# Community Safety Services
# Annual Report
# 2017-18

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*Securing a safer Oxfordshire*

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OXFORDSHIRE
FIRE & RESCUE SERVICE

OXFORDSHIRE
COUNTY COUNCIL

# Contents

# Welcome and foreword

### 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 the fiscal year 2017-2018. As the Cabinet Member and Director of Community Safety Services, we are extremely proud of our teams' achievements during the past year.

Our Community Safety Services continue to work towards the 365alive vision which started in 2016. As part of this vision, we set out a new purpose to give the service clear direction: "we will work with our communities to reduce the risk of harm, to enable access to opportunities for all to thrive".

We will continue to take a broad 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 work hard 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 local communities. These include safe and well visits and safeguarding of vulnerable people, whilst helping to deliver a thriving Oxfordshire.

# Community Safety Services

Community Safety Services is a directorate within Oxfordshire County Council and is comprised of the following teams, which all work together to achieve the services' vision and Oxfordshire County Council's vision of a thriving Oxfordshire.

- Oxfordshire Fire and Rescue Service
- Trading Standards
- Road Safety
- Emergency Planning
- Gypsy and Traveller services

***Some of the highlights….***

- Injuries in fires in domestic properties continues to remain the same as the previous year, with only four serious injuries reported this year. This continues to remain below our target figure.

- There has been an increase of 6%, in property fires across the county, compared to the previous year. This amounts to 810 fires this year compared to 759 fires last year. However, we are below the target we set ourselves and will continue to promote fire safety to try and reduce this figure over the coming year.

- We are on track with the percentage of support staff who are from Black, Asian and Minority Ethnic groups – 5.31% against a target of 3.8%.

- Our sickness figures for both support and Wholetime staff are within target and better than last year:

    o Support – 5.39 shifts/days against a target of 5.68; previous year 6.09
    o Wholetime – 3.95 shifts/days against a target of 4.32; previous year 4.25

- We have been proactive in our referral of individuals with regards to Safeguarding, when our staff interact with the public and have concerns around their wellbeing and vulnerability. This has seen 246 referrals over 2017-18 compared to 193 during 2016-17.

- Our projected revenue spend has been within budget throughout the year.

***Areas where we would like to improve our performance….***

- There has been a decrease in the number of deliberate fires across the county from 555 in 2016-17 to 530 in 2017-18.  However, we set ourselves ambitious targets to reduce these types of incidents down to 470 and did not achieve this over the year.  We will continue to work with our partner agencies and district councils to reduce this risk.

- The total amount of money saved/recovered for consumers by our Trading Standards team was £188,936k, against a target of £300,000. The target is dependent on the number and nature of complaints being passed to the team. We have also been working on a large case

involving a significant amount of alleged consumer detriment which has required officer time and capacity.

- Work is ongoing to encourage and support women to join the fire service in operational roles. Our teams are supporting Stations with "Have a Go days" and are planning the next women's taster day for Sept/Oct 2018. We are encouraged that two women have completed the Wholetime Firefighters process and will start training in July 2018.  We have set ourselves a service-wide target of 6.66% of our operational workforce to be women (36 women) and we currently have 29 women in the service (5.28%).

- On-Call staff turnover has been an issue this year and we have increased the number of trainees in anticipation of this. We have had 56 On-Call staff leave against a target of 4. However, we have recruited a further 68 to ensure the continued availability of our fire engines.

- The availability of On-Call stations continues to be a challenge. Recruitment and retention of staff is the highest priority for the service, and it is within all our station plans to address this.

- There have been more deliberate non-primary fires than we had targeted for – 344 against a target of 300, however this is an improvement on the previous year when there were 377. We have not identified any underlying trends in a specific area and we will continue to monitor these incidents.

# Our performance during 2017-18

The Community Risk Management Plan action plan for 2017-18, (CRMP), set out five projects that the service would achieve over the year.

## CRMP projects 2017-18:

**Project One: Shift Duty systems**

**What we said we would do**

Carry out a review of whole-time shift duty systems and develop an options appraisal.

**What we have done**

- o A review of the Wholetime-shift systems has been carried out and this project has now moved into the next phase. The next phase has now formed part of our CRMP for 2018-19 and will consist of consultation with staff on the proposed option.

**What was the outcome**

- o We worked with the workforce to look at options for a new duty system and as a result, we have developed some proposals which we are looking to trial following the workforce consultation. We have also ensured that the proposals have clear performance measures in place.

**Project Two: Review the current system of key stations and strategic operational cover.**

**What we said we would do**

Review / implement changes to key stations and provide area based strategic cover.

**What we have done**

- o We have completed an analysis of incident data, population size, deprivation areas and commercial risk and as a result created a risk and demand prioritisation of our stations. The service also looked at previous incident history to get a greater understanding of the demand in the different parts of the county. The result was a list of station areas in priority based on risk and demand from a minimum of 4 stations to

the maximum of 24 (four appliances available at one time being the minimum operational planning assumption).

## What was the outcome

o The service has developed a risk assured policy based on the redeployment of its assets during periods of low availability. This has been shared with the Thames Valley Fire Control Service and our resource management team to implement a risk based model for operational decision making relating to the redeployment of resources across the County.

## Project Three: Removal of the second appliance at Chipping Norton

## What we said we would do

Following the consultation in the previous year's medium term financial plan and the interim decision to not crew the second pump, final public consultation was required prior to the full removal of second fire engine from Chipping Norton Fire Station.

## What we have done

o The second fire engine was redeployed from Chipping Norton fire station in 2017 due to the reduction of demand and availability. This has subsequently been reallocated to the new fire station in Carterton.

## What was the outcome

o The removal of the second appliance has had minimal effect on the response standards and the slight reduction has been due to a number of additional variances e.g. retirements, and temporary skills shortages etc.

The service has continued to recruit in the area and there have been three new recruits start in recent months. There has also been a slight increase in emergency calls 166 to 171 for the similar period in 16/17 compared to 17/18. Response standards for the reference period in:

o 2016/17 response standards = 91.97%
o 2017/18 response standards = 88.73%

**Project Four: Collaboration and sharing or resources and assets**

**What we said we would do**

Review opportunities to share resources and assets to improve outcomes for Oxfordshire.

**What we have done**

- o The service has reviewed opportunities to share resources and assets, this has resulted in several new initiatives that are, Tree clearing service for Oxfordshire County Council, Co-responding to support South Central Ambulance Service, Effecting Entry in collaboration with South Central Ambulance Service and Thames Valley Police.

**What was the outcome**

- o The service has identified where the skills, systems and assets are able to add value to the community of Oxfordshire and the wider County Council Services.

- o It has taken on the following non-core delivery services:

  - ▪ the removal of fallen trees for the county where they have fallen on to the road network and are causing an obstruction.
  - ▪ assisting the County Coroner on behalf of Oxfordshire County Council in carrying out the dignified statutory duty of body recovery.
  - ▪ integrating alcohol awareness, smoking cessation and general safety into its safe and well assessments.
  - ▪ deliver Community Safety education in the specific area of PREVENT and the identification of safeguarding concerns around radicalisation.

**Project Five: Operational alignment with Fire and Rescue Services**

**What we said we would do**

Following the successful implementation of the Thames Valley Fire Control Service we would continue the work to align the operational policies across fire and rescue services in the Thames Valley.

**What we have done**

- o The work that has been carried to date has resulted in a common approach to mobilisation to incidents and emergency medical calls.
- o We have developed a single team led by OFRS to implement the required National Operational Guidance (NOG). This work is seen as good practice within the Sector.

**What was the outcome**

- o  All three fire and rescue services within the Thames Valley continue to work collaboratively to align operational policies across the region.
- o  We have also jointly procured our appliances and equipment with a financial saving of £700k over four years and an operational benefit to the public with the ability of the fire crews to work seamlessly across border in the Thames Valley.

# New Initiatives implemented during 2017-18

Over the last 12 months, we have extended our service to the community by collaborating with other agencies by engaging in the following projects:

- Tree clearing service for Oxfordshire County Council Communities Directorate: Using the skills and equipment we already possess in a new way, we have been able to make savings for the Council by removing fallen trees from the highway network ensuring that the highways keep moving, averaging 23 fallen trees a month.

- Co-responding to support South Central Ambulance Service (SCAS): A fire appliance will respond to certain medical 999 calls, screened by SCAS, and provide immediate emergency care to the critically ill. We attended 656 calls during the year.

- Attending cardiac arrests to support South Central Ambulance Service: All our fire appliances carry defibrillators, and some prominent stations have external defibrillators for community use. All crews are trained in first aid and trauma care and can deliver immediate emergency care.

- Effecting Entry in collaboration with South Central Ambulance Service and Thames Valley Police: Fire crews will gain access to premises to assist with a medical emergency, using our skills, experience and a range of equipment to make entry, limit damage and secure a property as necessary. Over the course of the year we have attended 160 calls of this nature.

- Launch of the Friends against Scams initiatives by Trading Standards: This aims to protect and prevent people from becoming victims of scams by empowering communities to "Take a Stand Against Scams".

- Introduction of Automatic Number Plate Recognition cameras for enforcement of the road weight restriction at Newbridge: This is the first use of cameras of this type for enforcement of road weight restrictions.

# Community Safety Services
# Performance Report: April 2017 - March 2018

## 365 Alive vision

*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 make sure our activities align with the strategic priorities of the plan.*

| Thriving communities for everyone in Oxfordshire | | |
|---|---|---|
| Thriving People | Thriving communities | Thriving economy |

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 target of 1.6 million interactions across various social media platforms.  This supports the OCC strategic priority: Protection for vulnerable people.

The vision is supported by all teams within Community Safety Services. We have continued to achieve a high level of performance against our 365alive vision this year.  With areas in pillar two exceeding expectations as a result of our pro-active fire prevention campaigns.

Our Trading Standards team have worked well to exceed our expectations this year for pillar three, by providing service activities aimed at looked after children and vulnerable adults.

Our use of social media has meant that our target for safety messages is well underway to achieve the target before 2022.

| Target: 1,059 Achieved: 966 | Target: 14,640 Achieved: 83,584 | Target: 6,250 Achieved: 6,378 | Target: 3,409 Achieved: 3,281 |
|---|---|---|---|
| More people alive as a result of our prevention, protection and emergency response activities | Children & young adults (including looked after children) to be better educated to lead safer & healthier lives | Vulnerable children & adults helped to lead more secure & independent lives supported by safe & well visits | Businesses given advice and support to grow |

Target: 273,569    Achieved: 712,939
Safety Messages

# 365 alive performance indicators

The following performance measures contribute to the overall 365 alive strategic indicators and the following outcomes and outputs were achieved in 2017/18 against the targets or baseline figures.

## Areas where we have met our target

**Fire prevention campaigns:**

Fire prevention is a core function of the Fire and Rescue Service and is the way in which we are able to reduce demand on our services but primarily is focused on how we can keep the public safe. These campaigns include local as well as regional and nationally targeted outcomes e.g. national water safety week, local visits to primary schools, and Safe Drive Stay Alive programmes for year 11 pupils.

**Our target was to deliver 10,946 activities**

**Did we achieve our target? Yes**
**Did we improve on previous year? No**

**Improvement Plan:** we are currently reviewing all our education activities so we can focus on those most at risk and ensuring that we have appropriate resources to support delivery. We will work with colleagues across the public and voluntary sector to ensure that we evaluate the impact of our campaigns and are able to demonstrate an effective outcome from these activities.



Fire prevention campaigns
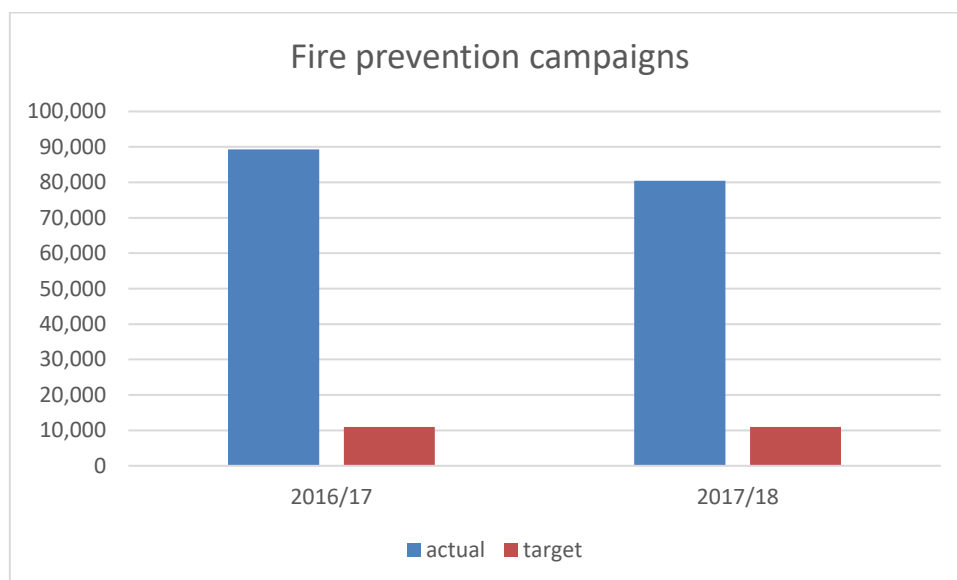
**Special service rescues:**

A special service is one where there is not a fire but there is a requirement to attend to deal with an emergency incident, these range from a road traffic collision (RTC), lift rescues, flooding etc. The measure recognises that when attending these types of incidents we have the skills, training and intervention ability to provide the best service possible and are attending the incident in a timely manner.

**Our target was 206 rescues from Special Service incidents**

**Did we achieve our target? Yes**
**Did we improve on previous year? Yes**

We have rescued more people from road traffic collisions and medical calls in Oxfordshire, ensuring that people get the best medical attention quickly and efficiently.

**Improvement plan:** we will continue to work with our emergency services colleagues to reduce the number of RTCs and to educate drivers and road users how to safely use the roads and work with the Local authorities to engineer solutions that may improve public safety.

**Special service rescues**

| Year | actual | target |
|------|--------|--------|
| 2016/17 | ~298 | ~206 |
| 2017/18 | ~303 | ~206 |
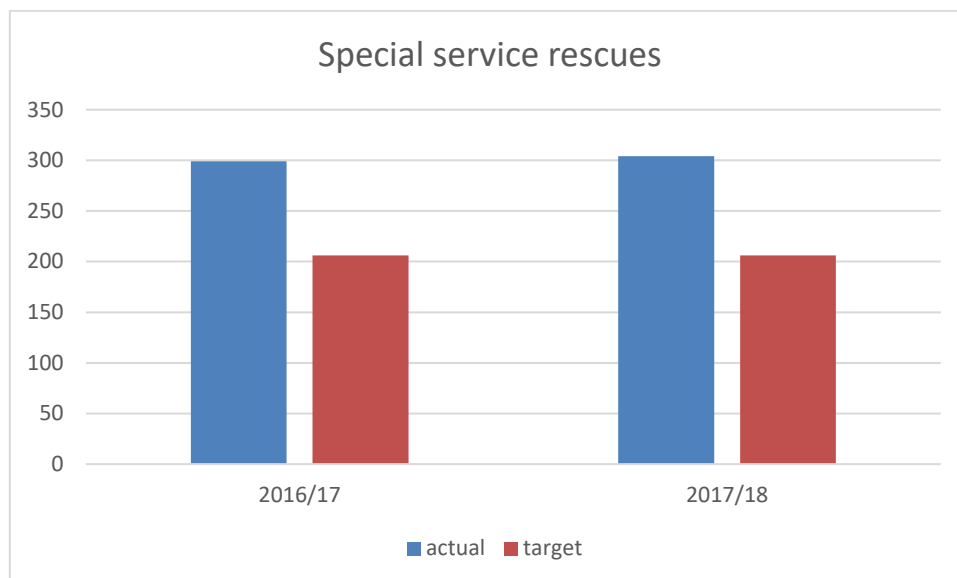
**Safety messages delivered:**

We aim to raise awareness of our prevention programmes and are using social and well as traditional media forums to push our safety messages to our communities. We inform local communities of emergency incidents and use this interest to promote a safer community.

**Our target was 273,569**

**Did we achieve our target? Yes**
**Did we improve on previous year? Yes**

We have worked hard over the year to get our safety messages out to the people of Oxfordshire by using social media and sending out press releases after incidents.

**Improvement plan:** we continue to work with other agencies and OCC to assess the impact of our social media campaigns and evaluate the effectiveness where appropriate.

Safety messages delivered

**Trading Standards business interventions:**

We aim to provide support to businesses but also to protect the consumer across Oxfordshire and as a result this target is designed to ensure we are focusing on business and providing support advice and guidance to enable them to operate in a safe and legal way.

**Our target was 750**

**Did we achieve our target? Yes**

**Did we improve on previous year? Yes**

Our weights and measures verification work remains strong, providing a service to an Oxfordshire based scale manufacturer/importer.

**Improvement plan:** our officers continue to engage with businesses and closer working with other more locally based teams will ensure a consistent approach to dealing with business and ensuring we minimise disruption to them and support them to continue to be able to trade legally and efficiently.
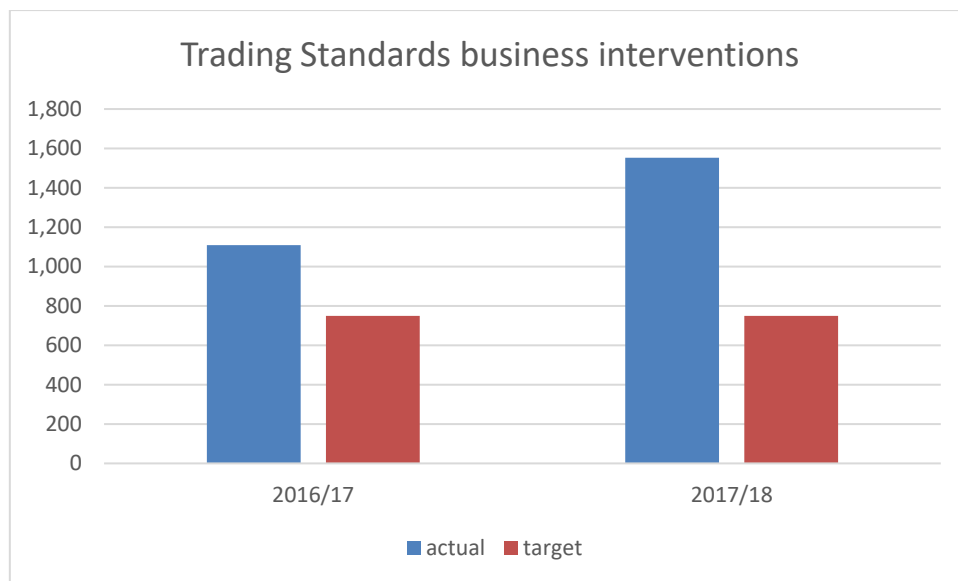
# 365alive

## Areas where we have not met our target.

We recognise that there are always areas where we can improve and by setting challenging targets this can lead to those not being met. We ensure that these are reviewed and that we are seeking to improve on our work and identifying how we can address these better in the future.

**Road Traffic Collisions fatalities (RTC):**

The number of fatalities on our roads nationally continues to rise with the increase in road users and general population growth. We saw a rise in the previous year in line with this national trend but 17/18 saw a reduction in this figure. We do not set a target for the number of fatalities as it is our aspiration to bring these to as low as is possible. We do however measure this against a baseline figure which is calculated as the median from a moving average over a five year period.

**Our target was to continue to reduce the number of fatalities on our roads (with a baseline of 22 to measure against)**

**Did we achieve our target? No, (when measured against the baseline figure)**

**Did we improve on previous year? Yes**

**Our understanding of why we did not meet our target:** as a rural county, Oxfordshire's residents are more reliant on private vehicles than other areas of the country and rural roads are more dangerous than urban roads and this is why Oxfordshire remains above the national average for fatalities.

**Improvement plan:** a sizable proportion of these fatalities involved motorcyclists and they continue to be a priority for road safety education. Our Road Safety team will carry out campaigns and education over the course of the year to tackle this issue.
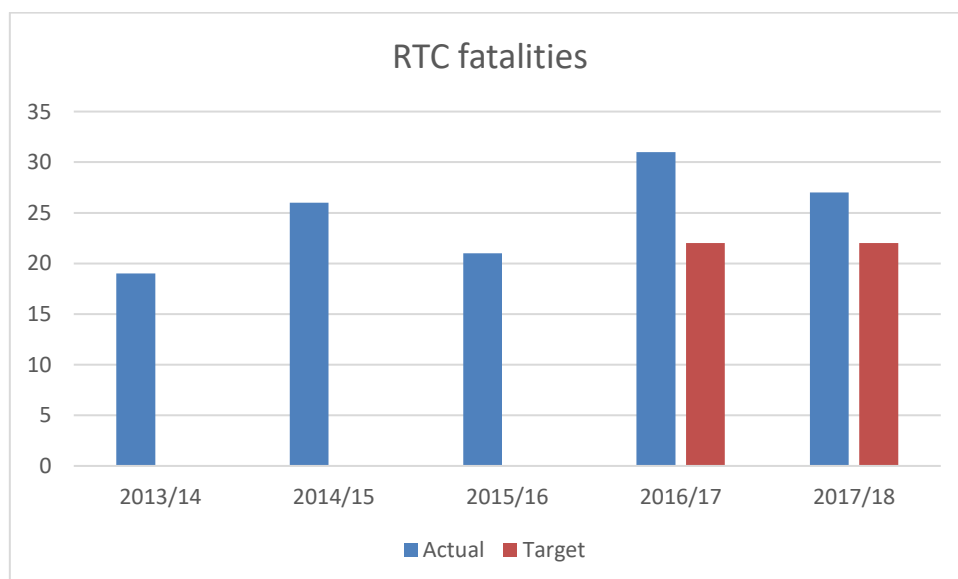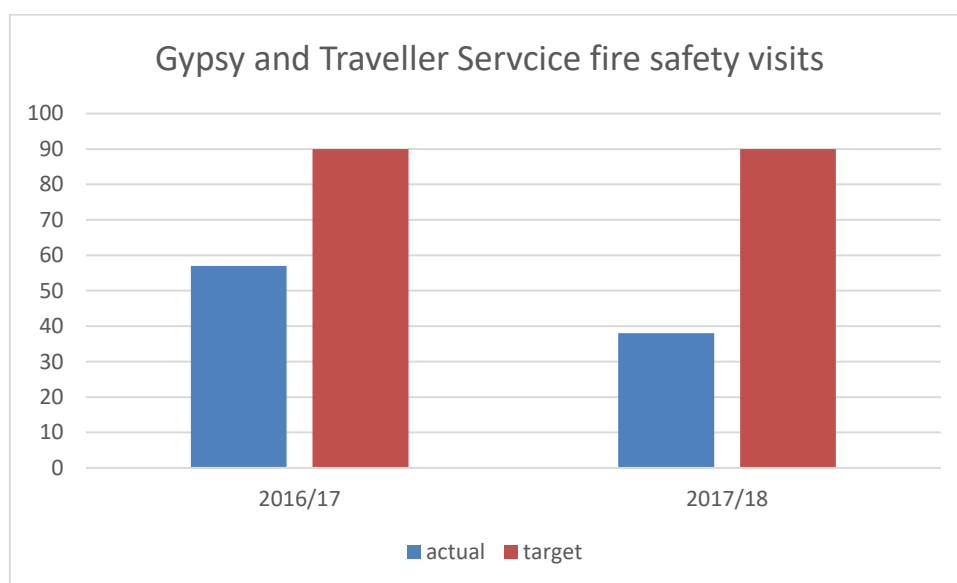
**Gypsy and Traveller Service fire safety visits:**

**Our target was 90**

**Did we achieve our target? No**
**Did we improve on previous year? No**

**Our understanding of why we did not meet our target:** some sites within this community are hard to reach and there has been limited take up on safe and well visits on these sites.

**Improvement plan:** our focus will now be the hard to reach sites. Our area teams will explore how to increase acceptance of the offer of a safe and well visit with the Gypsy and Traveller Service in the future.



**Co-responding calls:**

Co-responding is where we use our personnel to respond to emergency medical calls on behalf of the Ambulance. There are currently two models of delivery, the first where and individual is alerted and attends an incident in a co-responding vehicle. The second is where an appliance is mobilised to a medical emergency. With both models an ambulance is mobilised to the incident. The crew/s are only mobilised to serious life-threatening incidents where a potentially quicker incident may improve the outcomes for the casualty.

**Our target was 863**

**Did we achieve our target? No**

**Did we improve on previous year? No**

**Our understanding of why we did not meet our target:** this activity has reduced across the county due to ongoing national discussions on Co-responding and the introduction of the ambulance response programme which has been an ambulance service programme to ensure that its resources are being mobilised in the correct manner with the correct set prioritisation and performance measures.

**Improvement plan:** we will work closely with South Central Ambulance Service over this year to find ways to improve this service. We are also looking to work with the community to assist with local co-responding activities where we can add value.

**Co-res calls**

(Bar chart showing "actual" in blue and "target" in red for years 2016/17 and 2017/18. In 2016/17 actual is approximately 1,740 and target is approximately 860. In 2017/18 actual is approximately 660 and target is approximately 860.)

**Building regulations consultations responded to:**

As part of our aspiration to support the thriving economy we aim to support those businesses that are looking to grow and develop with support, guidance and advice in ensuring they are meeting the regulatory requirements of the Regulatory Reform (Fire Safety) Order. This output measure how many consultations we have responded to and therefore tracks the growth in commercial property development in the County.
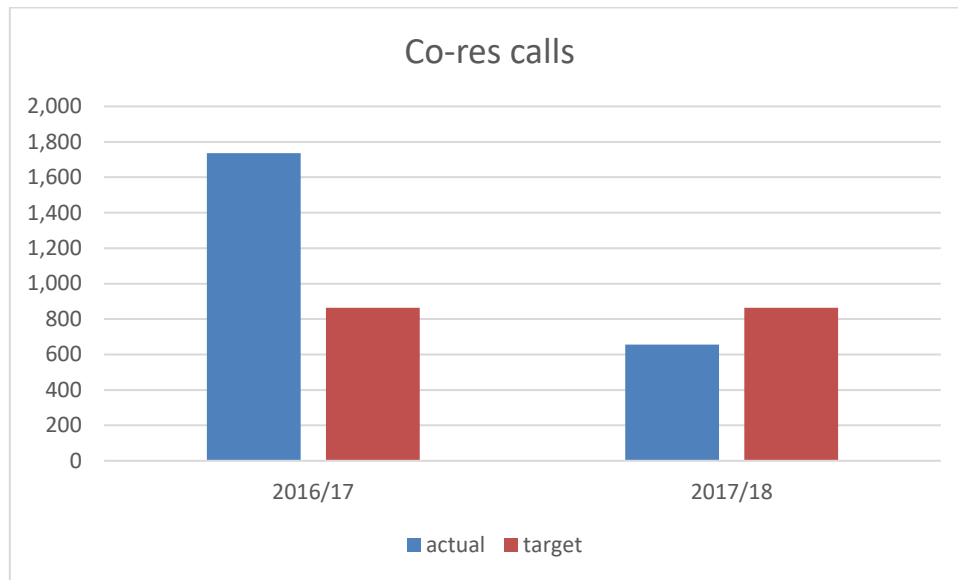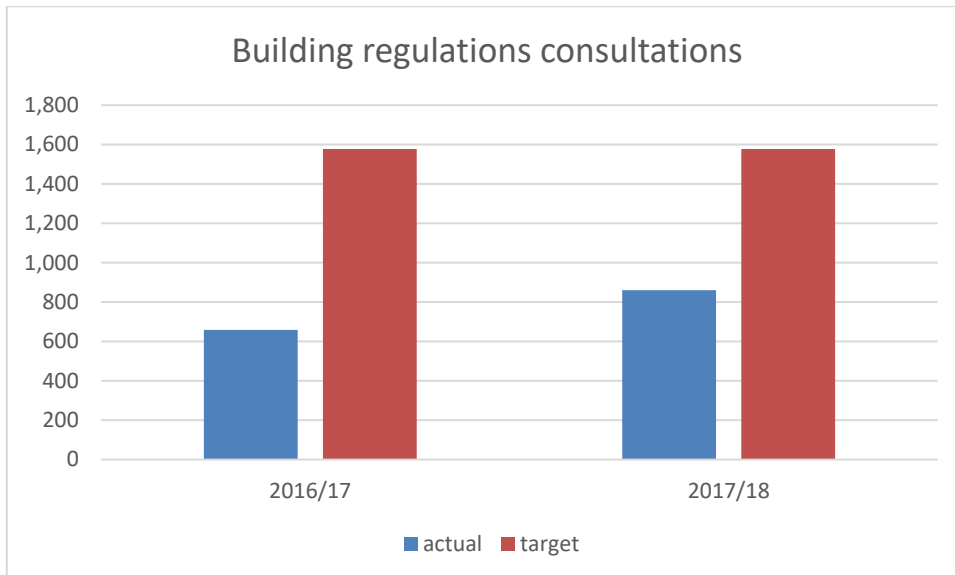
**Our target was 1,578**

**Did we achieve our target? No**

**Did we improve on previous year? Yes**

**Our understanding of why we did not meet our target:** this measure is governed by the number of applications received for new commercial building projects within Oxfordshire. We have noticed that this has seen a slight increase but is still below the previous levels seen within the County.

**Improvement plan:** Building Regulations consultation is low; this is a measure of business demand on our services which is currently low. This reflects current demand for new buildings in the county that require this form of consultation. We are working more closely with the local authority building control team in the north of the County, this work will enable us to better understand the relationship and our ability to influence and support businesses seeking to develop or move into the County.

**Building regulations consultations**

A bar chart titled "Building regulations consultations" comparing actual (blue) and target (red) values. For 2016/17, actual is approximately 650 and target is approximately 1,580. For 2017/18, actual is approximately 860 and target is approximately 1,580. The y-axis ranges from 0 to 1,800. Legend: actual (blue), target (red).

**Fatalities from Primary Fires:**

Over the course of this year there has been only one fatality in a fire; this was not in a domestic property. Although this is an improvement on previous years, the service will continue to carry out education activities and investigate every incident of this nature, to reduce this figure. We investigate the cause of the fire and the prevention activities that we have undertaken to learn from each tragedy. We also apply this approach to incidents that have the potential for serious injury or fatalities so that we can be proactive in our prevention and protection function.

**Fatalities from primary fires**

A bar chart titled "Fatalities from primary fires" showing actual (blue) values. 2013/14: 2; 2014/15: 4; 2015/16: 4; 2016/17: 7; 2017/18: 1. The y-axis ranges from 0 to 8. Legend: actual (blue).
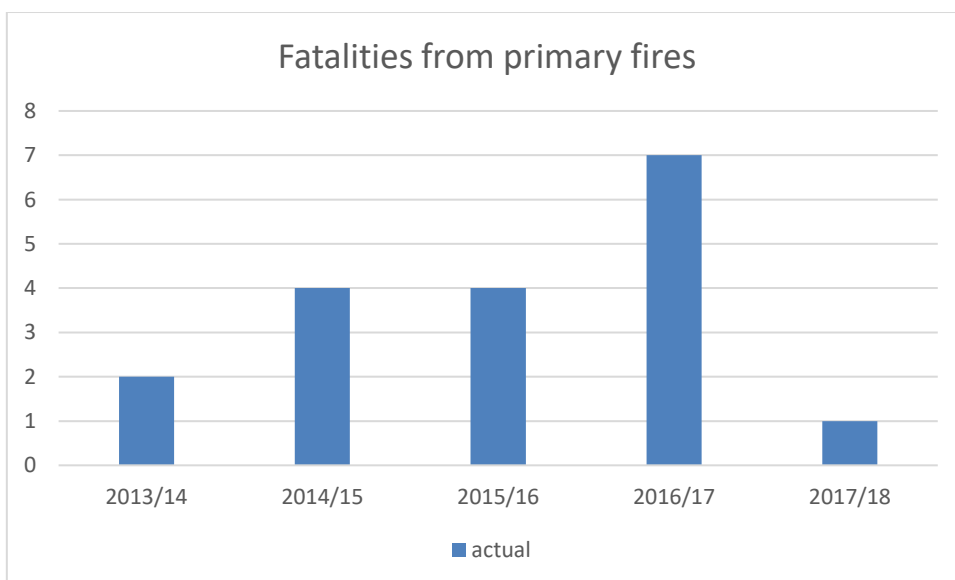
# Thames Valley Fire Control Service (TVFCS)

Thames Valley Fire Control Service is one of only two controls room in the country that service more than two Fire and Rescue Service's. The control room services Oxfordshire, Royal Berkshire and Buckinghamshire and Milton Keynes Fire and Rescue Services. It was set up in 2015 and will make a saving across the three services of £1 million per year for the next 15 years. The creation of TVFCS has been the spring board and catalyst for wider collaboration across the Thames Valley which has seen the three services collaborate on the purchase of new fire appliance over the course of 2016-17. This collaboration will create a saving of £700,000 over four years for the three services.

# Response Standards

Our core function is to be able to respond effectively when an emergency incident occurs that requires the assistance of the Fire and Rescue Service. This response service is provided from 24 fire stations across the County. Of these six fire stations are crewed by Wholetime personnel, three of which provide 24hr cover with three providing cover during the day and an On-Call service at night. All 24 fire stations have an On-Call crew with 18 fire stations crewed only by On-Call personnel. Through these stations we provide an emergency response to our communities and have set the following response target attendance times:

> Under normal circumstances, when an emergency occurs we will send the nearest available fire engine. We aim for 80% of these attendances to be made within 11 minutes and 95% to be made within 14 minutes.

We are currently achieving these standards as follows:

> % response standards <11mins – 90.44%
> % response standards <14mins – 97.01%
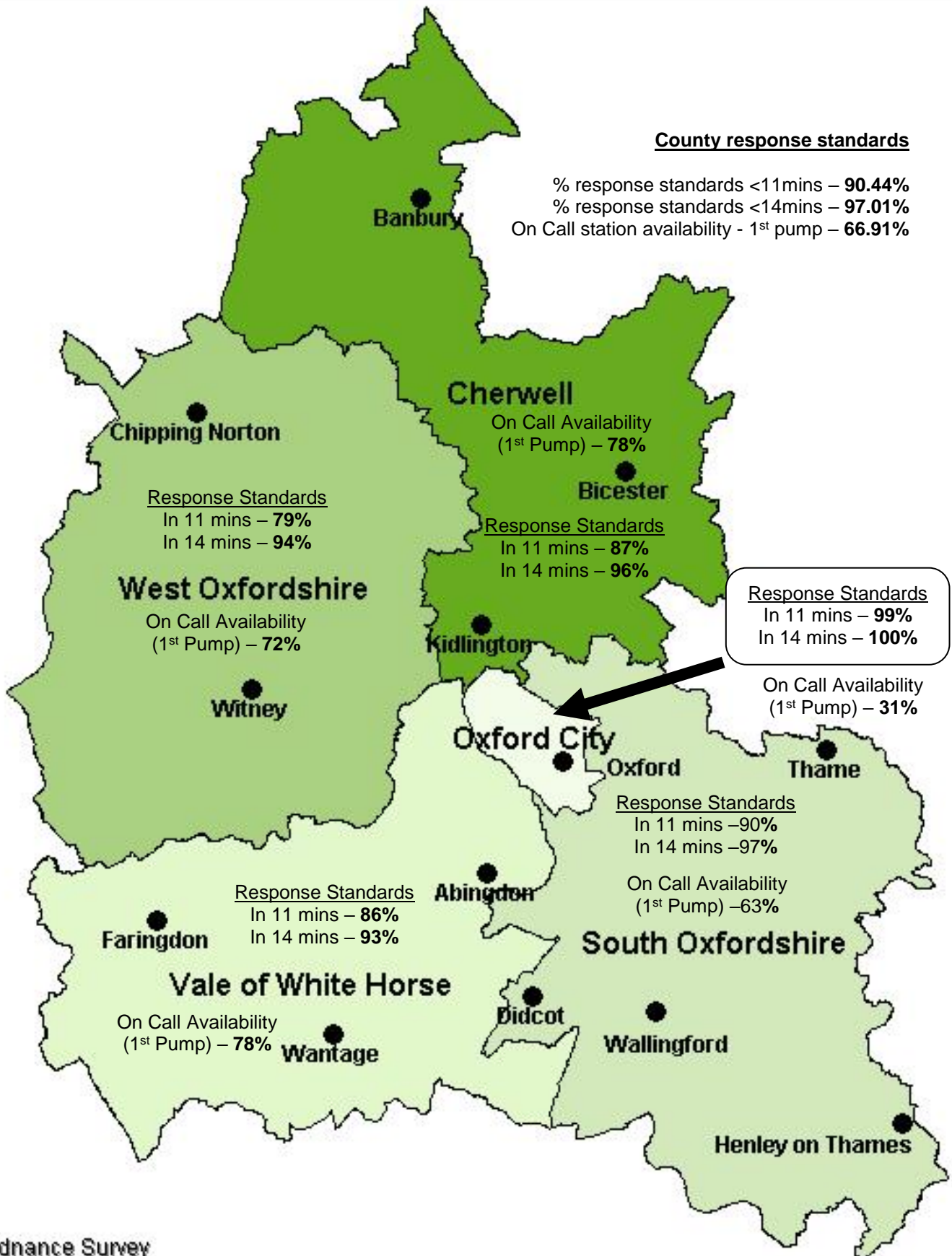
# Availability for On-Call stations

Our aspiration is to provide 100% availability at all of our On-Call fire stations. This is an extremely challenging target due to the nature of the role and impact of primary employment, the cost of housing in Oxfordshire and the ageing population. As well as the everyday issues that affect our on-call staff which may result with them booking unavailable.

On-Call availability across the whole of Oxfordshire for 2017-18 was 66.91% this is a reduction compared with availability the previous year, 2016-17, which was 70.33%.

The service has prioritised recruitment and retention within the On Call duty system. We will conduct a service wide review on how retention of On Call staff can be improved as part of our annual Community Risk Management action plan for 2019-20. It is recognised nationally that the recruitment of On Call firefighters continues to be a challenge and whilst we are having success in areas of the County it will remain a high priority for the Service and is an ongoing objective in all 24 station plans.

**County response standards**

% response standards <11mins – **90.44%**
% response standards <14mins – **97.01%**
On Call station availability - 1st pump – **66.91%**

Banbury

**Cherwell**
On Call Availability
(1st Pump) – **78%**

Bicester

Chipping Norton

Response Standards
In 11 mins – **79%**
In 14 mins – **94%**

**West Oxfordshire**

On Call Availability
(1st Pump) – **72%**

Response Standards
In 11 mins – **87%**
In 14 mins – **96%**

Kidlington

Response Standards
In 11 mins – **99%**
In 14 mins – **100%**

On Call Availability
(1st Pump) – **31%**

Witney

Oxford City
Oxford

Thame

Response Standards
In 11 mins –**90%**
In 14 mins –**97%**

Abingdon

On Call Availability
(1st Pump) –**63%**

Response Standards
In 11 mins – **86%**
In 14 mins – **93%**

Faringdon

**South Oxfordshire**

**Vale of White Horse**

On Call Availability
(1st Pump) – **78%**

Didcot

Wantage

Wallingford

Henley on Thames

©Ordnance Survey

**Breakdown of incidents within Oxfordshire during April 2017 – March 2018**



Assist other agencies, 115
Effecting entry/exit, 275
Flooding, 165
RTC, 440
No action (not false alarm), 85
Medical Incident - Co responder, 399
Lift Release, 86
Hazardous Materials incident, 70

Primary Fire, 805
Non Primary Fire, 665

Fire, 1475
Special Service, 1895
False Alarm, 2929

Malicious, 83
False Alarm Good Intent, 701
Automatic Fire Alarm, 2145
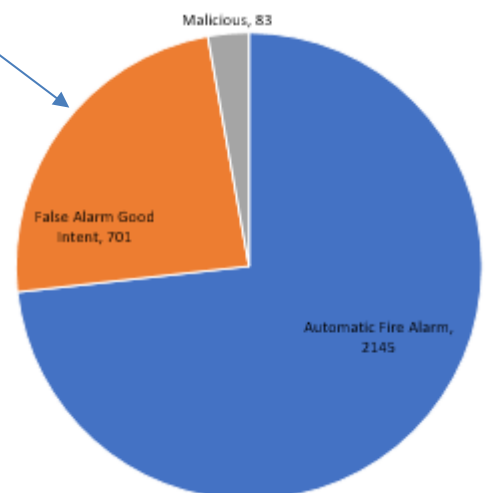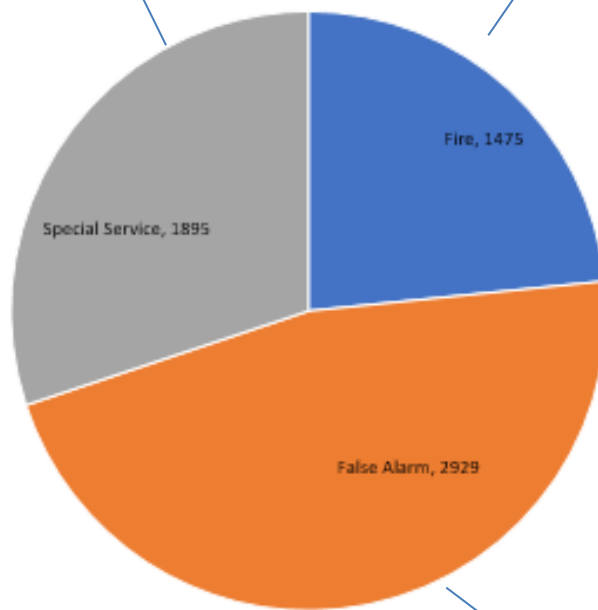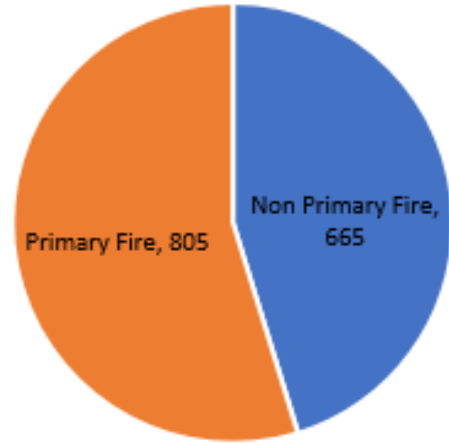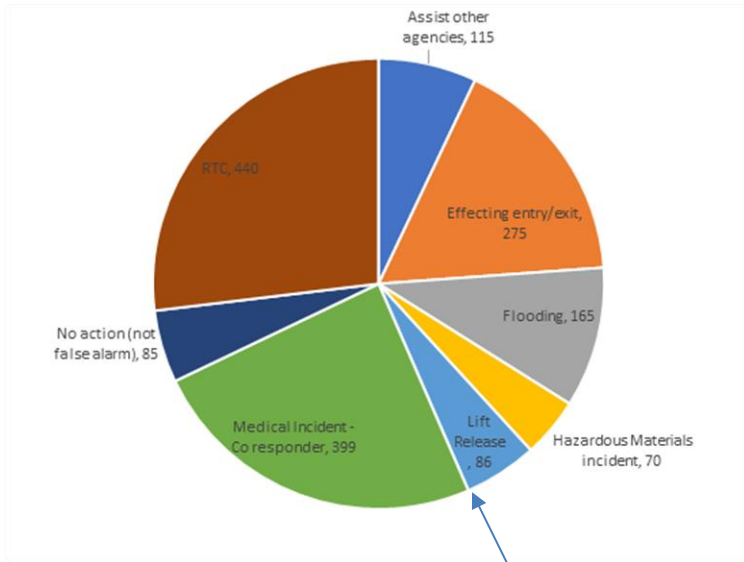
**Breakdown of Prevention activities during April 2017 – March 2018**

Choices & consequences, 2,956

Safe Drive Stay Alive, 1,889

Other RS activities, 3,805

Road safety activity other, 2,687

Cycling, 3,849

Footsteps, 17,019

Young fire setter schemes, 11

Post fire activities, 454

Arson prevention initiatives, 303

Schools education activity, 19966

Other fire prevention, 17265

Youth diversion, 7042

Other safety activities, 32,212

Campaigns & Initiatives, 45,041

Safe & Well visits, 3,560

Engage specific groups, 1,014

Home oxygen, 151

Safe & well visits by partners, 11

Safe & well visits by OFRS, 3,398

People with disabilities, 58

Elderly persons, 956

Facebook, 247,731

Twitter, 350,256

Website, 14,952

Twitter:
The number of impressions for safety posts – This is the number of times it has appeared on people's timelines

Facebook:
Message reach for safety posts – This is the number of times it has appeared on people's timelines

Website:
This is the number of people who have visited the website (not the number of pages viewed)

**Breakdown of Fire Protection activities**
**April 2017 - March 2018**

Other, 146

Licensing, 255

Building Regulations formal consultation, 880

Building Regulations other, 495

Fire Protection advice, 325

Fire safety audits, 324

# Trading Standards

The Trading Standards Service enforces a wide range of consumer protection legislation controlling the advertising, marketing, labelling, production, safety and supply of food and non-food goods and services throughout the delivery chain.

Some of the work we do includes:

- Supporting vulnerable people when they have been a victim of doorstep crime (a trader who sells goods or services at the doorstep) postal or telephone scam.
- The 'Buy with Confidence' approval scheme to help people make informed choices about who to do business with.
- Investigating complaints where it appears that there has been a breach of consumer law.
- Testing of products and equipment, including weights and measures to ensure they are accurate, safe and legal.
- Inspections of high risk business activities.
- High visibility policing of heavy goods vehicle weight restrictions on the county's roads and investigating customer reports of heavy vehicles going through their town or village.
- Advice to businesses so that they can ensure their products and services are legal before they start trading or before a new product is launched.
- Raising awareness and preventing the sale of illegal, counterfeit or not correctly labelled tobacco.
- Attending livestock markets and slaughterhouses to protect on-farm welfare and ensuring the integrity of the food chain from 'Farm to fork'.
- Taking formal legal action where necessary to stop harmful business practices.
- Responding to emergency incidents such as food safety alerts or suspect livestock disease outbreaks.
- Empowering communities to become 'Friends Against Scams' in Oxfordshire.
- Ensuring the safety of Sports Grounds, petrol forecourts and sale of Fireworks.

*Key achievements for the team in 2017/18 include:*

- 830       electric blankets tested.
- 1,715       people spoken to during community engagement events regarding scam prevention.
- 510       visits to traders, farmers and businesses.
- 724       businesses spoken to during business interactions.
- 809       pieces of weighing or measuring equipment tested and verified.
- 527       requests from businesses for Trading Standards advice.
- £181,059    saved or recovered for victims of doorstep crime.
- 3       new 'No Cold Calling Zones' implemented.
- 193       scam victims supported by the team.
- 1870       Investigations as a result of referrals made to Trading Standards from the Citizens Advice Consumer Service.
- 55       Total number of prosecutions completed in year.

*Enforcement Action under Road Traffic Act:*

Prosecutions: 25
Warning/advisory letters: 484
Public reports: 173
Vehicles seen by officers: 69
ANPR camera reports (Newbridge) 423

*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 goods vehicles as a short-cut and helps maintain the County's road infrastructure where restrictions have been introduced to protect weak structures.*

| Restriction: | Incidents: | Restriction: | Incidents: |
|---|---|---|---|
| Appleford | 5 | Littlemore | 1 |
| Bampton | 10 | Marsh Baldon | 16 |
| Banbury | 1 | Newbridge (pre-camera) | 12 |
| Charlbury | 34 | Radcot/A4095 | 2 |
| Clifton Hampden | 9 | Sutton Courtenay | 12 |
| Enstone | 18 | Warborough | 11 |
| Garsington | 1 | Watlington | 29 |
| Goring | 2 | West Hagbourne | 9 |
| Horspath | 3 | Weston on the Green | 2 |
| Islip | 3 | Wheatley | 3 |
| Kennington | 9 | Whitchurch on Thames | 8 |
| Launton | 37 | Wootton | 1 |
| Little Milton | 4 | | |

# Gypsy and Traveller Service

*Oxfordshire Gypsy and Traveller Service attend unauthorised encampments in the county and manage the six OCC owned permanent Gypsy and Traveller sites.*

*Key achievements for the team in 2017/18 include:*

- Responding to and resolving 50 unauthorised encampments arising during the year involving a total of 389 caravans which is an increase from the previous year. This was due to a large group of Irish Traveller families moving around the Oxford Park and Ride sites in a group of up to 40 caravans at any one time.
- Although the team did not reach the target for this year in delivering Safe and Well visits, they continue to explore opportunities to improve this over the coming years.

# Emergency Planning Unit

The Emergency Planning team helps Oxfordshire County Council to meet our statutory duties to have robust emergency plans and business continuity arrangements in place, and to promote resilience amongst our communities. Throughout 2017-18 the team attended 20 large scale incidents, as well as a number of small scale incidents, to support residents of Oxfordshire.

*Key achievements for the team in 2017/18 include:*

- 4000 community resilience bags of information given to Oxfordshire households at Countryfile Live
- 50,000 Be Ready campaign leaflets given to Oxfordshire residents
- 6000 In Case of Emergency (ICE) bottles issued to vulnerable households in Oxfordshire
- Four Project Griffin courses run with over 400 Oxfordshire County Council staff trained
- 30 Oxfordshire County Council staff and 10 South Central Ambulance Service staff made safer through the new water safety training run by EPU/OFRS
- Participated in a number of continuity exercises across Oxfordshire including London Oxford Airport, RAF Brize Norton, RAF Benson.

# Finance: Our budget for 2017/18

*The total net budget for Community Safety Services for 2017/18 was £26.053m, with a controllable service budget of £ 22.963m.  To support financial pressures across OCC we managed our budgets with strict control resulting in a £ 0.505m 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.*

# Freedom of Information Requests

During 2017/18 we processed 105 Freedom of Information requests; 102 of these were processed within the time limit; the remaining 3 were late due to the complexity of the request.

# What people say about us

## Operational Assessment (OpA) Peer Challenge

*One of the main external assurance mechanisms for the fire and rescue is the Local Government Associations (LGA's) Fire Peer Review. OFRS completed an OpA in November 2017 which resulted in positive feedback from the peers within their report. An action plan is in the process of being created. The 2017 OpA report can be found on the link below:*

[2017 Peer Review](#)

## Customer Service Excellence

*Oxfordshire Fire and Rescue Service has maintained its Customer Service Excellence (CSE) Award for a further 3 years. CSE is 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.*

- *Fire Protection and businesses*
- *The female recruit 'experience'*
- *Home and Community Safety Team and their involvement with vulnerable people.*

# The Fire Fighters Charity

In 2017/18 we raised £98,057.07 in aid of the charity through fundraising events and through on-station clothing banks, lottery and regular giving programmes. The money we raised assisted the charity in helping more than 2000 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

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