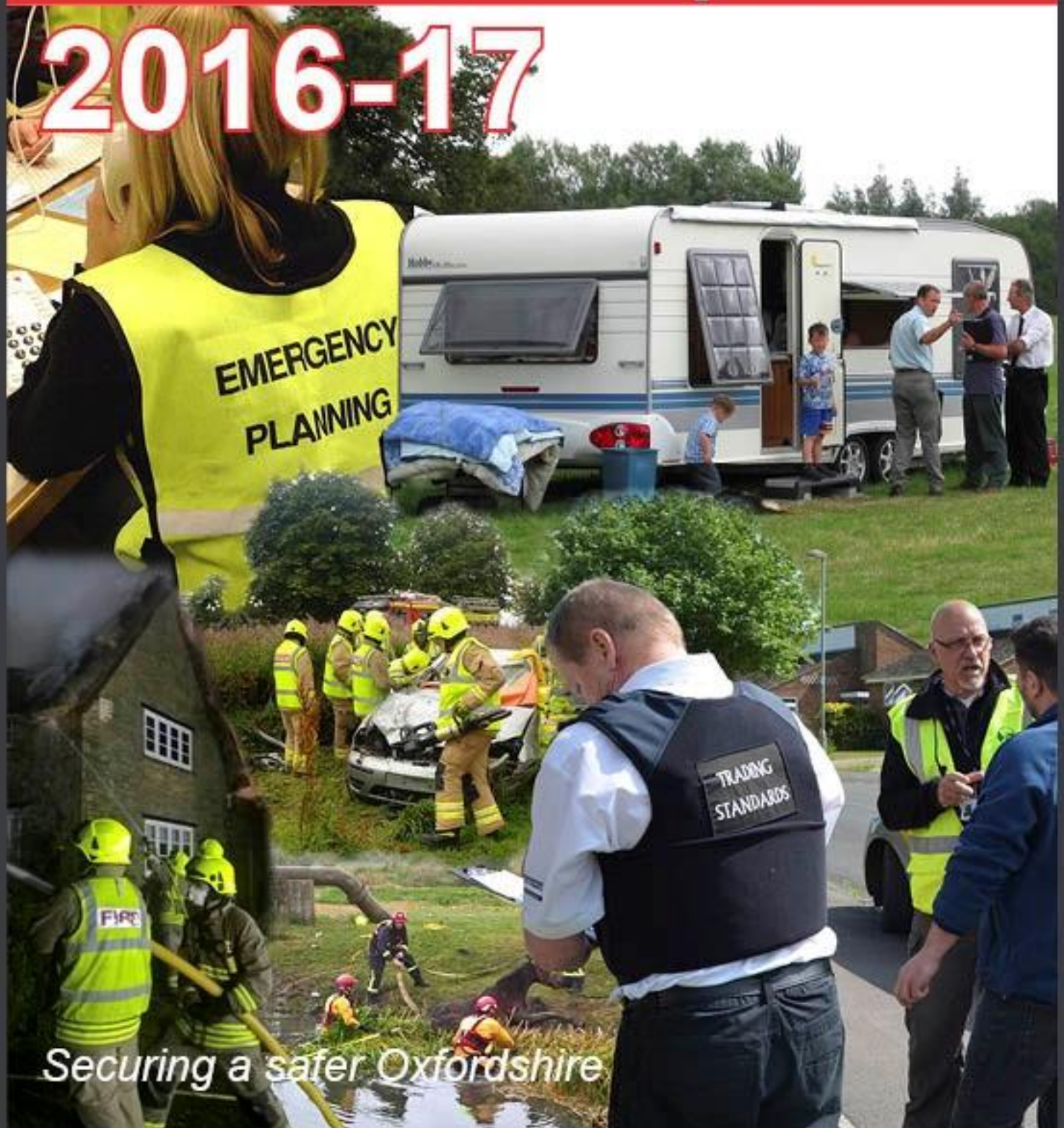


Oxfordshire County Council  
Fire and Rescue Service

365alive  
365alive.co.uk

# Annual Report

## 2016-17



*Securing a safer Oxfordshire*

## Reporting scams and tackling fires

THE fire service will offer safety advice at a winter surgery at a community centre in Carterton.

Oxfordshire Fire and Rescue Service will discuss precautions to take on the...

## Oxford travellers Christopher Joyce, Mary Joyce and Helen Collins handed prison sentences for exploiting vulnerable man

TRAVELLERS who exploited a "vulnerable" man and forced him to do "back-breaking" work have been jailed.

## Top firefighter seconded to Midlands post

ONE of the county's top firefighters has temporarily taken the reins at another service in the West Midlands.



## Power station disaster rescue teams are praised for actions

Luke Sproule



AFTERMATH: The thatched cottage after the blaze. Picture: Oxfordshire Fire and Rescue Service

Firefighters are given praise for tackling blaze

## Council and firefighters serve up advice

Andy Ffrench



FIREFIGHTERS handed out "mocktails" to motorists to drive home the message about the dangers of drink-driving.

Firefighters offered the alcohol-free cocktails to reinforce road safety advice at the Green...

## Crew frees toddler

OXFORD: Firemen freed a two-year-old who ended up locked in a bathroom. Oxfordshire Fire and Rescue Service was called just after midnight on Tuesday to Ivy Lane in Headington. Crew manager Mark... discovered the toddler...

## We're more than just a responsive service now



SEVERAL thousand people who might have died from fires, car crashes, medical emergencies and floods will still be alive in Oxfordshire...



## Chief firefighter to step down next year

OXFORDSHIRE'S chief firefighter has announced he will retire next year after a 32-year career.

county's Chief Fire Officer in June 2010.

one that really does invest in its people

of duty seems limitless and inspirational."

## All firefighters will become medics to aid stretched ambulance service

Caillium Keown

Crews across county will be trained in trauma care

station are trained, we will train up all our full-time firefighters and then roll it out to our on-call firefighters. We will then be ready to support the ambulance service.

## Fire crews put out fast-moving blaze

ABINGDON: Three fire engines rushed to a rapidly-developing fire. Two crews from Oxford and one from Abingdon were mobilised after a call at 4.26pm on Wednesday. On arrival at the scene, crews were faced with a fire that had spread that...

## Firefighters put in the training to prevent tragedies

## Firefighters smash £100k target after blazing 1,000-mile bike trail



## Caring firefighters in animal rescues

FIREFIGHTERS were called to free a cat trapped at a garage in Bicester then a deer caught in a fence in Oxford. Crew manager Mark Oddi said firefighters from Bicester were alerted at 6.30pm on Monday about the cat which had been trapped for several hours at the garage in Ashby Road.



Kieran Davey

FIREFIGHTERS across Oxfordshire warned of the dangers of the county's "national"...

## Fire crews leading mission to refloat capsized narrowboat

A CANAL boat that crashed into Botley Bridge on Monday will be pulled to safety today at about 11am.



## Teams to test electric blankets

MOST people are hoping for an Indian summer rather than thinking about winter, but Oxfordshire Fire and Rescue Service...

voltage to their surfaces, the movement of their elements or exposure to the surface, or damaged power leads. Teams will visit Oxford on October 3 and 20, Banbury on October 4, Wallingford on October 5, Abingdon on October 6, Witne...

## New alert as common target elderly people

Sudden surge in rogue traders put down to mild winter



have shattering effects on a victim's life. "Not only can they lose their life savings but also lose the confidence to leave their home and in some instances develop health issues such as anxiety and depression. Along with poor quality home improvements, false promises of getting people to part with their money is a common tactic. Unscrupulous rogue traders and support charities are working around the clock to combat the people being scammed, who are often elderly people."

## Goring Fire Station 40-Year Celebration Open Day



## Travellers move to Marston Ferry Road

TRAVELLERS have moved into a site at Marston Ferry Road, Old Marston Parish Council said on...

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# Welcome and foreword

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Councillor  
Judith Heathcoat

Cabinet Member for  
Community Safety  
Services



Chief Fire Officer  
Simon Furlong

Director of Community  
Safety Services

Welcome to Oxfordshire County Council's Community Safety Services' Annual Report for 2016 to 2017. As the Cabinet Member and Chief Fire Officer for Community Safety Services, we are very proud of our achievements during the past year. This report highlights our achievements for this period.

With the launch of our new (6 year) 365alive vision in 2016, we have a clear purpose of: '**Working together every day to save and improve the lives of the people of Oxfordshire**'.

We will broaden our view of community safety and will ensure an effective response to emergencies in a wider life-saving role, which includes medical calls to support the ambulance service. We will strive to mitigate the social, economic and environmental consequences of incidents.

We are committed to delivering high performing Community Safety Services which provide excellent value for money to the tax payers. Our integration within the wider county council and collaboration with partners enables us to ensure that we are joined up in delivering solutions to the key issues affecting our communities. These include safe & well visits and, safeguarding of vulnerable people, whilst helping to deliver a thriving Oxfordshire.



# Our 365alive vision 2016-22

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Our 365alive vision has a clear purpose: 'Working together, every day, to save and improve the lives of people across Oxfordshire'. This vision is supported by the whole of Community Safety Services: Fire & Rescue, Road Safety, Trading Standards, Emergency Planning Unit, Commercial Training Service and Gypsy and Travellers Service.

Our 365alive vision has been designed to ensure we are contributing towards the strategic ambition of a 'Thriving Oxfordshire' as detailed in the [Oxfordshire County Council Corporate Plan](#) and we will make sure all our activities align with the strategic priorities of the plan.



Our 365alive vision describes the strategic outputs that we aim to achieve by 2022 in four pillars:

- 6,000 more people will be alive because of our prevention, protection and emergency response activities. This supports the OCC strategic Priority: Efficient public services.
- 85,000 children and young adults better educated to lead safer and healthier lives. This supports the OCC strategic Priority: Protection for vulnerable people.
- 37,500 vulnerable children and adults helped to lead more secure and independent lives supported by safe and well visits. This supports the OCC strategic Priority: Protection for vulnerable people.
- 20,000 businesses given advice and support to grow. This supports the OCC strategic Priority: A thriving economy.

Underpinning the four pillars we have set a reach target of 1.6 million interactions across various social media platforms. This supports the OCC strategic Priority: Protection for vulnerable people.



We aim to deal with the Community Safety related risks that Oxfordshire faces in order to deliver our 365alive targets.

# Key strategic documents

Our operational strategies deliver our Prevention & Protection and Operational Response & Resilience functions. These are supported by our organisational development strategy, asset management strategy, financial plan and communication strategy.

Our six core strategies will evolve to meet the demands of the ever changing world around us and, where necessary, the strategies will be updated via the annual CRMP process.

## 1 Departmental & Station Plans

These plans are specific to functional departments and communities. They detail what we will do and how we will make sure it gets done.

## 2 Strategic Documents

Our strategic documents set out our intentions to develop and improve all areas of the service

PREVENTION, PROTECTION	RESPONSE, RESILIENCE
ORGANISATIONAL DEVELOPMENT	ASSET MANAGEMENT
COMMUNICATION STRATEGY	FINANCIAL PLAN

## 4 365alive: Our Strategic Aims & Targets

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

1.6 Million Safety Messages

## 3 Community Risk Management Planning

This identifies the risks to our communities. It states how we can provide an efficient service that reduces these risks and deals with emergencies.

Community Risk Management Plan 2017-22	Community Risk Management Annual Action Plans
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## OUR PURPOSE

Working every day to save and improve lives of people across Oxfordshire.

**Our Performance Pledge**  
This document tells the community what level of performance and service they should expect from us.

Oxfordshire County Council Ambition - A Thriving Oxfordshire

- **A thriving economy**
- **Protection of the vulnerable**
- **Efficient public services**

# Community Risk Management Plan (CRMP)

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It is important that our priorities are consistent with local, regional and national goals & needs, and these are captured in our CRMP 2017-22.

Each year, we review our priorities and performance against these longer-term goals and where there are key projects identified produce a one-year action plan. These action plans identify which risks we are going to target over that year, and outline the projects we are going to deliver to reduce threats and make the most of opportunities to improve both our service and the safety of Oxfordshire. For 2016/17 we did not produce an action plan and instead concentrated on embedding a restructure, to deliver a leaner more agile organisation which enabled us to drive forward change and trial a number of new initiatives that helped to contribute to a thriving Oxfordshire.

## 2016/17 projects/initiatives

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### Body recovery on behalf of Oxfordshire County Council Coroner

In 2016/17 we commenced a project to consider providing a body recovery service for OCC Coroner. On 24 May 2017 we started to recover bodies at sudden death incidents on behalf of the Coroner which is another example of our integration with the County Council. The body recovery service is conducted by On Call crews working out of Eynsham, Bampton, Burford and Witney.

### Patient Transport on behalf of Oxfordshire County Council

On 3 January 2017 we commenced a six-month trial that supports the South Central Ambulance Service (SCAS)/ Clinical Commissioning Group (CCG) in providing patient transport to medical appointments. We believe that our 'brand and image' which is highly regarded, will give us that 'foot in the door' to support the ageing and vulnerable in our communities and make the visit to a medical appointment less traumatic. This was reviewed in June 2017 and has subsequently been extended until the end of 2017 so a comprehensive review can be undertaken to fully understand the benefits to the community, cost savings to the tax payer and the impact on the organisation.

- On average 88 patient transported each day.



### Tree recovery to support Oxfordshire County Council Communities Directorate

This is an example of the Fire and Rescue Service using skills and resources to work in new ways that are more effective and efficient through working in partnership within the County Council. Removal of a tree or branch from the highway was previously an outsourced service and the Fire and Rescue Service have been able to provide a quicker service and allow financial savings to be made:

- We commenced tree recovery on 19 March 2017
- We have improved response times by over one hour
- We have reduced the time a road is closed by over an hour
- We removed 11 trees by 31 March 2017
- We are now averaging 23 trees cleared per month

### Co-responding to support South Central Ambulance Service (SCAS)

We continue to provide a co-responder service in key locations, and currently operate this initiative from: Slade Park (Oxford), Abingdon, Didcot, Thame and Henley, as well as with a resilience appliance that operates County-wide.

- We attended 1, 736 co-responder incidents in 2016/17.

### Cardiac arrest to support South Central Ambulance Service (SCAS)

All of our fire engines carry defibrillators and key stations also have one in prominent areas. Our crews across all 24 Fire Stations are now alerted to attend as the nearest community asset for 'cardiac arrest' incidents (in addition to SCAS resources). This ensures the quickest response times to such incidents are achieved.

### Effecting Entry to support South Central Ambulance Service (SCAS)

We are now working in partnership with Thames Valley Police (TVP) in providing fire crews to 'effect entry' on behalf of TVP for SCAS. When SCAS have been called to a premises for a medical emergency and are unable to gain entry to the property, our crews can arrive quickly and have a range of equipment and experience that can be used to make entry while causing limited damage, and being able to secure the property if required.

# Performance

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We measure our performance in two ways:

1. Against our own targets for key measures.
2. Benchmarking against other similar Fire and Rescue Services.

Every Service and Department within Community Safety Services sets performance measures and targets to ensure continuous improvement. Performance is monitored regularly throughout the service during monthly one-to-ones. Quarterly Performance reports are scrutinised by our Tactical and then Strategic Leadership teams before being submitted to the County’s Corporate Leadership Team and the Scrutiny Committee.

## Performance against key measures for 2016/17

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In relation to our strategic performance measures we exceeded our targets in all but one measure (pillar 4) – we did not meet our target to advise 3,409 businesses. This was due to a lower than expected submission of consultations to our fire safety and trading standards departments. We did however, interact with businesses across Community Safety Services and this is reflected in the high numbers achieved for overall safety messages delivered:

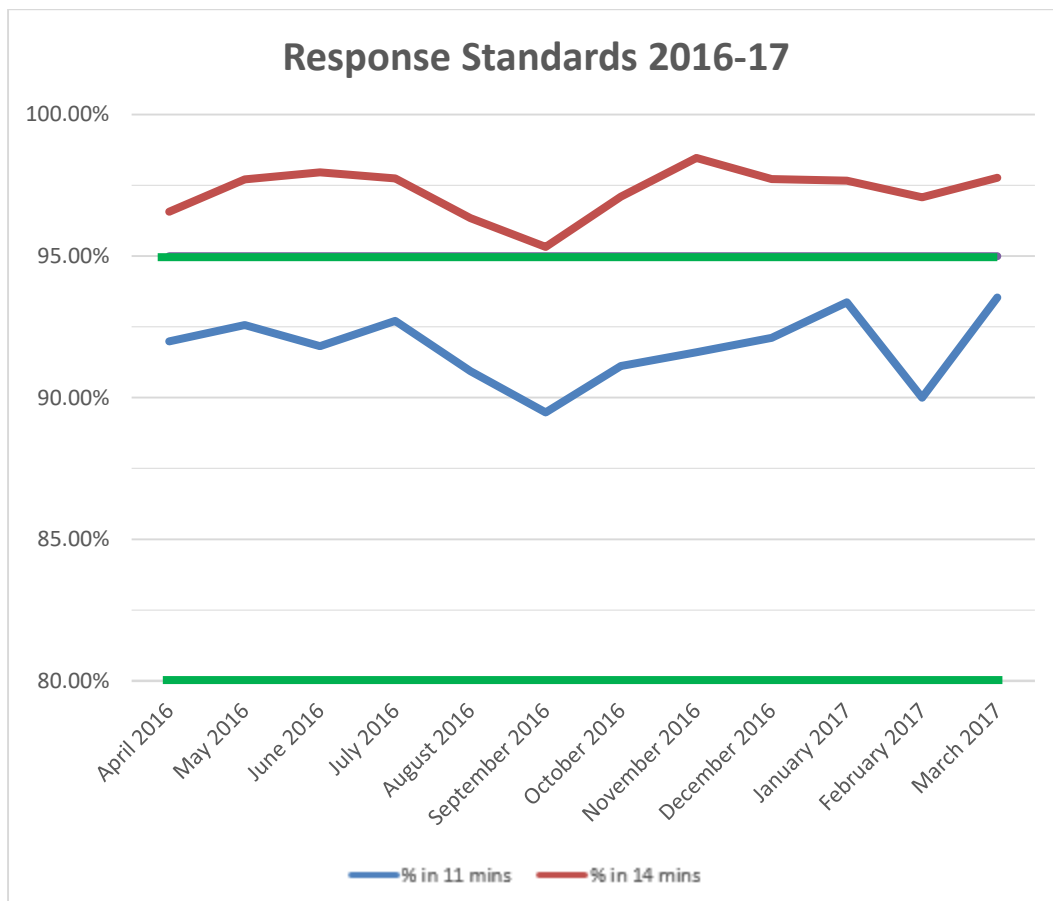


Key data that feeds our 365alive performance is summarised below:

- 34 fatalities at RTCs.
- 25 successful rescues from primary fires.
- 296 successful rescues from all other emergency situations, excluding fires.
- 89,308 people reached through Prevention Campaigns.
- 96 Fire Cadets trained.
- 3,245 Safe & Well visits conducted.
- 57 Gypsy & Travellers Fire Safety Advice visits.
- 397 Fire Protection Audits.
- 658 Building Control Fire Protection Consultations.

We also performed well in our measure of response standards, being consistently over our targets of:

80% of all attendances within 11 minutes and 95% to be made within 14 minutes:



For 5-year trend analysis please refer to Appendix A.

# Trading Standards

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Key achievements for the team in 2016/17 include:

- 543 entries to the primary school Firework Safety poster competition.
- 831 electric blankets tested.
- 1,392 people spoken to during community engagement events regarding scam prevention.
- 571 visits to traders, farmers and businesses.
- 860 businesses spoken to during business interactions.
- 600 pieces of weighing or measuring equipment tested and verified.
- 511 requests from businesses for Trading Standards advice.
- £254,000 saved or recovered for victims of doorstep crime.

Enforcement Action under Road Traffic Act:

Prosecutions: 43

Warning/advisory letters: 117

Public reports: 235

Vehicles seen by officers: 78

Enforcement Action under "Road Traffic Act":

Trading Standards monitors the County's weight restricted roads and takes action when contraventions of these restrictions are identified. This work protects communities where inappropriate roads could be used by heavy good vehicles as a short-cut and helps maintain the County's road infrastructure where restrictions have been introduced to protect weak structures.

Appleford:	2	Launton:	36	Sonning:	1
Charlbury (weak bridge):	27	Little Milton:	8	Stanton St. John	2
Clifton Hampden:	7	Marsh Baldon:	3	Sutton Courtenay:	6
Deddington:	1	Newbridge:	16	Warborough:	36
Enstone:	42	Wheatley:	1	Watlington:	14
Garsington:	2	Radcot/A4095:	1	West Hagbourne:	8
Gavray Rd, Bicester:	1	Sandford-on-Thames:	1	Whitchurch-on-Thames:	11
Islip:	5	Shabbington:	4		

Information about Trading Standards' Services, responsibilities and plans can be found here- <https://www.oxfordshire.gov.uk/cms/content/about-trading-standards>

## Gypsy and Traveller Service

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Oxfordshire Gypsy and Traveller Service attend unauthorised encampments in the county and manage the six OCC owned permanent Gypsy and Traveller sites. The team also provide Gypsy and Traveller Services to Brent Council under contract.

### Key achievements for the team in 2016/17 include:

- Responding to and resolving 36 unauthorised encampments arising during the year involving a total of 190 caravans which is an increase from the previous year.
- Conducting Safe and Well visits to all residents of OCC owned sites to improve fire safety.

*The contract with Buckinghamshire County Council came to an end on 31<sup>st</sup> March 2017 as a result of these sites being sold.*

## Emergency Planning Unit

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In December 2016 Emergency Planning moved from Woodeaton bunker to OFRS HQ, Kidlington. This move has produced a cost saving by closing an expensive to run location, and also improved integration by embedding within Community Safety Services.

### Key achievements for the team in 2016/17 include:

- 2000 Preparedness packs issued to residents at Countryfile Live.
- 10k Leaflets issued to Oxfordshire residents as part of 'be ready' campaign.
- 50 Staff, volunteers and local event organisers safer following Project Griffin counter-terrorism training.
- 8 Critical Plans reviewed.
- 14 Large exercises facilitated, including: mass fatalities; human infectious diseases and Site specific plans.
- 3 Major incidents attended: Henley Gas release, Didcot flooding, and Gibbs Crescent explosion.

# Performance benchmarking

We collect the same performance information as similar Fire and Rescue Services. This allows us to compare our performance at the end of the year and share ideas to help each other improve.

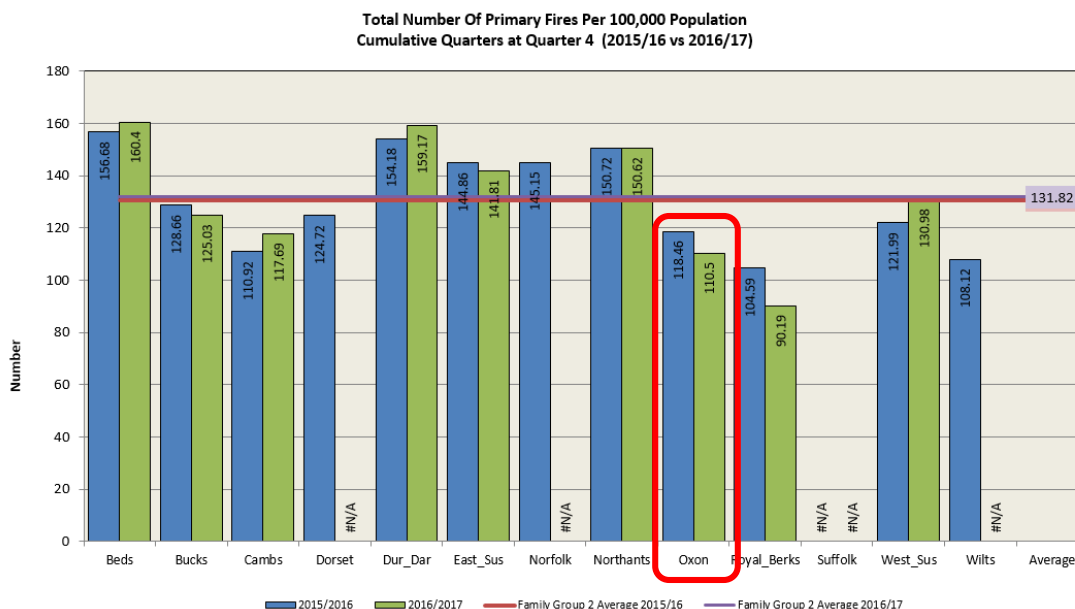
The Fire and Rescue Services in our family group are: Bedfordshire, Buckinghamshire, Cambridgeshire, Dorset, Durham and Darlington, East Sussex, Norfolk, Northamptonshire, Royal Berkshire, Suffolk, West Sussex and Wiltshire.

The family group average for each measure is shown by the blue line for the year 2016/17 and red line for 2015/16, on the following charts. The data from a number of Fire and rescue Services was not released at the time of this publication and is not included in the charts.

## Deliberate primary fires per 100,000 population

Oxfordshire are performing better than the family group average for the number of deliberate primary fires. We have a strong partnership with Thames Valley Police which tackles arson across the region.

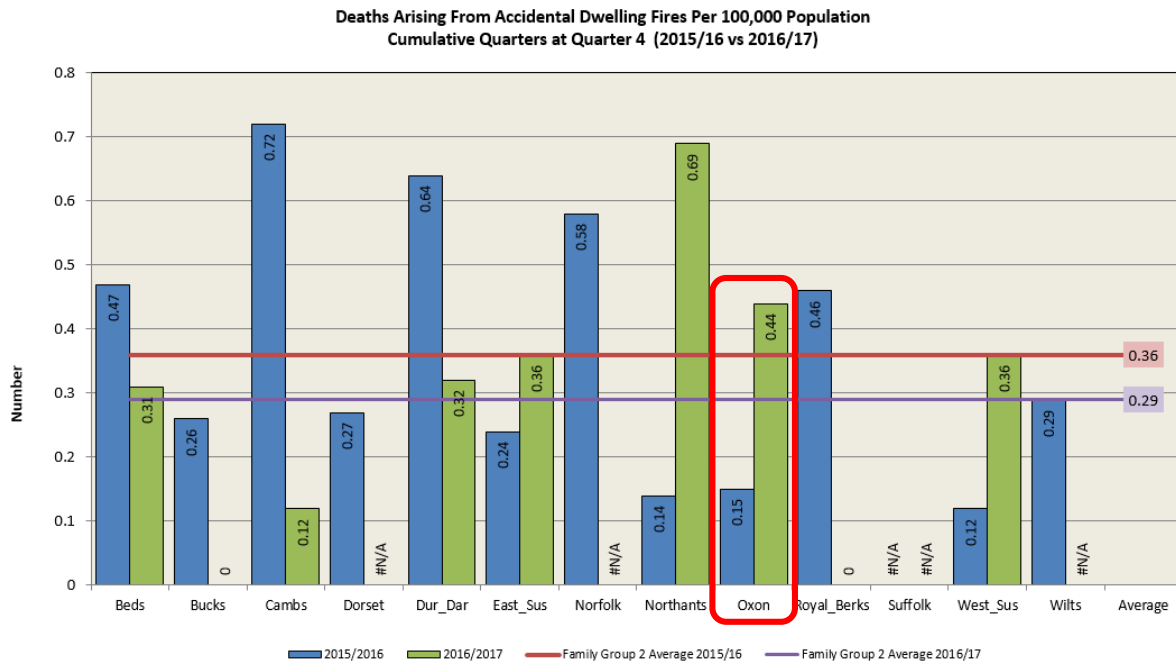
### Our total number of primary fires per 100,000 population is below the average for the family group.



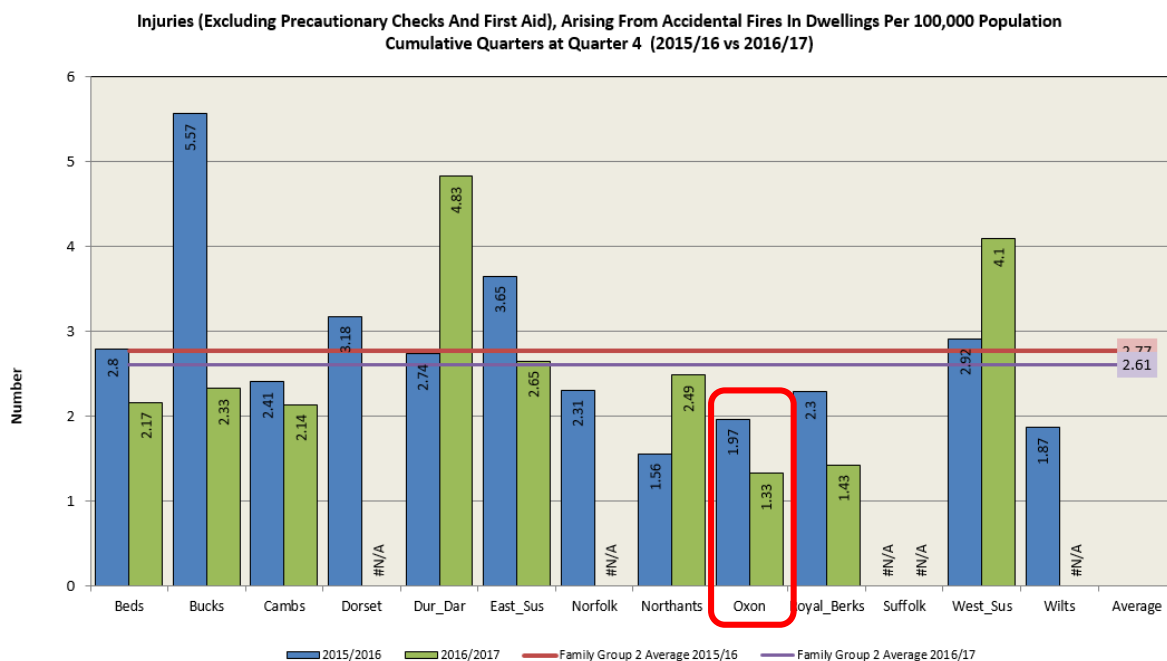
**Primary fires** are more serious fires that harm people or cause damage to property (a more detailed definition is contained within the appendices)

## Accidental fire deaths (in dwellings) per 100,000 population

Unfortunately, there were 8 fire deaths in the county during this period. This appears to be an exception in our 5-year trend analysis. Any loss of life is a tragedy, yet the performance measure we set ourselves of no fire deaths will always be challenging. We review every fire death to ensure we fully understand the circumstances and can implement any actions to reduce the likelihood of similar occurrences.



**Our total number of injuries arising from accidental fires per 100,000 population is below the average for the family group.**



## Our employees

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Our employees are our most important asset and we continue to invest in them, some of our achievements were:

### Oxfordshire County Council Choice Awards 2016

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Enthusiasm Award – Clive Durbin (Fire and Rescue)

One Team – The TVFCS Programme Team (Fire and Rescue)

Commercial Award – Tony Hughes (Workshops)

Customer Focus Award – Malcom Tandy (Prevention)

Innovation Award – David Sandy (Trading Standards)

### British Empire Medal (BEM)



In June 2016 Watch Manager Charlie Williams from Burford Fire Station was awarded a British Empire Medal (BEM) as part of The Queen's birthday honours for his dedicated service and efforts in improving safety in the community.

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

Watch Manager Williams has served with OFRS for 38 years and joined to follow the footsteps of his father.



## Attendance and sickness

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During 2016/17 Community Safety Services (CSS) comprised:

- OFRS Wholetime Duty System 229
- OFRS On-Call Duty System 310
- OFRS Support Staff 79
- Trading Standards Staff 32
- Gypsy and Traveller Staff 5
- CSS Total Staff 655

The number of work days lost to sickness from all of our staff continues to be one of the lowest of the county council with an average of less than 4.6 days per annum.

## Customer satisfaction

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### OFRS Customer Satisfaction Survey

The survey is sent to everyone who has an incident in their home or business. The survey asks a number of different questions about both our control room staff and the firefighters who attend their incident.

### Summary of survey results 2016/17

- 100% of respondents were satisfied with the level of service they received at the time of their incident, with none stating a dissatisfaction with any element of the service, nor offering suggestions as to how the service could be improved.
- We also sought comments on the question: 'Was there anything the FRS did particularly well?' There were no specific responses; however, generic comments were received, for example: "I was very happy with the quick response and their dedication to solving the problem. They were well organised and professional".

We recognise the importance of reviewing our interaction with members of the public, and we are currently reviewing how we do this to ensure we encompass all key functions within Community Safety Services in future years.

## Complaints

During 2016/17 Community Safety Services received two formal complaints: one relating to Gypsy and Travellers Service and one relating to our Trading Standards Service - all relevant learning has been actioned.

## Freedom of Information Requests

During 2016/17 we processed 75 Freedom of Information requests; 69 of which were processed within the time limit, the remaining 6 were late due to the complexity of the request.

## Customer Service Excellence

Oxfordshire Fire and Rescue Service has maintained its Customer Service Excellence (CSE) Award - a government backed standard that demonstrates how much our organisation continues to focus its activities effectively on meeting the needs of the people of Oxfordshire.

The assessment was undertaken in two stages:

1. The first stage was a review of your self-assessment submission. This review enabled the assessor to gain an understanding of how the organisation has met the requirements of the Customer Service Excellence standard.
2. The second stage was to review the actual service delivered on-site. This was conducted through reviewing practices as well as speaking to staff, partners and customers. This included following customer journeys through our processes and how these aligned with customer insight. The three areas looked at were.
  - An Education Event
  - WM Promotional Process
  - Fire Safety Inspection



## Finance: Our budget for 2016/17

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The total net budget for Community Safety Services for 2016/17 was £25.789m, with a controllable service budget of £23.463m. To support financial pressures across OCC we managed our budgets with strict control resulting in a £1.76m underspend.

For more detail see the statement of accounts and audit that can be found on the OCC public website: [Annual Accounts and Audit](#)

Benchmarking finance data is also available in the Fire and Rescue Service [Statement of Assurance](#).

## The Fire Fighters Charity

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In 2016/17 we raised £143,050 in aid of the charity through fundraising events and through on-station clothing banks, lottery and regular giving programmes. Our service is consistently the highest per head of workforce fundraiser in the UK, by nearly 20%.

The money we raised assisted the charity in helping 63 beneficiaries.

Our continuing work with the Fire Fighters Charity helps in reducing the impact of illness and injury to every one of our staff.

## Contact us

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Should you require any further information please contact us:

Community Safety Services  
Sterling Road  
Kidlington  
OX5 2DU

Telephone: 01865 842999  
8.30am - 5pm, Monday – Thursday  
8.30am - 4pm, Fridays

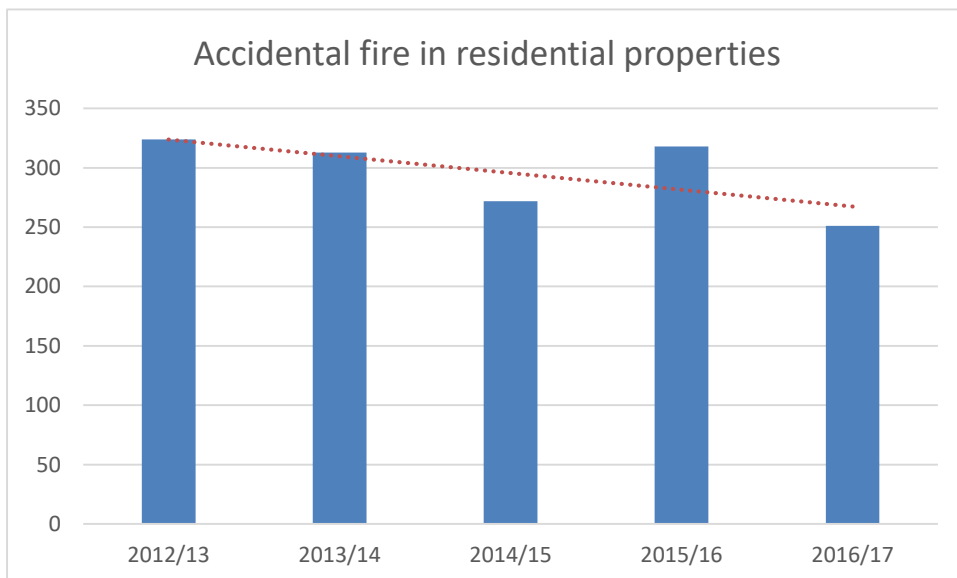
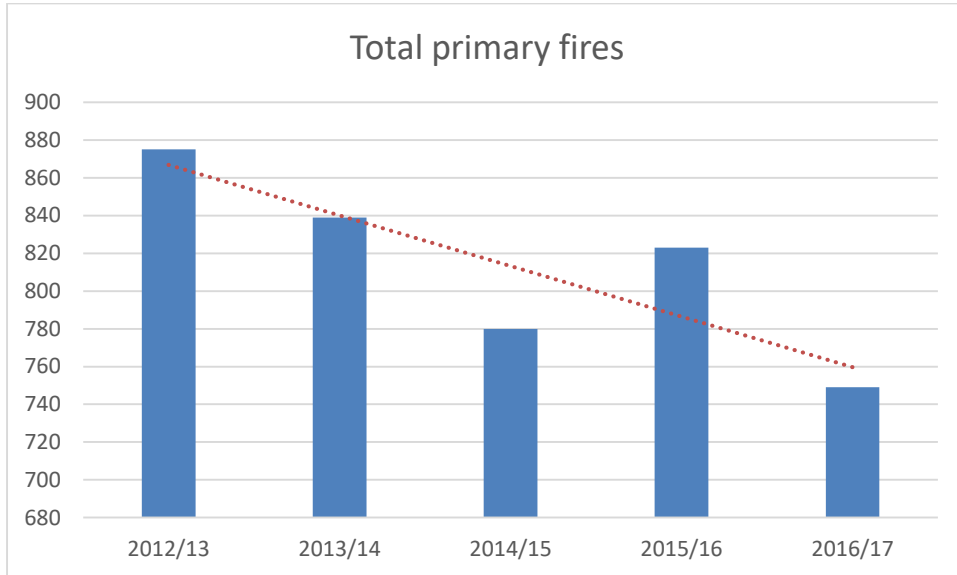
Fax: 01865 855241

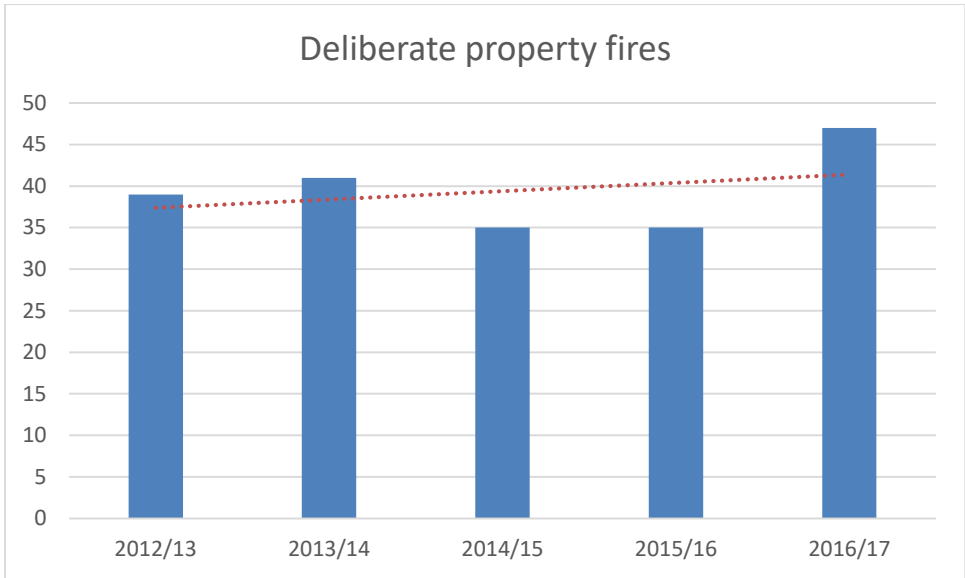
# Appendix A

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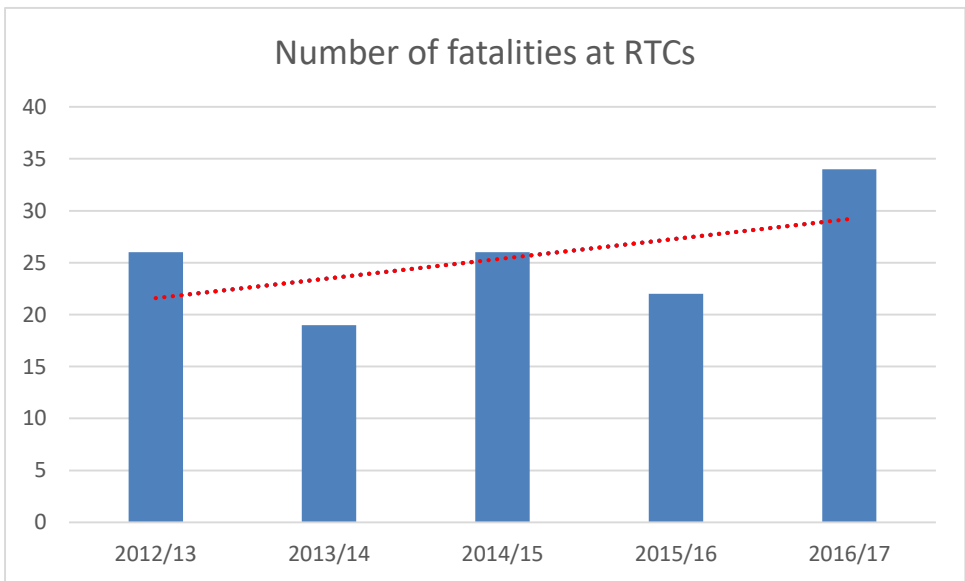
## 5-year trend analysis

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We saw an increase in our deliberate property fires in 2016/17. Although this reflects a national trend, we ensure every fire is fully investigated in collaboration with specialist officers from Thames Valley Police. We also use and share data intelligence to ensure we are able to identify trends and focus prevention activity.



During 2016/17 Oxfordshire saw 0.8 % increase in those Killed or Seriously Injured (KSIs) on our roads; this is set against a background of a 2% increase in Oxfordshire's road traffic volume.

## Factors affecting performance and risk mitigation

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The collapse at Didcot Power Station continued to have an impact on organisational resources and commitments into 2016/17.

We made changes to our staffing structure and the responsibilities that some staff held as a result of the County's recruitment freeze and the financial savings, some of which were brought forward. This resulted in some organisational redesign and new ways of working which required change management skills, time and effort.

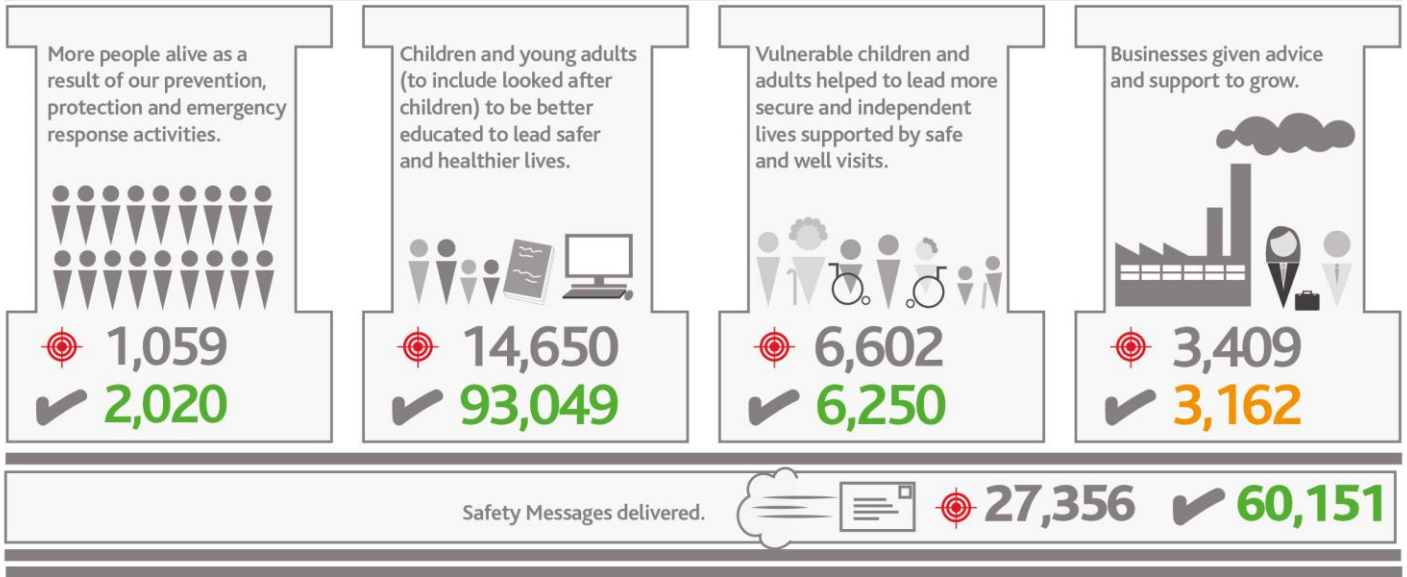
During 2016/17 the governmental responsibility for Fire and Rescue shifted from the Department for Communities and Local Government to the Home Office which required strategic engagement.

## Infographics

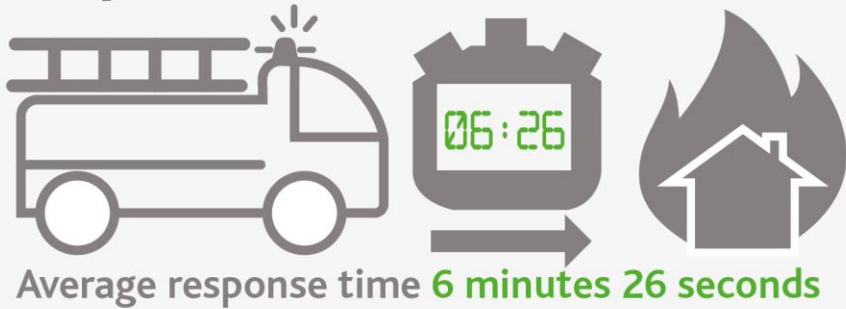
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See next page

# Our Performance at a Glance



## Response standards



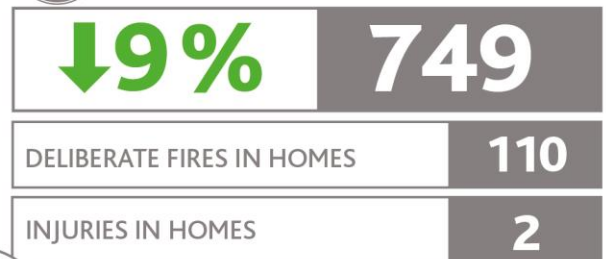
## Safeguarding



## Traffic data 2016/17



## PRIMARY FIRES



## Gypsy and Traveller



## Trading Standards



## Protection

Total number of informal actions (including Action plans)	37
Enforcement Notices Issued	12
Prohibition Notices Issued	4
Prosecutions completed	2