

Notice of a Meeting

Safer & Stronger Communities Scrutiny Committee

Monday, 30 April 2012 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: 18 June 2012

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; 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	- Kathrin Luddecke, Tel: (01865) 323965
	kathrin.luddecke@oxfordshire.gov.uk



Peter G. Clark
County Solicitor

April 2012

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 - 6)

To approve the minutes of the meetings held on 13 February (**SSC3**) and to note for information any matters arising from them.

4. **Speaking to or petitioning the Committee**

SCRUTINY MATTERS

5. **Thames Valley Police: Presentation and Q&A**
10.10

The presentation from the Chief Constable of Thames Valley Police will cover performance in priority crime and other measures such as confidence and satisfaction. The presentation will highlight some key processes that are underway to improve performance and productivity. The presentation is structured around the 6 objectives of the Force, which form our Strategic Plan. These cover elements such as reducing crime, increasing visibility, protecting communities, developing communications, tackling bureaucracy and reducing costs. The Chief Constable will discuss these objectives and how we are performing against each of them as a Force, and specifically in Oxfordshire.

Chief Constable Sara Thornton QPM and Assistant Chief Constable Helen Ball will attend for this item. The Committee is invited to question the Chief Constable regarding the Plan.

6. **Director's Update - Fire & Rescue and Community Safety**
11.00

The Chief Fire Officer and Head of Community Safety will give a verbal update on key issues affecting relevant services.

7. **Oxfordshire Safer Communities Partnership Business Plan** (Pages 7 - 20)
11.15

Carys Alty, Manager - Safer Communities Unit, will give an update on this plan (**SSC7**).

The committee is invited to note the plan.
*Followed by a **BREAK 11.35***

8. Update about Oxfordshire Gypsy and Traveller Service

11.45

Gary Brewer, Manager of the Oxfordshire & Buckinghamshire Gypsy & Traveller Services, will give a verbal update on the service.

The committee is invited to discuss and comment on the update.

9. Future Arrangements for Call Receipt, Mobilising And Incident Management for the Oxfordshire County Council Fire And Rescue Service

(Pages 21 - 46)

12.10

Colin Thomas, Deputy Chief Fire Officer, will provide an overview of the proposals (**SSC9a**) and consultation document (**SSC9b**) which is also available as an electronic document in colour online:

<https://myconsultations.oxfordshire.gov.uk/consult/ti/tvfc/consultationHome>.

The committee is invited to comment as part of the consultation

10. Director's Update - Cultural Services

12.40

Simon Kearey, Head of Strategy and Transformation, and Peter Clark, Monitoring Officer and Head of Law & Governance, will give verbal updates on key issues affecting these services.

11. Update on the Oxfordshire History Service and its Archive Management (Pages 47 - 50)

13.00

Karen Warren, Acting Cultural Services Manager, will provide an update on the service (**SSC11**).

The committee is invited to note the report.

BUSINESS PLANNING

12. Forward Plan

13.20

13. Close of Meeting

13:30

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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SAFER & STRONGER COMMUNITIES SCRUTINY COMMITTEE

MINUTES of the meeting held on Monday, 13 February 2012 commencing at 10.00 am and finishing at 1.00 pm

Present:

Voting Members: Councillor Lawrie Stratford – in the Chair

Councillor Stewart Lilly (Deputy Chairman)
Councillor John Goddard
Councillor Anthony Gearing
Councillor Susanna Pressel
Councillor John Sanders
Councillor Bill Service
Councillor Alan Thompson
Councillor Carol Viney

Other Members in Attendance: Councillor Judith Heathcoat

Officers:

Whole of meeting

Kathrin Luddecke

Agenda Item

Officer Attending

5

Colin Thomas, Karen Warren

6

Carol Anderson

7

Mat Carlile

8

Sarah Langley

9

Carys Alty

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.

1/12 APOLOGIES FOR ABSENCE AND TEMPORARY APPOINTMENTS

(Agenda No. 1)

Councillor Alyas Ahmed was not present; Councillor Kieron Mallon had sent his apologies.

2/12 DECLARATIONS OF INTEREST - SEE GUIDANCE NOTE ON THE BACK PAGE

(Agenda No. 2)

There were no declarations of interest.

3/12 MINUTES
(Agenda No. 3)

The minutes of the meetings of the Committee held on 7 November (**SSC3a**), 12 December (**SSC3b**) and 15 December 2011 (**SSC3c**) were **approved and signed**.

Matters arising:

- Item 158/11: Councillor Lilly had established through relevant portfolio holders and officers that appropriate back up and remote working arrangements were in place for all three sites mentioned and updates on power outage actions had been circulated to committee members; Councillor Pressel noted that her concerns extended to other businesses in the area – **AGREED** for Councillor Lilly to raise with Cabinet members outside the meeting, keeping Councillor Pressel informed
- Item 161/11: Members noted the information circulated by Mike Beardsley following the meeting and that a fuller item remains on the committee's forward plan; Councillor Heathcoat informed members that an OFSTED report rating the service as 'good' was expected next month
- Item 171/11: Committee members were reassured that the Library Service, including the proposed review of mobile libraries, remains on its Forward Plan.

4/12 SPEAKING TO OR PETITIONING THE COMMITTEE
(Agenda No. 4)

There were no speakers or petitions.

5/12 DIRECTOR'S UPDATE
(Agenda No. 5)

The Acting County Librarian, Karen Warren, on behalf of the Director for Social & Community Services, gave a verbal update on Community Services. She gave a more detailed overview of developments concerning the Library Service.

Management support across Library Services is being rationalised from 15 to 9 posts, with changes to come into effect for April 2012. Jillian Southwell has been appointed to the lead post for the service of Library Service Manager, with other appointments to be confirmed. Contact with Friends' Groups is being maintained. The support programme in place for the current 140 volunteers in the service is being evaluated. Liaison is taking place with Oxfordshire Rural Community Council and Oxfordshire Community and Voluntary Action in relation to their joint project to engage with people in communities that are not usually active or who are at risk of social exclusion.

Book issues have increased over quarter 3 last year by 1.89% (4.49% for children's books). Self-service is now available in Summertown library. The WiFi pilot project has been introduced in Central Library since December and is to be introduced to Abingdon, Banbury, Didcot and Witney libraries before the end of March; it will then be evaluated before considering further roll-out. E-books and e-audio downloads will be available from the library website from the end of this month.

Karen Warren gave a verbal update on other services on behalf of the Head of Strategy & Transformation, including:

- History Service: a full report will come to the next meeting of the committee
- Museums Service: agreement with the Soldiers of Oxfordshire almost in place; work expected to begin on site later in the summer.
- The Mill Arts Centre (Banbury): positive year with ministerial visit to Job Club hosted there; future to be considered as part of master planning for the town

Responding to a query from Councillor Goddard, Councillor Heathcoat asked for her personal thanks to staff undertaking the libraries work, in particular Karen Warren, to be placed on record. Other issues raised by members included:

- Work is being planned to ensure Friends'/community groups form around libraries, including those in more deprived areas, and the Service is linked into work on 'Breaking the Cycle of Deprivation'
- A business case would have to be made for further roll-out of wifi following the evaluation; Councillor Service noted that district councils may wish to support

AGREED that the Library Service will keep local elected members informed about discussions with Friends'/community groups.

The Deputy Chief Fire Officer, Colin Thomas, gave an update on key issues in Community Safety and Fire & Rescue, including:

- As a result of work by Trading Standards' financial investigator, a successful prosecution had been brought against a letting agent, resulting in a confiscation order of £250k
- Citizens Advice Consumer Service: county council is monitoring the transfer and supporting local Citizen Advice Bureaus; the council's own calls will transfer on 2 April 2012
- Gypsy & Traveller Service budgets: Richard Webb had provided a written note to members, any queries should be referred back to him
- Fire Control: a new system put in place in December is functioning well; a delegated decision is due following this meeting on the future arrangements for call receipt, mobilising and incident management for the Oxfordshire Fire & Rescue Service including the submission of a funding bid with Royal Berkshire FRS to DCLG for a joint control centre
- Winter weather: a written update was circulated and a verbal update given in relation to a recent incident on the M40, responsibility of the Highways Agency

A written report on the use of the Regulation of Investigatory Powers Act 2000 by Oxfordshire County Council had been circulated for consideration by the committee (**SSC5**). The updates were followed by members' comments and questions.

AGREED for a written update by Richard Webb on the development of the new Citizens Advice Consumer Service to be circulated to members.

6/12 DRAFT OXFORDSHIRE MUSEUMS STRATEGY

(Agenda No. 6)

Carol Anderson, Museum Service Manager, presented the draft Oxfordshire Museums Strategy (**SSC6**). It was noted as a correction that in par.4.2 on p.23 "Oxford University Museums" should be inserted.

Carol Anderson explained the increasing importance of collaborative working between museums and of active engagement with communities, through outreach where required. Local museums had become increasingly independent, with the service providing guidance and professional support where required. Partnership working would help maintain a broad spectrum of support with reduced budgets.

Members raised a number of queries, including:

- Engagement of district councils through the Museums joint working group
- Outreach to schools, in particular state schools, and marketing
- Close working with other council Community Services, e.g. the History Service
- Storage facilities (extensions to Standlake Resource Centre) and review of collections including archaeology
- Oxfordshire's and the County Museums Service's share of the Arts Council funding recently awarded (currently being negotiated).

AGREED for the Museums service to keep the committee updated on progress, in particular as the governance structure for Oxfordshire Aspires will be developed.

7/12 INTEGRATED RISK MANAGEMENT PLAN (IRMP) OXFORDSHIRE FIRE AND RESCUE AUTHORITY - DRAFT ACTION PLAN 2012-13

(Agenda No. 7)

Mat Carlile, Area Manager – Business & Improvement, gave a further update on this plan (**SSC7**), following consultation. The positive response overall was noted; members supported the service's plans to broaden the consultation for the service's 5-10 year vision next year by working with Oxfordshire Voice and focus groups.

AGREED members could to help check future consultation papers were accessible.

Responding to Councillor Pressel, Mat Carlile provided reassurance that the Road Safety educational service was linked into national networks and aware of best practice. Noted a discussion is scheduled for the committee meeting in June.

8/12 DRAFT PROPOSAL TO CREATE A JOINT TRADING STANDARDS SERVICE BETWEEN OXFORDSHIRE AND BUCKINGHAMSHIRE COUNTY COUNCILS

(Agenda No. 8)

Sarah Langley, Interim Manager – Trading Standards, presented the report (**SSC8**) outlining the findings from the research that led to the proposals to be considered by Cabinet in March. In developing proposals for a joint governance board, learning from

other Trading Standards services across the country would be taken into account. A key concern was to retain political control including scrutiny of the service.

Members commended officers for the work to date and a clear report. They raised concerns about meeting increased demand, staffing levels and specialisms, TUPE arrangements and mitigating risks to the council, maintaining the excellent service currently provided in Oxfordshire and keeping local knowledge and priorities. It was noted that a joint service with Buckinghamshire would help enrich the service, increase resilience and put it in a good position for the future as the landscape for Trading Standards is changing.

AGREED for Richard Webb to provide further information about how staff savings will be achieved.

9/12 UPDATE ON SAFER COMMUNITIES PARTNERSHIP AND POLICE & CRIME COMMISSIONER AND PANEL
(Agenda No. 9)

Carys Alty, Manager - Safer Communities Unit, gave an update on the current position in preparing for the election of the Police and Crime Commissioner (PCC) in November this year, focusing on the setting up the Thames Valley-wide Police and Crime Panel (PCP) (**SSC9**). Noted as a correction to par.8 that the Home Office had increased the funding for the authority hosting the Panel to £53,500.

The committee was concerned that:

- The importance of retaining a diverse set of local priorities, reflecting diversity across both the area and the county, was to be communicated to the Commissioner and Panel
- Funding for projects considered to be successful in addressing local needs (such as for the Domestic Abuse and Mantra co-ordinator posts) might be at risk given funding will go from the district Crime and Disorder Reduction Partnerships to the PCC next year
- The Commissioner, as well as the county council's representative appointed to the Panel, were encouraged to consider themselves as accountable to this committee (similar to the Chief Constable coming before it once a year).

In response, Carys Alty mentioned the importance of developing a robust evidence base to demonstrate what works and noted that the Thames Valley Police Authority (before it is abolished in November) and the Chief Constable will be developing a draft of the five year Police and Crime Plan before the Commissioner is elected. The Commissioning Prospectus will provide good coverage across all community safety work.

AGREED that:

- Carys Alty will circulate further information about the plans, including a timeline
- Officers will take into account the discussion at committee in representing the council on the Transition Group set up to develop arrangements
- Officers leading on the work will ensure the committee receives frequent updates leading up to November.

10/12 FORWARD PLAN
(Agenda No. 10)

AGREED for the committee officer to circulate the committee's draft Work Plan.

11/12 CLOSE OF MEETING
(Agenda No. 11)

Close of meeting 1pm

..... in the Chair

Date of signing

Oxfordshire Safer Communities Partnership

Business Plan 2012-17



This five year Oxfordshire Safer Communities Partnership (OSCP) Business Plan describes how partners in Oxfordshire support local Community Safety Partnerships (CSPs) to deliver plans through the most effective delivery structure. It provides strategic support for local partnerships to respond to the changing community safety environment and mechanisms that ensure they are evidence-led and results focussed. An overview of the partnership structure is provided in Annex 1. The Business Plan and associated action plan, that manages the activities of the OSCP Business Group, will be reviewed and refreshed annually.

THE PARTNERSHIP'S VISION

WORKING TOGETHER TO REDUCE CRIME AND CREATE SAFER COMMUNITIES IN OXFORDSHIRE

POLICY FRAMEWORK

The policy framework that guides this business plan is underpinned by the requirements of the Crime and Disorder Act 1998. This places a legal duty upon Responsible Authorities to work together to reduce the crime and disorder concerns of local communities. This requirement is delivered at a district level in Oxfordshire through the four Community Safety Partnership's (CSPs) Rolling Plans; the priorities contained in these are shown in Annex 2. The Police and Justice Act 2006 requires a county level strategy group to help co-ordinate the work of the individual CSPs. The group must produce a 'community safety agreement', based on district level strategic assessments, that support countywide priorities and identify opportunities for cross-border working.

The Police Reform and Social Responsibility Act 2011 introduces the role of Police and Crime Commissioners to replace police authorities and have a significant role to play in commissioning community safety services.

The Business Plan connects with other partnerships through wide membership of the OSCP board and through representation of board members on other key groups, such as the Health Improvement Board (which

supports the Health and Wellbeing Board). In particular, the OSCP board supports the recommendations set out in the Director of Public Health's fifth Annual Report that relate to community safety. There is also close working with the Adult and Children's Safeguarding Boards and with new initiatives, such as the Troubled Families agenda (known as Thriving Families in Oxfordshire) making important contributions to preventing and reducing crime across the county. The plan is also mindful of the changes happening at the Thames Valley level and the need to work with other local authorities to influence the new Police and Crime Commissioner who will be elected in November 2012

THE OSCP BOARD

The OSCP Board fulfils the role of the county level strategy group. Membership includes representation from all four local Community Safety Partnerships and senior officers from criminal justice agencies. Elected representation occurs through the portfolio holders of all six Oxfordshire local authorities.

It is important that the Business Plan not only takes account of local priorities through its community safety plans but also considers how



work across local authority areas can bring about wider benefits for Oxfordshire residents.

The current county-wide themes have been agreed with the responsible authorities and other county-wide organisations including the Drug and Alcohol Action Team, voluntary, community and faith sectors.

THE OSCP BUSINESS GROUP

The Business Group provides the delivery arm for the OSCP Board. Its key functions are to:

- provide the Board with advice and guidance to assist it to fulfil its role
- manage the process for refreshing this community safety business plan for approval by the OSCP board
- manage the process for delivering and refreshing the action plan
- ensure that the Business Plan is aligned with strategic plans developed in other partnership arenas, such as those of the Health and Wellbeing Board

STRATEGIC CONTEXT

Oxfordshire has experienced falling levels of crime for the last five years. For example, burglary of people's homes, car crime and personal robbery have fallen by 31%, 48% and 15% respectively. Violent crime has also fallen.

These impressive statistics are the result of a three-pronged approach to tackling crime and anti-social behaviour:

- secure the location

- support the victims
- target the offenders

Oxfordshire is a predominantly rural county with pockets of high deprivation, mostly but not exclusively centred in Banbury and Oxford. It is also a culturally diverse county with sizeable established communities and emerging communities, particularly in Oxford.

The Oxfordshire Neighbourhood Policing Programme has brought about huge changes in the levels of communication and engagement with all our communities. This in turn has allowed local people to become involved in resolving community safety concerns most relevant to their local area. Involvement in the problem-solving process and implementation of solutions has made a real impact on community's feelings of safety and risk of becoming a victim of crime.

In addition, there are a number of community-focussed policing operations that prevent or detect key crime types. For example, burglary enforcement programmes include providing additional security in vulnerable victims homes, car crime security measures include car parks accreditation schemes and there is a CCTV scheme running in all the major towns in Oxfordshire.

Partners in Oxfordshire have taken a very proactive stance in supporting victims by encouraging reporting and developing victim services. Victims can access domestic abuse outreach services, the IDVA service and any of the 700 domestic abuse Champions who



can refer them to the appropriate service. Victims of anti-social behaviour are supported through local authority anti-social behaviour investigation officers and dedicated Thames Valley Police officers. The needs of the victims are central to all investigations and appropriate referrals to support agencies are made when necessary. Partners are making it easier for victims of hate-crime to report incidents through a central reporting system and receive a coordinated response to the investigation of their case.

The third aspect of our combined approach is to target offenders. We have a successful Integrated Offender Management process that provides support and enforcement approaches to those who perpetrate crimes that are of most concern to our communities. We have stringent public protection arrangements and a very successful approach to tackling alcohol-related disorder through our Nightsafe schemes. Reports of anti-social behaviour have risen as local authorities and the police have made it easier to report incidents and have developed robust approaches to responding to individuals whose behaviour, although not criminal, causes harassment, alarm or distress to others.

Our approach in action

The Crime and Disorder Act 1998 placed a legal duty on local authorities, the police, fire and rescue service, probation, primary care trusts and police authorities to develop a plan to tackle the priority crime and disorder issues in each local authority area. These plans, known as Community Safety Rolling Plans set out the actions that partners will implement to tackle their local priorities at a district council level. A more detailed list of the local priorities for each district is provided in Annex 2.

In support of the CSP's Rolling Plans are a number of important strategies that bring together activities that are more efficiently delivered through an Oxfordshire strategy than four separate CSP plans. The OSCP board recognises and supports the following Oxfordshire strategies:

- Oxfordshire Alcohol Strategy 2011-2014

- Oxfordshire Reducing Re-Offending Strategy 2011-2014
- Oxfordshire Domestic Abuse Strategy 2009-2012
- Oxfordshire Sexual Abuse Strategy 2010-12, incorporating Oxfordshire's Violence Against Women and Girls (VAWG) action plan
- Oxfordshire Hate Crime Strategy 2010-2013
- Oxfordshire DAAT Drug and Alcohol Strategy
- Director of Public Health for Oxfordshire Annual report.

Responsibility for driving and monitoring these strategies is undertaken by specific standing bodies such as the DAAT or by Tactical Business Groups (TBGs) created for this purpose.

OUTCOME ASSESSMENTS

To understand whether our approach continues to deliver the gains of the last decade the Board will monitor a range of high level outcomes designed to be both relevant and informative. These measures will focus on exception reporting against a 'direction of travel' and a small number of targets adopted from organisational plans. The measures will be updated quarterly and encourage the peer group's accountability and challenge between board members.

In essence, these measures of success centre on:

- Protecting Vulnerable People through reducing alcohol and drug misuse, reducing re-offending and increasing the reporting of domestic abuse and hate-crime incidents
- Reducing Serious Acquisitive Crime (SAC)
- Reducing Violent Crime
- Reducing Anti-Social Behaviour (ASB)

The measures of success that underpin Oxfordshire's aim to reduce crime and create safer communities are listed in Annex 3.

OSCP STRATEGIC AIMS

Central to any plan is the reliance upon an evidence base that guides decision making and helps identify risks and opportunities. In terms of community safety OSCP will provide an Information Management System (IMS) that can be relied upon to measure the societal outcomes of partnership activities, assist in planning and tactical deployments.

The first year of the OSCP Business Plan (to March 2013) will therefore deliver the following three strategic aims:

1. To enable timely and robust information to be accessed quickly through an **Oxfordshire Community Safety Information Management System (IMS)**. This will provide:
 - Data that supports high level **priority setting**
 - **Performance information** for partnerships to manage their societal outcomes
 - Data that supports **project development and evaluation**
 - Information useful for **tactical deployment**

Setting up this system will include the mapping of existing data sources, such as service, performance and key socio-economic data/trends and it will link to key data collation tools such as the Joint Strategic Needs Assessment (JSNA). It will also reflect data required to meet existing legislative requirements and will enable horizon scanning to support prioritisation setting for both local and Oxfordshire-wide initiatives in the long and short term.

An important element of this work will be to ensure that there are effective data sharing protocols in place through a review of the existing Information Sharing Protocol.

The IMS will be fronted by a website page that allows access to the system for partnership members.

It will provide the core information base for

the Commissioning Framework Prospectus and business case template (see below), as well as support the creation of a simplified annual SIA for Oxfordshire.

2. To clearly set out local priorities and associated interventions that partnerships consider being most effective in reducing crime and community safety in Oxfordshire through a practical **Commissioning Framework Prospectus**:
 - The prospectus will include a Business Case template that can be used by partnerships and partner agencies to apply for funds for community safety projects through explaining what we do, why we do it and how well we do it.
3. To ensure there are clear lines of communication with wider partners, including the PCC, PCP, OSCB, OSAB, YOS and the Health and Wellbeing Board, as well as intra-partner communications and engaging with local communities, through a **Strategic Communications Plan**:
 - The IMS and its associated tools will form the cornerstone of our approach to community safety in Oxfordshire, and it is crucial that there is 'buy in' and support for it from partners from the start.

A brief Annual Report will be published at the end of each financial year outlining progress from a performance and service delivery perspective, as well as a look ahead to what is happening over the horizon for the year ahead.



ANNUAL DELIVERY CYCLE	CORE TASKS
April – Jun	<ul style="list-style-type: none"> • Agree core measures of success for performance scorecard • Commission services • Develop and agree Communications plan • Review and agree Information Sharing Protocol
Jun - Sep	<ul style="list-style-type: none"> • Develop Integrated Management System and website • Strategic Intelligence Assessment process period: priority setting
Oct - Dec	<ul style="list-style-type: none"> • Develop and agree Commissioning Framework Prospectus • Develop Business Case template
Jan - Mar	<ul style="list-style-type: none"> • Develop and agree core measures of success • Develop and agree annual report • Review / update Communications Plan

DELIVERY AND ACTION PLANNING

These three strategic aims ‘fit’ into a broader annual delivery cycle that shows how the IMS and its component parts will be developed over the first year of the Business Plan and refreshed each year thereafter.

Individual action plans will also be developed for the core products being developed including the IMS, the Commissioning Framework Prospectus, the Business Case template and the Communications Plan.

An overarching action plan will be developed supported by individual project plans for each of the three core products: the IMS, the Commissioning Framework Prospectus and accompanying Business Case template, and the Communications Plan

- An overview diagram of the delivery cycle, the IMS and its key component parts is provided in Annex 4.

OCC SAFER COMMUNITIES UNIT

As part of its role, the OCC SCU will provide a co-ordinating function for the delivery of the OSCP Business Plan. Its role is to guide development of the Business Plan to ensure it involves partners in its development, delivers on its objectives, meets its statutory obligations and is delivered on time.

The SCU also provides a secretariat function for the Partnership Board and the Business Group.

RISKS TO DELIVERY

OSCP business plan delivery is reliant upon community safety expertise and continued core funding by all responsible authorities and partners. This capacity has been supplemented by central government funding for CSPs over the past 11 years and needs to be protected if we are to deliver on our current programmes.

STATUTORY AND NON-STATUTORY PARTNERS

Statutory partners:

- South Oxfordshire District Council
- Vale of White Horse District Council
- Oxford City Council
- Oxfordshire County Council
- Thames Valley Police
- Primary Care Trust (Public Health from April 2013)
- Thames Valley Police Authority
- Thames Valley Probation
- Oxfordshire Fire and Rescue Service
- West Oxfordshire District Council
- Cherwell District Council
- Youth Offending Service
- HM Prisons

Non-statutory partners

- Victim Support
- Voluntary sector
- Drug and Alcohol Action Team (will become part of Public Health from April 2013)

ACRONYMS:

CEF – Children, Education & Families

CSP – Community Safety Partnership

DAAT – Drug and Alcohol Action Team

IMS – Information Management System

NAGs – Neighbourhood Action Groups

OCC – Oxfordshire County Council

OSCB – Oxfordshire Safeguarding Children Board

OSCP – Oxfordshire Safer Communities Partnership

PCC – Police and Crime Commissioner

PCP – Police and Crime Panel

SCU – Safer Communities Unit

SIA – Strategic Intelligence Assessment

TBGs – Tactical Business Groups

VAWG - Violence Against Women and Girls

YOS - Youth Offending Service

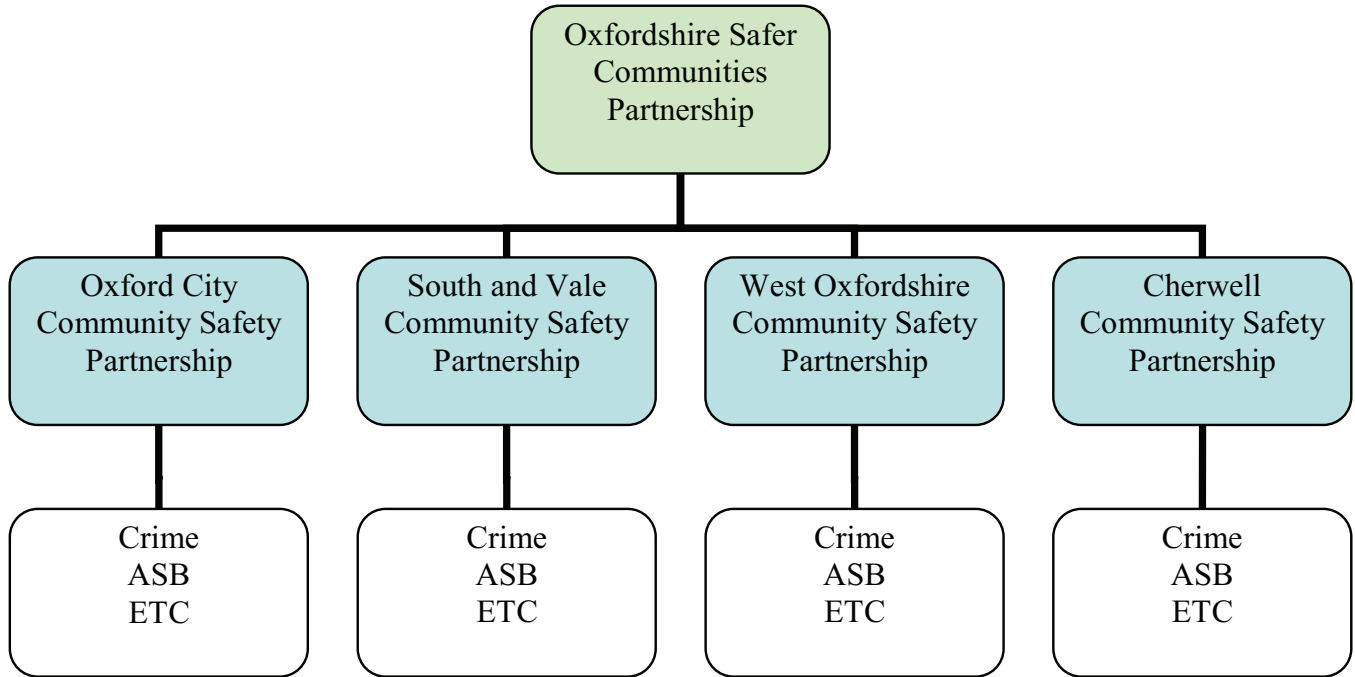
OSAB - Oxfordshire Safeguarding Adults Board

IDVA- Independent Domestic Violence Advocacy

CCTV - Closed-circuit television

ASB - Anti-social behaviour

Annex 1: chart showing the relationship between OSCP and the CSPs



Annex 2: Table of local priorities by district/ city CSP

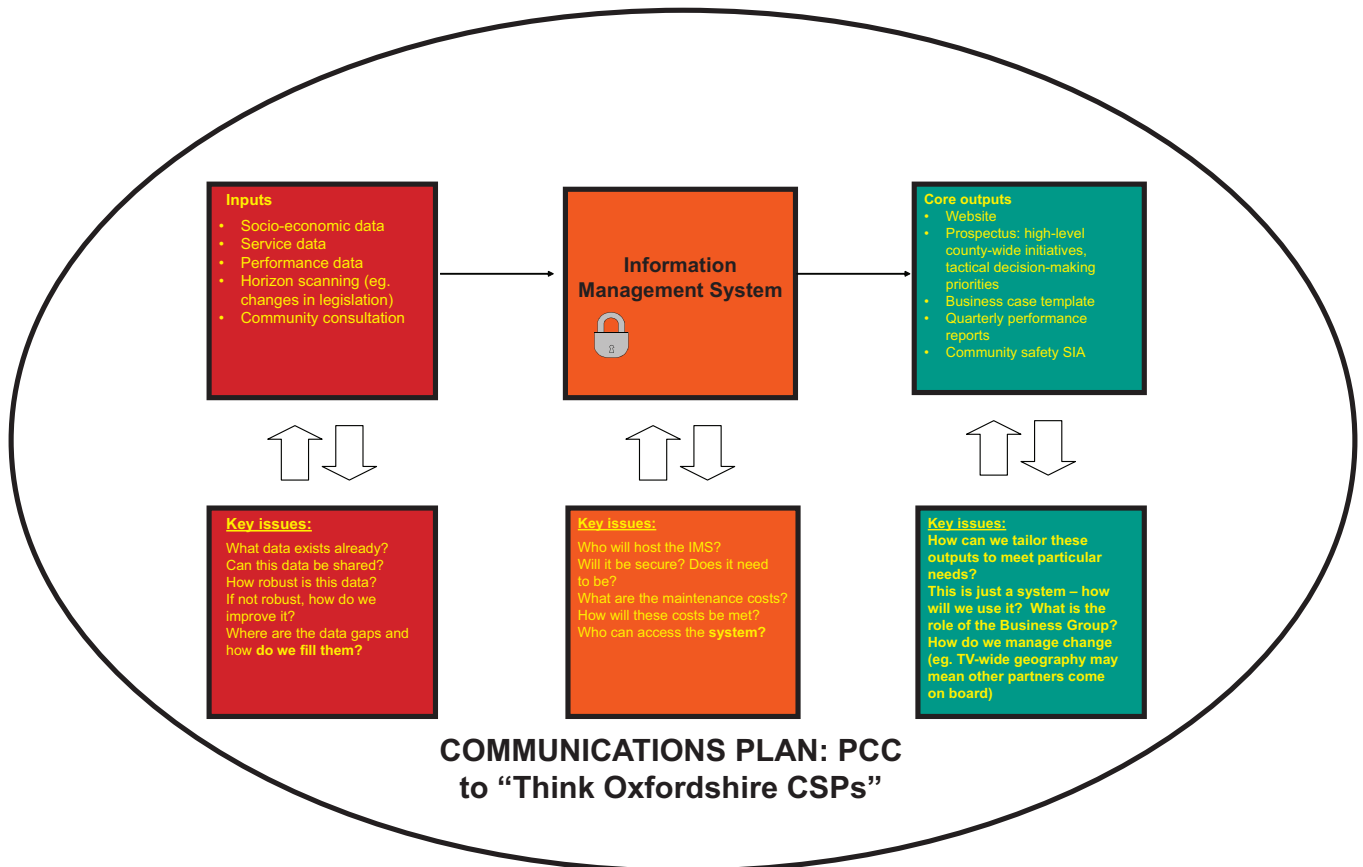
District / City CSP	Local priorities
Cherwell	<p><i>Tackling community concerns:</i> Anti-Social Behaviour (ASB - top priority), Young people's provision, Acquisitive crime, Night time economy Serious Violence, Nightsafe, CCTV, Neighbourhood Management, Community Intelligence Hub, Cleaner Greener Cherwell.</p> <p><i>Supporting victims:</i> domestic abuse, vulnerable adults and hate crime.</p> <p><i>Reducing offending/ reoffending:</i> burglary, car crime and robbery, ASB, drugs, managing offenders, PPOs, young offenders.</p>
Oxford City	<p><i>Tackling community concerns:</i> Nightsafe and CCTV, Neighbourhood Policing, Community Response Team, Cleaner Greener Oxford, combating robbery, improving public confidence.</p> <p><i>Supporting victims:</i> student safety, sex working and kerb crawling, child exploitation and human trafficking, honour-based violence, focus on victims of domestic abuse, hate crime and vulnerable adults, hate crime.</p> <p><i>Reducing offending/ reoffending:</i> targeting known Serious Acquisitive Crime offenders, CANaCT, drug dealing, managing offenders, family intervention, positive futures for young people, serious youth violence.</p>
South and Vale	<p><i>Tackling community concerns:</i> Anti-Social Behaviour especially repeat victims, levels of violent assault, fly tipping, graffiti, Nightsafe, community cohesion, communications and providing advice and support for community groups.</p> <p><i>Supporting victims:</i> domestic abuse including child victims, hate crime, supporting victims of distraction burglary and rogue traders, targeted seasonal crime reduction campaigns, road safety.</p> <p><i>Reducing offending/ reoffending:</i> support local diversionary activities for young people to help prevent crime, intelligence-led test purchasing operations to reduce underage alcohol sales, support for Integrated Offender Management, support Oxfordshire Drug and Alcohol Action Team (DAAT) prevention work and access to services, support Thames Valley Probation Service Unpaid Work scheme locally, target vehicles dangerously or inconsiderately parked.</p>
West Oxfordshire	<p><i>Tackling community concerns:</i> Reducing rural crime through tackling environmental crime, litter, graffiti and theft from isolated locations including rural premises.</p> <p><i>Supporting victims:</i> Supporting vulnerable victims of crime and decrease the levels of crime associated with vulnerable communities including domestic violence, young people, substance misuse, migrant communities and ethnic minorities.</p> <p><i>Reducing offending/ re-offending:</i> Supporting Thames Valley Police, licensed premises and key stakeholders in the community to reduce the impact of alcohol fuelled late night disorder and ASB in urban and rural areas, managing priority and prolific offenders.</p>

Annex 3: Monitoring and measures of success

The table below summarises the set of measures (both rural and urban) that underpin Oxfordshire's aim to reduce crime and create safer communities. A performance scorecard will be developed for quarterly reporting to the OSCP Board. Reporting will be on an exception basis and will show the direction of travel for the county and districts (where appropriate) rather than targets.

Oxfordshire Community Safety Strategies/ Plans	Measures of success
<p>Alcohol and Drug</p> <p>This strategy aims to promote prevention, early intervention and an holistic approach to recovery and create an environment that reduces the impact of substance misuse on the individual, their families and the community.</p>	<ul style="list-style-type: none"> • Number and percentage of people successfully completing drug treatment/ programmes • Number of repeated attendances at the hospital emergency department for alcohol related injuries or conditions in the most vulnerable groups
<p>Domestic Abuse</p> <p>This strategy aims to raise awareness of the impact of domestic abuse on adults and children and fostering healthy couple and family relationships through prevention, early intervention, effective support and enforcement. The integrated strategy recognises other important facets of interpersonal abuse including honour-based violence and sexual violence.</p>	<ul style="list-style-type: none"> • Number of victims of domestic abuse accessing support services • Use of domestic abuse risk assessment to increase the safety of adults vulnerable through age, physical or mental disability or mental health
<p>Managing Hate-Crime</p> <p>A key part of this strategy is to provide a comprehensive system of reporting and recording hate crime incidents and provide support for both victims and witnesses.</p>	<ul style="list-style-type: none"> • Number and percentage of hate-crimes detected • Number of hate-Crime incidents recorded on all available systems (including TVP, third party reporting, YOS)
<p>Integrated Offender Management</p> <p>The aim of this strategy is to reduce re-offending through the provision of an integrated, multi-agency approach to offender management.</p>	<ul style="list-style-type: none"> • Number and percentage of IOM offenders who are re-offending • Level of re-offending especially for Serious Acquisitive Crime (Adult/ Youth)
<p>Priority crimes and anti-social behaviour</p> <p>Each of the four CSPs produce their own rolling plan outlining their priorities for tackling crime and anti-social behaviour in their areas.</p>	<ul style="list-style-type: none"> • Recorded and detected Serious Acquisitive Crime (burglary of dwelling, car theft, robbery) • Recorded and detected violent assault (for Domestic Abuse and non-Domestic Abuse) • Levels of distraction burglary • Levels of Anti-Social Behaviour • Levels of criminal damage reported to the police • Number of test purchase operations to prevent the sale of restricted goods to underage people conducted and the percentage pass rate • Number of hours of Unpaid Work completed (Probation) • Number of completed Restorative Justice interventions (Probation) • Number of reducing re-offending activities completed (Probation)

Annex 4: Overview of the IMS and its core input and outputs



This document was developed by Oxfordshire Safer Communities Unit
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Produced by Oxford Safer Communities Partnership
April 2012

SAFER AND STRONGER COMMUNITIES SCRUTINY COMMITTEE– 30th April 2012

FUTURE ARRANGMENTS FOR CALL RECEIPT, MOBILISING AND INCIDENT MANAGEMENT FOR THE OXFORDSHIRE COUNTY COUNCIL FIRE AND RESCUE SERVICE

Report by Chief Fire Officer

Introduction

1. Following the termination of the Department for Communities and Local Government (DCLG) national FiReControl project, Cabinet approved Oxfordshire Fire and Rescue Service the work jointly with Buckinghamshire and Milton Keynes and Royal Berkshire Fire and Rescue Authorities to create a Strategic Outline (business) Case for the provision of their collective Fire Control functions. This examined the feasibility of the creation of a joint "999" call receipt, mobilising and incident management function for Oxfordshire Fire and Rescue Service and its partners.
2. In September 2012 both Oxfordshire County Council Cabinet and Royal Berkshire Fire Authority supported the proposal and authorised actions to proceed with the programme. However, Buckinghamshire and Milton Keynes Fire Authority chose to pursue another option outside of the Thames Valley Sub-Region.
3. In the case of either Buckinghamshire and Milton Keynes or Royal Berkshire Fire and Rescue Authorities failing to approve the further progression of the Joint Thames Valley Approach, Cabinet required the Chief Fire Officer to instigate appropriate actions to progress an alternative contingency plan, subject to the approval of the Cabinet Member for Safer & Stronger Communities.
4. In addition, the Cabinet resolution required the Chief Fire Officer to report back to the Cabinet Member for Safer and Stronger Communities on a regular basis concerning:
 - (a) progress with a DCLG bid for resilience grant funding
 - (b) progress with Thames Valley partnership working arrangements
 - (c) progress on the creation of a suitable governance structure
5. This report identifies the contingency arrangements and gives details of further progress for items a, b, and c above.
6. It should be noted that the Fire and Rescue Authority (FRA), in this case the Oxfordshire County Council, remains fully responsible for its statutory obligations under the Fire & Rescue Services Act 2004 for call receipt and mobilising irrespective of any future collaborative or joint approach.

Exempt Information

7. None

Alternative Arrangements

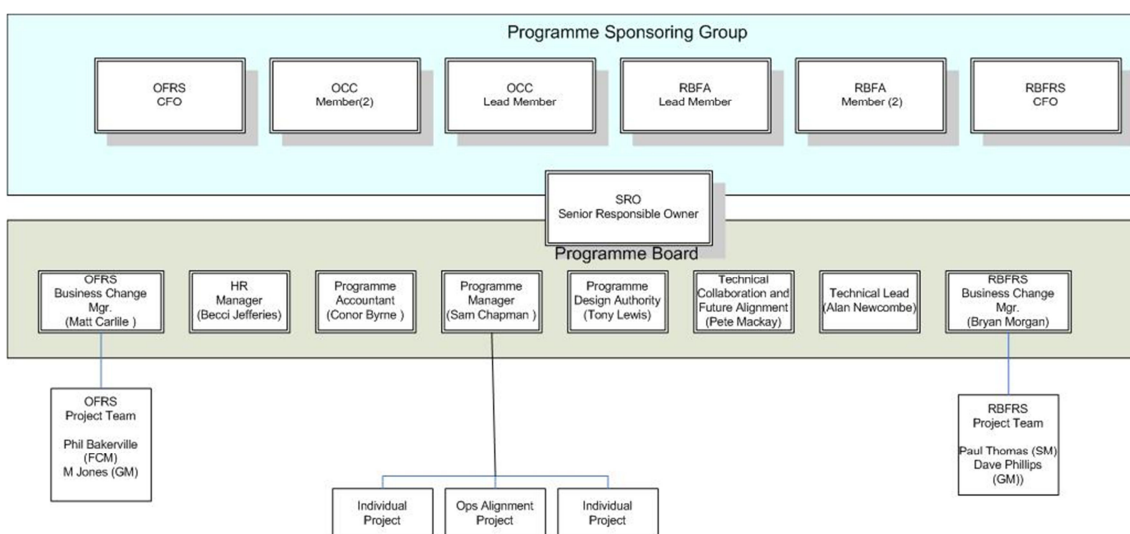
8. Following the decision of Buckinghamshire and Milton Keynes Fire and Rescue Authority to pursue an alternative strategy, Officers from Royal Berkshire and Oxfordshire Fire and Rescue Services (RBFRS and OFRS) identified an alternative which was subsequently endorsed by the Cabinet Member for Safer and Stronger Communities on the 13th February 2012.
9. The alternative was the continuation by Royal Berkshire and Oxfordshire to create a single joint control.
10. Work has progressed on this basis and it is anticipated that the proposal for a move to a single joint control will be presented to the OCC Cabinet and the Royal Berkshire Fire Authority (RBFA) on 17th July 2012 at their respective meetings.
11. It is proposed that this paper will be supported by:
 - (a) A full Business Case
 - (b) A paper giving details of the premises selection process and recommendation
 - (c) A paper identifying the proposed steady state governance arrangements
 - (d) A paper summarising the consultation (staff and public) activities and responses and analysis
 - (e) A Service and Community Impact Assessment

The paper will also have details of the arrangements for programme and steady state assurance of the operational effectiveness and resilience of the solution.

12. It is reaffirmed that the location of a single control and the staffing arrangements required have not yet been determined. Work is underway to fully examine both of these issues which will be central to the report to be presented to Cabinet on the 17th July 2012.
13. The strategic reasoning for the proposal is to:-
 - (a) Improve organisational resilience (our capacity and ability to handle spate call conditions such as flooding events etc.)
 - (b) Improve the quality and responsiveness of the service to the public and our firefighters
 - (c) To allow reinvestment of revenue savings to protect operational services from financial efficiencies

Programme Governance Arrangements

14. A Programme Sponsoring Group (PSG) has been established and has met three times. A Memorandum of Understanding (MOU) for the programme has been drafted.
15. The PSG includes two elected Members from each Authority and the two Chief Fire Officers (or their nominated Principal Officer Representative), as well as the Programme Director (Senior Responsible Owner (SRO)).



16. The PSG is part of the Programme Governance Structure. However, it is not a Committee or Working Party of the Oxfordshire County Council (OCC) or the Royal Berkshire Fire and Rescue Authority (RBFRA). It is not a Joint Committee and is not required to be politically balanced.
17. PSG Elected Members are the Cabinet Member for Safer and Stronger Communities and the Chairman of the Safer and Stronger Communities Scrutiny Committee.
18. The initial SRO of the Programme is Deputy Chief Officer Colin Thomas. The initial Chairman of the PSG is Cllr Dr Paul Bryant from Royal Berkshire Fire Authority. Both positions will be reviewed later in 2012.
19. PSG is supported by a Programme Board which has representatives from both authorities and is chaired by the SRO.

DCLG Resilience Grant Funding

20. A joint bid for Section 31 DCLG Resilience Grant has been successful and £3.6M has been received (£1.8M to each authority).

Communications

21. A communications strategy and a number of communications have been released. The main feature of this is a 12 week Public Consultation which commenced on the 6th April 2012. Announcement of this was supported by press releases.
22. The public consultation strategy is available on the OCC Public website: [Thames Valley Fire Control Service Public Consultation](#) and individuals and other stakeholders have been invited to respond using the OCC on line response system.
23. Oxfordshire County Council Safer and Stronger Communities Scrutiny Committee Members are specifically encouraged to respond to the consultation.
24. In addition, two community engagement forums will be held in early May to seek further public views. Twenty to twenty-five members of the public will be selected for each event and will receive a presentation and then be invited to give their views on the proposal.
25. The forums will be managed by a professional and experienced consultation agency supported by advice from the OCC Consultation's team.
26. A separate staff engagement forum will also be held to seek their views.
27. At the end of the consultation period, feedback from all sources will be analysed and a report will be produced for PSG, Oxfordshire County Council and Royal Berkshire Fire Authority meetings.

Phase 1 and other Resilience Works

28. Meanwhile, phase one work, as previously agreed by Cabinet in September 2011, is progressing to allow the implementation of mutual fall-back arrangements that will allow each of the existing Control Rooms to take over from the other and mobilise the resources of the other FRS.
29. This will further enhance OFRS resilience and for the first time enable a third party to take calls and mobilise OFRS resources directly without referring the calls back to Oxfordshire for our actions using secondary or tertiary systems.

Risk Management

30. The papers presented to Cabinet in July 2012 will contain a comprehensive risk assessment based on the creation of a Joint Control.

31. Programme risk is managed by the creation of a specific risk register and risk treatments which are reported to PSG.

Legal Implications

32. As indicated above it should be noted that the Fire and Rescue Authority (FRA), in this case the Oxfordshire County Council, remains fully responsible for its statutory obligations under the Fire & Rescue Services Act 2004 for call receipt and mobilising irrespective of any future collaborative or joint approach.

Financial and Staff Implications

33. Financial and programme staff implications for initiation of Phase 1 have been met from existing project resources.
34. Initial indications show that using the DCLG grant that the programme is financially viable and the steady state costs will be lower than current costs.
35. Control staff are receiving periodic updates and will be supported through what is acknowledged as uncertain and challenging times. Initial formal staff briefing sessions have been undertaken.
36. A joint Oxfordshire and Royal Berkshire management and Fire Brigades Union meeting has been held and further meetings will be programmed as necessary.
37. Management are fully committed to continue to support staff throughout the entirety of the programme.

Colin Thomas
Deputy Chief Fire Officer

Background papers: Nil

Contact Officer: Colin Thomas – 01865 855206

April 2012

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Thames Valley Fire Control Service Consultation Document



PREVENTING PROTECTING RESPONDING

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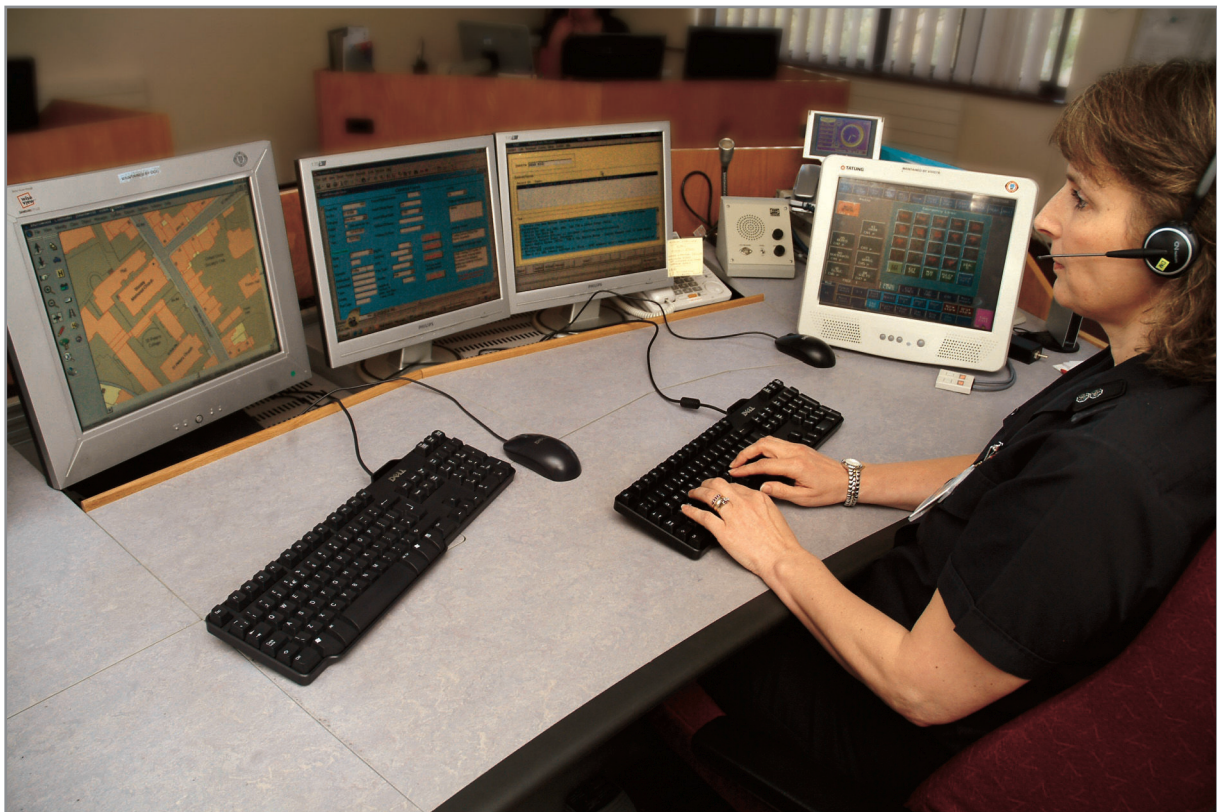


Introduction

The Control room is the primary 24 hour point of contact for all emergency calls and for internal administrative functions. Every emergency call is received within the Control room and the Control operators are responsible for answering all 999 calls, sending fire engines and managing our resources to ensure we provide a highly effective service.

Along with many other fire and rescue services, Oxfordshire Fire and Rescue Service and Royal Berkshire Fire and Rescue Service currently each have their own separate Control functions. Both are staffed by highly trained Control Operators who answer 999 calls and mobilise fire engines to all kinds of emergencies including road traffic collisions, chemical spillages, large animal rescues, as well as fires.

Oxfordshire Fire and Rescue Service and Royal Berkshire Fire and Rescue Service are working in partnership on proposals for a new, single joint Control function. This document has been produced to provide you with information about this proposal and to seek your views about how we can provide the most effective, enhanced service to the communities we serve.



PREVENTING PROTECTING RESPONDING

Royal Berkshire Fire and Rescue Service (RBFRS)

There are currently 18 fire stations in Royal Berkshire, which are staffed 24 hours a day, 365 days a year by a mix of wholetime duty system (full-time) and retained duty system (on-call) firefighters who offer safety advice, education and, of course, an emergency response service.

We have a front-line fleet of 22 fire engines and a number of specialist vehicles. We employ over 380 full-time personnel (including middle and senior operational managers), over 150 on-call firefighters and 34 Control room staff. These are supported by 100 specialist or administrative staff.

RBFRS covers an area of 125,914 hectares and has a population of 865,000.

RBFRS Control functions are undertaken within the purpose-built Control building on the headquarters site in Tilehurst, Reading. In the event of a problem with the main Control room this is supplemented with a secondary Control facility at the Whitley Wood Fire Station in Reading and a tertiary arrangement on strategically-placed laptop computers. A mutual, manual fallback arrangement is in place with Hampshire Fire and Rescue Service. The Control room currently handles approximately 67,513 calls a year, of which 20,206 are emergency calls and 47,307 are administrative calls.



Map of Royal Berkshire Fire and Rescue Service area.

Key to Reading Fire Stations

- | | |
|-------------------|----------------------|
| 01 Caversham Road | 02 Wokingham Road |
| 03 Dee Road | 20 Whitley Wood Road |

MAKING BERKSHIRE SAFER

Background

The Government had intended to replace all local fire and rescue service Control functions with nine Regional Control Centres but this project (called FiReControl) was terminated in December 2010.

While the FiReControl project was in progress, OFRS and RBFRS ensured that their individual Control functions remained resilient with essential maintenance and selective upgrading of systems. However, a decision was taken not to invest public money in medium and long-term developments, owing to the planned move to a south east Regional Control Centre in Fareham, Hampshire.

Since the Government terminated the FiReControl project, OFRS and RBFRS have been working in partnership to investigate options for delivering an improved service.

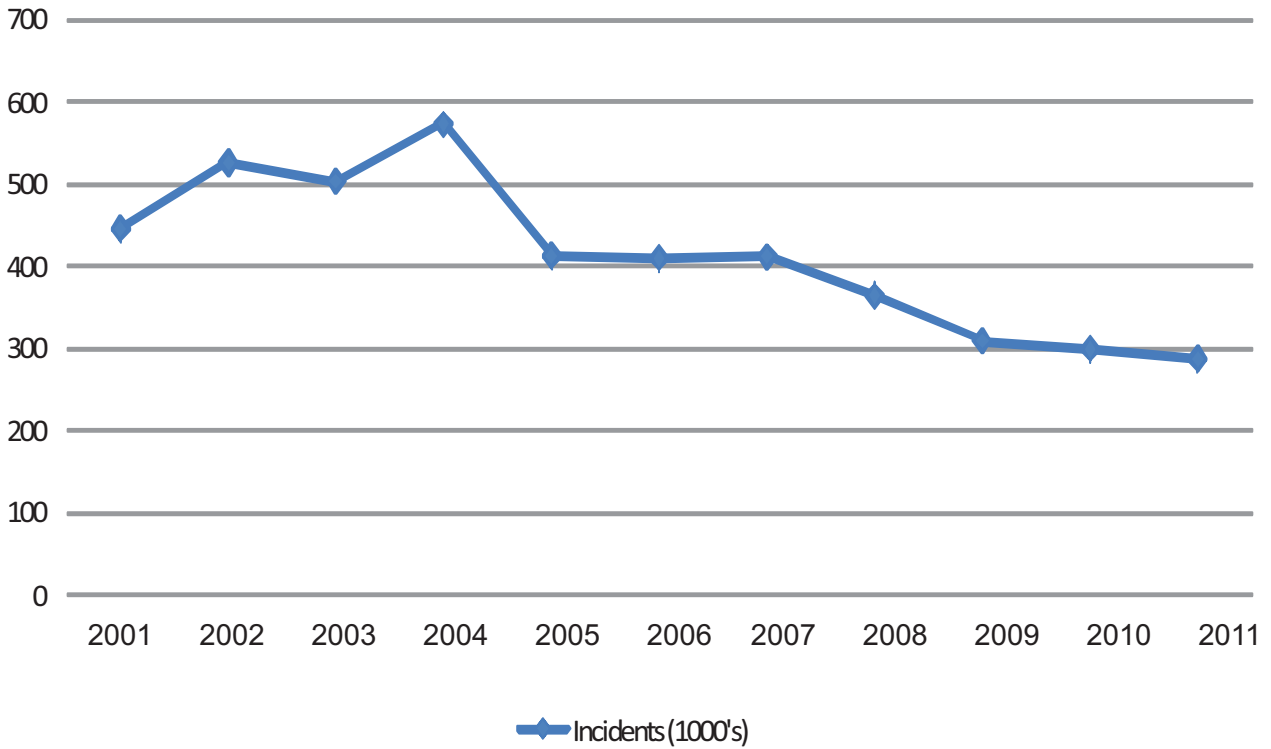
Through community safety education programmes and fire safety enforcement, both services have seen a substantial reduction in the numbers of emergency incidents attended and the number of calls received, from a peak in 2003/04. These falling call numbers and the consequential increase in cost per call handled means that individual Control rooms are becoming increasingly unviable.

As an example, within RBFRS in 2001 each Control Operator handled 4 calls per shift at an approximate cost of £80 per call, in 2010 this had reduced to 1.36 calls per Control Operator per shift at an increased cost of £146.58 per call. The proposal for the new Thames Valley Control Room anticipates that these figures will be each Control Operator handling 2.6 calls per shift at a cost of £77.99 per call.

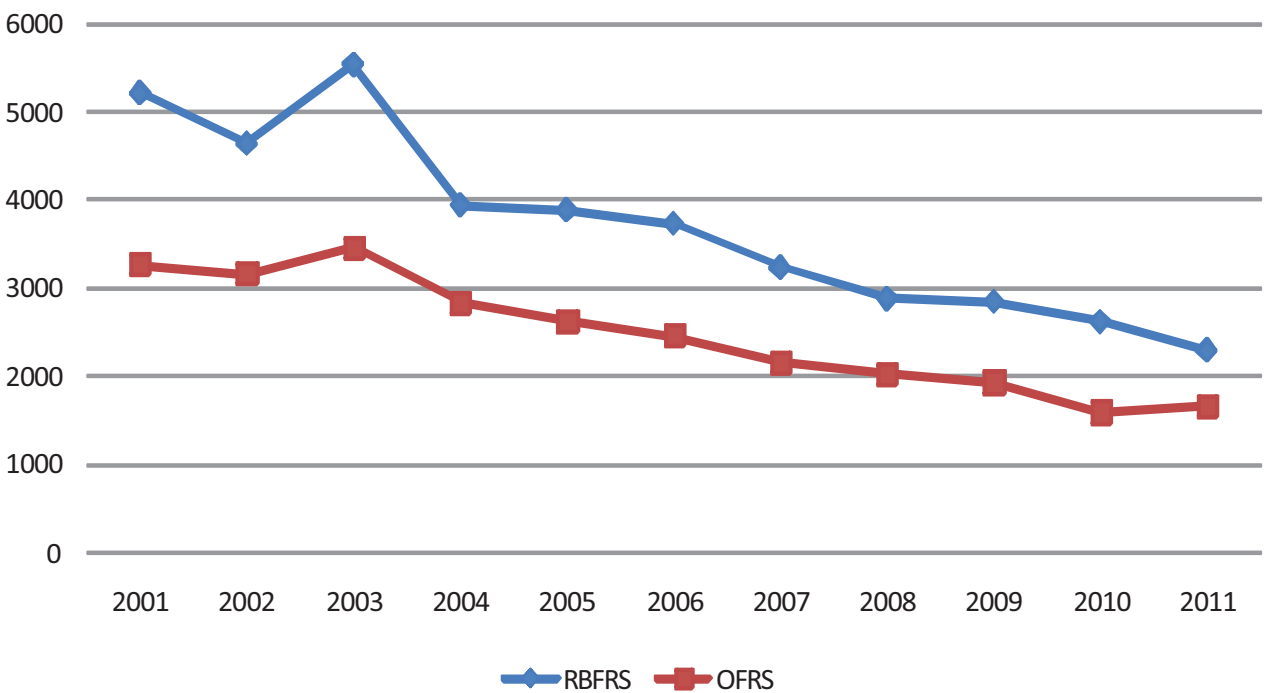


**PROTECT YOUR HOME
WITH SMOKE ALARMS
TEST YOUR
SMOKE ALARMS
EVERY WEEK**

National Fire Incidents



Thames Valley Fire Incidents



Note: The disparity between number of emergency calls and number of emergencies attended can be explained by the fact that an incident may generate numerous emergency calls to the Control room.

Therefore, we believe that a shared Control function between the two fire and rescue services, provisionally called the **Thames Valley Fire Control Service**, is the best way forward for OFRS and RBFRS. The plans are still in their early stages and will be subject to Oxfordshire County Council Cabinet and Royal Berkshire Fire Authority approval in July 2012.

As part of this project, both OFRS and RBFRS are required to consult with the communities we serve and we are very keen to hear your views about our proposals.

Other Options We Considered

A number of alternative options were considered including a collaboration between Royal Berkshire Fire and Rescue Service, Oxfordshire Fire and Rescue Service and Buckinghamshire and Milton Keynes Fire Authority (BMKFA).

After 9 months of collaborative research into the available options BMKFA chose to pursue an alternative option with another Fire and Rescue Service. This was primarily driven on the grounds of financial savings and a quicker resolution rather than the enhanced benefits this project would bring to the communities we serve.

Other options included research into:

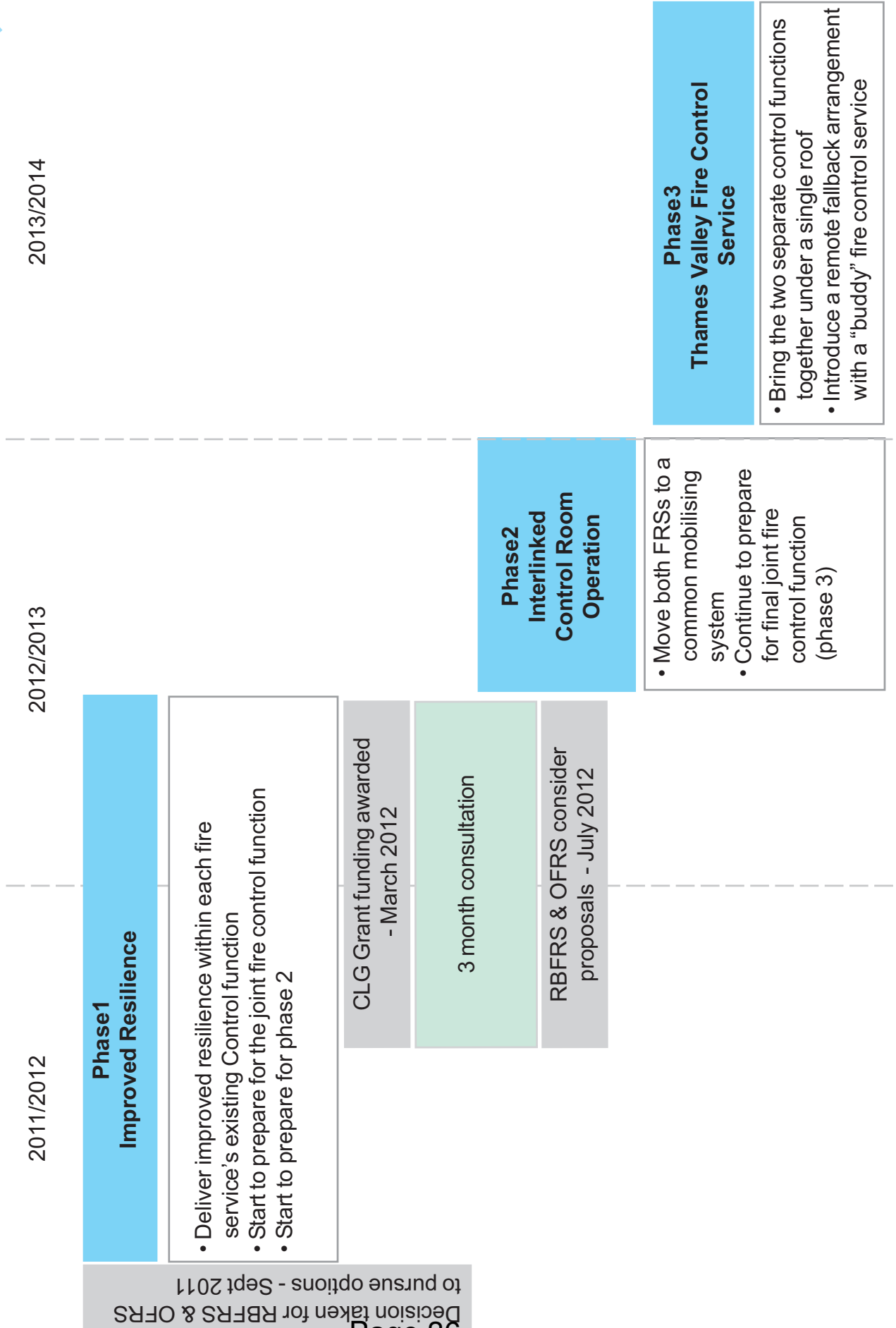
- Outsourcing our separate Control functions to other fire and rescue services.

These options involved research into the possibilities of Surrey Fire and Rescue Service providing the full Control Room facilities for RBFRS. A collaborative approach with London Fire Brigade was examined by RBFRS. Neither of these projects were considered suitable for progression due to financial, timeliness and technological concerns.

- A collaboration with other local emergency services.

These options involved discussions with both Thames Valley Police and South Central Ambulance Service. Whilst all three services offer emergency provision to the communities we serve it was evident that there are significantly different ways we process emergency calls and categorise responses. Due to the sheer number of emergency calls received by our partners, limited resources and cost we could not pursue these options.

Proposed Thames Valley Fire Control Service Timeline

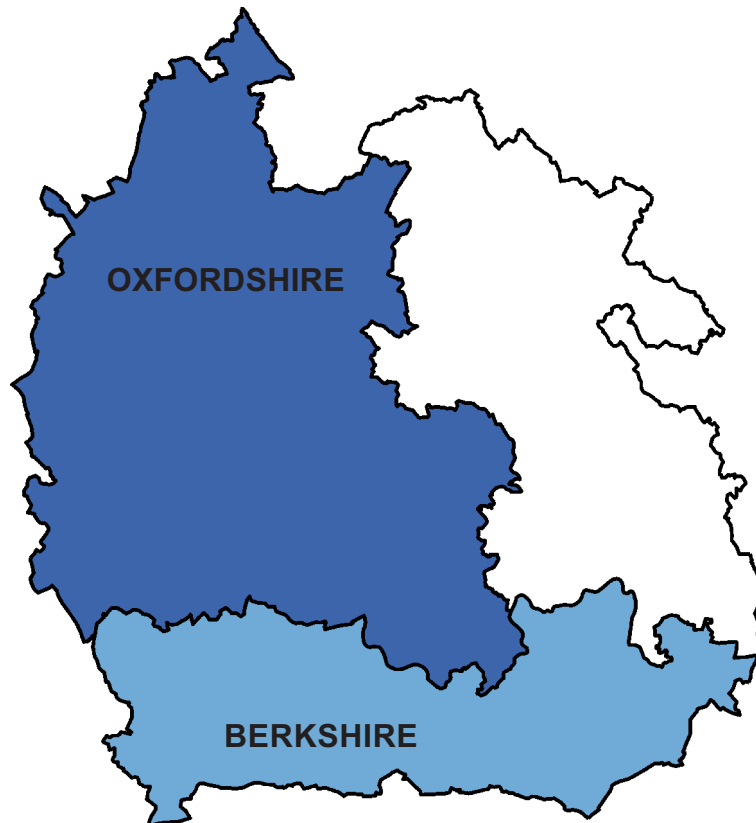


Decision taken for RBFRS & OFRS to pursue options - Sept 2011

Our Vision

'Thames Valley Fire Control Service: A strategic partnership between Oxfordshire and Royal Berkshire's fire and rescue services, which will provide a world class, resilient and cost effective emergency call handling, mobilising and resource management service, enhancing firefighter and public safety.'

Map of the Thames Valley geographic area



© Crown copyright 2009

What We Are Proposing

Enhanced Resilience (Our ability to offer an uninterrupted service)

One of the key aims of the project is to enhance our resilience and ensure we are able to provide an effective service at all times. The financial constraints of remaining as two 'stand alone' control rooms' would prevent us from adopting the latest technologies to enhance resilience and improve our current standards of service.

As a joint partnership the Thames Valley Fire Control Service will enable us to enhance our capabilities and also provide new opportunities for information sharing amongst all the emergency services by the introduction of new technology.

Another geographically remote fire and rescue service will be used to ensure resilience in the event of system problems or unusually high levels of calls. Wherever the TVFCS (the primary Control) is located, a secondary Control room will also be provided to further enhance resilience, guaranteeing a seamless, uninterrupted service in the extremely unlikely event that the TVFCS becomes unusable for a lengthier period of time.

We will improve security arrangements in accordance with central Government guidance, which will also enhance resilience. By introducing more resilient technology, we will increase system reliability, leading to improved business continuity arrangements.

As a single Control Room we are able to adopt common regional policies and procedures more quickly to ensure we can work more effectively with our partners (e.g. local authorities, other emergency services) and other fire and rescue services. This will also enable us to share our own and others' resources more effectively.

We welcome your comments on our enhanced resilience proposals.

Improved Efficiency

Individual Control rooms are becoming increasingly unviable, owing to falling emergency call numbers and the consequential increase in cost per call handled. The Thames Valley Fire Control Service will enable both OFRS and RBFRS to make significant efficiency improvements by rationalising the resources required, compared to the potential cost of upgrading both current Control rooms. It is anticipated that combined savings of £880,000 pa will be made across both Services.

The Thames Valley Fire Control Service will also create the potential for further collaborative arrangements with other fire and rescue services in the future, as well as the ability to offer non-critical out of hours call handling to local authorities (e.g. Oxfordshire County Council and Berkshire unitary authorities).

We welcome your comments on our improved efficiency proposals.

New Operational Benefits

Although we already provide an effective service to our firefighters and the public, there is scope for improvements. A new fire engine mobilising system will be introduced to enable our Control Operators to identify the location of both the caller and our fire engines, which will optimise our response times to emergencies and allow for accurate identification of the location of the emergency.

We will increase public and firefighter safety by providing our staff with the most up to date risk information and enhanced caller identification technology, which will determine the most appropriate response to emergencies.

Fire engines will be upgraded or fitted with the latest onboard computers which will provide mapping data and risk information such as individual building design and special or unusual processes or manufacturing.

These onboard computers will enhance public and firefighter safety whilst providing information for the Thames Valley area which will improve safety, both inside and outside of Oxfordshire and Berkshire.

We will introduce an improved method of information gathering from callers, to ensure we send the most appropriate fire engines. This will also allow our Control Operators to give more detailed advice and reassurance to callers trapped in dangerous situations.

We welcome your comments on our new operational benefits proposals.

Staffing Numbers

Both fire and rescue services each have up to 34 people dedicated to emergency call handling, mobilising of resources and resource management functions. By moving to the Thames Valley Fire Control Service we can offer significant efficiency improvements in terms of the numbers of staff employed and the associated employment costs, whilst at the same time improving performance.

The following table gives an indication of current and anticipated call numbers, in comparison with other fire and rescue services.

Comparative Efficiency Table					
Service	Emergencies attended p.a.	Ctrl Staffing	Avg Emergencies per Operator/ p.a.	Avg Emergencies per Operator/ Shift	Staffing Costs/ Emergency £
London	120,692	115	1,049	6.36	52.45
TVFCS	13,217	30*	440	2.6	77.99
Lancashire	21,158	42	503	3.0	78.64
Kent	17,653	36	490	2.9	90.15
Humberside	11,543	33	349	2.1	130.08
RBFRS	7,674	34	225	1.36	146.58
OFRS	5,543	26	213	1.29	169.81

* Indicative figures

At this stage no specific numbers have been decided for the Thames Valley Fire Control Service, however we welcome your comments on our efficiency and productivity proposals.

Location

No location has been confirmed as yet but locations within the Service Headquarters buildings in Kidlington and Reading are under consideration as part of the premises selection process. It is anticipated that one of these sites will offer the 'primary' Control room, with the other site providing a 'secondary' Control room for resilience purposes. Rationalisation of estate costs based upon a single Control site and a single secondary Control site will provide ongoing savings.

We welcome your comments on the proposal for a single joint Control function in either of these locations.

Funding

Following the termination of the FiReControl project, grant funding was made available by the Government to support fire and rescue services to establish alternative solutions, to avoid the financial burden being placed on local residents.

Fire and rescue services were invited to bid for this grant in a very strict process that required detailed identification of efficiencies and improvements before any funding was considered. After a successful joint bid for funding, OFRS and RBFrs were awarded a total of £3.6M to finance plans for a single joint Control function.



Contact Us

Oxfordshire Fire and Rescue Service and Royal Berkshire Fire and Rescue Service welcome your comments on this Thames Valley Fire Control Services consultation document any time during the consultation period **6 April - 6 July 2012**

Please take this opportunity to make your views known, as it will help to develop strategies and policies to meet local needs.

* **Please note:** further copies of this document can be downloaded from our websites at www.rbfrs.co.uk and www.oxfordshire.gov.uk/fire_service

How To Reply

You are invited to comment on our plans using any of the following methods:

- In writing, using the following **FREEPOST** address:
TVFCS Consultation
FREEPOST (RG2 669)
103 Dee Road
Reading
RG30 1BR
(Remember, no stamp is required)
- Email to: TVFCS@rbfrs.co.uk or TVFCS@oxfordshire.gov.uk
- Visit the Website at: www.rbfrs.co.uk or www.oxfordshire.gov.uk/fire_service
- Telephone: **0118 938 4331**
- Fax us on: **0118 959 0510**

PREVENTING PROTECTING RESPONDING

Do You Want To Become A Retained Duty System Firefighter?

There is currently a shortage of retained duty system (on-call) firefighters at some fire stations in both OFRS and RBFRS. This is particularly the case in our small towns and rural areas because nowadays there are fewer people who live and work in their local towns and villages. You might be just the person to fill the gap.

Where do you work?

First of all, you need to live or work near to a fire station because you have to be able to get there within a few minutes of a call.

Secondly, because we can't predict when you'll be called out, you have to be flexible in your work. The chances are that you'll be working at home, self-employed or for a community-minded employer who can let you off from time to time.

Are you fit for the job?

To apply to join the Fire and Rescue Service you don't need any paper qualifications. You must be at least 18, with good all-round fitness. You will be asked to take a straightforward physical test as part of the process, and just as important are qualities like common sense, commitment and enthusiasm.

How often will you be needed?

On average, you will be called out two or three times a week for a couple of hours. If you cannot be available all the time, that's not a problem. You can be paid for being "on call" for only part of the day or week. There is a particular shortage of people who are available during midweek working hours, so you could have evenings or weekends free if you need to, and still do a valuable and worthwhile job. If you really can't be on call - for example because of a holiday or a deadline at work - you can "sign off".

What do you get out of it?

Apart from the excitement, the challenge and the satisfaction of a job well done, your ongoing training will assist you in becoming more self-reliant and confident. After all, if you can cope in a real emergency, you are ready for anything else which life might throw at you. You will meet a lot of people in your local community and earn their confidence and respect. You will also get continual, ongoing training in the use of equipment and in other more general life skills including first aid.

Added to all this, you get paid! You get paid a basic retainer, plus a fee for call outs and another fee for going into action. You get paid for training and duties like equipment maintenance.

If you think you've got what it takes to join the team, contact your local fire station for further information, or check out our vacancies pages at:

<http://www.rbfrs.co.uk/vacancies.asp>

<http://www.oxfordshire.gov.uk/cms/content/retained-firefighters>

Confidential Monitoring

Oxfordshire Fire and Rescue Service and Royal Berkshire Fire and Rescue Service are keen to ensure that their consultation with the public is effective and inclusive - so please answer the following questions and return these pages together with any comments you may wish to make to the FREEPOST address shown overleaf. In accordance with the Data Protection Act 1998, all personal information will be confidential. It will be used for no purpose other than improving services.

Q1 Are you...? (Please cross **one** box only)

Male.....

Female.....

Q2 What was your age on your last birthday? (Please cross **one** box only)

16 to 24..... 35 to 44..... 55 or over.....

25 to 34..... 45 to 54.....

Q3 What is your ethnic group? (Please cross **one** box only)

White - British, Irish or any other White background.....

Mixed - White & Black Caribbean, White & Black African, White Asian or any other mixed background.....

Asian or Asian British - Indian, Pakistani, Bangladeshi or any other Asian background.....

Black or Black British - Caribbean, African or any other Black background.....

Chinese or Other ethnic group.....

Q4 What is your first language? (Please write in)

Q5 Do you consider yourself to be disabled? Yes..... No.....

Q6 How did you become aware of this consultation? (Please cross all boxes that apply)

Website..... Newspaper..... Fire Service employee....

Email..... Through the post...

Other (Please specify)



Q7 If applicable, in which area of Oxfordshire or Berkshire is your main home?

(Please write in)

Please return these pages together with any comments you may wish to make to:

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Division(s): ALL

SAFER AND STRONGER COMMUNITIES SCRUTINY COMMITTEE – 30 APRIL 2012

History Service and Archives Report

Background

1. Under the budget setting process to deliver the Business Strategy 2011/12 – 2014/15, it was agreed to merge the services of Oxfordshire Record Office (ORO) and Oxfordshire Studies (previously in the Central Library) at St Luke's Cowley to form the History Service. The service acquires, cares for and provides public access to the documentary and printed heritage of the county – it includes one of the largest county photographic archives and a significant collection of oral history recordings. Capital funding and funding from Oxford Health Trust allowed the creation of sufficient additional storage space to enable the two services to be brought together.
2. Oxfordshire County Council is obliged to run an archives service under the Public Records Act (1958) and the Local Government Act (1972). These Acts require the care of and provision of public access to public records (records of public bodies, health records and court records), and the records of local authorities (County, District and parish councils). ORO is the designated Diocesan Record Office for Oxfordshire under the Parochial Records and Registers Measure (1978), and has an explicit legal agreement with the Diocese to preserve and make available Church records.
3. Combining the services enabled savings to be made whilst concentrating access to the unique and rare history resources on one site at St Luke's. This has improved the conditions in which the local studies collections are housed, with BS5454 environmental standards being met, preserving them for future users; provided facilities for historical research on a single site, avoiding duplication and establishing clarity on where to access this material for users; and enabled the services to maintain their full range of collections. Public access to the unique history resources is now managed in one public search room under the supervision of specialist staff. However, it has meant the loss of education and exhibition facilities at St Luke's and a reduction in the space for dealing with the resources thereby increasing the risk of damage.
4. Central Government has repeatedly stated its belief that archives are a fundamental part of our society which must be supported. Archives

and local studies are the social and corporate memory of the county, not simply leisure activity. The Government's National Policy on Archives has identified their value for the right of citizens to have access to knowledge, open government, education, social inclusion, economic regeneration, and electronic government.

Purpose of Report

5. This report has been prepared to update the Committee on progress and performance to date of the History Service and on the opportunities and challenges facing it in delivering corporate and national priorities.

Progress and Performance

6. The History Service delivers what many consider to be a good level of direct public service. Although being well down in the bottom quartile of funding, the service is rated 3 star by the National Archives, putting it in the second highest quartile for achievement. The Public Services Quality Group's¹ annual national user survey has recently found that 99% of users rate OHC as Good or Very Good, which puts it above 27 of the 37 English county record offices. The History Service has recently obtained external funding to put it at the forefront of document digitisation, and has pioneered both a child-orientated website to encourage interest in history and a History Shop in the Templar Square shopping centre to reach out to non-users, ideas now being taken up by services elsewhere.
7. The National Archives has commented that "there is much to praise about the History Centre's development, particularly in the extensive efforts to expand online services, enlarging the potential audiences for the history of Oxfordshire. The recent building works and agreement to host the Oxfordshire Health Archives are evidence of a service capable of meeting positive change effectively and delivering better services for researchers. We remain keen to see the Centre fulfilling its remit across the board, including proactive collecting to document the more recent history of the county and reaching a wide range of audiences who can benefit from engagement with Oxfordshire's past. We look forward to working with you on this in future". They have agreed to extend the appointment of the service as a place of deposit under the Public Records Act 1958 and concur with our suggestion to see how the service settles in the post merger period before reassessing the

¹ Public Services Quality Group - <http://www.archives.org.uk/si-psgg/public-services-quality-group-psgg.html>

approval of the Centre against the National Archives' *Standard for Records Repositories*.

Opportunities

- a) External funding strands. Over the past 13 years, the History Service has obtained in excess of £3.2 million from external sources to fund its activities; more than five times its current annual budget. Recently the service has received a number of bequests and donations enabling digitisation and other activities to take place. A developing "Friends Group" should enable fundraising to become a priority over the next year which may deliver both a sustainable funding stream and valuable project income for the service. Some additional funding has been raised through leasing out the small amount of storage space the Centre currently has available.
- b) Volunteers. In common with other services, the History Service has made extensive use of volunteers and will need to continue to do so. At present there are 24 volunteers working with the service, in addition to a flexible team of three from the Oxfordshire Family History Society who work with the History Centre three days a week to deal with straightforward family history enquiries, freeing public service staff for other activities.
- c) Partnership with external bodies. The History Service has always worked closely with many other organisations eg the Family History Society, the Local History Association and the University Faculty of History. The service will seek to strengthen these and develop new ones.

Challenges

- a) Storage space: In the formation of the History Centre, more strongroom accommodation was added at the expense of office and exhibition space. However, most of this strongroom accommodation has been taken up by the holdings of the former Oxfordshire Studies. It is estimated that in six to seven years, the History Centre will be full. It is essential that in the interim consideration is given on how the written and printed history of the county can be stored after that date.
- b) Digital records: Increasing numbers of future archives and publications are being produced only in electronic format. This creates a number of problems with organisation and storage which hard copy items do not. ICT have confirmed that their servers are for operational, not archival, use only; the history service requires a dedicated server for storage, regular migration or emulation to ensure the material remains readable, and direct access from terminals in the History Centre for the public to

use them. Appropriate software is also needed to maintain and organize the material.

- c) Cataloguing and Conservation: In order to maintain direct public service and answer enquiries, cataloguing and conservation of documents has been reduced to a minimum. There is currently a significant backlog of cataloguing and conservation, while over half the existing catalogues still require electronic retro-conversion.
- d) City Archives: Oxford City owns one of the most significant archive collections in the county. However, only 20% of it is catalogued and stored at the History Centre; the rest remains uncatalogued and in poor conditions in the Town Hall. The service does not have the staffing or storage resources to deal with this but we are advising the City as it seeks to identify the condition and the work required to protect its archive collection and resolve its long term storage.

Conclusion

- 9. The History Service currently delivers a well regarded public service although much work remains to be done before the full benefit of the integration of the two services can be realised. The service will need to ensure that plans are drawn up to address cataloguing and conservation backlogs, space constraints and ICT needs to ensure the service continues to meet its legal requirements and the public expectations for ongoing collection and documentation of records and material. The service will need to continue to be proactive in seeking out external funding opportunities and creating a sustainable Friends organisation to assist with these challenges.

Report by Simon Kearey,
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April 2012