

# Annual report 2025-26

## Fire and Community Safety

Protecting our community, reducing harm and saving lives.



OXFORDSHIRE  
FIRE & RESCUE SERVICE



OXFORDSHIRE  
COUNTY COUNCIL



# Welcome and foreword

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Welcome to Oxfordshire Community Safety Services' annual report, highlighting our performance and achievements from April 2025 to March 2026. This report covers the **Fire and Rescue** service, **Joint Oxfordshire Resilience Team**, **Road Safety** and the **Trading Standards** services.

This past year, we have focused on protecting our community, reducing harm, and saving lives. Our vision is to create a greener, fairer, and healthier Oxfordshire. We have worked tirelessly with communities to ensure inclusivity in everything we do. Our commitment to trusted, inclusive and sustainable services has never been stronger.

Throughout 2025/26, we attended over 6,000 incidents, including 1,452 fires, which made up 24% of the total. Our prevention and protection work has been vital in reducing both the number and severity of emergencies. We have optimised fire engine availability and response times, ensuring our teams are well placed and well equipped to respond quickly, particularly during periods of extreme weather and major incidents. However, fire engine availability continues to be our biggest challenge.

Our prevention and protection work includes educating communities about fire risks, conducting safety inspections, and implementing rigorous safety standards. By engaging directly with residents and businesses, we provide advice and support that helps address potential hazards early. Collaboration with partners across the county continues to strengthen community resilience and make Oxfordshire safer for all.

During the year, we responded to the significant incident at Bicester Motion, which required a coordinated multi-agency response. Tragically, firefighters Jennie Logan and Martyn Sadler, and member of the public David Chester, died during the incident. Our crews worked with

emergency services partners to manage a complex situation, protect the public, and minimise the wider impact. The incident demonstrated the professionalism, resilience and operational capability of our teams, and the strength of our partnerships. We continue to support partner investigations, progress our own investigation, and share learning with other fire and rescue services as early as we can.

We want to be a workplace where everyone feels valued; and understands their contribution towards our service direction and vision. By attracting talented individuals from every part of our community, we aim to be recognised as an employer of choice, a place where people want to come and be part of our team.

Thank you for taking the time to read this report.

**Rob MacDougall**  
Chief Fire Officer and  
Director for Community Safety

**Cllr Neil Fawcett**  
Cabinet member for Resources



## We are here to:

**Protect  
our communities**

**Reduce harm**

**Save lives**

## We will:

**Reduce the number and severity of emergencies** through targeted prevention and protection work, making better use of our fire crews alongside dedicated teams.



**Ensure fire engines are located and crewed effectively** to meet daily demand, major incidents and extreme weather.



**Improve fire engine availability and response times**, while ensuring firefighters have the skills, competence and confidence to respond effectively.



**Be a workplace where everyone feels valued** and understands their contribution, while attracting talented people from all parts of our community.

# 3 2025-26 in figures

Our firefighters attended **6,072** incidents

**1,452** fires  
(24 per cent of total incidents)



**140** incidents  
involving flooding



**83**  
animal rescues



**118**  
incidents  
where we assisted  
other agencies

**347**  
road traffic  
collisions



**53**  
incidents involving  
hazardous materials



# 4 Prevention

## Healthier Oxfordshire

### Prevention work focused on the most vulnerable people

#### Our Community Safety Team:

- Carried out over **3,000** Safe and Wellbeing visits to support vulnerable households.
- Referred **208** residents to partner agencies, helping vulnerable people access the right support.
- Deployed the community van **27** times, bringing safety advice and support directly into communities.
- Shared **631** safety messages with the public to raise awareness, reduce harm and help keep people safe.



#### The Joint Oxfordshire Resilience Team:

- Supported **41** events and distributed **2,384** sets of community resilience information to make vulnerable households more resilient.
- Ensured **85** communities have a Community Emergency Plan in place.
- Responded to **103** emergencies and Major Incidents including Bicester Motion and Kidlington Waste Site.



#### Our Trading Standards team:

- Saved or recovered **£61,111** for victims of doorstep crime, scams and other forms of financial abuse.
- Tested **920** electric blankets, of which 37% failed safety checks.
- Inspected **101** premises following the introduction of the ban on disposable vapes.
- Delivered scam awareness messages and talks to **1,476** people.
- Carried out **83** scam visits and interventions.
- Seized **43,460** counterfeit or smuggled cigarette sticks with an estimated street value of £15,211. 39kg of other tobacco-related products, such as hand-rolling and chewing tobacco were also seized.



## 4

## Prevention

## Healthier Oxfordshire

## Prevention work focused on the most vulnerable people

## Vision Zero

**Vision Zero** is a countywide strategy to eliminate deaths and serious injuries on Oxfordshire's roads **by 2050**.

As part of Vision Zero, we are responsible for reducing the risk on our roads through prevention.

- There have been 21 deaths on Oxfordshire's roads during 2025. This is **below the five-year average** of 24 deaths.
- We use data to shape an **annual prevention calendar** for higher-risk groups, covering topics such as smoking in the home, cooking safety, Christmas fire safety and student safety.
- Through our **Biker Down programme**, **90 motorcyclists** received training to help them respond safely in emergency situations and improve road safety.
- **6,190 children** across 280 schools took part in our cycle training programme, helping 7 to 11-year-olds learn to ride safely over a two-year period.





## Protection

### Fairer Oxfordshire

#### Protection work focused on the highest-risk properties

##### Our fire protection and building control team:

- Completed **421 fire safety audits**, including inspections carried out through our risk-based inspection programme.
- 51% of fire safety audits were found to be unsatisfactory and required improvements
- Completed **825 formal fire safety consultations**, helping to ensure that new buildings and alterations to existing premises met the required fire safety standards.
- **Visited 120 local businesses** to provide preventative fire safety advice including targeted visits to bars, pubs, nightclubs and restaurants following a nightclub fire in Macedonia.
- **Visited 25 farms, stables and other rural sites** in response to a rise in fires in these settings.
- **Delivered a campaign** to support the introduction of new Residential Personal Emergency Evacuation Plan legislation through webinars, social media and direct engagement with responsible persons and building managers.
- Responded to **215 licensing applications** as statutory consultees, helping to ensure fire safety risks were properly considered and managed in line with the Regulatory Reform (Fire Safety) Order 2005.
- **Responded to 133 complaints and requests for advice**, taking action where concerns were raised to assess risk, support compliance with fire safety legislation and reduce the likelihood of fire-related harm.



# Protection

## Fairer Oxfordshire

### Protection work focused on the highest-risk properties

#### Our Joint Oxfordshire Resilience Team:

- **Delivered 1,976 leaflets** to businesses containing business continuity information.

#### Our Trading Standards team:

- Our Trading Standards inspectors of weights and measures **verified 439 scales** and **tested 160 items of weighing and measuring equipment**, including beer and wine measures, fuel nozzles, weighbridges, and shop and supermarket scales.
- Carried out more than **1,595 interventions** with Oxfordshire businesses, providing advice and support and testing products and procedures. Trading Standards also dealt with **435 complaints** where they had spoke to or advised a business.

#### Our Risk Information team:

- Over the past year, crews have completed **285 Fire Risk Assessments** at commercial premises and sites across the county. These play a vital role in collecting and sharing operational risk information, which is essential for preventing injury, ill health, or death among both emergency responders and the public. They also help limit potential damage to property, infrastructure, and the environment.
- As part of this process, we have reviewed the risk information we hold for **96 medium and high-risk premises or sites**. These documents provide detailed insight into specific risks and ensure that our emergency responders always have access to the most current and relevant operational risk information available.

# 6 Response

## Healthier Oxfordshire

Right people, right place, right equipment, right response times

### Response

**Our core role is to respond effectively to emergencies.**

- During 2025/26, On-Call firefighter staffing levels across Oxfordshire averaged 45.05%. The number of fire engines available is lowest during the day, at 27%, at the same time demand for our service is typically highest, compared to 63.09% fire engines available overnight.
- That’s why we launched our Improving Our Fire and Rescue Service consultation. It looks at how we respond to emergencies and how we can have more fire engines available more consistently, helping us get to incidents across Oxfordshire as quickly as possible.

- Our target is to reach 80% of incidents within 11 minutes and 95% within 14 minutes of a call.
- We responded to 70% of incidents within 11 minutes. This was the same as the previous year and below our target of 80%.
- Performance against the 14-minute response standard remained similar to 2024/25 at 84%.
- Our average response time during 2025/26 was 9 minutes and 15 seconds.

2022/23	2023/24	2024/25	2025/26
09:00	09:02	09:12	09:15



## 6

## Response

## What are we doing to improve our response:

- Complete a **fire and rescue cover review**, which identified opportunities to improve availability, response times and overall efficiency, helping to ensure fire engines are ready to respond when needed.
- **Expanding our firefighter teams** so we can reach emergencies faster and better protect our communities.
- **Twenty-one new incident commanders** completed their Level 1 course and began working towards their incident command assessment.
- **Ten new incident commanders** have already completed their assessment.
- **Regular review of our On-Call contracts** to identify where recruitment needs to be focused and improve availability.
- Identify fire stations where key skills were needed to support appliance availability, helping firefighters respond quickly and effectively to emergencies.
- Fire cover was strategically **coordinated for major events**, including a visit to Oxfordshire by the Vice President of the United States, demonstrating the importance of maintaining resources for both routine and exceptional demands.
- Operational fire cover is maintained daily across the county, supported by our regional support officers, helping to ensure there are always enough resources available to respond to emergencies.
- We invested in **nine new fire engines** across the county, replacing older vehicles with more fuel-efficient models. As well as reducing emissions, the new engines are designed to better protect firefighters from harmful contaminants, supporting their health and safety while they serve our communities.



# 6 Response

## Healthier Oxfordshire

Right people, right place, right equipment, right response times

### ► Training



#### Incident emergency care:

**15** courses held  
**113** staff trained or revalidated in incident emergency care.

#### Road traffic collision:

**22** courses conducted  
**164** staff trained or revalidated in handling road traffic collisions.



#### Hazardous materials:



**9** courses conducted  
**74** staff trained or revalidated in handling hazardous materials  
**15** courses for officers in specialist field.

#### Practical firefighting:

**5** courses  
**38** new firefighters  
**13** firefighters trained up as they transitioned from the On-Call to Wholetime service.

#### Breathing apparatus:

**40** courses held  
**419** staff attended.



#### Water safety:

**18** courses conducted  
**125** staff trained or revalidated in water safety.

#### Incident command:

**146** staff trained or revalidated  
**21** new incident commanders.

#### Driving:

**158** driver training courses delivered  
**22** new emergency response drivers trained.

#### Working at height:

**10** courses held  
**58** staff trained or revalidated.

# 6 Response

## Healthier Oxfordshire

### Right people, right place, right equipment, right response times

#### Workshops, supplies and hydrants

- We operate a rolling three year inspection cycle for fire hydrants. The work delivered by the team and stations this year has ensured that **10,727** hydrants remain within the required inspection time frame, ensuring hydrants remain available, providing a reliable water supply in the event of a fire.
- We have continued the rollout and evaluation of inclusive workwear, ensuring it is fit for purpose and reflects our commitment to supporting a diverse and inclusive workforce.
- We have maintained a fleet of **142** vehicles, including frontline fire appliances, specialist response units, and support vehicles ensuring operational readiness.



#### Health & Safety

- We have rolled out a further **three** fire engines with Breathing Apparatus stored outside of the cab, bringing the total to nine within the service. This investment supports our clean working principles and helps ensure crews are better protected from harmful contaminants.
- We continue to invest in our fire stations to enhance facilities and support our clean working principles. This has included a **£700,000** redevelopment of Faringdon Fire Station, delivering modernised accommodation, improved welfare facilities, and new areas for cleaning breathing apparatus equipment to help manage exposure to contaminants. In addition, two new breathing apparatus cleaning rooms have been introduced at Thame and Bicester Fire Stations, further supporting the safe management and decontamination of operational equipment.



#### Fire investigation

- Investigated **122** fires across the Thames Valley, including 81 forensic investigations.
- Within Oxfordshire, **36** Tier 2 fire investigations were carried out, **16** of which were forensic.
- Conducted **four** continuing professional development days for fire investigators and delivered **five** additional training sessions for external partners, helping to share best practice and strengthen expertise.
- Delivered dedicated input to the Thames Valley Police Crime Scene Investigator Tier 2 training course in November 2025.

# 7 People

## Healthier Oxfordshire

### Confident, healthy colleagues who feel valued and have a sense of belonging

- Recruited **36** On-Call staff into development firefighter roles across the service.
- Ran a transferee process to support firefighters moving from On-Call to wholetime roles, with **15** successful applicants from 44 candidates.
- Began our wholetime firefighter recruitment campaign in March 2026, with new starters expected to join Oxfordshire Fire and Rescue Service in the Autumn. Initial application figures were 48% higher than in the 2024 campaign.
- Took part in a regional health and safety audit, which led to an improvement plan that is progressing well, with more than half of the actions already completed.
- Improved our procedures to help reduce firefighters' exposure to contaminants, including installing breathing apparatus washing machines at a number of stations. These can also be used to clean some items of personal protective equipment.
- Ran promotion processes for Crew Manager, Station Manager and Group Manager roles, creating development opportunities for staff.
- Improved our occupational health process so employees can be seen more efficiently and the cost of missed appointments is reduced where possible.
- We have a female fire and rescue crew responding to emergencies across Oxfordshire, supporting our ambition to create a more diverse and representative fire and rescue service.
- Following the Bicester Motion incident, we strengthened support for our people by:
  - ▶ providing enhanced welfare, support and counselling services for staff affected by the incident; and
  - ▶ putting succession plans in place to help the service continue operating while supporting everyone affected.
- Behind every emergency response is technology. This year, the Data Systems and FaRDaP Team successfully introduced the national Fire and Rescue Data Platform (FaRDaP), becoming one of the first services to go live without disruption – helping build a clearer, more consistent picture of prevention, protection and incidents.





## Contact us

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Thank you for reading.

## Contact us

**Should you require any further information  
please contact us:**

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