be a firefighter and ask questions of those already in service.

**What difference will it make?**

Inclusive environments encourage people to reach their full potential. Increasing the diversity in our workforce will not only make us more representative but will allow us to attract and retain the best and brightest individuals from all communities.





# Consultation

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## Have your say

You are now invited to comment on our projects. Our consultation for these projects runs from **8<sup>th</sup> November 2018** to **1<sup>st</sup> February 2019**. You can get involved by responding:

On-line: [oxfordshire.gov.uk/consult.ti/consultations/CRMP/consultationhome](http://oxfordshire.gov.uk/consult.ti/consultations/CRMP/consultationhome)

Email: [CRMP@oxfordshire.gov.uk](mailto:CRMP@oxfordshire.gov.uk)

Or in writing: CRMP 2019-2020  
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