

## Notice of a Meeting

### Safer & Stronger Communities Scrutiny Committee Monday, 7 November 2011 at 10.00 am County Hall, Oxford, OX1 1ND

#### Membership

Chairman - Councillor Lawrie Stratford  
Deputy Chairman - Councillor Stewart Lilly

|                     |                 |                 |               |
|---------------------|-----------------|-----------------|---------------|
| <i>Councillors:</i> | John Goddard    | Susanna Pressel | Alan Thompson |
|                     | Alyas Ahmed     | John Sanders    | Carol Viney   |
|                     | Anthony Gearing | Bill Service    |               |

#### Notes:

**Date of next meeting: 15 December 2011**

#### What does this Committee review or scrutinise?

- Community safety; anti-social behaviour; crime and the fear of crime; fire and rescue; consumer protection; emergency planning; police issues; coroner's service; gypsies and travellers; drugs and alcohol awareness; road safety (police, trading standards, fire and rescue); adult learning (oversight of the adult learning service in provider mode); libraries; museums and heritage; the arts; archives; leisure and recreation; registration service; community cohesion; equalities and social inclusion; voluntary and community sector.
- The functions of the responsible authorities (local authorities, fire and rescue authorities, police authorities, the police, primary care trusts and the Probation Service) which comprise a Crime & Disorder Reduction Partnership/Community Safety Partnership.
- Those regulatory functions of the Planning & Regulation Committee not falling within the remit of the Growth & Infrastructure Scrutiny Committee.

#### How can I have my say?

We welcome the views of the community on any issues in relation to the responsibilities of this Committee. Members of the public may ask to speak on any item on the agenda or may suggest matters which they would like the Committee to look at. **Requests to speak must be submitted to the Committee Officer below no later than 9 am on the working day before the date of the meeting.**

#### For more information about this Committee please contact:

|                   |   |
|-------------------|---|
| Chairman          | - Councillor Lawrie Stratford               |
|                   | E.Mail: lawrie.stratford@oxfordshire.gov.uk |
| Committee Officer | - Donna Mattfield, Tel: (01865) 328235      |
|                   | donna.mattfield@oxfordshire.gov.uk          |



Peter G. Clark  
County Solicitor

October 2011

## About the County Council

The Oxfordshire County Council is made up of 74 councillors who are democratically elected every four years. The Council provides a range of services to Oxfordshire's 630,000 residents. These include:

|                  |                      |                       |
|------------------|----------------------|-----------------------|
| schools          | social & health care | libraries and museums |
| the fire service | roads                | trading standards     |
| land use         | transport planning   | waste management      |

Each year the Council manages £0.9 billion of public money in providing these services. Most decisions are taken by a Cabinet of 9 Councillors, which makes decisions about service priorities and spending. Some decisions will now be delegated to individual members of the Cabinet.

## About Scrutiny

Scrutiny is about:

- Providing a challenge to the Cabinet
- Examining how well the Cabinet and the Authority are performing
- Influencing the Cabinet on decisions that affect local people
- Helping the Cabinet to develop Council policies
- Representing the community in Council decision making
- Promoting joined up working across the authority's work and with partners

Scrutiny is NOT about:

- Making day to day service decisions
- Investigating individual complaints.

## What does this Committee do?

The Committee meets up to 6 times a year or more. It develops a work programme, which lists the issues it plans to investigate. These investigations can include whole committee investigations undertaken during the meeting, or reviews by a panel of members doing research and talking to lots of people outside of the meeting. Once an investigation is completed the Committee provides its advice to the Cabinet, the full Council or other scrutiny committees. Meetings are open to the public and all reports are available to the public unless exempt or confidential, when the items would be considered in closed session

**If you have any special requirements (such as a large print version of these papers or special access facilities) please contact the officer named on the front page, giving as much notice as possible before the meeting**

**A hearing loop is available at County Hall.**

## AGENDA

1. **Apologies for Absence and Temporary Appointments**
2. **Declarations of Interest - see guidance note on the back page**
3. **Minutes** (Pages 1 - 8)

To approve the Minutes of the meeting held on Monday 5 September 2011 (**SSC3**) and to receive information arising from them.

4. **Speaking to or petitioning the Committee**
5. **Director's Update**

**10.25**

The Chief Fire Officer & Head of Strategy and Transformation, on behalf of the Director for Social & Community Services, will give verbal updates on key issues affecting their directorates

### **SCRUTINY MATTERS**

6. **Update from Head of Adult Learning** (Pages 9 - 12)

**10.45**

Mike Bardsley, acting Head of Adult Learning, will present an update on developments in the service area of Adult Learning. This is an annual update and aims to highlight areas for future scrutiny by the committee.

The committee is asked to note the actions outlined in this report (**SSC6**).

7. **Trading Standards Report on Doorstep Crime** (Pages 13 - 36)

**11.15**

Richard Webb, Acting Head of Trading Standards, will present the key findings of the Doorstep Crime Team Annual Report 2010-2011 (**SSC7A** and **SSC7B**).

*'Doorstep crime'* has no formal definition but is applied to categorise a type of incident commonly reported to Trading Standards. Such incidents comprise of a range of practices, but commonly involve trade work solicited through cold calling, false claims for inflated fees and intimidation tactics. The victim is often an older person.

The Doorstep Crime Team Leader produces an annual report containing a summary of the work of the team and some trend analysis on the incidents.

The committee is invited to comment.

## **8. Oxfordshire Fire & Rescue Service Response Standards Performance 2010/11** (Pages 37 - 46)

### **11.35**

Nigel Wilson, Area Manager and Operations and Resilience Manager Oxfordshire Fire & Rescue Service, presents the Fire & Rescue – Response Standards Performance Report 2010/11(**SSC8**).

Since April 2005 Oxfordshire Fire & Rescue Service has had local Response Standards for attending emergency incidents in the county. Cabinet approved these standards on 22 June 2006. The Chief Fire Officer is required to report annually on the Fire & Rescue Service's performance against these standards and bring forward any recommendations, as appropriate, for future improvements. This report fulfils that requirement.

Committee members are invited to provide observations for consideration at the delegated decision meeting scheduled for the afternoon of the 7th November

## **9. Fire & Rescue's Integrated Risk Management Plan for 2012-2013** (Pages 47 - 52)

### **12.05**

Mat Carlile, Area Manager and Business & Improvement Manager Oxfordshire Fire and Rescue Service, will present the Integrated Risk Management Plan (IRMP) Oxfordshire Fire And Rescue Authority - Action Plan 2012-13 (**SSC9**).

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 2008-11 Framework requires each Fire and Rescue Authority to produce a publicly available IRMP. The report proposes a number of projects to be included within the Fire Authority's IRMP for the fiscal year 2012-13.

The proposals in the report were agreed in their entirety by the Delegated Cabinet Member for Safer and Stronger Communities, Councillor Judith Heathcoat, on 17th October 2011.

The agreed proposals will be adopted in the final version of the IRMP Action Plan 2012-13 subject to further consultation, scrutiny & cabinet approval. The committee is therefore invited to comment on the Action Plan.

## **BUSINESS PLANNING**

### **10. Forward Plan**

#### **12.35**

#### **12.45 Close of Meeting**

## Declarations of Interest

This note briefly summarises the position on interests which you must declare at the meeting. Please refer to the Members' Code of Conduct in Part 9.1 of the Constitution for a fuller description.

### **The duty to declare ...**

You must always declare any "personal interest" in a matter under consideration, i.e. where the matter affects (either positively or negatively):

- (i) any of the financial and other interests which you are required to notify for inclusion in the statutory Register of Members' Interests; or
- (ii) your own well-being or financial position or that of any member of your family or any person with whom you have a close association more than it would affect other people in the County.

### **Whose interests are included ...**

"Member of your family" in (ii) above includes spouses and partners and other relatives' spouses and partners, and extends to the employment and investment interests of relatives and friends and their involvement in other bodies of various descriptions. For a full list of what "relative" covers, please see the Code of Conduct.

### **When and what to declare ...**

The best time to make any declaration is under the agenda item "Declarations of Interest". Under the Code you must declare not later than at the start of the item concerned or (if different) as soon as the interest "becomes apparent".

In making a declaration you must state the nature of the interest.

### **Taking part if you have an interest ...**

Having made a declaration you may still take part in the debate and vote on the matter unless your personal interest is also a "prejudicial" interest.

### **"Prejudicial" interests ...**

A prejudicial interest is one which a member of the public knowing the relevant facts would think so significant as to be likely to affect your judgment of the public interest.

### **What to do if your interest is prejudicial ...**

If you have a prejudicial interest in any matter under consideration, you may remain in the room but only for the purpose of making representations, answering questions or giving evidence relating to the matter under consideration, provided that the public are also allowed to attend the meeting for the same purpose, whether under a statutory right or otherwise.

### **Exceptions ...**

There are a few circumstances where you may regard yourself as not having a prejudicial interest or may participate even though you may have one. These, together with other rules about participation in the case of a prejudicial interest, are set out in paragraphs 10 – 12 of the Code.

### **Seeking Advice ...**

It is your responsibility to decide whether any of these provisions apply to you in particular circumstances, but you may wish to seek the advice of the Monitoring Officer before the meeting.

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# Agenda Item 3

## SAFER & STRONGER COMMUNITIES SCRUTINY COMMITTEE

**MINUTES** of the meeting held on Monday, 5 September 2011 commencing at 10.00 am and finishing at 1.15 pm

### Present:

**Voting Members:** Councillor Lawrie Stratford – in the Chair

Councillor John Goddard  
Councillor Alyas Ahmed  
Councillor Susanna Pressel  
Councillor John Sanders  
Councillor Bill Service  
Councillor Alan Thompson  
Councillor David Wilmshurst (in place of Councillor Viney)

**Other Members in Attendance:** Councillor Judith Heathcoat

### By Invitation:

### Officers:

| <b>Agenda Item</b> | <b>Officer Attending</b>   |
|--------------------|----------------------------|
| 5                  | Colin Thomas, Simon Kearey |
| 6                  | Jacque Bugeja, Sue Scane   |
| 7, 8               | Richard Webb               |
| 9                  | Ruth Whyte                 |
| 10                 | Carol Anderson             |

*The Scrutiny Committee considered the matters, reports and recommendations contained or referred to in the agenda for the meeting [, together with a schedule of addenda tabled at the meeting/the following additional documents:] and agreed as set out below. Copies of the agenda and reports [agenda, reports and schedule/additional documents] are attached to the signed Minutes.*

## 142/11 APOLOGIES FOR ABSENCE AND TEMPORARY APPOINTMENTS

(Agenda No. 1)

Councillor Carol Viney had sent apologies, and Councillor David Wilmhurst substituted.

The Chairman informed the committee that Councillor Stewart Lilly, Deputy Chairman, had sent his apologies.

**143/11 DECLARATIONS OF INTEREST - SEE GUIDANCE NOTE ON THE BACK PAGE**

(Agenda No. 2)

None.

**144/11 MINUTES**

(Agenda No. 3)

Minute 131/11

- Councillor Judith Heathcoat said that she had attended the Manor Hospital and not the John Radcliffe Hospital as recorded.

Minute 135/11

- Consumer Safety Review: noted that a national helpline was being set up
- DAAT consultation: members were appreciative of the one page summary provided.
- Gypsy & Travellers Service: Councillor Judith Heathcoat informed the committee that tender has been submitted.
- Actions on power outage: Members requested update on actions.
- Cogges Museum: noted that a new Director has been appointed.
- Libraries: noted that proposals on volunteering were available on library pages on council website.

136/11

- Councillor Susanna Pressel requested that 'successively' be amended to 'successfully'.

137/11

- Figure referred to in minute is incorrect, and should be £100k for year 2013-14, and £200k in year 2012-13.

**145/11 SPEAKING TO OR PETITIONING THE COMMITTEE**

(Agenda No. 4)

None.

**146/11 DIRECTOR'S UPDATE**

(Agenda No. 5)

Colin Thomas, deputy Chief Fire Officer, reported on:

Recent Civil Disorder



Colin Thomas reported that multi-agency procedure was activated to ensure that infrastructure was in place to minimise likelihood of disturbances in area, and to be able to deal with any incidences if they occurred. Only some small cases of disturbances took place.

Councillor Susanna Pressel said that she appreciated the regular updates from Police.

#### Efficiencies 2011/2012 and 2012/13 budget setting process

The 2011-2012 savings targets for Fire & Rescue were being delivered. However, meeting the £100,000 savings target for the Road Safety budget is a challenge.

It is too early to take a view on 2012-2013 budget, as it has yet to go through the Star Chamber process. Colin Thomas was confident that the budget would meet the Medium Term Financial Plan requirements.

Richard Webb added that Trading Standards was meeting its short term savings targets. The service had been reviewed and undergone a restructuring exercise. Sharing services with Buckinghamshire County Council was being talked through as a possible way forward. The Director for Social & Community Services and the Chief Fire Officer were considering an options paper on this subject. However, this approach may not deliver the level of savings required.

The Chair of the Committee asked about the timeline for talks with Buckinghamshire. Richard Webb replied that once budgets and options had been discussed by relevant committees we were looking at October or November as a likely time for proposals to be discussed. Councillor Judith Heathcoat added that the process was dependent on another authority coming to a view.

Simon Kearey reported on:

#### Cogges Museum

The trustees are interviewing applicants for the positions of Director and Operations Manager. 46 applications were received for the Director post with 7 being interviewed on 7 September 2011. 6 applicants are being interviewed for the Operations Manager post on 8 September 2011. Some candidates for each post may be interviewed twice, but it is hoped that appointments will be made in September.

Overall, trustees are pleased with the progress being made; the Natural Bread Company is running the café, and weekend events are proving to be popular. Simon Kearey said that the greatest gain has been the sign up of volunteers to support the work of the museum.

#### Libraries

Many meetings have been held with Friends of Library groups and Simon Kearey reported that these had been enthusiastic with the information provided being well received; for example, information on the role of volunteers.

Councillor Judith Heathcoat added that the meetings were well attended, open and frank with a mixture of support and dissent. She stressed that no libraries will be closing.

Councillor John Goddard welcomed the analysis provided by council officers. He said that under current plans volunteers would be essential for running all libraries, and asked if there was any progress in winning over volunteers.

Councillor Judith Heathcoat stated that statistics show that Oxfordshire leads the way in volunteering, and that the plans will be implemented over a three year period.

In response to a question on volunteering levels in more deprived parts of the county from Councillor John Sanders, Councillor Judith Heathcoat replied that she is visiting a successful community library in an area of deprivation in Swindon to learn how it is run.

Members of the committee were advised to send specific questions to the consultation address which would mean that they would be recorded and responded to and that they would inform the consultation.

## **147/11 CORONER'S SERVICE**

(Agenda No. 6)

Jacque Bugeja reported on:

### Death Certificate Reforms

The Department of Health is working with a wide range of organisations and groups to reform the process of death certification. These reforms will introduce a unified system of scrutiny by independent medical examiners of all deaths in England and Wales which do not require investigation by a coroner. The reforms are part of the Government's response to the Shipman Inquiry and aim to strengthen safeguards for the public, make the process of death certification simpler, more open to the bereaved and improve the quality of mortality data.

The Government is proposing to fund scrutiny by medical examiners on a cost-recovery basis through a statutory fee chargeable for all deaths that are not investigated by a coroner. This statutory fee, collected locally, would replace the existing fee charged by doctors for the completion of cremation forms which will be removed by the new process.

The Coroners and Justice Act 2009 made it a duty for Primary Care Trusts to: appoint medical examiners for their area; establish a local medical examiners service; make

arrangements to collect the proposed statutory fee; and, ensure required service standards and performance levels are achieved. The new architecture of the NHS, announced in October 2010, led to a ministerial decision to transfer these responsibilities to upper-tier local authorities through a provision in the Health and Social Care Bill. This decision was based on the need to maintain local control and independence and the belief that these essential criteria could not be met in any other way.

The new process has been tested in death certification pilots in Sheffield, Gloucestershire, Powys, Mid-Essex, Brighton and Hove, Leicester and inner North London.

The pilot work suggests that an area with 5000 deaths per year would probably require a team of 7 part-time medical examiners supported by 3 full-time medical examiner's officers. The cost of providing the services will be recovered from the proposed statutory fee. Work is currently being carried out – with input from local authority representatives – to ensure that the level of fee set, considers the costs of alternative models and other local considerations.

The Death Certification Regulations are expected to be published for consultation in October 2011 and, subject to the Bill's Parliamentary passage, will be laid before Parliament in May/June 2012 with a commencement date of April 2013. The extended period between introduction and commencement is intended to provide time for local authorities to establish a local medical examiner's service for their area. The Department of Health will assist local authorities by providing a suggested outline of preparatory activities and access to national and regional support.

It was agreed that a further update would be presented to the next meeting of the committee in November.

#### Coroner's Service Readiness for Repatriation

Legal responsibilities of the Coroner were outlined, and Jacquie Bugeja assured the Committee that the service was in good shape to cope with the additional work. She added that the majority of the costs would be met by the Ministry of Justice.

The family room which would be used when the Coroner's Court was in session was being refurbished.

Sue Scane, Assistant Chief Executive reported on:

#### Repatriation Preparation

Sue Scane referred to the 'Wooton Bassett effect' in that families, friends and members of the public expected to be able to pay their respects.

In light of this, an Events Advisory Group was set up to consider and resolve issues of family facilities, public safety, media support, traffic management and wider events management.

Sue Scane explained that the agreed route provides the ability to close the road between two roundabouts near RAF Brize Norton.

**148/11 REPORT ON THE USE OF THE USE OF THE REGULATION OF INVESTIGATORY POWERS ACT 2000 BY OXFORDSHIRE COUNTY COUNCIL**

(Agenda No. 7)

Richard Webb reported that the Committee is required to have oversight of provisions of the Act and review policy annually. He also informed the committee that an inspection had been carried out in May 2011 on how the authority used its powers under the Act, which found that Oxfordshire County Council's procedures under the Act were of the highest quality.

Richard Webb said the powers are mainly used by Trading Standards and only he, Peter Clark and Sue Scane can authorise activities. The main use made by Trading Standards is to check underage sales and doorstep crime.

**149/11 BRIEFING ON PROPOSED CHANGES TO CONSUMER PROTECTION ENFORCEMENT**

(Agenda No. 8)

Richard Webb reported that the National Audit Office review of consumer protection stressed the importance of Trading Standards services working collaboratively and more consistently.

The key proposals included setting up a new consumer protection board to ensure that intelligence collected nationally would be shared locally and across boundaries if necessary.

Members of the committee were concerned that more responsibilities would be placed on Citizen Advice Bureaux (CAB) with the risk that their independence may be undermined.

Richard Webb would draft a response to the national consultation which would be informed by the following comments made at Committee:

- No reduction in funding of CABs from Oxfordshire County Council;
- No reduction in local intelligence at '1<sup>st</sup> tier';
- Welcome the strengthening of cross-border intelligence and working.

**150/11 COMMUNITY SAFETY PLANS 2011-14**

(Agenda No. 9)

The draft Community Safety Plans had initially been tabled at the July 2011 meeting of the committee, and members had decided to discuss any comments at 5 September meeting. Members to have let Ruth Whyte any comments in the intervening period.

Ruth Whyte reminded members that the specific plans reflected local needs, but all worked within a common framework to ensure consistency and progress against agreed goals.

Members wanted actions on reducing recidivism to be more prominent, and an update on progress on implementing the MANTRAH programme.

**151/11 DRAFT HERITAGE STRATEGY**

(Agenda No. 10)

Carol Anderson apologised for not providing a written report, and explained that this was due to changes to how the application process is to be run and the transition of responsibilities from Museums, Libraries and Archives to the Arts Council. The draft was now with the Directors of council and university museums awaiting input and approval. Once the draft is agreed it would be sent to the committee.

The strategy will aim to make Oxfordshire a centre of museum excellence via collections, research expertise and an outreach programme.

**152/11 ROAD SAFETY**

(Agenda No. 11)

Peter Cleary reported that the alignment of Environment and Economy and Fire and Rescue Road Safety activities was progressing well. He added that managerial functions have been absorbed into the Fire and Rescue structure. Work was being carried out to reduce overlap and duplication of activities.

**153/11 SCRUTINY WORK PROGRAMME**

(Agenda No. 12)

The work programme was not discussed at committee.

**154/11 FORWARD PLAN**

(Agenda No. 13)

Noted that feedback on library service consultation would be available.

**155/11 CLOSE OF MEETING APPROX 1.15PM**

(Agenda No. 14)

..... in the Chair

Date of signing .....

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## **SAFER & STRONGER COMMUNITIES SCRUTINY COMMITTEE**

**7 NOVEMBER 2011**

### **OXFORDSHIRE ADULT LEARNING**

#### **Introduction**

1. This paper aims to give an update on current issues facing the Adult Learning Service, (ALS).
  - ALS works with 15000 learners per year
  - ALS currently employs 115 fte staff including c. 250 sessional tutors.
  - 80% of funding comes through the Skills Funding Agency (SFA), 5% from the Young People's Learning Agency (YPLA), and 15% from fees and charges.

#### **The move from SCS to E&E**

2. ALS joined the HR Service within Oxfordshire Customer Services on 1<sup>st</sup> January 2011. Good working relationships formed with Community Services, particularly with the Library Service, have continued since leaving SCS. Adult Learning Centres continue to be co-located with several Libraries. We also work closely with the Principal Librarian, Communities and Learning, particularly in relation to work with Family Learning and Skills for Life.
3. Moving to Customer Services has brought us into closer contact with the Learning and Development team, which is responsible for meeting the training needs of County Council staff and with whom we have had overlapping functions for some time. It has been agreed to draw the two services together in a staged process which will also see a reshaping of the new body along commissioning/providing lines. The move of the ALS central team to Unipart House in July 2011, working in the same office as L&D and other Customer Services staff has been beneficial in enabling less formal working relationships.

#### **Current financial position and recovery plan, including restructuring**

4. Through a variety of economy measures, including a restructure of Skills for Life provision Service Managers were able to reduce a large deficit from 2008/9 to £34k at the end of the 2010/11 financial year.
5. However, further savings need to be identified because of a variety of financial drivers. These include the need to:-
  - repay a loan from the County Council of £181,000,
  - address a known reduction in income of c. £250,000 because of changes in Skills Funding Agency (SFA) funding rules,
  - meet the deficit of £34,000 generated in the financial year 2010/11.

## SSC6

6. This has led to a planned restructuring of parts of the service, which was launched at the beginning of September 2011. It has two aims:
  - to streamline ALS administration of centres and curriculum support, in order to save approximately £400,000,
  - to move two groups of L&D staff across to ALS, in order to begin the work on creating a clear commissioner/provider split.
7. The consultation phase is now over and the process of selecting staff to posts in the new structure has begun. 12.25 fte posts will be deleted as a result of this restructure and the service will have to make considerable changes to the way it staffs its centres to accommodate this.
8. In addition, in July 2011 it became apparent that under-performance against one of the SFA contracts, the Adult Skills contract, had taken place during the academic year 2010/11. This has recently been confirmed by a written notice to improve. This is now a major challenge for the service to address and a new business strategy is being produced to affect further savings within year and beyond. The liability, which may be up to £400,000 will run over the end of this financial year and into the next. This has underlined the need for urgent structural change within some areas of the service and work has begun to address this.
9. Additional management resource is being made available through the secondment of a senior manager from the Business and Skills Unit. This will bring extensive experience of the SFA/LSC funding system and will coordinate the production and implementation of the recovery plan and play a key role in negotiating repayment arrangements with the SFA. This post formally begins on 26<sup>th</sup> October 2011 and the main tasks have been agreed and a job description drawn up.

### **Plans for merging ALS and Learning and Development (L&D) and the links to the Business and Skills Unit**

10. The ALS and L&D management teams are to merge and it is planned to do this in a change process from January – March 2012. This will need to link to work currently in hand to move both services to a commissioner/provider model. This work is due to be completed by December 2011, so that it can inform the change process to begin in early 2012.

This work is part of a larger strategic plan which sets out a vision of the County Council's role in surveying skills development needs across the county, giving high-quality intelligence about skills needs and shortages to funders and providers, and supporting the Local Enterprise Partnership in giving voice to those needs through the production of a skills need analysis.

ALS/L&D will have a key role as the provider of Adult Skills training for the County Council in meeting the challenges identified through the skills needs analysis.



## Testing the Service Delivery Model

11. CCMT has agreed in principle to explore the options for the delivery arm of the restructured ALS/L&D service to be externalised. This work is at an early stage and there are options to be investigated. Although many local authorities have looked at this issue, very few have successfully brought services successfully to the point of externalisation and currently we are working to understand the nature of the barriers to this course of action. However this work is being undertaken as a matter of some urgency to address the issues of service quality, customer participation and marketing.

## National developments

### 12. Simplification of funding arrangements.

The SFA has announced that it intends to move towards simplifying the Adult Skills funding system over a three year period:-

- 2011/12 - SFA issues shadow rates matrix with indicative funding values
- 2012/13 - Dual run of the new funding rates alongside the current ones
- 2013/14 - Full implementation of new funding system

Ironically this will not overall result in net simplification for ALS as the level of reporting required for the Adult Safeguarded Learning (ASL) and First Steps streams is not as great as for the Adult Skills budget.

*(A new streamlined funding system for adults skills SFA, October 2011)*

### 13. Consultation on informal Adult and Community Learning

The Department for Business, Innovation and Skills is conducting an extensive review of Informal Adult and Community Learning (IACL). BIS states that they wish to:-

- maximise its contribution to wider policy objectives, including the Big Society
- focusing public funding on people who would not otherwise have access to learning
- support progression to further learning, training and employment.

*(New Challenges, New Chances: Next steps in implementing the Further Education reform programme – Review of Informal Adult and Community Learning – BIS, August 2011)*

In short, the Government is reshaping the market for Adult Learning and there is some risk that this will result in funding being redirected to organisations other than the County Council. The outcomes of the review, incorporating a timetable for implementation, will be published in late autumn 2011

**Action**

Scrutiny Committee is asked to note the actions outlined in this report.

**MIKE BARDSLEY**

Interim Head of Adult Learning Service

Tel: (01865) 797596

**October 2011**

**Glossary**

ALS Adult Learning Service

BIS Department for Business, Innovation and Skills

E&E Environment and Economy Directorate

ESOL English for Speakers of other Languages

IACL Informal Adult and Community Learning

L&D Learning and Development Service (within Customer Services)

LSC Learning and Skills Council

SCS Social and Community Services Directorate

SFA Skills Funding Agency

SfL Skills for Life

|                  |
|------------------|
| Division(s): All |
|------------------|

## **SAFER AND STRONGER COMMUNITIES SCRUTINY COMMITTEE**

**7<sup>TH</sup> NOVEMBER 2011**

### **Annual Report of the Trading Standards Doorstep Crime Team**

**Report by John Jackson**

#### **Introduction**

1. The Trading Standards Service has developed its response to doorstep crime occurring in the county over the last few years. The term 'doorstep crime' has no formal definition but is applied to categorise a type of incident commonly reported to Trading Standards. This incident type normally involves an individual or group of individuals providing home improvement or repair work. Frequently the work is solicited by way of a cold-call to private homes, and little or no paperwork is provided. The harm arises from a range of practices, including making false claims of the work required to the property to ensure work is agreed, escalating the cost and extent of work once small scale works are agreed, making false claims about the extent of the work actually carried out to justify larger payments and occasionally starting work without permission and using intimidation to ensure that payment is made. Frequently, no details are left of the persons that carried out the work and any details provided are often false. The victim is often an older person.
2. A dedicated team provides an immediate response to reported incidents of doorstep crime with the primary aim of preventing consumer loss to this type of fraud. By intervening in the incident before payment is made the team can support the consumer preventing them from being intimidated into making unnecessary payments. The team also investigates incidents and prepares reports to enable formal legal action to be instigated where appropriate. This team consists of three Trading Standards staff and a seconded Police Officer.
3. The Doorstep Crime Team Leader produces an annual report containing a summary of the work of the team and some trend analysis on the incidents. This report has been circulated to the committee as advanced reading. This paper contains a short summary of the report for the committee.

#### **Exempt Information**

4. None

## Main Headlines from the Doorstep Crime Team Annual Report

5. The main headlines from the Doorstep Crime Team's Annual Report are as follows.
- (a) The team has seen a large increase in doorstep crime incidents reported to Trading Standards. During 2010/11 the team received 524 incidents, an increase of 124 (31%) on the previous year.
  - (b) Thames Valley Police (TVP) are now the main referral agency. This year TVP referred 193 incidents to us compared to 140 last year, an increase of 53 (37%).
  - (c) There has been an increase in incidents being reported online to 11 in total.
  - (d) There has been a decrease in complaints received from care services. The team only received 2 referrals from care services, a reduction from 10 the previous year. The cause of this is being reviewed, and we are seeking to establish whether victims are receiving support packages or not.
  - (e) Garden and tree work has become the most popular area of doorstep crime. Driveways, roofing and guttering services continue to generate a high proportion of doorstep crime complaints.
  - (f) There has been an increase in incidents in Cherwell and the Vale. Cherwell and Vale have been specifically targeted by two different gangs operating in and around where they live.
  - (g) The victim profile shows that, where the age of the victim has been recorded, 144 of the 160 victims were 60 years or older. Of the identified victims, 249 were living alone and 155 of those were female. The oldest victim targeted was a 94 year old woman who lived alone. There were 28 victims who were particularly vulnerable as a result of a disability.
  - (h) There has been a slight increase in successful interventions. Last year we intervened on 79 occasions where the suspect was still at the premises. This was an increase on 69 the previous year.
  - (i) The amount of money saved for victims was £127,766. This was higher than the previous year.
  - (j) The amount of money that we know was paid out by victims was £816,456. This is a slight increase on the previous year's figure of £736,304.
  - (k) During the year 31 offenders were arrested. This was the highest number of arrests in a single year since the team was formed.
  - (l) The Team has featured in headlines within the Oxford Mail and on Central News, Meridian and Watchdog.

## **SSC7A**

### **Seconded Police Officer**

6. Having a Police Officer embedded within the Doorstep Crime Team contributes significantly to the success of the team. The seconded officer, PC Jayne Newman, has extensive experience and knowledge and has been specifically trained to work with vulnerable witnesses. She has undertaken further training which has enabled her to do in-depth intelligence searches, an important tool in identifying doorstep crime suspects. In addition, working alongside the Police ensures that the team are able to utilise all investigatory options, e.g. scenes of crime facilities (SOCO), finger print analysis, DNA matching and formal identification facilities. Most importantly, the joint approach ensures that suspects can be arrested and bailed, providing for more effective investigations.

**NAME: John Jackson**  
**Director for Social and Community Services**

**Background papers: Doorstep Crime Team Annual Report 2010-2011**  
**Contact Officer: Richard Webb, Acting Head of Trading Standards and Community Safety**

**October 2011**

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# **OXFORDSHIRE COUNTY COUNCIL DOORSTEP CRIME UNIT ANNUAL REPORT 2010- 2011**



**MARTIN WOODLEY, MBE  
TRADING STANDARDS  
DOORSTEP CRIME TEAM LEADER**



**OXFORDSHIRE  
COUNTY COUNCIL**

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## 1.0

### Introduction

This year has seen a couple of changes in Doorstep Crime Team personnel. A seconded Police Officer joined the team in June and Philippa Green's position became permanent to enable the team to deal with the huge rise in reported incidents.

#### Seconded Police Officer

The re-introduction of the police officer has helped massively in the success of the team. PC Jayne Newman has brought with her incredible experience and knowledge and has been trained by the Police in dealing with vulnerable witnesses. She has undertaken further training which has enabled her to do in depth intelligence searches. As Jayne has a long police service, she has many contacts within Thames Valley Police which has enabled the team to gain access to other available investigatory options e.g. Scenes of Crime facilities (SOCO), finger print analysis, DNA matching, Video Identification Parade Electronically Recorded (VIPER) and most importantly getting offenders arrested and bailed.

#### Arrests and prosecutions

The team has seen 31 offenders arrested this year which is the highest reported number of arrests in a year. Two offenders received a total of seven years imprisonment for taking £880,000 from two victims in Oxfordshire. The team has other big cases pending and one is listed for a three week hearing at Oxford Crown Court in November 2011. These cases and the work of the Doorstep Crime team have again been well supported by the press.

## **2.0 Results & Analysis**

### **2.1 Complaints and Referrals Received**

The Doorstep Crime Team dealt with 182 complaints in 2007/08. In 2008/9 the team dealt with 265 complaints, an increase of 45%. In 2009/10 the reported incidents totalled 400, a 50.9% increase. This financial year 2010/11 the team has received 524 incidents, an increase of 124 (31%).

Complaints received from various Agencies are shown in figure 1 below:

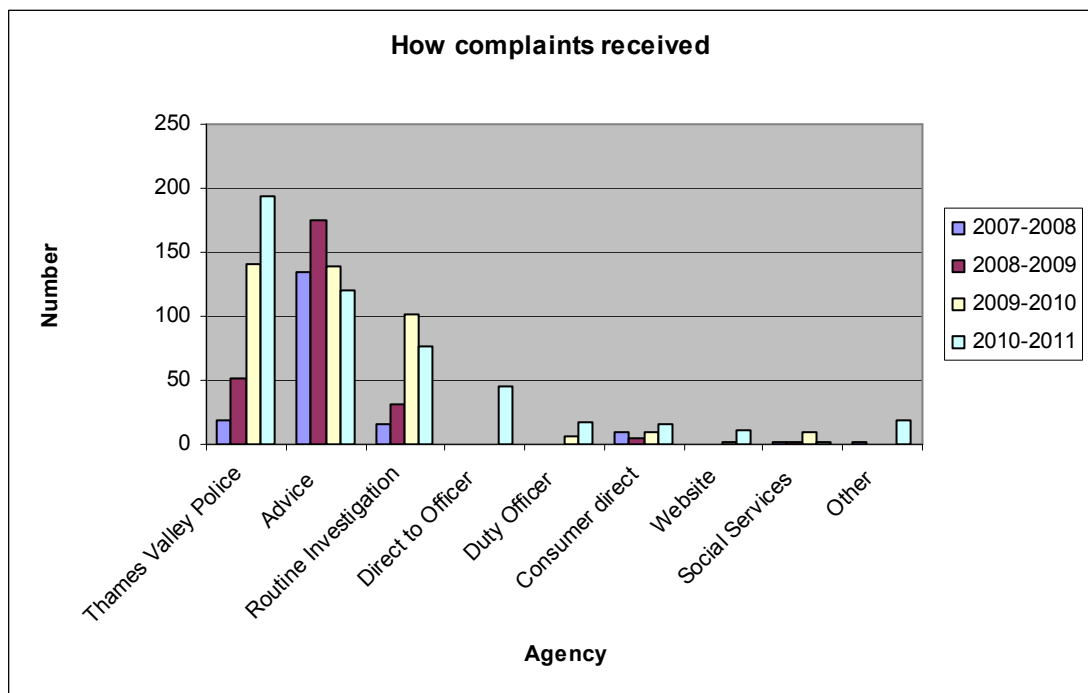


Figure 1

This graph illustrates that the reporting mechanism is changing and Thames Valley Police is the highest reporting agency. This year TVP referred 193 incidents to us compared to 140 last year, an increase of 53 (37%).

The number of reported incidents to the advice team last year was 139, this year they received 121 calls, a drop of 12.9%.

In 2009/10 the team made it a priority to carry out more routine patrols to spot, identify and disrupt these rogue traders. It proved successful and the team identified 101 incidents from carrying out these patrols. However, the team were unable to carry out as many routine patrols due to the amount of incidents being called into the Service so we have seen a drop to 76 (24%).

The team also saw a rise in referrals from Consumer Direct from 10 last year to 15 this year. The team only received two calls from Social Services, a large drop from last year's figure of 10. Eleven incidents have been reported via the Trading Standards website.

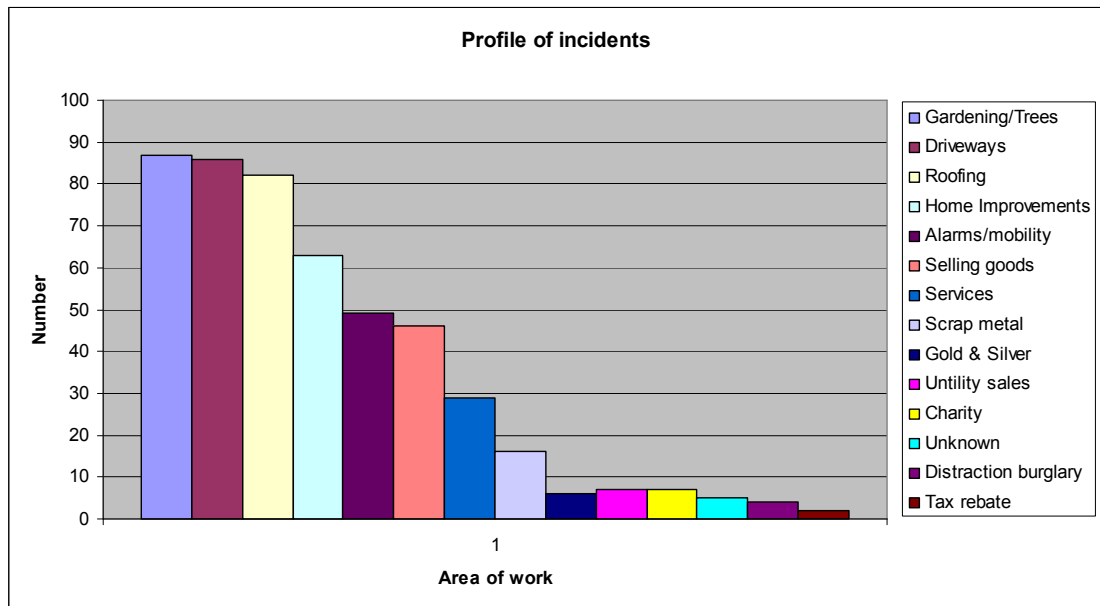
#### **Summary**

- Thames Valley Police is now the main referral agency.
- In-house Consumer Advice Team is receiving fewer calls
- Routine patrols have dropped due to the amount of complaints being received.
- Increase of incidents being reported online
- Decrease of complaints received from Adult Social Services.

## 2.2 Profile of Incidents

The type of work being carried out by the offenders is mainly driveways, roofing, home repairs and gardening. See figure 2 for profile of incidents.

Figure 2



In 2010/11, there was an increase in the number of complaints regarding tree and gardening work. This is due to a number of gangs operating from the Cherwell area. They have already been identified and in April, two arrests were made and there are further arrests pending. It is hoped that we will see a large decrease in these incidents once those offenders have been apprehended.

### Summary

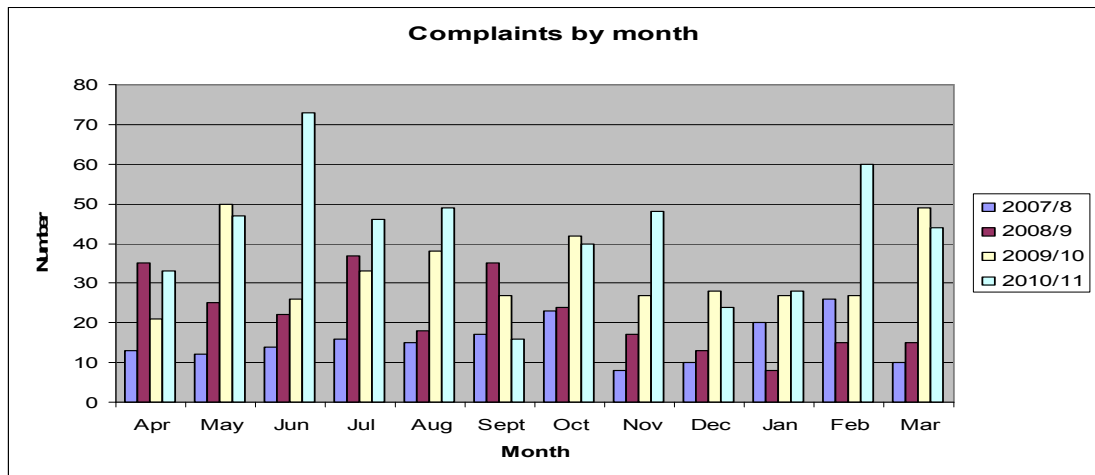
- Garden and tree work has become the most popular area of Doorstep Crime.
- Driveways, Roofing and guttering services continue to generate a high proportion of doorstep crime complaints.

### 2.2.1 Complaints received by month

The fourth successive increase in complaints has meant the team has again been under huge pressure. Figure 3 below shows the complaints received by month.

During June 2010 there was a big increase in activity this was due to participating in Operation Rogue Trader. February however, saw the figure double from the previous year. This may be due to the bad weather in December and January, which prevented these opportunists from working. Looking at these figures and the growth of complaints being received there is predicted an increase in complaints for 2011/12.

Figure 3



#### Summary

- The team has seen a huge increase in doorstep crime being reported to Oxfordshire County Council Trading Standards.

### 2.3 Complaints by Area

When the complaints are divided into geographical area, (see figure 4) it shows that there has been a big shift in where the incidents occur. Vale and Cherwell have seen a massive rise in incidents. The West, South and Oxford have seen a decline. Cherwell and Vale have been specifically targeted by two different gangs operating in and around where they live. (Figure 5 shows the previous years incidents for comparison).

Figure 4

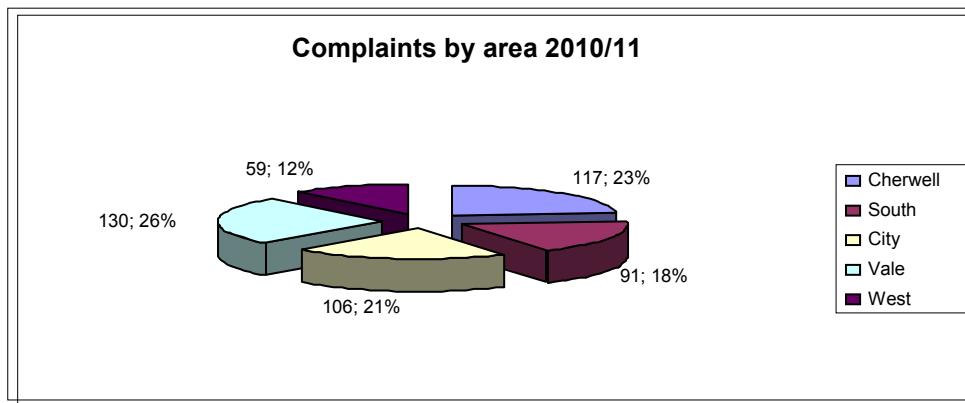
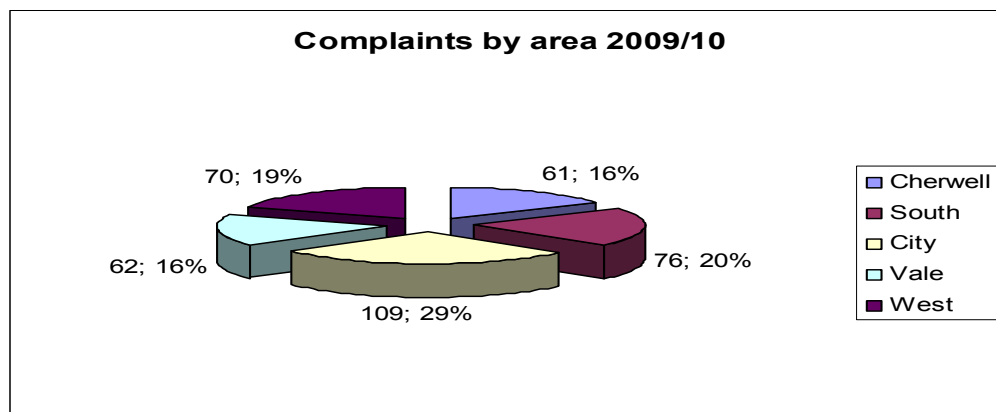


Figure 5



#### Summary

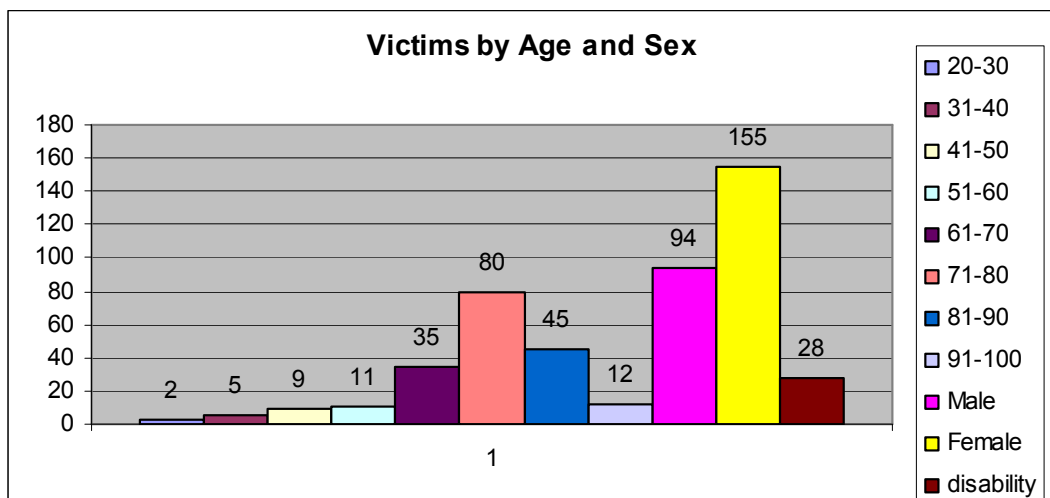
- Increase in incidents in Cherwell and the Vale.

## 2.4 Complaints by Age and Sex

In 2010-2011 the team obtained victim profiles for a total of 160 victims. Out of the 160 ages recorded during 2010/11, the figures show that there were 16 crimes against victims aged under 60 compared to 26 last year. There was a total of 144 out of 160 crimes against victims aged 61 and above. (See figure 5)

Significantly, 249 victims were living alone and 155 of those victims were lone females. The oldest victim targeted was a 94 year old female living alone. 28 victims were found to have been particularly vulnerable as a result of disability.

Figure 5



### Summary

- Oxfordshire's profile show that 144 of the 160 victims were 60 years or older.
- A high proportion of victims are living alone

### **3.0 Action taken by Doorstep Crime Unit**

#### **3.1 Prosecutions and Action undertaken**

During 2010/11 Oxfordshire County Council Trading Standards and Thames Valley Police instigated a number of actions against individuals. The most significant case resulted in sentences of 4.5 years and 2.5 years handed out to two offenders who took £880,000 from two elderly victims.

In 2010/2011 the team took a decision to issue more formal warning using Section 8 of the Enterprise Act as a way of dealing with the less serious cases to allow resources to be focused on the more serious offences. A total of 24 formal undertakings were signed and seven simple cautions were issued. See figure 6 for action taken through the courts. See figure 7 for other incidents dealt with by way of a fixed penalty tickets.

#### **3.2 Pending Prosecutions**

At the time of writing there are a further five Doorstep Crime cases pending and court dates have been arranged. There are further investigations ongoing and waiting to go through the legal unit.



### **3.3 Arrests made due to actions of the Doorstep Crime Unit**

Last year the team facilitated 23 arrests. This year the figure has increased to 31. This has been possible because of the seconded police officer. During these arrests, three of the vehicles were seized by Thames Valley Police.

### **3.4 Interventions**

The Doorstep Crime team placed more emphasis on finding and dealing with the offenders when they are at the victims address. This is done by routine patrol or immediately responding. The team has successfully intervened on 79 occasions where the offender was at the premises. This is an increase on last year's figure of 69.

### **3.5 Assisting Victims after incident**

Another objective for the team was to offer the victims assistance after the incident. All the victims were given a list detailing the traders on the Trading Standards Buy With Confidence Scheme. This year, the team referred 55 victims to various organisations i.e. Crime Reduction Officers, Fire Service, Falls assessment and district councils.

### **3.6 Money Paid by Oxfordshire Victims to Doorstep Criminals**

The amount of money paid by victims this year to doorstep criminals has been £816,456. This is a slight increase on last year figure of £736,304. The average loss per incident however is down to £1,294 as compared with last year's figure of £1,812.

### **3.7 Money saved for Oxfordshire Consumers**

In the year 2010/2011 the Doorstep Crime team intervened to save Oxfordshire consumers £127,766, slightly above last year's figure of £122,644.

### **3.8 Intelligence Reports**

As a team, we have realised the importance of intelligence being shared between Enforcement Agencies. The Doorstep Crime Unit has passed 176 Intelligence reports to other agencies this year compared to 146 in 2009/10 and 136 for 2009/8.

### **3.9 Identification of Offenders**

Of the 524 incidents received the team has been able to identify 444 of those offenders. This is a huge increase on last year's figures of only 132 offenders being identified in 400 incidents.

### **3.10 Presentations to various groups etc.**

This year the team has given talks and presentations to different community groups. Talks were also given to Thames Valley Police, Police Enquiry Centre (PEC). PEC receives all the calls coming into Thames Valley Police and they then allocate the incidents. The talks to PEC have been vital and it is these talks that have increased the awareness of the team's role within Thames Valley Police. The Doorstep Crime team will continue to do the talks to other enforcement agencies i.e. Police.

### **3.11 Repeat Victim Cameras**

One of the highlights this year has been the purchase of three camera kits that can be placed at a property if we think the offender will return. These have proven very successful. In four months the kits have been used in seven properties resulting in four filmed detections. This is where the offender has returned and he has been identified by the

team. One of the incidents included the offender returning to get money from a £506,000 scam.

The kits are different from the type used by the police as this kit sends the film footage instantly to a laptop in the office. The team is able to look at the footage and if they do not recognise the caller they will contact the victim instantly to establish who they are and to make sure they are alright.

The victims also get a feeling of security once these are fitted, as it gives them back that feeling of reassurance because someone is looking out for their welfare.

### **3.12 ANPR (Automatic number plate recognition)**

The equipment has been upgraded and is a very useful tool used in identifying those vehicles used in doorstep crime. The team are now working aside Thames Valley Police on monthly ANPR checks.

### **3.13 Media Coverage**

This year was another good year for media coverage both on the TV and in local papers. It included a feature on the local news with the cameras following the team during Rogue Trader Week. The team also managed to get front cover coverage three times in the Oxford Mail.

The team also managed to get good coverage from the recent court case that saw the imprisonment of Scott Jackson. This report was headline feature on both on Central and Meridian TV.

The work of the team was also recognised through the award of an MBE to the team leader in the New Year's honours list.

**Summary**

- There has been a slight increase in interventions.
- Money saved was £127,766. (Up on last years figure).
- Money paid out by victims was £816,456. (Up on last years figure)
- The Team has generated 146 Intelligence reports this year
- This year the team saw 31 offenders arrested. This is the highest number of arrests in one year ever.
- The Team has made headlines with the Oxford Mail and featured on Central News, Meridian and Watchdog.

**4.0 Action Plan for future enforcement**

Below is a plan the team has for the coming year

| <b><u>Recommendation</u></b>                | <b><u>How to achieve</u></b>  | <b><u>Time scale</u></b> | <b><u>Cost</u></b>                 | <b><u>Benefit to be achieved</u></b>                                | <b><u>Importance rating</u></b> |
|---|---|--------------------------|------------------------------------|---|---------------------------------|
| Install camera equipment for repeat victims | Obtain further kits so that the team can put out more cameras to provide protection for vulnerable adults.  | Ongoing                  | Officer time and cost of equipment | Enable TS to film and obtain evidence for prosecution of offenders. | ☆☆☆☆☆                           |
| Assistance for Victims                      | To assist the victims of doorstep crime by referring other agencies to assist if required by victim. i.e. Social Services, Crime Reduction Officer etc. | Immediate                | Officer time                       | Can be done when visiting victim to obtain statement                | ☆☆☆☆                            |
| Routine Patrols                             | Carry out weekly routine patrols.   | Immediately              | Officer time                       | Disrupt and identify offenders.                                     | ☆☆☆☆                            |
| Working partnership with Social Services    | Establish contacts in Social Services for updates and pass on victim details to the Service so they can offer assistance.                               | August 2011              | 1 Officer time                     | More eyes to identify potential infringements                       | ☆☆☆                             |

|                             |  |              |                                 |  |              |
|-----------------------------|--|--------------|---------------------------------|--|--------------|
| <p>Dedicated phone line</p> | <p>Because Oxfordshire are changing to Consumer Direct next year I recommend that a separate doorstep crime team line should be put into place in preparation for this change. A dedicated Doorstep Crime reporting line will enable Thames Valley Police, members of the public and other agencies to have a one stop number for which they can report an incident. The line would be answered by a team member from the doorstep crime team. The number must be transferrable so that the officer taking the calls can still carry out routine duties whilst maintaining the dedicated line.</p> | <p>April</p> | <p>Cost of 1 telephone line</p> | <p>One stop telephone number for all agencies and complainants</p> | <p>☆☆☆☆☆</p> |
|-----------------------------|--|--------------|---------------------------------|--|--------------|

#### **4.0 Conclusions**

The re-introduction of the seconded police officer has made a huge improvement in identifying defendants. Out of 524 incidents, 444 of the offenders were identified. This has resulted in the highest amount of arrests in one year. Because of this the team has also dealt with more investigations. The team has carried out approximately 10 property searches and three vehicles have been seized by the Police as a result of doorstep crime incidents. When the drivers were dealt with and a PNC check carried out, it was established that some had no insurance or driving licence.

The Police Officer Jayne Newman has helped the team deal with vulnerable victims and has enabled statements to be obtained from victims using video technology. Due to the contacts we have made with Thames Valley Police, we are having much more success with Scenes of Crime Officers (SOCO) and this has resulted in offenders being identified by fingerprints and DNA samples.

The continued routine patrolling has ensured the team disrupt the offenders' activities and sends out a clear message to all that enforcement agencies are checking businesses. By carrying out these checks we protect the reputable businesses whilst dealing with those who have more disrespectful intentions.

Letters have been sent to repeat victims for the third year. This letter is sent out every six months and reminds the home owner to beware of traders that may call at their door. At each incident we ascertain if the victim has been a victim of doorstep Crime. The list has been increased from 15 victims to 64. None of those people on the list have called to report any further incidents.

It is really pleasing to report that sanction detections have increased from 39 in 2009/10 to 93 for 2010/11, a massive jump of 138%.

To establish if work was unnecessary or was not carried out, the team hired in a Surveyor. The cost was rising for this expert witness, so a cheaper option was sourced. By using a different expert witness we have reduced the annual cost from £15,637 to £3,908 a saving of £11,729.

2010/11 has been a challenging one due to the increasing number of complaints received. The challenge this year is how to deal with the complaints if they continue to grow at the same rate as we have seen in the last four years. If this happens the team will have to rethink how it operates, as we will not be able to offer the same level of service to all complainants. The team is a committed group with a common interest and go beyond their remit, which includes working unsociable hours. By operating in this way the team has coped with the increasing workload and each member has helped to make the team successful.

In the coming year, there are a couple of big cases going through Oxford Crown Court. These have been achieved through the huge efforts of the team over the last couple of years.

Martin Woodley, MBE  
Trading Standards Officer



Division(s): ALL

## **SAFER & STRONGER COMMUNITIES SCRUTINY COMMITTEE**

**7<sup>th</sup> NOVEMBER 2011**

### **FIRE & RESCUE – RESPONSE STANDARDS PERFORMANCE 2010/11**

**Report by the Chief Fire Officer**

#### **Introduction**

1. Since April 2005 Oxfordshire Fire & Rescue Service has had local Response Standards for attending emergency incidents in the county. Cabinet approved these standards on 22 June 2006 (see Item CA 11). Additionally, the Chief Fire Officer was required to report annually on the F&RS's performance against these standards and bring forward any recommendations as appropriate for future improvements, particularly to address life-threatening situations. This report fulfils that requirement.

Scrutiny committee members are invited to provide observations for consideration at the delegated decision meeting scheduled for the afternoon of the 7th November

#### **Response Standards**

2. Local Response Standards are based on the historical location and status of our current fire stations and are used as a basis for improvement planning in the future. The Standards provide a common performance target across the County, based on risk and acknowledging that fire deaths and casualty reduction is a National Performance Target which will drive future improvement options. The standards are as follows:
  - 80% of all emergency incidents will be responded to within 11 minutes
  - 95% of all emergency incidents will be responded to within 14 minutes

The above is measured by the time it takes to get the first fire appliance to the scene from the time at which the fire station is first alerted.

3. In addition to the Response Standards for the first attending appliance, the Fire & Rescue Service will despatch a sufficient number of vehicles and personnel to safely and effectively deal with the type of incident reported as determined by national and local risk assessments.
4. OFRS attend a wide variety of incidents and not all are emergencies. Therefore it is necessary to categorise incidents to enable improvement plans to concentrate

## SSC8

on the highest priority areas. All Incident Commanders classify incidents they attend into one of three categories:

- a) life threatening emergency
- b) serious, but non life threatening emergency
- c) Damage to property/heritage/environment

Our operational effectiveness is measured against these three categories (a, b and c) which all require an emergency response.

### 2010/11 Performance – Response Standards - Monthly Summary

(Further geographical breakdown detailed in Appendix 1)

#### Response Standards monthly summary

April 2010 - March 2011

|                        | Incidents in Scope | Number in 11 minutes | % in 11 minutes | Number in 14 minutes | % in 14 minutes |
|------------------------|--------------------|----------------------|-----------------|----------------------|-----------------|
| Apr-10                 | 300                | 250                  | 83.33           | 282                  | 94              |
| May-10                 | 362                | 287                  | 79.28           | 340                  | 93.92           |
| Jun-10                 | 286                | 223                  | 77.97           | 266                  | 93.01           |
| Jul-10                 | 369                | 294                  | 79.67           | 336                  | 91.06           |
| Aug-10                 | 328                | 267                  | 81.40           | 307                  | 93.60           |
| Sep-10                 | 280                | 231                  | 82.5            | 271                  | 96.79           |
| Oct-10                 | 294                | 245                  | 83.33           | 269                  | 91.50           |
| Nov-10                 | 324                | 257                  | 79.32           | 298                  | 91.98           |
| Dec-10                 | 370                | 275                  | 74.32           | 330                  | 89.19           |
| Jan-11                 | 266                | 209                  | 78.57           | 245                  | 92.11           |
| Feb-11                 | 237                | 175                  | 73.84           | 213                  | 89.87           |
| Mar-11                 | 308                | 251                  | 81.49           | 288                  | 93.51           |
| <b>Totals for year</b> | 3724.00            | 2964.00              | 79.59           | 3445.00              | 92.51           |

5. There are a number of factors that have affected our performance against these targets:-

- a) **Weather:-** The reference period above included one of the most severe winters on record with travel hampered across the County for almost three weeks due to heavy snowfalls. During which time there were an increased number of emergency calls (December was our busiest month) we managed to ensure a response to all emergency calls and support other OCC essential services with a slight reduction in our ability to meet the 11 and 14 minute targets.
- b) **Traffic Management:-** Traffic management schemes and the introduction of more widespread reduced speed limits (20-30mph), have meant that Fire Appliances are required to proceed at a reduced speed. National guidance states that emergency vehicles should not proceed at a speed more than 20mph above the posted speed limit. As a result of the changes to road networks and traffic calming we are now reviewing all of our pre- determined

## SSC8

attendances to ensure that the vehicle that has traditionally been sent is indeed the most expedient and will deliver the swiftest response. A number of recent changes are already paying dividends and will be reflected in next years report.

- c) **Motorway:-** As detailed in previous years, the access to the motorway is limited via the junctions within the County and the travel distance is dictated by where an incident is in relation to the junction. This has a direct impact on the attendance times for stations that traditionally respond to the motorway. (Banbury, Bicester, Wheatley, Watlington). Recent changes to mobilising have had an effect on second appliances arriving at incidents, but the first pump remains the same and meeting the 11 and 14 attendance times to incidents just before junctions will always be a challenge.

### **Action taken to mitigate risk:-**

6. Following two recent severe winters and a significant flooding event we have learned many lessons and we have well rehearsed procedures that are adopted 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.
7. A comprehensive review of our current mobilisation policy utilising the latest computer software is allowing us to predict more effectively the most effective appliance to mobilise to an incident, it is hoped that we will be able to demonstrate the benefits of this in the 2011/12 report. The ultimate aim is to utilise an Automatic Vehicle Location System to ensure that we have comprehensive information regarding the precise location of a fire appliance and can mobilise the nearest every time, even when appliances are moving through the County.
8. Additional Community Safety activities, beyond those undertaken as a baseline in any location, are targeted in areas known to be outside the 14 minute attendance times. Any failure to achieve the agreed response standards is assessed by the relevant Station Manager and where possible remedial actions are taken. Response times are monitored in all one to ones meetings part of our suite of performance measures.
9. The Senior Leadership Team receives a quarterly performance review of the performance against the agreed response times and detail is analysed as to the reason behind sustained periods of under performance.
10. Our response standards remain stretching, however we have achieved a 1.5% improvement in achieving the 11 minute attendance time from last year's performance (78.01% 2009/10 79.59% 2010/11) and a marginal improvement in the 14 minute attendance time (92.06% 2009/10 to 92.51% 2010/11), resulting in a 0.41% under performance in relation to the pledge of attending 80% of emergency calls in 11 minutes and a 2.49% under performance in relation to attending 95% of emergency calls in 14 minutes.

## SSC8

11. The staged introduction of Retained Station Support Officers (RSSOs) is having a continued positive effect on retained availability (with an increase in the region of 30%) meaning that the nearest appliance is more likely to be available, and one of the crew is more likely to be on station or in the immediate vicinity (Mon –Fri 0900hrs – 1700hrs), thus reducing the turnout times. The full implementation of RSSOs will be completed in April 2012.

### **David Etheridge**

Director for Community Safety and Chief Fire Officer

Contact Officer: Nigel Wilson (Tel: 01865 852171)

**October 2011**

## SSC8

### Annex 1 – Breakdown of response standards by District, Area and Station.

#### Response Standards by District

April 2010 - March 2011

| Area     | Incidents in Scope | Number in 11 minutes | % in 11 minutes | Number in 14 minutes | % in 14 minutes |
|----------|--------------------|----------------------|-----------------|----------------------|-----------------|
| City     | 1345.00            | 1261.00              | 93.75           | 1323.00              | 98.36           |
| West     | 395.00             | 293.00               | 74.18           | 366.00               | 92.66           |
| Cherwell | 865.00             | 639.00               | 73.87           | 764.00               | 88.32           |
| South    | 720.00             | 493.00               | 68.47           | 636.00               | 88.33           |
| Vale     | 399.00             | 278.00               | 69.67           | 356.00               | 89.22           |

#### Response Standards by Fire Risk Area

April 2010 - March 2011

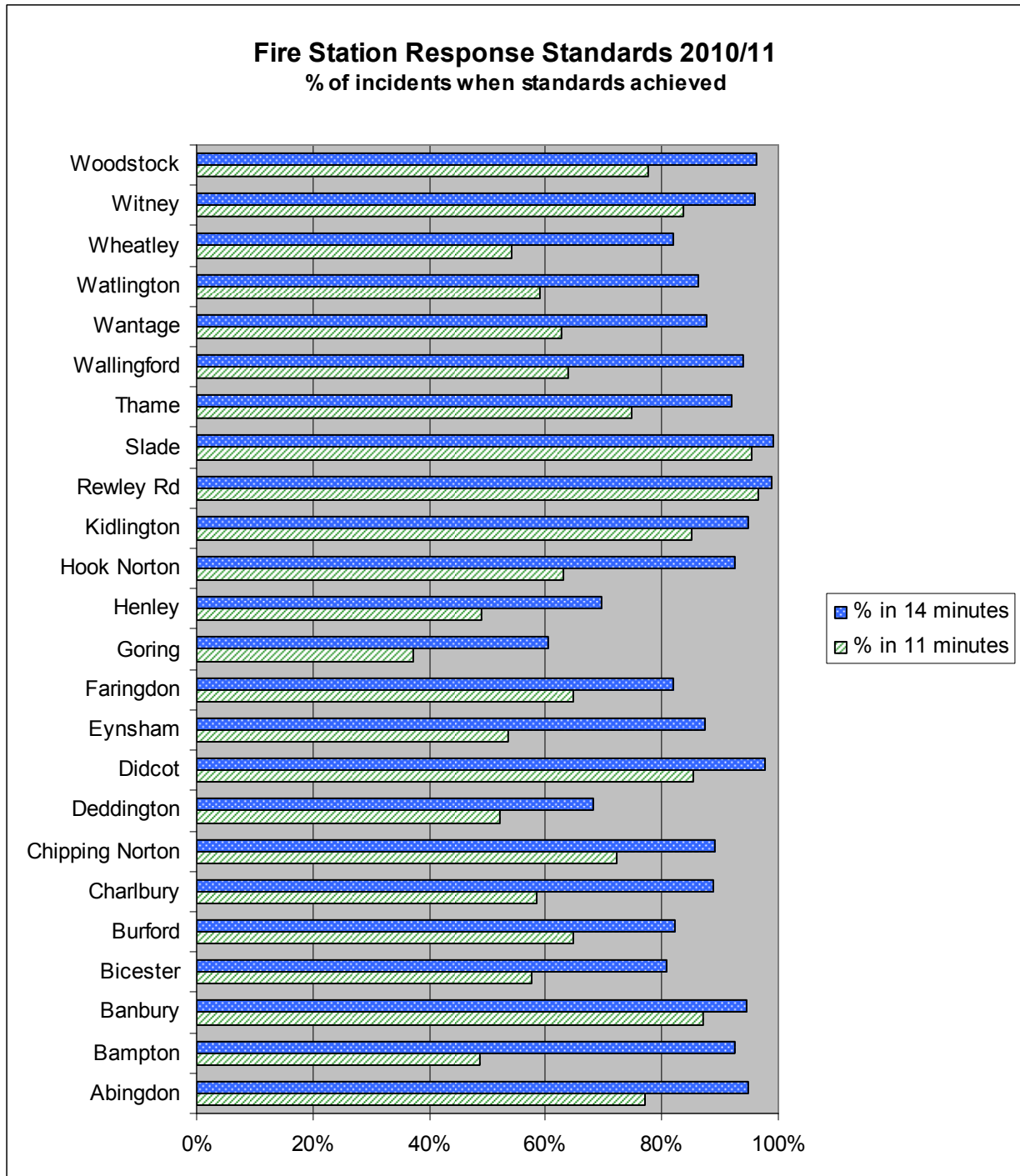
| Area          | Incidents in Scope | Number in 11 minutes | % in 11 minutes | Number in 14 minutes | % in 14 minutes |
|---------------|--------------------|----------------------|-----------------|----------------------|-----------------|
| City          | 1345.00            | 1261.00              | 93.75           | 1323.00              | 98.36           |
| West/Cherwell | 1260.00            | 932.00               | 73.97           | 1130.00              | 89.68           |
| South/Vale    | 1119.00            | 771.00               | 68.90           | 992.00               | 88.65           |

#### Response Standards by Station

April 2010 - March 2011

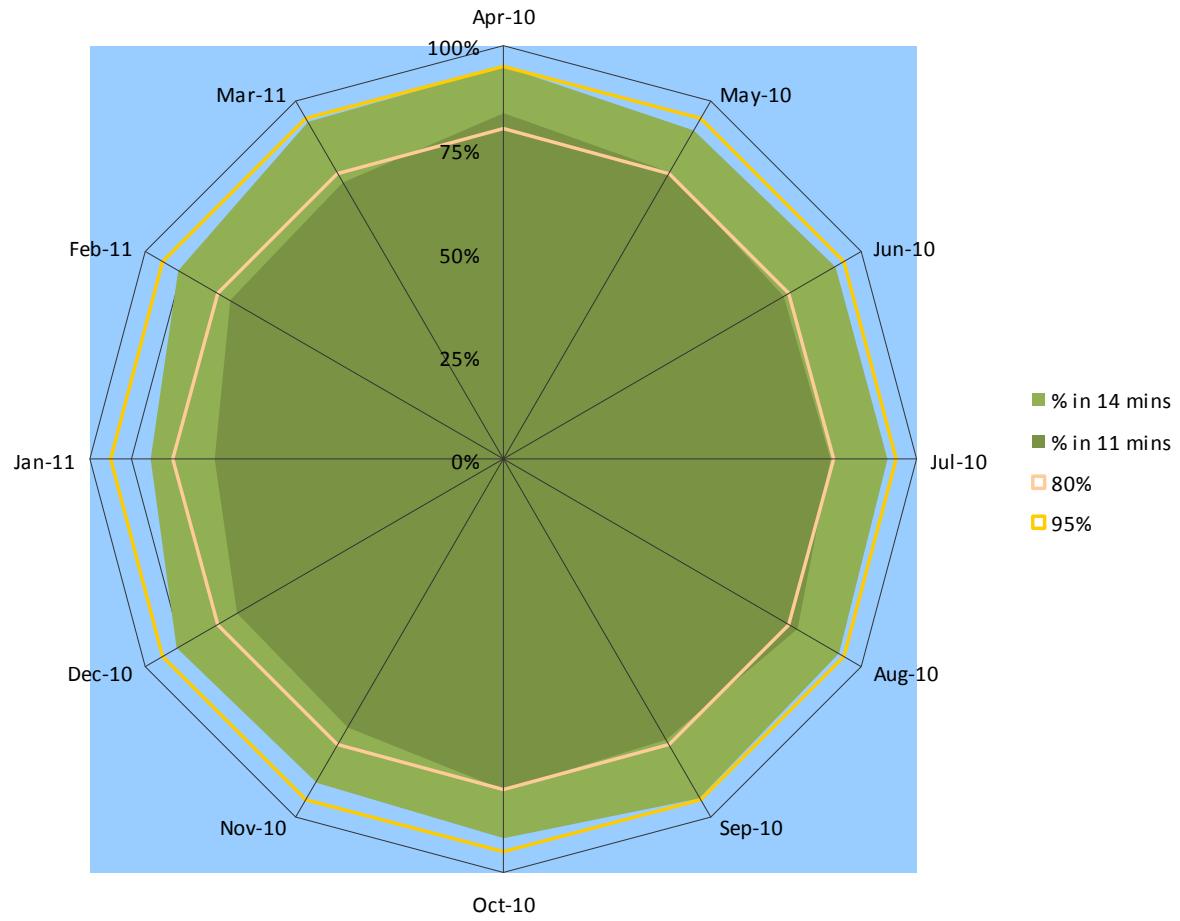
| Station         | Incidents in Scope | Number in 11 minutes | % in 11 minutes | Number in 14 minutes | % in 14 minutes |
|-----------------|--------------------|----------------------|-----------------|----------------------|-----------------|
| Abingdon        | 178.00             | 137.00               | 76.97           | 169.00               | 94.94           |
| Bampton         | 41.00              | 20.00                | 48.78           | 38.00                | 92.68           |
| Banbury         | 334.00             | 291.00               | 87.13           | 316.00               | 94.61           |
| Bicester        | 305.00             | 176.00               | 57.70           | 246.00               | 80.66           |
| Burford         | 34.00              | 22.00                | 64.71           | 28.00                | 82.35           |
| Charlbury       | 36.00              | 21.00                | 58.33           | 32.00                | 88.89           |
| Chipping Norton | 65.00              | 47.00                | 72.31           | 58.00                | 89.23           |
| Deddington      | 44.00              | 23.00                | 52.27           | 30.00                | 68.18           |
| Didcot          | 276.00             | 236.00               | 85.51           | 270.00               | 97.83           |
| Eynsham         | 56.00              | 30.00                | 53.57           | 49.00                | 87.50           |
| Faringdon       | 116.00             | 75.00                | 64.66           | 95.00                | 81.90           |
| Goring          | 43.00              | 16.00                | 37.21           | 26.00                | 60.47           |
| Henley          | 92.00              | 45.00                | 48.91           | 64.00                | 69.57           |
| Hook Norton     | 27.00              | 17.00                | 62.96           | 25.00                | 92.59           |
| Kidlington      | 155.00             | 132.00               | 85.16           | 147.00               | 94.84           |
| Rewley Rd       | 554.00             | 535.00               | 96.57           | 547.00               | 98.74           |
| Slade           | 708.00             | 675.00               | 95.34           | 701.00               | 99.01           |
| Thame           | 75.00              | 56.00                | 74.67           | 69.00                | 92.00           |
| Wallingford     | 100.00             | 64.00                | 64.00           | 94.00                | 94.00           |
| Wantage         | 105.00             | 66.00                | 62.86           | 92.00                | 87.62           |
| Watlington      | 73.00              | 43.00                | 58.90           | 63.00                | 86.30           |
| Wheatley        | 61.00              | 33.00                | 54.10           | 50.00                | 81.97           |
| Witney          | 219.00             | 183.00               | 83.56           | 210.00               | 95.89           |
| Woodstock       | 27.00              | 21.00                | 77.78           | 26.00                | 96.30           |
| <b>Totals</b>   | 3724.00            | 2964.00              | 79.59           | 3445.00              | 92.51           |

Annex 2 - Response Standards graphical information



# Oxfordshire Fire and Rescue Service Response Standards

Monthly Performance against Response Standards 2010/11



## SSC8

### Annex 3 – Historical Data

Oxfordshire Response Standards for 2008-2009

#### Response Standards by District

April 2008 - March 2009

| Area     | Incidents in Scope | Number in 11 minutes | % in 11 minutes | Number in 14 minutes | % in 14 minutes |
|----------|--------------------|----------------------|-----------------|----------------------|-----------------|
| City     | 1342               | 1286                 | 95.83%          | 1330                 | 99.11%          |
| West     | 359                | 256                  | 71.31%          | 331                  | 92.20%          |
| Cherwell | 783                | 596                  | 76.12%          | 706                  | 90.17%          |
| South    | 765                | 470                  | 61.44%          | 637                  | 83.28%          |
| Vale     | 356                | 244                  | 68.54%          | 314                  | 88.20%          |

#### Response Standards by Station

April 2008 - March 2009

| Stn No. and Station | Incidents in Scope | Number in 11 minutes | % in 11 minutes | Number in 14 minutes | % in 14 minutes |
|---------------------|--------------------|----------------------|-----------------|----------------------|-----------------|
| 1.Banbury           | 344                | 312                  | 90.70%          | 330                  | 95.93%          |
| 2.Hook Norton       | 28                 | 20                   | 71.43%          | 26                   | 92.86%          |
| 3. Chipping Norton  | 77                 | 56                   | 72.72%          | 70                   | 90.91%          |
| 4.Charlbury         | 23                 | 12                   | 52.17%          | 22                   | 95.65%          |
| 5.Woodstock         | 35                 | 20                   | 57.14%          | 28                   | 80.00%          |
| 6.Kidlington        | 110                | 82                   | 74.55%          | 105                  | 95.45%          |
| 7.Bicester          | 238                | 153                  | 64.29%          | 198                  | 83.19%          |
| 8.Deddington        | 28                 | 9                    | 32.14%          | 19                   | 67.86%          |
| 9.Eynsham           | 58                 | 40                   | 68.97%          | 55                   | 94.83%          |
| 10.Witney           | 132                | 107                  | 81.06%          | 125                  | 94.70%          |
| 11.Burford          | 25                 | 16                   | 64.00%          | 19                   | 76.00%          |
| 12.Bampton          | 44                 | 25                   | 56.82%          | 40                   | 90.91%          |
| 21.Rewley Rd        | 539                | 527                  | 97.77%          | 536                  | 99.44%          |
| 22.Abingdon         | 180                | 135                  | 75.00%          | 170                  | 94.44%          |
| 23.Faringdon        | 95                 | 57                   | 60.00%          | 79                   | 83.16%          |
| 24.Wantage          | 81                 | 52                   | 64.20%          | 65                   | 80.24%          |
| 25.Goring           | 38                 | 13                   | 34.21%          | 18                   | 47.37%          |
| 26.Henley           | 124                | 58                   | 46.77%          | 81                   | 65.32%          |
| 27.Thame            | 69                 | 55                   | 79.71%          | 66                   | 95.65%          |
| 28.Wheatley         | 65                 | 27                   | 41.54%          | 50                   | 76.92%          |
| 29.Watlington       | 103                | 53                   | 51.46%          | 83                   | 80.58%          |
| 30.Slade            | 803                | 759                  | 94.52%          | 794                  | 98.88%          |
| 31.Wallingford      | 94                 | 45                   | 47.87%          | 81                   | 86.17%          |
| 32.Didcot           | 272                | 219                  | 80.51%          | 258                  | 94.85%          |
| <b>Totals</b>       | 3605               | 2852                 | 79.11%          | 3318                 | 92.04%          |



## Oxfordshire Response Standards for 2009-2010

### Response Standards by Fire Risk Area

April 2009 - March 2010

| Area          | Incidents in Scope | Number in 11 minutes | % in 11 minutes | Number in 14 minutes | % in 14 minutes |
|---------------|--------------------|----------------------|-----------------|----------------------|-----------------|
| Oxfordshire   | 3488               | 2721                 | 78.01%          | 3211                 | 92.06%          |
| City          | 1320               | 1237                 | 93.71%          | 1304                 | 98.79%          |
| West/Cherwell | 1151               | 835                  | 72.55%          | 1039                 | 90.27%          |
| South/Vale    | 1017               | 649                  | 63.82%          | 868                  | 85.35%          |

### Response Standards by District

April 2009 - March 2010

| Area     | Incidents in Scope | Number in 11 minutes | % in 11 minutes | Number in 14 minutes | % in 14 minutes |
|----------|--------------------|----------------------|-----------------|----------------------|-----------------|
| City     | 1220               | 1181                 | 96.80%          | 1215                 | 95.59%          |
| West     | 485                | 327                  | 67.42%          | 451                  | 92.99%          |
| Cherwell | 766                | 564                  | 73.63%          | 677                  | 88.38%          |
| South    | 692                | 435                  | 62.86%          | 581                  | 83.96%          |
| Vale     | 325                | 214                  | 65.85%          | 287                  | 88.31%          |

### Response Standards by Station -

#### Alphabetical

April 2009 - March 2010

| Station         | Incidents in Scope | Number in 11 minutes | % in 11 minutes | Number in 14 minutes | % in 14 minutes |
|-----------------|--------------------|----------------------|-----------------|----------------------|-----------------|
| Abingdon        | 157                | 115                  | 73.25%          | 147                  | 93.63%          |
| Bampton         | 47                 | 30                   | 63.83%          | 44                   | 93.62%          |
| Banbury         | 356                | 319                  | 89.61%          | 344                  | 96.63%          |
| Bicester        | 244                | 122                  | 50.00%          | 179                  | 73.36%          |
| Burford         | 23                 | 8                    | 34.78%          | 20                   | 86.96%          |
| Charlbury       | 37                 | 25                   | 67.57%          | 30                   | 81.08%          |
| Chipping Norton | 54                 | 37                   | 68.52%          | 52                   | 96.30%          |
| Deddington      | 32                 | 13                   | 40.63%          | 24                   | 75.00%          |
| Didcot          | 234                | 202                  | 86.32%          | 222                  | 94.87%          |
| Eynsham         | 72                 | 38                   | 52.78%          | 65                   | 90.28%          |
| Faringdon       | 94                 | 51                   | 54.26%          | 72                   | 76.60%          |
| Goring          | 30                 | 8                    | 26.67%          | 19                   | 63.33%          |
| Henley          | 130                | 65                   | 50.00%          | 94                   | 72.31%          |
| Hook Norton     | 30                 | 23                   | 76.67%          | 29                   | 96.67%          |
| Kidlington      | 104                | 87                   | 83.65%          | 101                  | 97.12%          |
| Rewley Rd       | 569                | 555                  | 97.54%          | 565                  | 99.30%          |
| Slade           | 651                | 626                  | 96.16%          | 650                  | 99.85%          |
| Thame           | 56                 | 40                   | 71.43%          | 51                   | 91.07%          |
| Wallingford     | 115                | 66                   | 57.39%          | 101                  | 87.83%          |
| Wantage         | 74                 | 48                   | 64.86%          | 68                   | 91.89%          |
| Watlington      | 62                 | 29                   | 46.77%          | 50                   | 80.65%          |
| Wheatley        | 65                 | 25                   | 38.46%          | 44                   | 67.69%          |
| Witney          | 224                | 171                  | 76.34%          | 216                  | 96.43%          |
| Woodstock       | 28                 | 18                   | 64.29%          | 24                   | 85.71%          |
| <b>Totals</b>   | 3488               | 2721                 | 78.01%          | 3211                 | 92.06%          |

## SSC8

### Narrative relating to data above:-

Having compiled the data in a similar manner for the last three years we are now able to provide better comparative data and associated analysis:-

Each of the districts are remaining fairly constant with an improvement in 3 out of the 5 districts.

Of the stations, 15 have demonstrated an improvement in the % of their attendance times of 11 minutes or less, (shown as green figures in Annexe 1), 6 have shown a marginal decrease of 2% or less (shown as amber figures in Annexe 1), and 3 have shown a worsening of their performance (shown in red figures in Annexe1), each of these 3 stations are further analysed below:-

#### **Bampton**

2009/10 63.83% of calls with in 11 minutes

2010/11 48.78% of calls with in 11 minutes.

Bampton 21 Calls within 11 minutes but 38 within 14 minutes with only **3 calls** outside this time. Bampton achieved a response standard of 92.68% of emergency calls attended in 14 minutes.

#### **Charlbury**

2009/10 67.57% of calls with in 11 minutes

2010/11 58.33% of calls with in 11 minutes

Charlbury attended 21 Calls within 11 minutes but 32 within 14 minutes with only **4 calls outside this time.**

Charlbury did not achieve the response standard of 95% of emergency calls attended in 14 minutes. They achieved 88.89%.

#### **Hook Norton**

2009/10 76.67% of calls with in 11 minutes

2010/11 62.96% of calls with in 11 minutes

Hook Norton attended 17 calls within 11 minutes but only 25 within 14 minutes with only **2 calls** outside this time. Hook Norton achieved the response standard of 92.59% of emergency calls attended in 14 minutes.

It is pleasing to note that those stations identified in last years report, Bicester and Burford have both significantly improved their performance in relation to the targets detailed above, in the case of Burford an improvement of 30%.

Division(s):

## ITEM 9

### **SAFER & STRONGER COMMUNITIES SCRUTINY COMMITTEE**

**7<sup>th</sup> NOVEMBER 2011**

**INTEGRATED RISK MANAGEMENT PLAN (IRMP) OXFORDSHIRE FIRE AND  
RESCUE AUTHORITY - DRAFT ACTION PLAN 2012-13**

**Report by the Business & Improvement Manager – Fire & Rescue**

#### **Introduction**

1. 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 2008-11 Framework requires each Fire and Rescue Authority to produce a publicly available IRMP. The report proposes a number of projects to be included within the Fire Authority's IRMP for the fiscal year 2012-13.
2. The proposals in the report were agreed in their entirety by the Delegated Cabinet Member for Safer and Stronger Communities, Councillor Judith Heathcoat, on 17th October 2011.
3. The Secretary of State initially published the latest Fire and Rescue National Framework in May 2008. The purpose of the Framework was to provide strategic direction from central government whilst ensuring that authorities continue to make local decisions. The Framework set out the Government's objectives for the Fire and Rescue Service and what fire and rescue authorities should do to achieve these objectives. More recently, Ministers have stated that the 2008/11 National Framework remains in force, but the Minister responsible for Fire and Rescue matters no longer expects to enforce the following aspects of it - Regional Management Boards, Equality and Diversity, Workforce Development and Asset management. Whilst there is expected to be a new version of the Framework document released this year the Minister has made it clear that the use of Integrated Risk Management Planning (IRMP) will continue to determine the need for and allocation of local fire prevention, protection and response resource to allow local decisions to be made by practitioners and elected members on the basis of locally assessed risks and circumstances.
4. Each Fire and Rescue Authority should ensure that the IRMP:
  - Is regularly reviewed and revised and reflects up-to-date risk information and evaluation of service delivery outcomes

## SSC9

- Has regard to the risk analyses completed by Local and Regional Resilience Forums including those reported in external Community Risk Registers (CRRs) and internal risk registers, to ensure that civil and terrorist contingencies are captured in their IRMP
  - Reflects effective consultation during its development and at all review stages with representatives of all sections of the community and stakeholders
  - Demonstrates how prevention, protection and response activities will be best used to mitigate the impact of risk on communities in a cost effective way
  - Provides details of how Fire and Rescue Authorities deliver their objectives and meet the needs of communities through working with partners
  - Has undergone an effective equality impact assessment process.
5. Fire and Rescue Authorities should review the effectiveness of 'cross-border' integration arrangements with neighbouring authorities and set these out appropriately in their IRMPs.
6. Oxfordshire Fire and Rescue Authority published its strategic IRMP in April 2008 providing the strategic direction for the next five years. This document is subjected to annual review and updated and amended as required. The current strategic IRMP requires no amendment for the fiscal year 2012-13 and will be refreshed as a new ten year strategic document for the fiscal year 2013-14.
7. The projects that have been proposed for the action plan 2012-13 will be subject to consultation for 12 weeks starting on the 14<sup>th</sup> November 2011. During this period, Oxfordshire Fire Authority will consult with neighbouring Fire and Rescue Services, partner organisations such as the Highways Agency and the Environment Agency, the Fire Brigades Union, Oxfordshire Fire and Rescue staff (uniformed and non-uniformed) and members of the public.
8. The Senior Management from Oxfordshire Fire and Rescue Service will respond to the comments made during the consultation period and the responses will be made available to Cabinet in the final report in 2012 and published on the internet for public access.
9. The following items summarise the projects for inclusion in the IRMP Action Plan for the fiscal year 2012-13:
- **Project 1: Business Continuity Review**  
**Responsible Manager: Area Manager – Business & Improvement**
- Objective:** To supplement existing arrangements by fundamentally reviewing the business continuity arrangements for Oxfordshire Fire & Rescue Service. This will include capital assets, ICT systems, human resource and neighbouring Fire Authority arrangements as defined with sections 13 and 16 of the Fire and Rescue Services Act 2004.

## SSC9

**Outcome:** OFRS will have suitable & sufficient business continuity arrangements in place to deal with planned, unplanned or extreme events.

- **Project 2: Recruitment & Advancement Review**  
**Responsible Manager: Area Manager – Service Support**

**Objective:** To fundamentally review firefighter selection, recruitment & advancement within OFRS. Since Fire & Rescue Authorities are no longer constrained by National Firefighter Selection Tests (NFFST) and Advancement & Development Centre's (ADCs)<sup>1</sup> there is a significant opportunity to address areas of concern within the recruitment & advancement process.

**Outcome:** A more streamlined & robust recruitment & advancement process that best meets the local needs and circumstances of Oxfordshire Fire & Rescue Service & Oxfordshire County Council.

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

**Objective:** To utilise the recently re-structured Road Safety Team in determining & delivering a comprehensive Road Safety strategy which compliments the '365 alive vision' and the 'Travelling in confidence' strand within the business strategy.

**Outcome:** Improved safety education and operational response to RTCs, contributing to the reduction of injuries and fatalities from road related hazards & a societal cost saving to the county of Oxfordshire.

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

**Objective:** To fully engage with the Thames Valley Local Resilience Forum, South East Fire & Rescue Authorities and other key partners with regards to Olympic pre-planning within the Thames Valley area.

**Outcome:** OFRS will be confident & more effective in its resilience & response arrangements to potential 'major events' at venues in relation to the Olympics 2012.

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

**Objective:** To fundamentally review the RDS particularly in relation to selection, recruitment (links with project 2), retention, crewing arrangements & support from Wholetime resources. This will include areas such as competence levels & potential revised crewing arrangements for both RDS & Wholetime resources.

**Outcome:** A Retained Duty System that best meets the local needs and circumstances of Oxfordshire Fire & Rescue Service & Oxfordshire County

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<sup>1</sup> This was announced at the Fire Ministerial workshop on 29<sup>th</sup> July 2010

## SSC9

Council and the local communities and ensures suitable 'arrangements' are in place as required by Section 2 of the Health and Safety at Work Act 1974, .

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

**Objective:** To develop a strategic operational assurance framework within OFRS to evidence that suitable 'arrangements' are in place as required by Section 2 of the Health and Safety at Work Act 1974, and to maintain and improve fire-fighter safety.

**Outcome:** An improvement in the way that OFRS identifies, understands, manages and mitigates risk, leading to improved community safety, operational resilience, service delivery & a safer workforce.

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

**Objective:** To review & improve data sharing protocols within OFRS, Social & Community Services and other relevant stakeholders in relation to improving safeguarding arrangements for vulnerable adults & children

**Outcome:** A reduction, particularly in relation to the number of fire fatalities & serious injuries within this vulnerable group. Improved protection of vulnerable adults & children for non – fire related events.

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

**Objective:** To examine the organisational implications of the nationally prescribed Incident Command System in relation to the agreed baseline worst case scenario planning assumptions.

**Outcome:** As required by Section 2 of the Health and Safety at Work Act 1974, organisational evidence and assurance that effective 'arrangements' are identified and implemented to ensure adequate resources for pre-determined attendance levels to operational incidents including officer attendance and command roles.

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

**Objective:** To deliver increased resilience in our call receipt, mobilising and incident management arrangements in line with OCC Cabinet requirements based on either a Thames Valley approach or alternative contingency arrangement.

**Outcome:** Implementation of arrangements to more effectively handle large volumes of 999 emergency calls and to increase the abilities of partners, if necessary, to receive calls and mobilise fire engines on Oxfordshire's behalf. Overall public safety will be enhanced by increased resilience

## **Financial and Staff Implications**

11. Each project will fully recognise the prevailing economic constraints, delivering efficiencies or allowing existing/additional services to be delivered more effectively.

## **RECOMMENDATION**

The agreed proposals will be adopted in the final version of the IRMP Action Plan 2012-13 subject to further consultation, scrutiny & cabinet approval. The committee is therefore invited to comment on the Action Plan

**Mat Carlile**  
**Business & Improvement Manager – Fire & Rescue**

### **Background papers:**

**National Framework document for the Fire and Rescue Service**  
**Oxfordshire Fire Authority Integrated Risk Management Plan 2008-13**  
**The Fire and Rescue Service National Framework 2008-11.**

**Contact Officer: Mat Carlile 01865 855211**

**October 2011**

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