

Community Safety Services

Annual Report

2018-2019





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Judith Heathcoat

Cabinet Member for Community Safety
and Deputy Leader of the Council



Simon Furlong

Chief Fire Officer and Director
of Community Safety

Welcome and foreword

Welcome to Oxfordshire Fire and Rescue Service's Annual Report for 2018 to 2019. As the Cabinet Member and Director of Community Safety Services for Oxfordshire we are pleased to present this report for our local communities reporting on our performance over the last year.

We ensure that our proactive approach, focussed on preventative activities, leads to a safer and thriving Oxfordshire. Our programme of collaboration, across the three Thames Valley fire and rescue services enables better integration and response to the public focusing on delivering a more effective, efficient service that is transparent and accountable to our communities.

Last year, our fire and rescue service was inspected by Her Majesty's Inspectorate of Constabulary and Fire and Rescue Services (HMICFRS). The inspection looked in detail at our operational service delivery, efficiency and organisational effectiveness. This is the first time in many years that fire and rescue services in England have been inspected to the same standards, allowing a comparative indicator of how we are doing. The inspection will report back to the service their findings in the summer of 2019.

We have already created an action plan based on the initial feedback from the inspectors, which will support improvement in our prevention, protection, and response services.

We are extremely proud of what our teams have achieved during 2018-19. Our people are our most crucial resource and it is through them, with the support of our county councillors and our partner agencies, that we will continue to be a cost effective, well governed organisation with transformational leadership.



Community Safety Services



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...

The percentage of **women in operational roles** has increased on last year. It's a small increase but a move in the right direction as applicants from women continue to increase. We've had a media launch for International Women's Day in March 2019. Female staff in operational roles is **6.79%** this year compared to a target of 6.66% and **5.28%** last year (**39** wholetime and on-call female staff out of **574** operational staff compared to 29 female staff in the previous year)

The number of accidental fires in commercial properties continues to see a **year on year decrease** on the previous five years: 98 this year compared to 110 incidents last year

Our Trading Standards team have continued to save money for Oxfordshire consumers: **£230,140** this year compared to a target of **£210,000** and **£188,936** last year

We have continued to **inform councillors** in Oxfordshire of significant incidents in their area. This ensures that they are **continually updated** with the latest information and any effects that an incident could have on the residents.

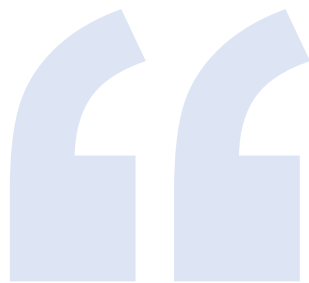
Our projected revenue spend has been **within budget** throughout the year.

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

- Support – 3.73 shifts/days against a target of 7.92; previous year 5.39
- Wholetime – 3.22 shifts/days against a target of 4.32; previous year 3.95

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

- The percentage of BAME Operational and Support staff continues to be high on the agenda of the Inclusion group, with this being a long-term strategy with regards to building relationships in the communities to breakdown any perceived barriers for recruitment. We continue to work with Asian Fire Service Association (AFSA) (having recently attended a regional meeting and booked on to the winter conference) and the Fire & Rescue Positive Action Working Group to explore successful approaches used by other fire and rescue services:
 - 1.05% operational roles (target 1.11%) and 5.88% support staff (target 7.3%)
- The percentage of On Call stations being available. With 63.37% compared to 66.91% in the previous year. This continues to be of concern and performance is slightly lower than the previous year. Recruitment and retention is of the highest priority within the service.
- There continues to be a high turnover of staff within the On Call however recruitment continues to meet this demand. Turnover has reduced since last year 17.6% to 14.1%. This is an area that still requires investigation and On Call retention is an agreed project for 2019/20.
- False alarms in commerical properties are slightly over target. The fire protection team continue to monitor all Unwanted Fire Signals and apply the National Fire Chiefs Council (NFCC) directive for managing them and auditing when the thresholds are met.



There continues to be a high turnover of staff within the on-call”





Our performance during 2018-19

The Community Risk Management Plan (CRMP), that identifies, assesses and addresses foreseeable fire and rescue related risk that could affect its community, including those of a cross border, multi authority and / or national nature.

The CRMP is Oxfordshire County Council Fire and Rescue Service's (OFRS) analysis of the county's community risk profile, together with our five-year strategic approach detailing how we intend to effectively manage those risks.

Each year we create an annual action plan to support our CRMP, where we set out the actions we intend to deliver to support the five-year plan.

The action plan sets out several priorities and projects to ensure that residents and businesses are safer, whilst at the same time delivering an efficient and effective emergency response when necessary.

CRMP projects 2018-19

The Community Risk Management Plan action plan for 2018-19, (CRMP), set out four projects that the service would achieve over the year.

1

Establishing Community Safety Advocates or Wardens

What we said we would do

To explore new ways in which communities can build their own resilience assisted by establishing Community Safety Advocates or Wardens.



What we have done

- Project team established with a brief to pilot Community Warden initiatives at two locations.
- Fact-finding phase initiated to seek examples of best-practice and benchmarking measures to establish evaluation criteria.
- Initial, informal stakeholder engagement completed.



What was the outcome

- The project team has identified a range of opportunities that exist for Community Warden volunteers and is working to implement a pilot in 2019-20.
- Community Warden activity has promoted collaboration with partners including OCC's Home Library Service and Oxford City Council, who already benefit from volunteers.

To increase the diversity of the operational workforce to reflect the community that we serve

What we said we would do

To look at ways to encourage applicants from underrepresented groups into operational roles within the service. We would use data to understand where our diverse communities are and ensure that we build strong community relationships, further breaking down barriers.

What we have done

- We have continued to develop links within in our service with Women, BAME and LGBT+ networks.
- By using data and listening to feedback we have developed our recruitment materials and media. We have ensured the advertised role of Firefighter is more inclusive, and opportunities were advertised in more accessible places.
- We have conducted ‘taster’ days, where interested individuals can experience what it takes to be a firefighter.
- We have held our first inclusion day, to improve our knowledge across our teams and attended key events including Oxford Pride, to build stronger community relationships.

What was the outcome

- The service has had an increase in diversity, amongst the operational workforce.
- Our staff networks are engaged with this project and have supported ‘taster’ days providing a positive role model for those who are interested in being a firefighter.
- The service has commissioned a specialist recruitment vehicle to support the on-going drive for a more diverse workforce.

To review fire protection service delivery and the effective enforcement of fire safety legislation in the County

What we said we would do

To review resourcing of our fire protection service delivery and the effective enforcement of fire safety legislation in the County.

What we have done

- Reviewed how we resource fire protection and increased the number of personnel dedicated to fire safety regulation as well as introducing new roles that provide improved career progression for our staff.
- Introduced a new risk based inspection programme that ensures that our fire protection resources are focused on the highest risk premises as well as being able to dynamically adapt to the changing risk of our communities.
- Improved the sharing of information between operational crews and fire protection personnel to help focus our resources on the most relevant premises following fires.

What was the outcome

We now have a more resilient and effective fire protection department that is focused on the highest risks facing the communities of Oxfordshire.

What we said we would do

To implement the outcomes of the 2017/18 review whole-time shift duty system.

What we have done

- We developed a proposal to implement a new shift pattern using “Flexible Rostering” and took this to consultation.
- Staff groups were visited and took part in trials prior to the consultation going live.
- The consultation results were not in favour of introducing the change, with the lack of a consistent work pattern and the impact of this on family planning a major concern from our staff.

What was the outcome

- The decision not to implement flexible rostering at this time, while alternatives are explored.
- Positive conversations are now occurring between management and the Fire Brigade’s Union to look at alternatives and the release of a joint staff consultation.



**Share resources
and assets to
improve outcomes”**



New initiatives implemented during 2018-19

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

We have been working with Thames Valley Police in investigation of fires in the county to determine and understand the cause. This work will feed into how the service can work to reduce arson in the county.

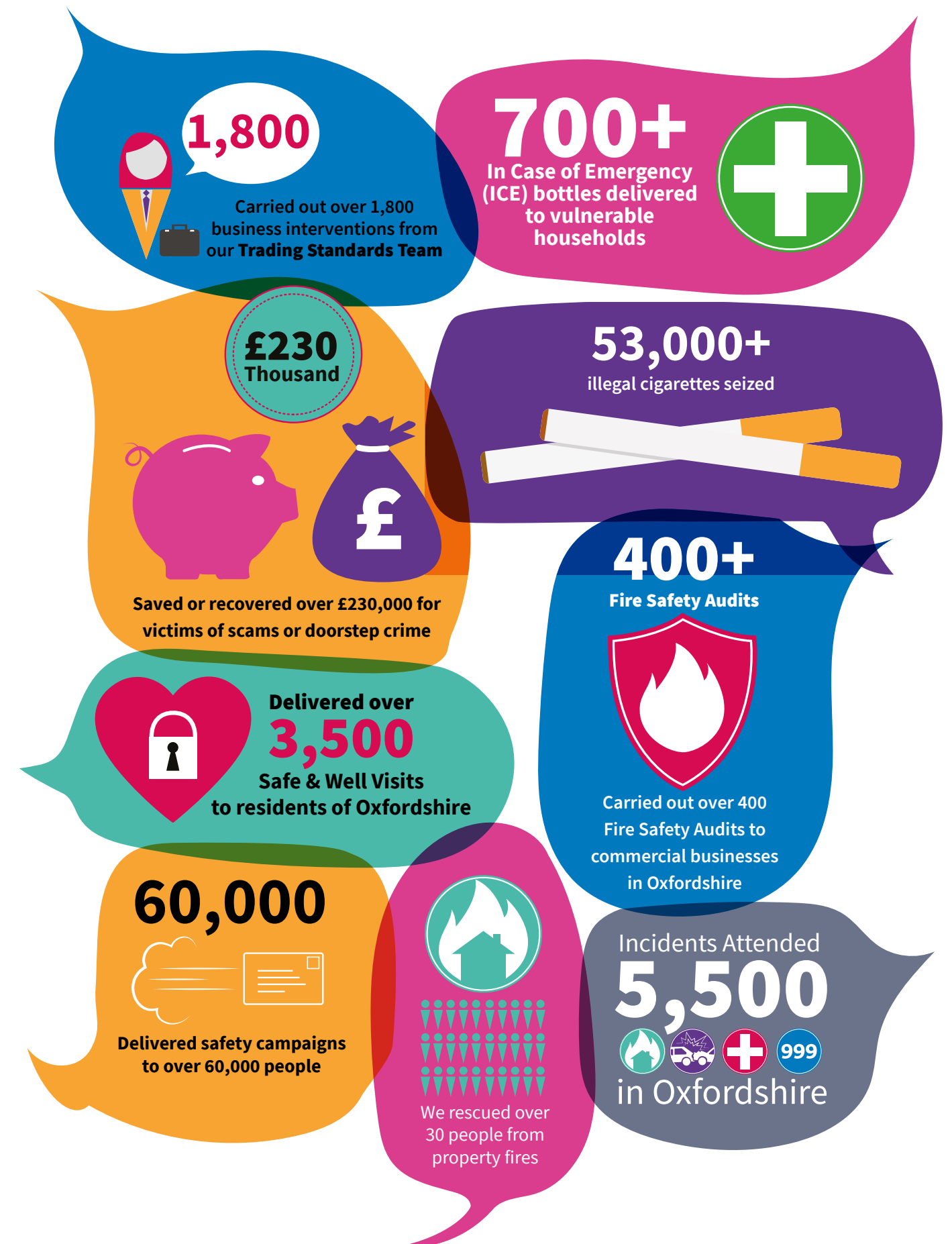
We have been working closely with Fire and Rescue Services across the Thames Valley to provide collaborative training opportunities. This has seen the introduction of a new firefighter initial training course and aligning of training techniques.

Opening of a new fire station in Carterton, our 25th fire station across the county and the first new station this century. This latest fire station will provide a local crew to support our prevention and protection activities in West Oxfordshire and across the county.

In 2018 Trading Standards launched an Illegal Tobacco initiative and as a result 53,000 illegal cigarettes were seized by trading standards officers, as part of our work to tackle the supply and public acceptability of illegal tobacco being sold in our communities. Illegal tobacco is manufactured, imported and distributed by organised criminals. It keeps people smoking and helps recruit the next generation of smokers. As a result, we will be continuing our concentrated efforts to improve public health and maintain thriving communities.

In May 2018 Community Safety Services held their first Inclusion day for staff. The inclusion day was a huge success and feedback from the day has been instrumental in the current production of a Community Safety Services inclusion strategy.

Due to the high numbers of chimney fire incidents we attend and the associated risks with these types of incidents we launched a chimney fire media campaign to better inform residents to the dangers of internal open fires and log burners. The campaign was highly successful, with 13 pieces of positive media coverage, over 4,800 URL click throughs on social media, and over 5,000 visits to the log fires web page in a two-week period.





Community Safety Services Performance Report: April 2018 - March 2019

We closely monitor our organisation's performance against strategic and departmental objectives. Where there are areas of under performance the cause is considered and, where appropriate, action plans are put in place to make improvements.

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](https://www.oxfordshire.gov.uk/corporateplan) and we make sure our activities align with the strategic priorities of the plan. www.oxfordshire.gov.uk/corporateplan

Thriving communities for everyone in Oxfordshire

We listen to residents so we can continuously improve our services and provide value for money



We strive to give every child a good start in life, and protect everyone from abuse and neglect

We enable older and disabled people to live independently. We care for those in greatest need



We help people live safe, healthy lives and play an active part in their community

We provide services that enhance the quality of life in our communities, and protect the local environment



We support a thriving local economy by improving transport links to create jobs and homes for the future

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. Our biggest achievement in pillar two is that we have continued to over-deliver against fire prevention campaigns as our audience figures have grown significantly since the target was set.

Pillar four is on target due to the ongoing work by our Trading Standards team with a manufacturer of weighing scales. There has also been an increase in the number of fire safety audits completed.

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



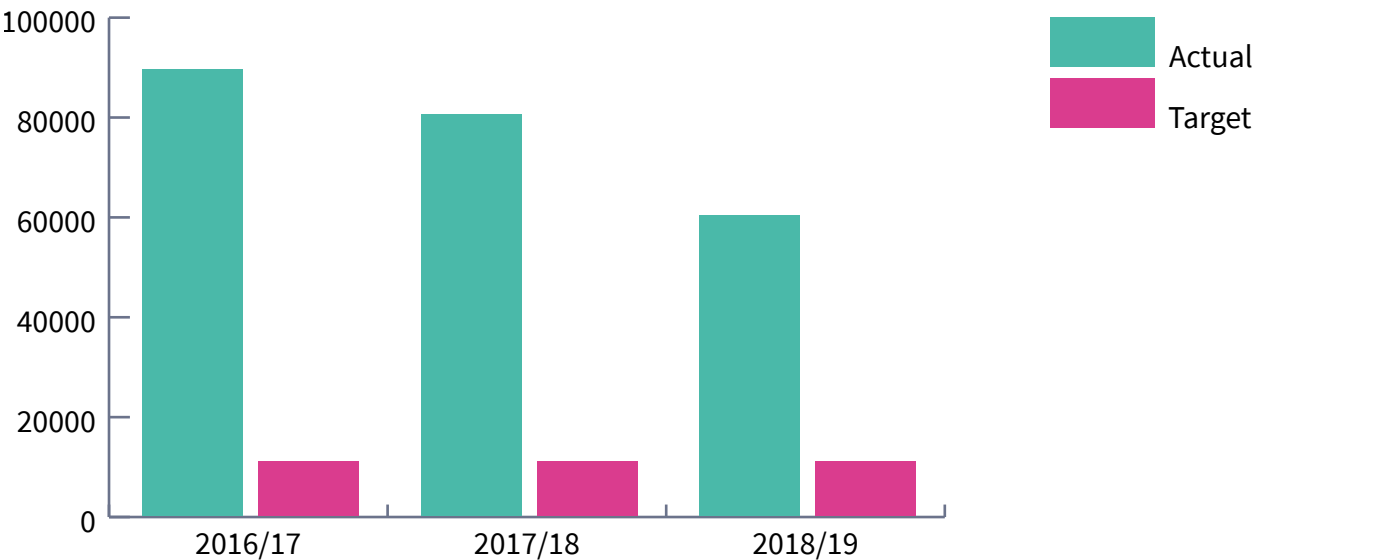
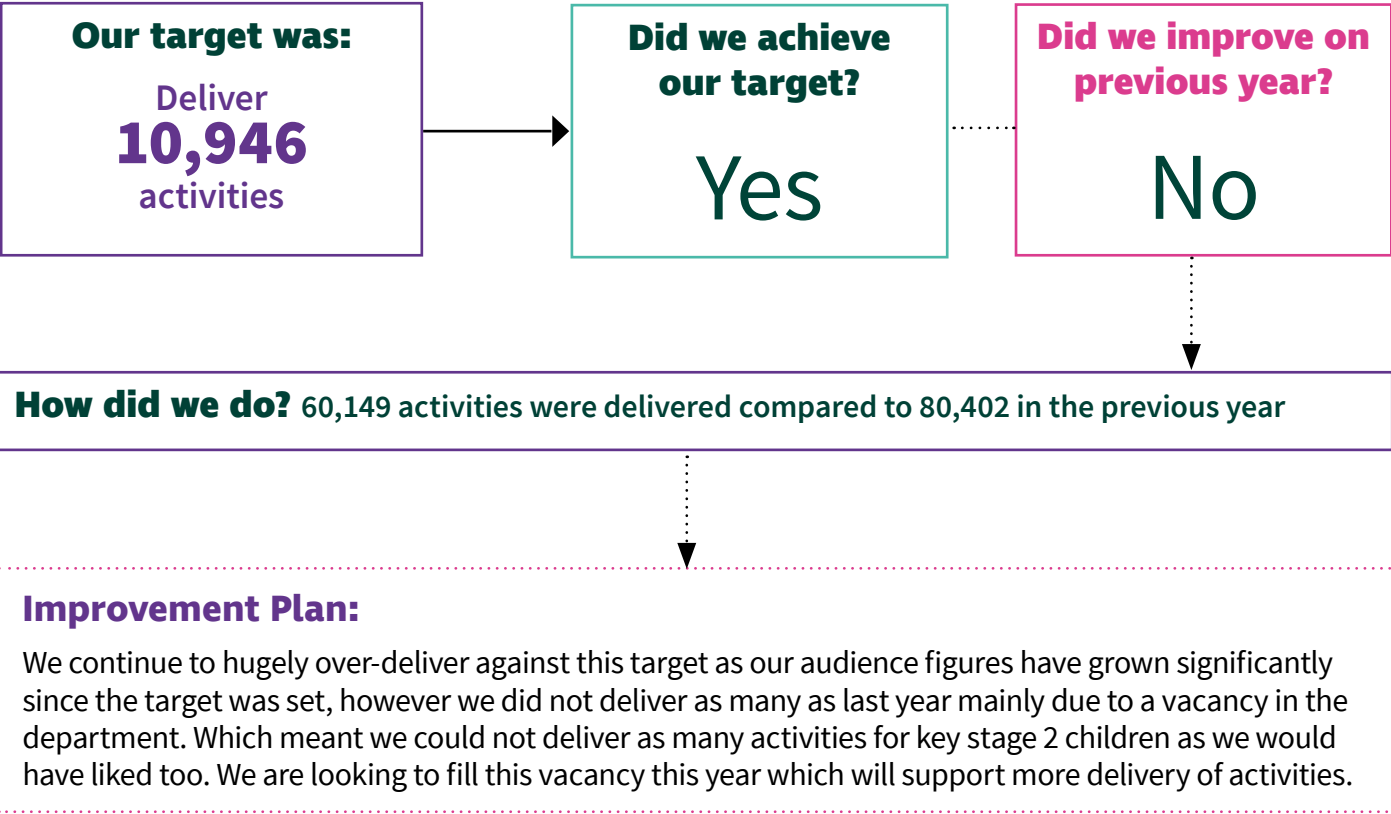
365 alive performance indicators

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

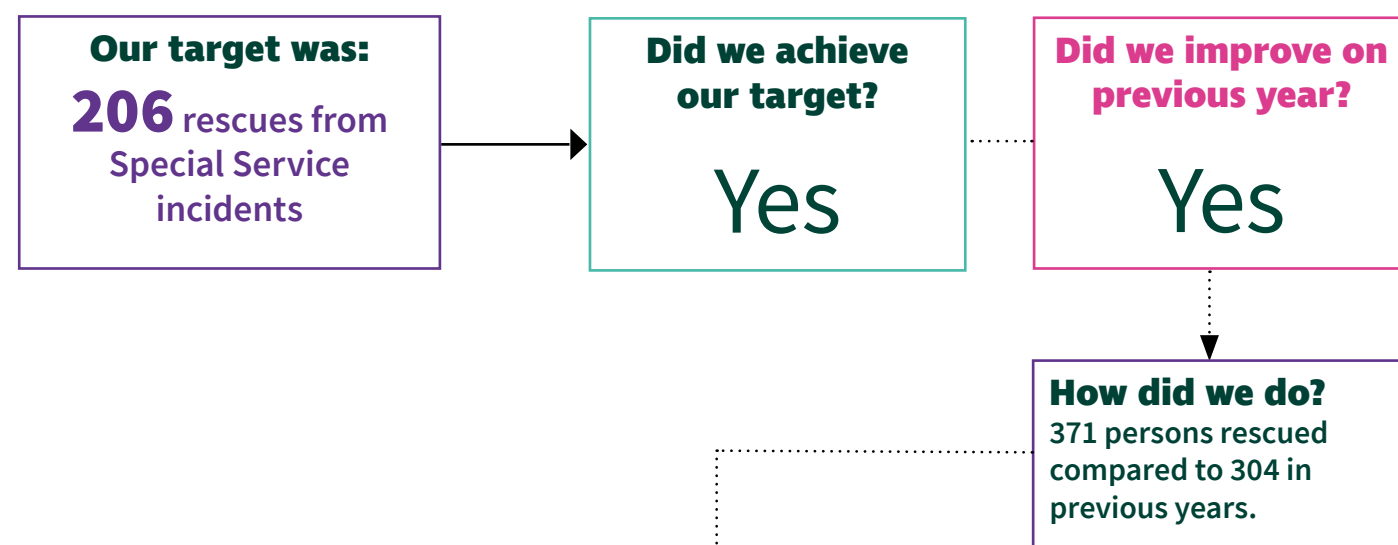
Fire prevention campaigns:

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 a wide range of activities as well as regional and nationally targeted outcomes e.g. national water safety week, local visits to primary schools, and road safety activities.



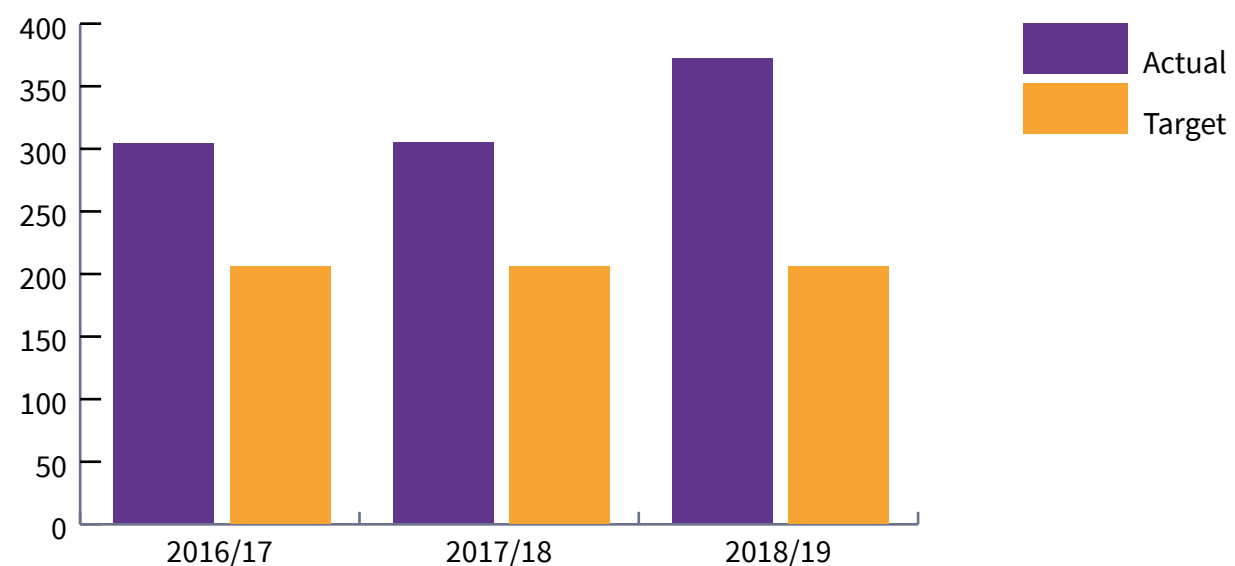
Special service rescues:

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.



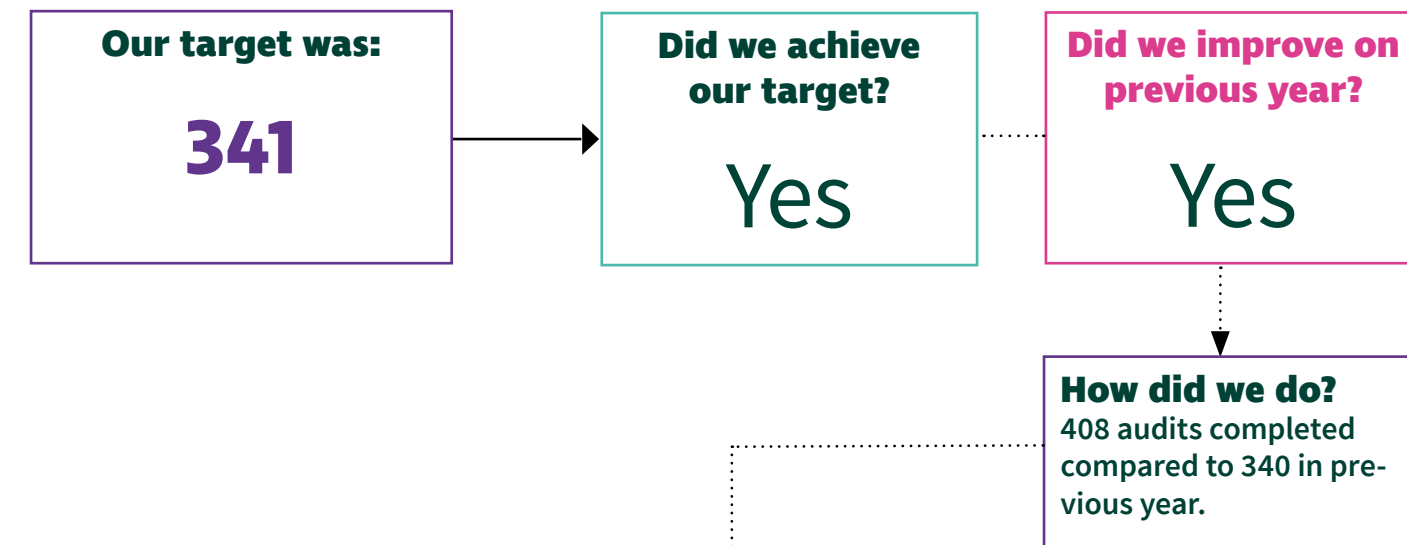
Improvement Plan:

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. Whilst we have rescued more people this year this shows an increase in the number of persons requiring our assistance. We will be looking to see if there is a reason for this increase as we would aim for our public safety messages to have an impact to show this number decrease.



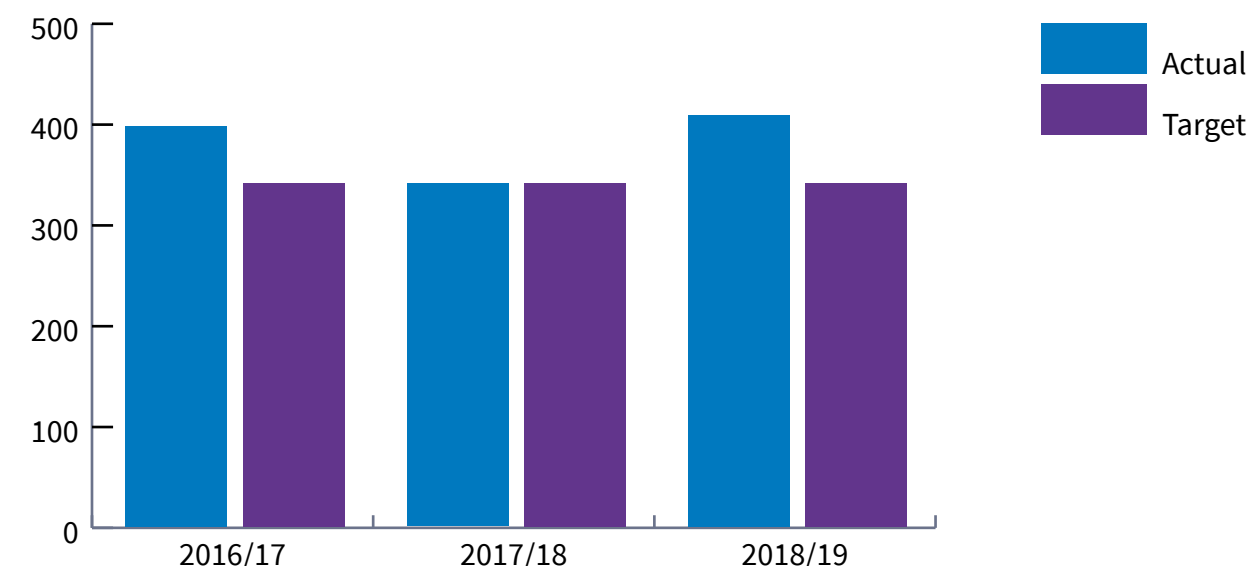
Fire safety audits completed:

This is the total number of full fire safety audits carried out by the organisation. A fire safety audit can be classed as a full audit or a short audit - the time spent auditing can range from approximately 45 minutes to several days (if it involves prosecution).



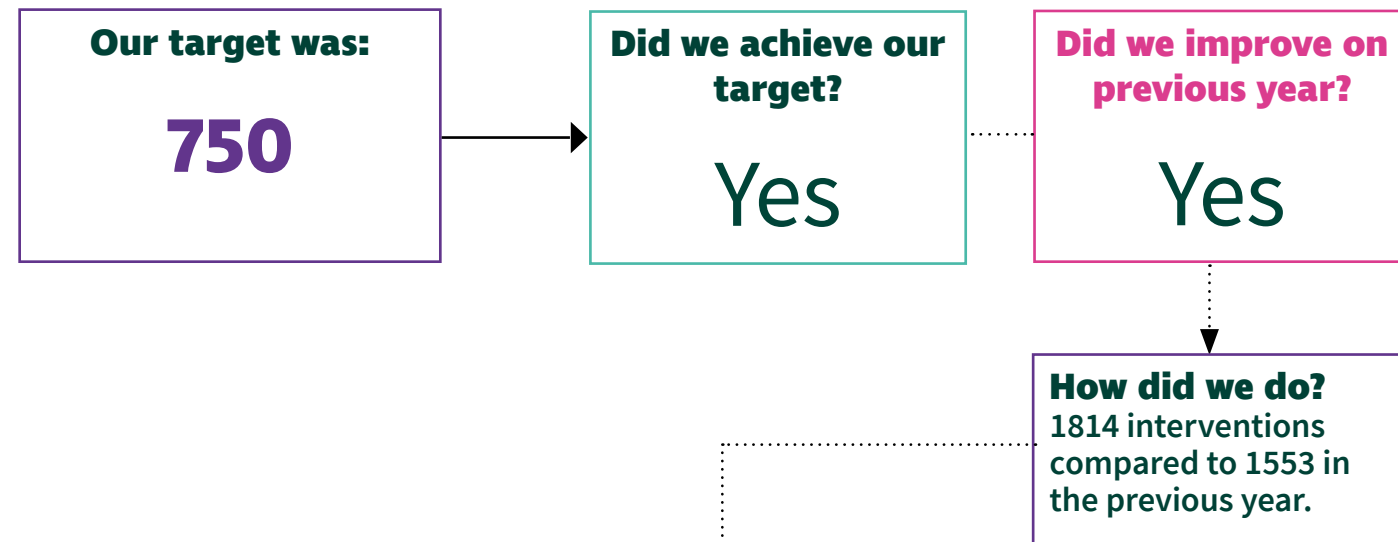
Improvement Plan:

The team have performed incredibly well over the past year, producing around 20% more audits than forecast. This has been possible as newer inspectors have moved through their development journey. The numbers of personnel in the Protection team are steadily increasing which is great to see, however it must be remembered that it takes time to gain competency so future output will increase, however that will be a steady increase.



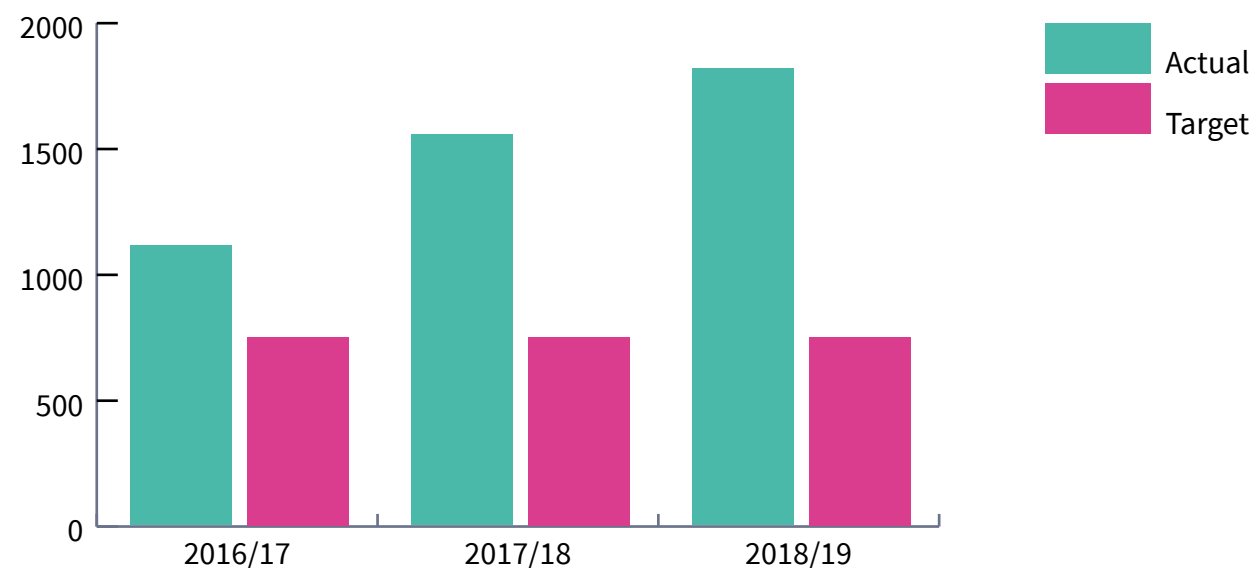
Trading Standards business interventions:

Number of occasions where Trading Standards has carried an intervention with a business. A business intervention will include all 'announced' contacts with businesses, where advice and/or business support is provided. This could be as a result of a proactive activity, such as a routine inspection, or on a reactive basis, such as a request for business advice or when investigating a complaint about a business



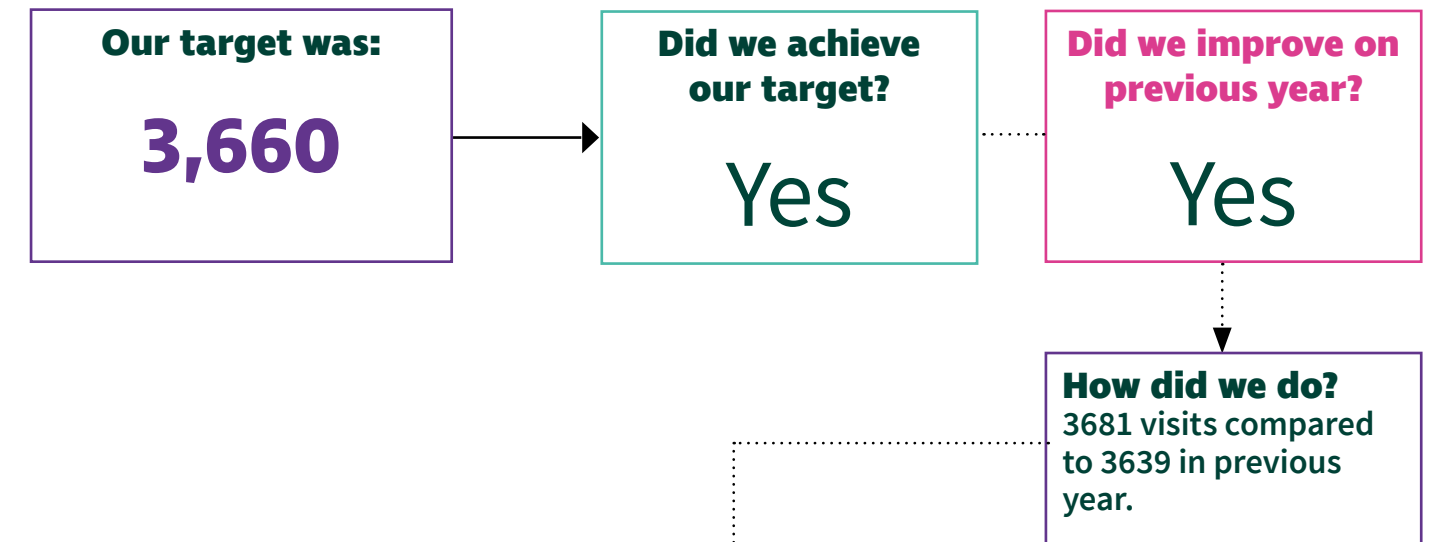
Improvement Plan:

This figure is higher than target, partly due to the number of weighing machines being verified for accuracy, but also due to a reported increase in the number of businesses being advised during the investigation of consumer complaints. The team have continued to over perform in this area, some of which is due to continued improvements in the recording of interventions.



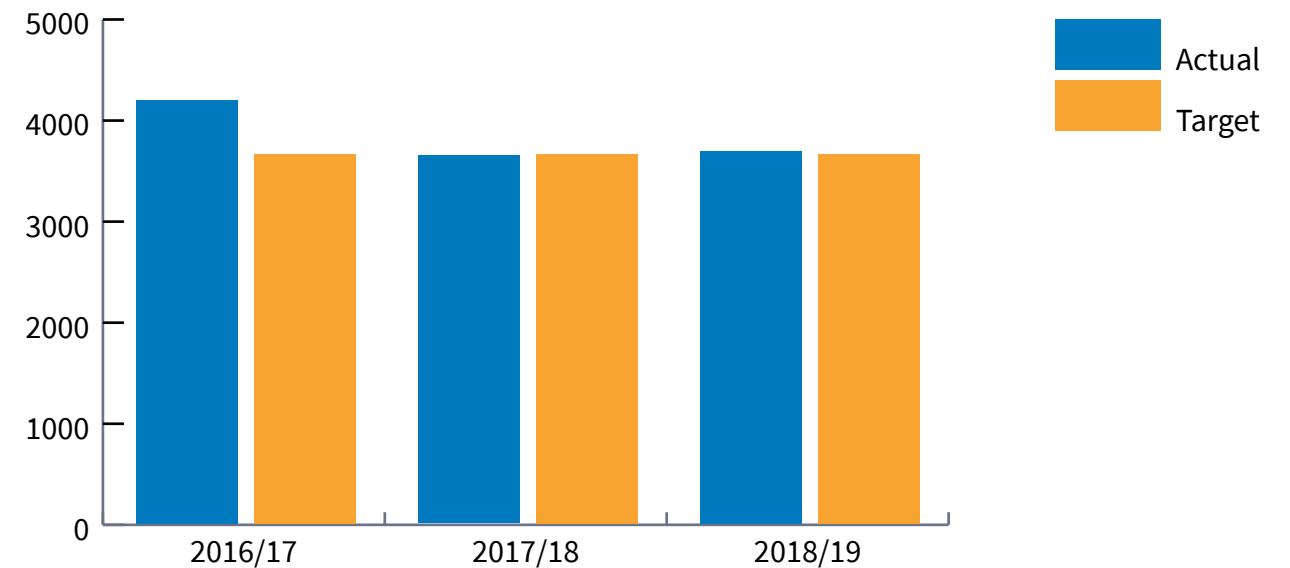
Safe & well visits:

This is the number of people who have received a safe & well visit from OFRS staff. A safe and well visit is to a person in their home by Fire & Rescue Service personnel. The visit combines a Home Safety Check to help reduce the risk of fire in your home, such as checking and fitting smoke alarms and helping you make a fire escape plan. During the visit firefighters can provide advice and support to reduce any immediate risk from falls, fire, flood or power cuts. They can also provide advice on health and crime prevention too.



Improvement Plan:

We have achieved our target for this year and are looking for further improvements going forward. A new on-line app has been developed and is now being rolled out to our crews across the County. This new technology will enable crews to assess the complex needs of our most vulnerable residents and refer them to our partners, who will be able to provide appropriate information, advice and practical help to keep them Safe and Well. The forthcoming electronic form will also help reduce administration delays associated with data recording, as well increase the quality and consistency of the data collected for safe and well visits.

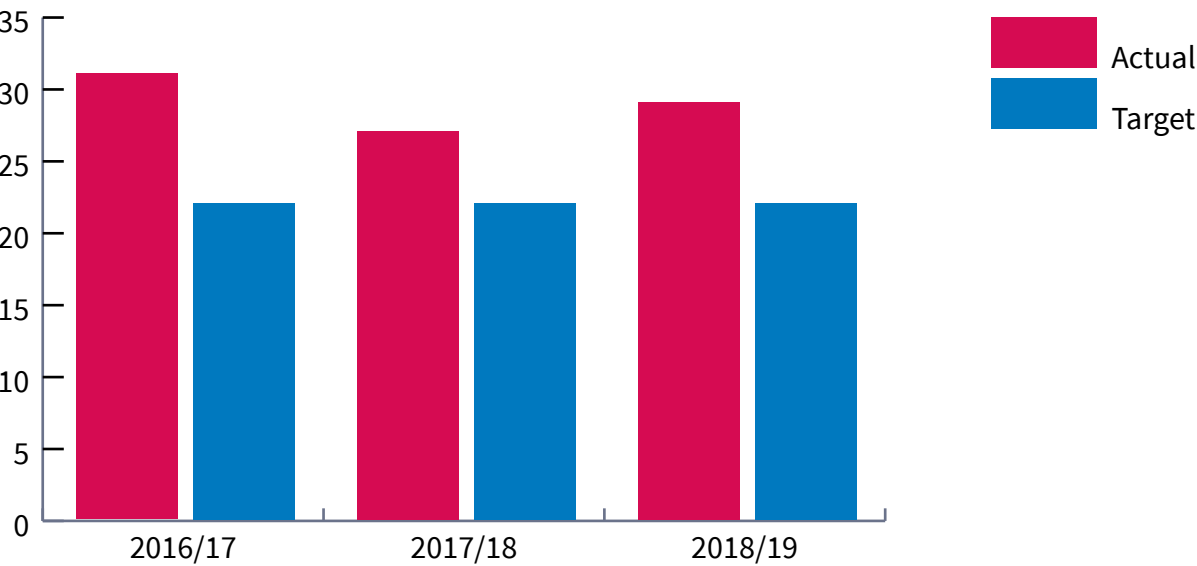
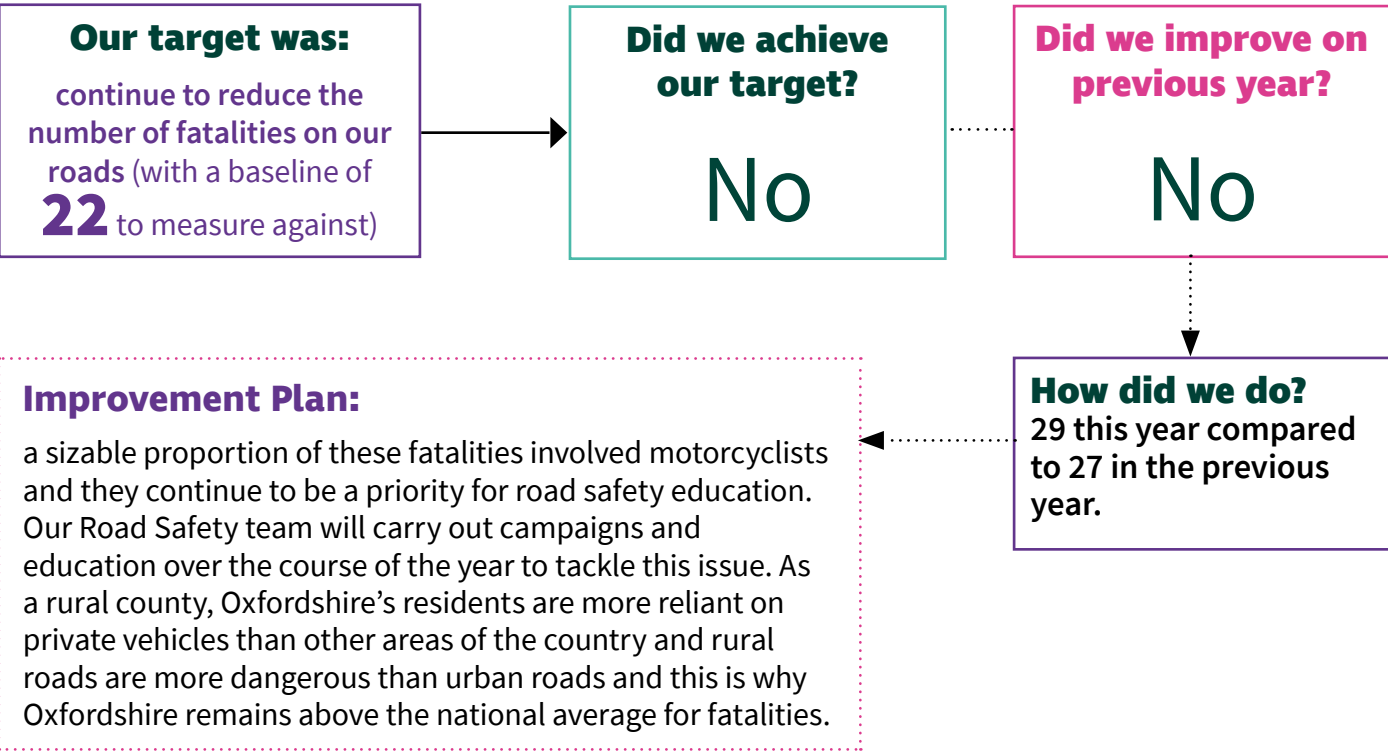


Areas where we have not met our target

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.

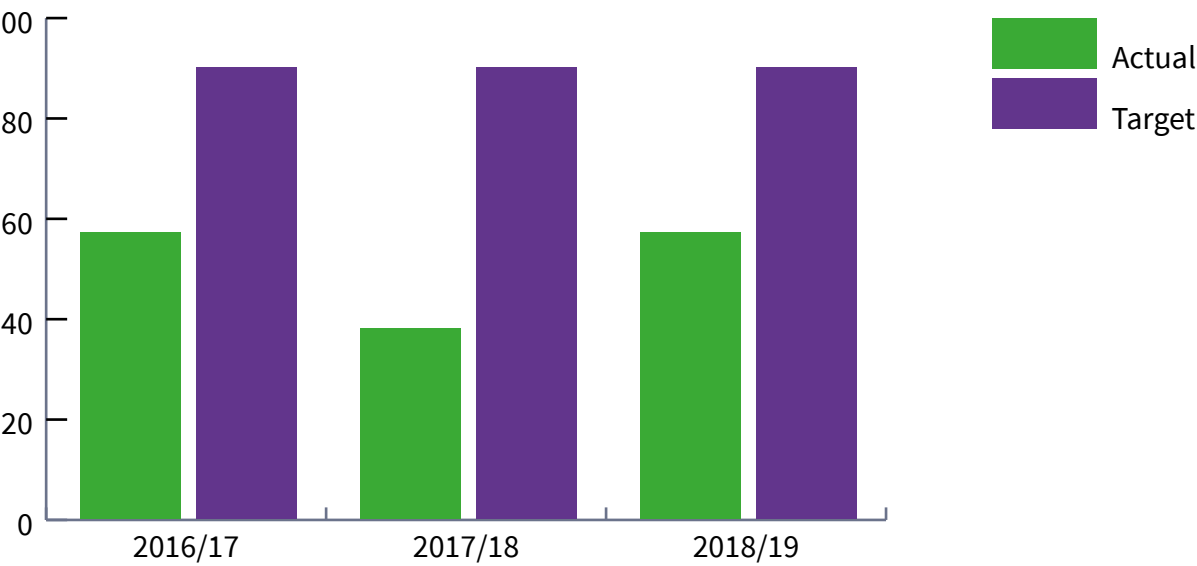
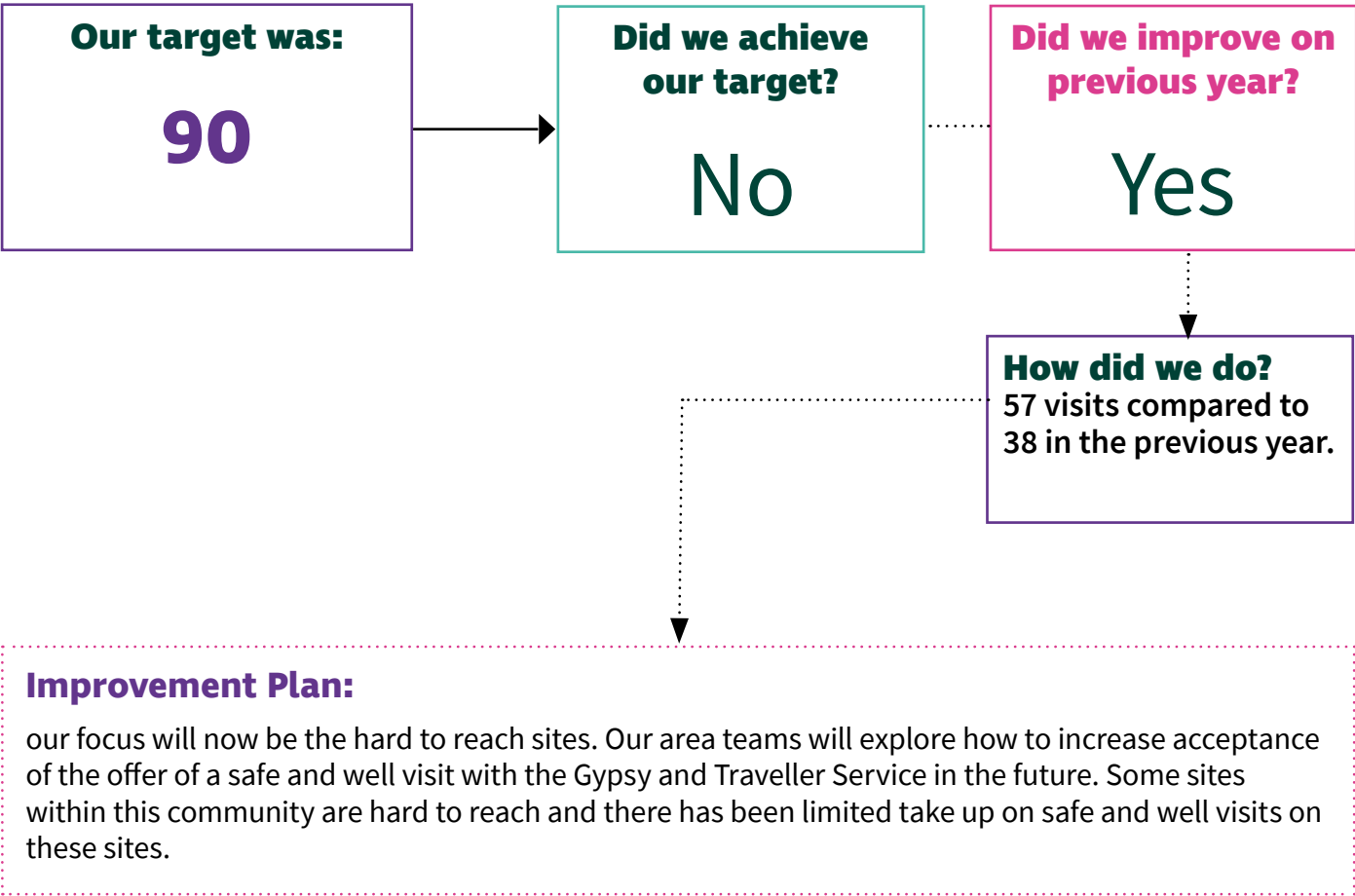
Road Traffic Collisions fatalities (RTC):

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.



Gypsy and Traveller Service fire safety visits:

Fire and Rescue staff work with our staff from Gypsy and Travellers service by visiting residents to offer fire safety advice.

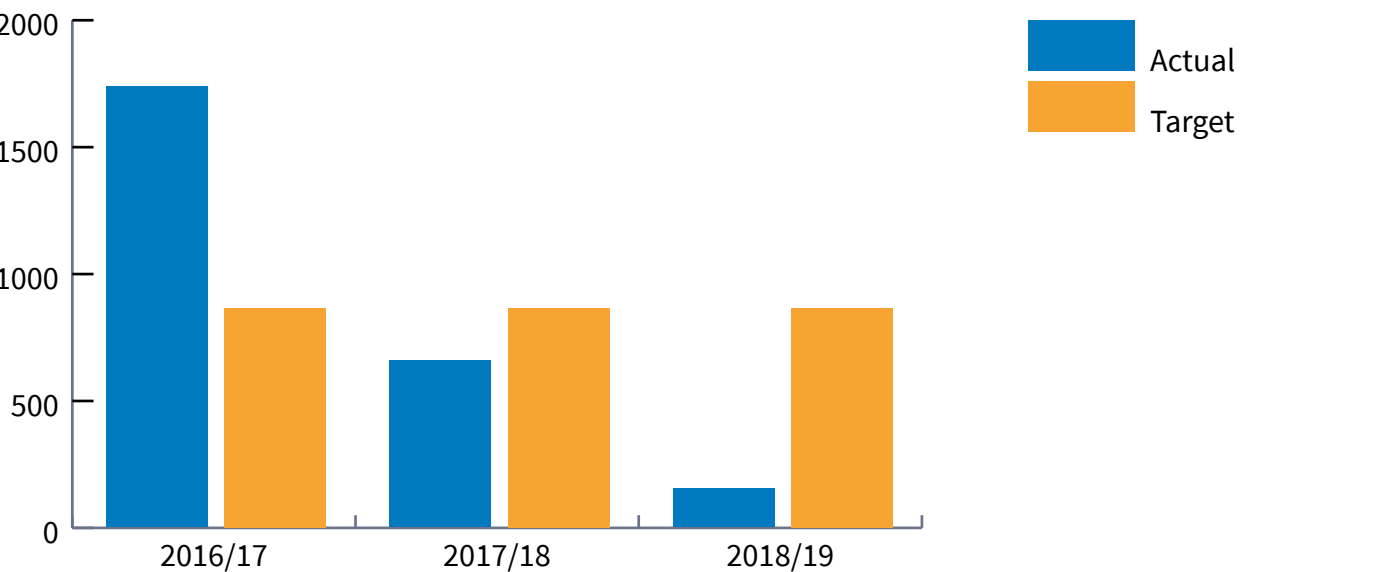


Co-responding calls:

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 an 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.



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. This activity has reduced across the county due to ongoing national discussions on co-responding and the introduction of the ambulance response programme to ensure that its resources are being mobilised in the correct manner with the correct set prioritisation and performance measures.

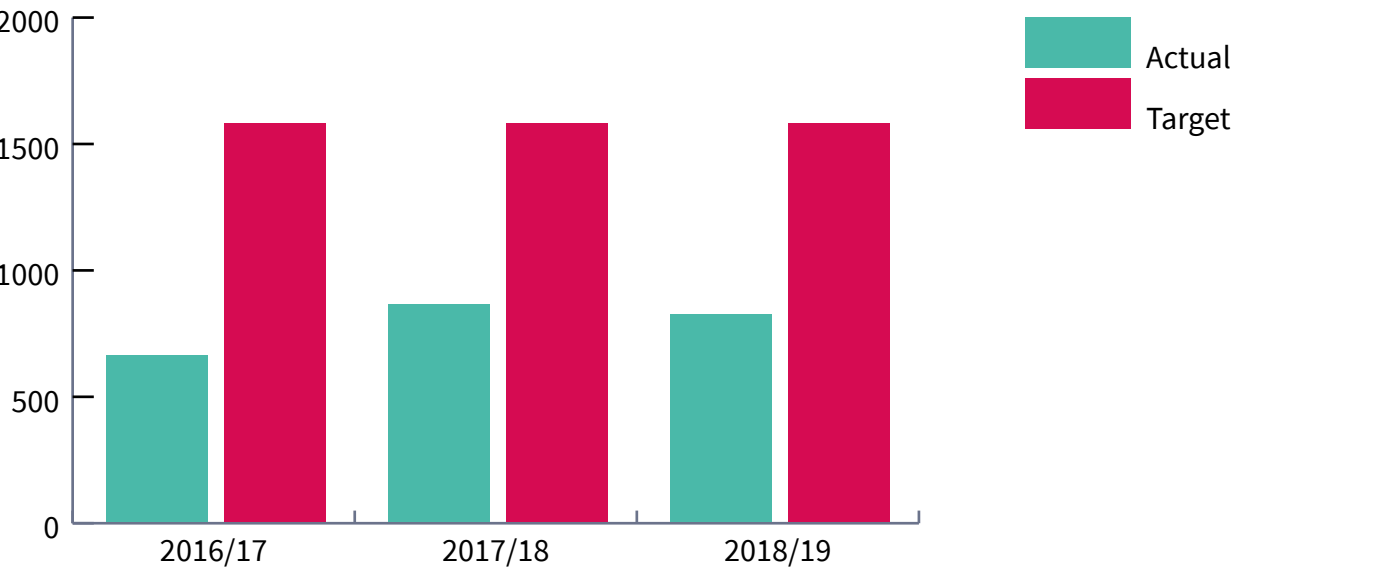


Building regulations consultations responded to:

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.

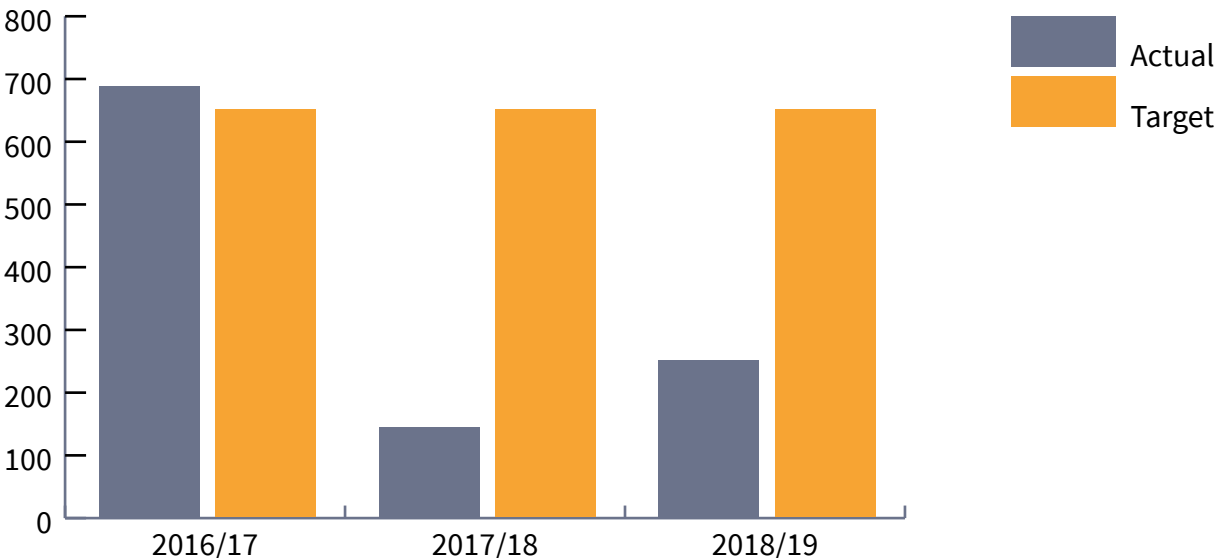
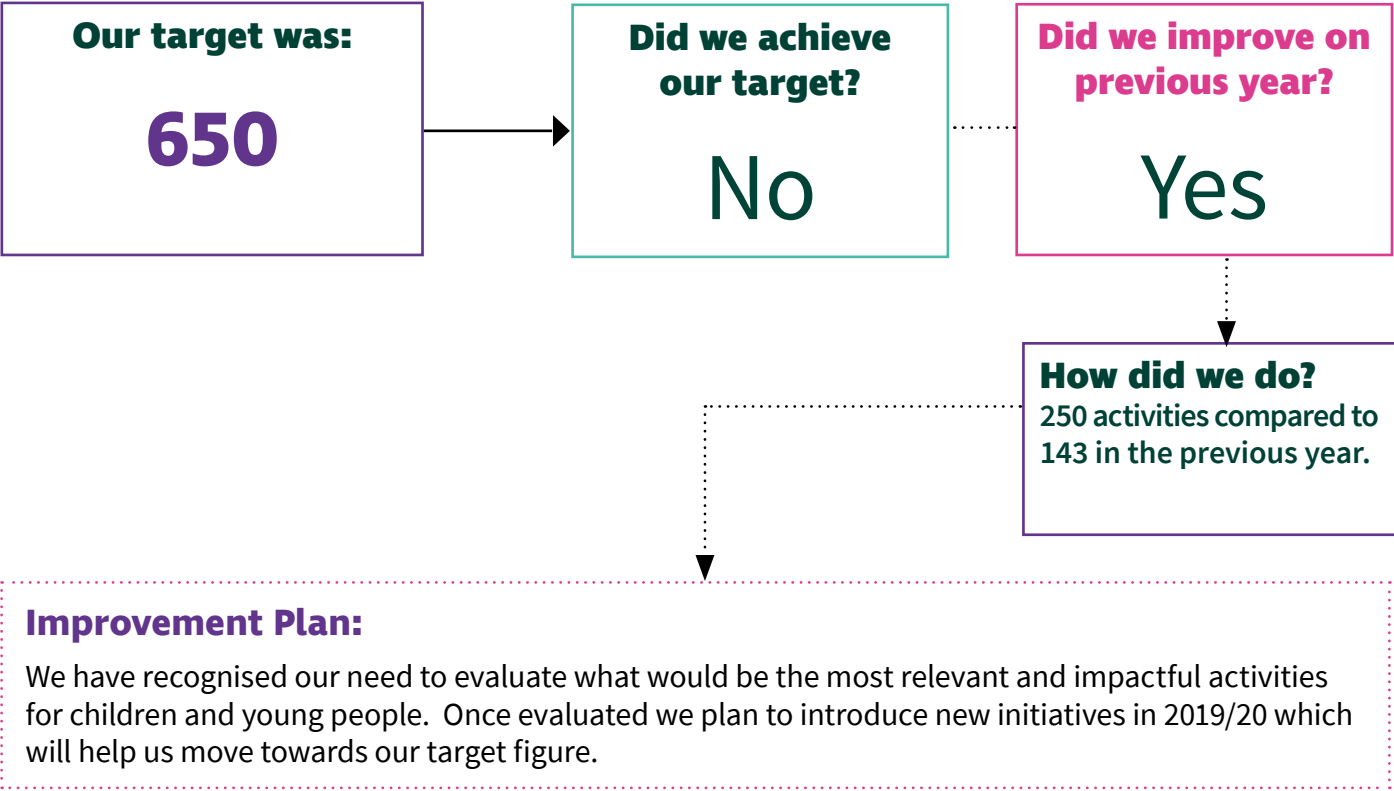


Improvement Plan:
Building Regulations consultation is low; this is a measure of business demand on our services which is currently low. This reflects current demand for new buildings in the county that require this form of consultation. We are working more closely with the local authority building control 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. 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.



Risk reduction activities aimed at children & young people carried out by the Trading Standards team:

The Trading Standards team carry out a range of activities for children and young people which include things such as the consumer challenge quiz for special needs schools, firework safety, consumer classroom interactive tools, talks and also support us at our Junior Citizens events. In 2016/17 there were over 500 entries in to the firework safety poster competition. This competition hasn't been run for the past couple of years and has had a significant impact on the figures.



educating children to lead healthier and safer lives”



THAMES VALLEY FIRE CONTROL SERVICE



Thames Valley

Fire Control Service (TVFCS)

Thames Valley Fire Control Service (TVFCS) are responsible for emergency call handling and mobilising appropriate resources to incidents, ensuring essential and relevant information is passed to firefighters. TVFCS liaise with other emergency services and outside agencies as necessary to deal with incidents we are attending. TVFCS monitor that availability of our resources to ensure appropriate cover moves are made.

Thames Valley Fire Control Service is one of **only two control rooms** in the country that service more than two Fire and Rescue Services.

The control room services **Oxfordshire**, **Royal Berkshire** and **Buckinghamshire** Fire and Rescue Services.

Thames Valley Fire Control Service has been **operational since April 2015**, and has realised **savings of over £1 million** pounds a year for the three Thames Valley Fire and Rescue Services against the cost of providing their previous independent Control rooms.

The Thames Valley Fire Control Service serves a population of over **2.1 million people**, covering **2,200 square miles** and manages over **450 operational resources** from **63 fire stations**.

The Thames Valley Fire Control Service **employs 39 full-time equivalent staff**, dealing with **over 30,000 'emergency' calls** a year and over **80,000 other 'administrative' calls**.

The introduction of the **Thames Valley Fire Control Service** has been a catalyst for other collaboration between the three FRS within the Thames Valley, including the **collaborative** procurement of **fire appliances**, and is a key driver towards closer operational alignment between the services which will **improve the efficiency** and **effectiveness** of **operational response**.

At this year's Community Safety Service's Awards Evening, special recognition went to a control operator, based at Thames Valley Fire Control Service, who received the Chief's Commendation. On 5 January 2019, Thames Valley Fire Control received a call from a lady in distress requesting Fire and Rescue Service attendance at a house fire in Banbury. The most impressive thing throughout the entire call was the compassion, reassurance and professionalism from a member of the TVFCS staff.

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 25 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 25 fire stations have an On-Call crew with 19 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 – **89.57%**

% response standards <14mins – **96.55%**

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. In addition, there are the everyday issues that affect our on-call staff which may result with them booking as unavailable to respond to incidents.

On-Call availability across the whole of Oxfordshire for 2018-19 was 63.37% this is a reduction compared with availability the previous year, 2017-18, which was 66.91%.

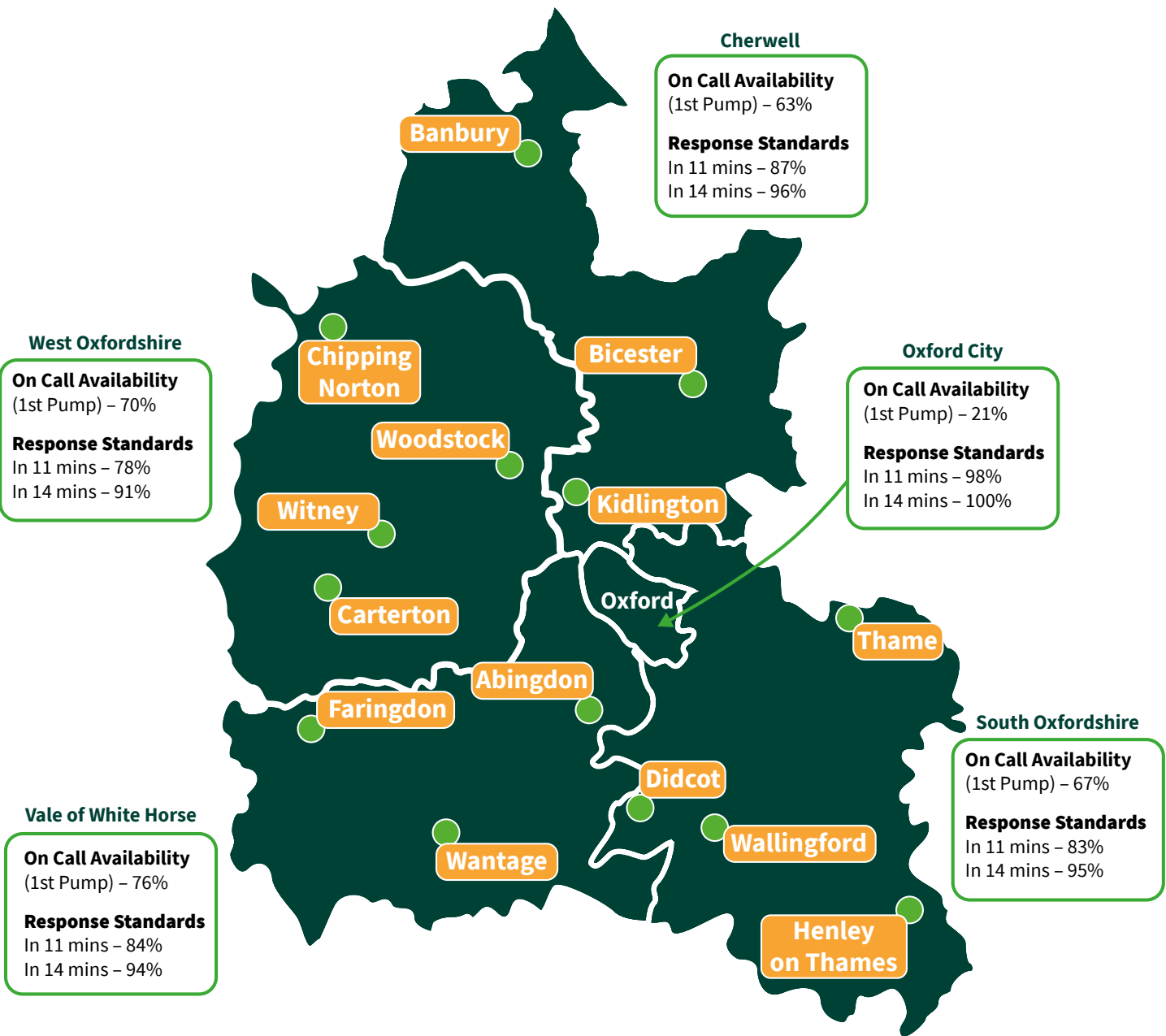
The service has prioritised recruitment and retention within the On Call duty system. We will conduct a service wide review on how retention of On Call staff can be improved as part of our annual Community Risk Management action plan for 2019-20. It is recognised nationally that the recruitment of On 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 25 station plans.

County response standards and availability

% response standards <11mins – 89.57%

% response standards <14mins – 96.55%

On-call station Availability - 1st pump – 63.37%

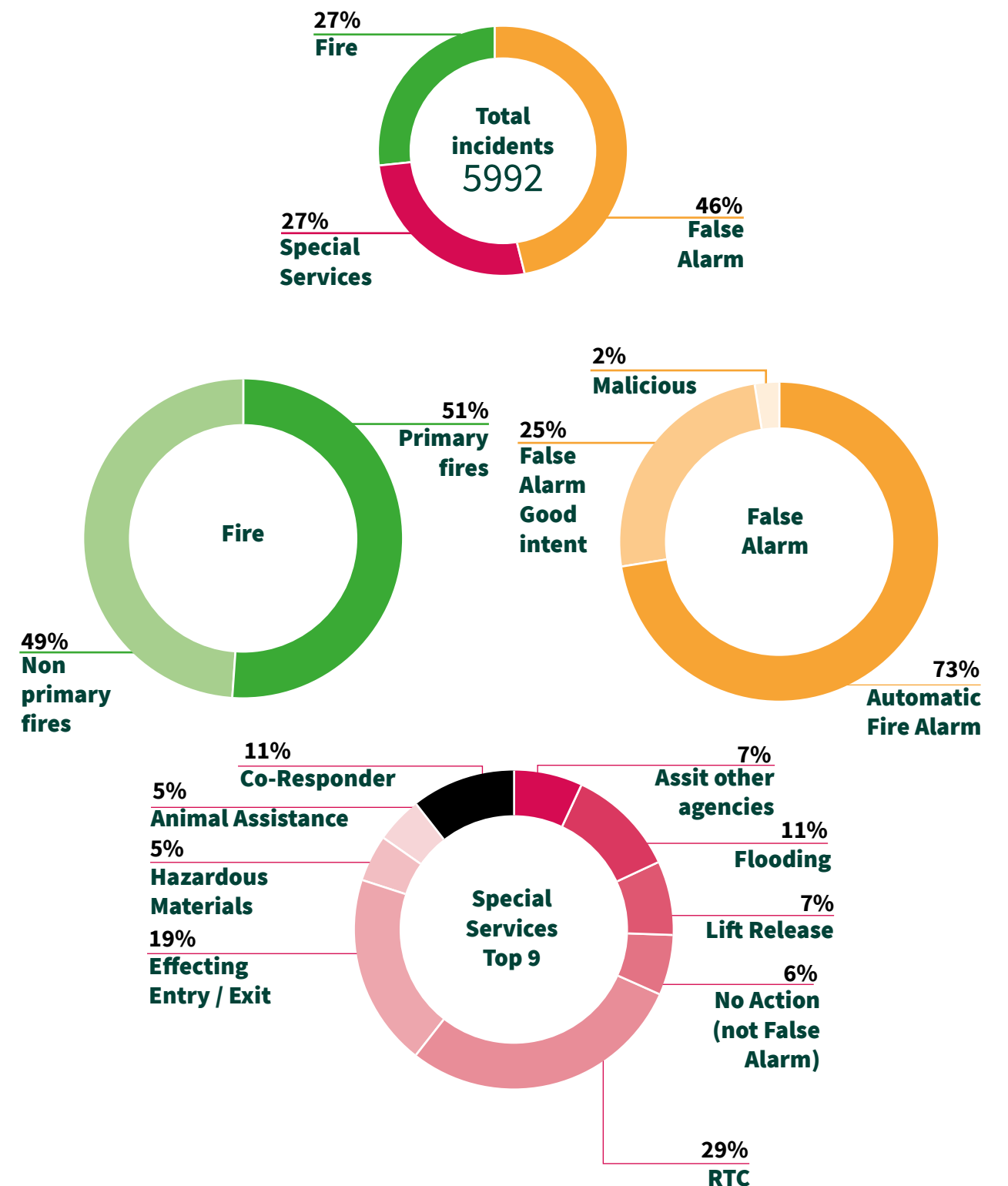




Service Delivery Activities

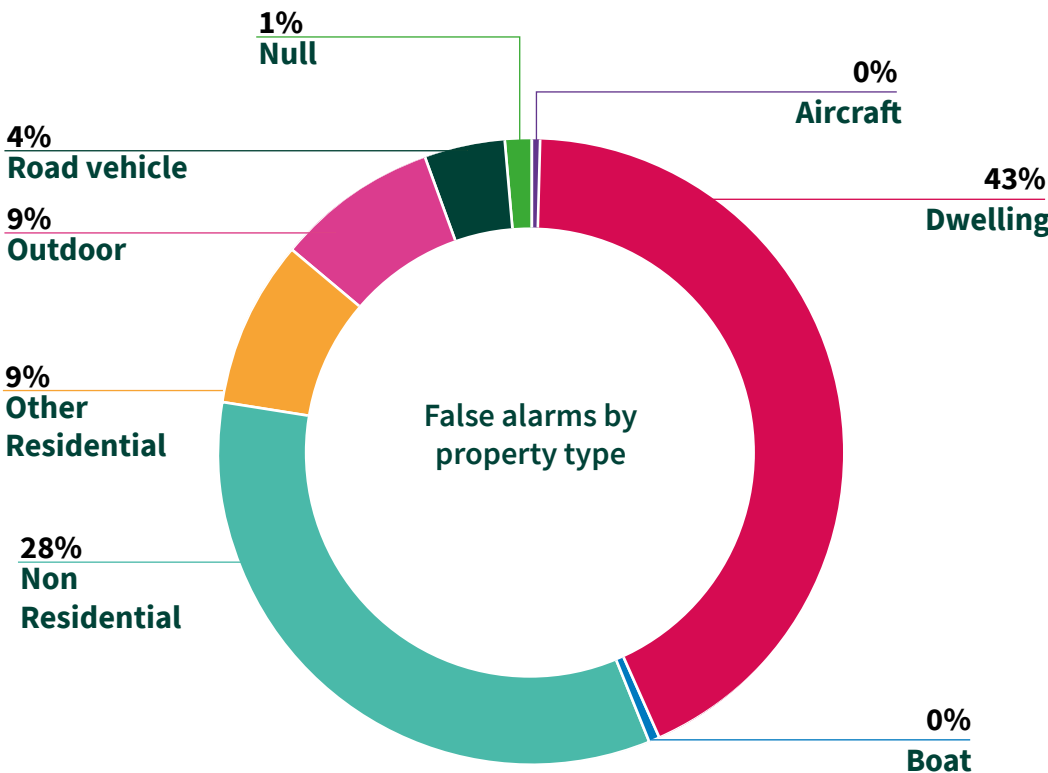
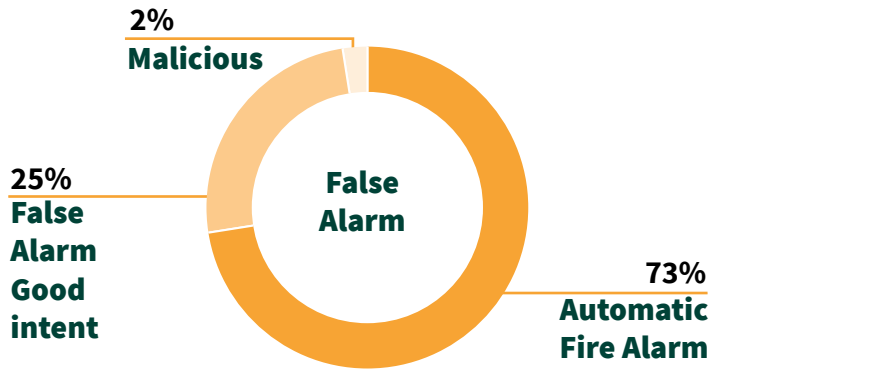
We monitor the types of activities our service delivery staff are engaged in to allow us to understand where we are supporting our community.

Breakdown of incidents within Oxfordshire April 2018 – March 2019



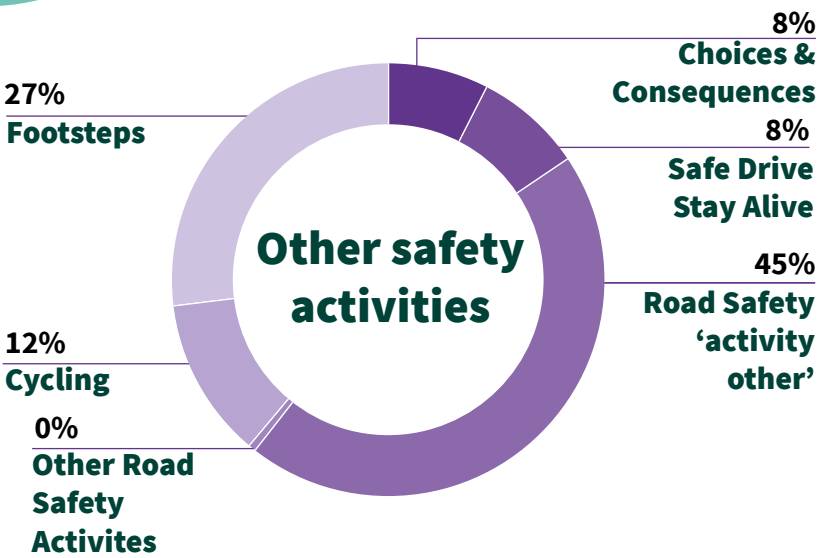
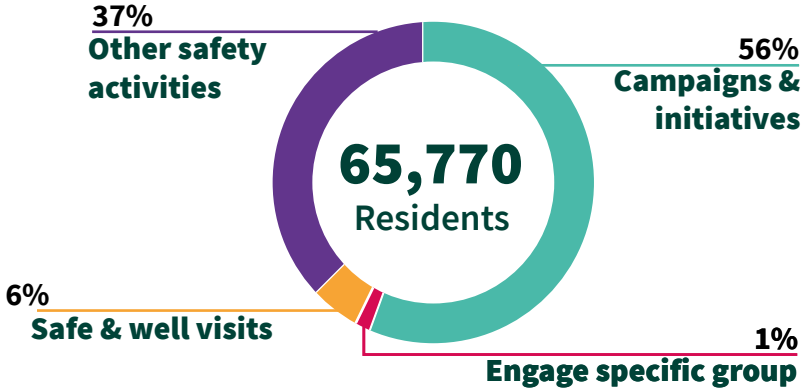
Breakdown of false alarms within Oxfordshire

April 2018 – March 2019

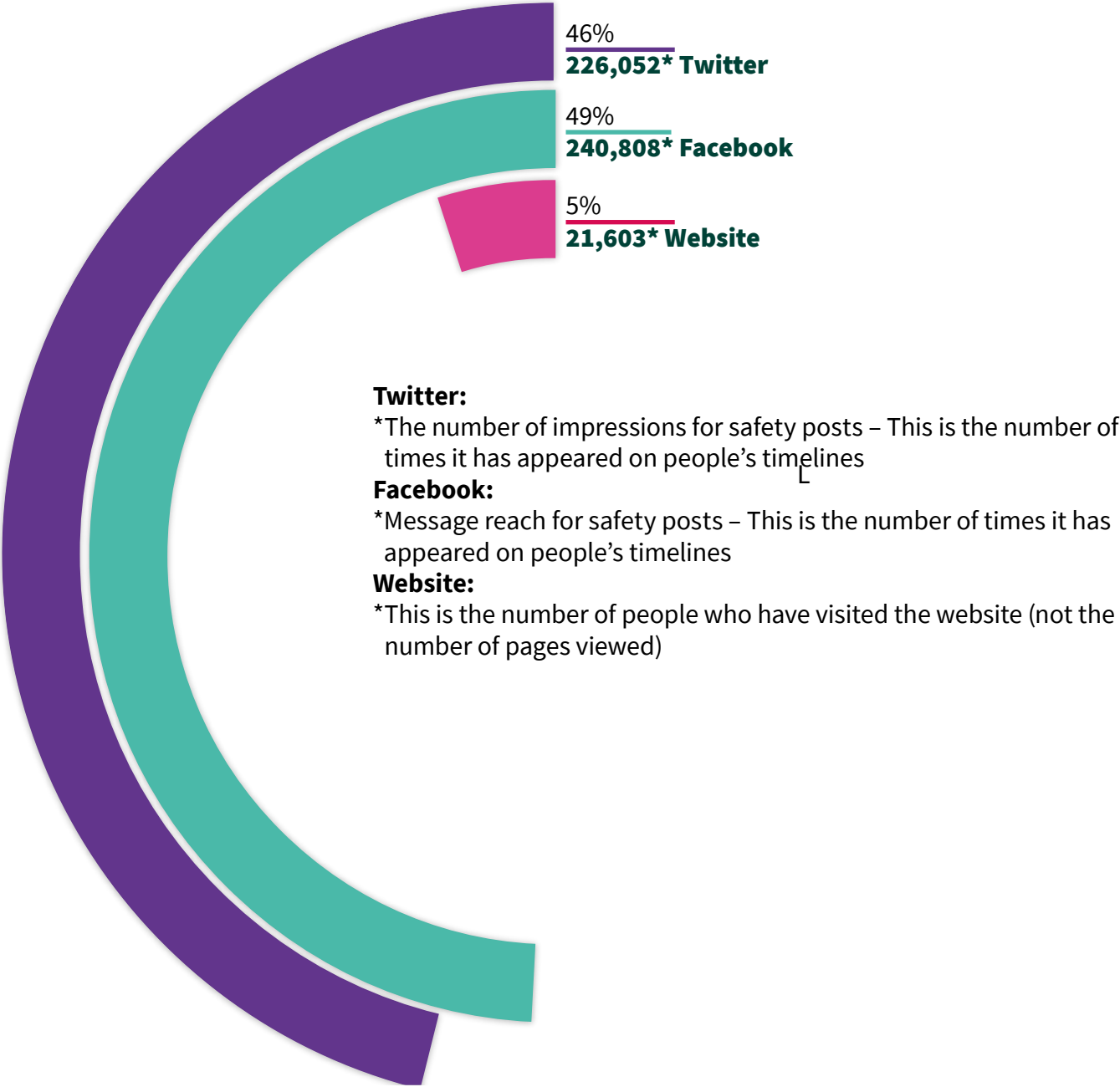


Breakdown of prevention activities

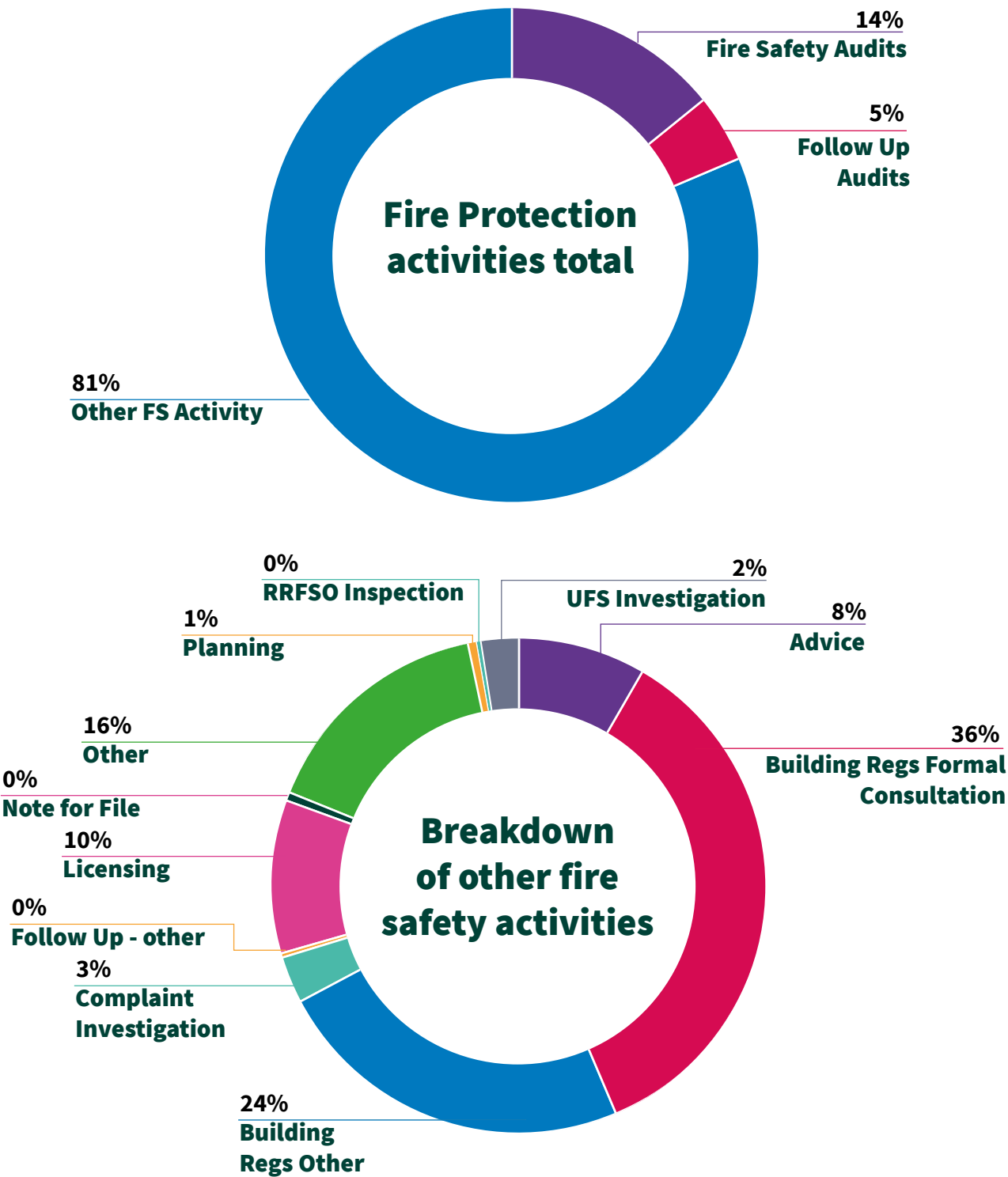
April 2018 – March 2019



Breakdown of 365alive safety messages April 2018 – March 2019



Breakdown of Fire Protection activities April 2018 – March 2019





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:

- **661 electric blankets** tested
- **1,629** people spoken to during **community engagement** events regarding scam prevention
- **511** visits to **traders, farmers** and **businesses**
- **634** businesses spoken to during **business interactions**
- **864** pieces of weighing or measuring equipment **tested and verified**
- **476** requests from businesses for **Trading Standards advice**
- **£230,310 saved** or recovered for victims of **doorstep crime**
- **163 scam victims** supported by the team
- **1324 Investigations** as a result of referrals made to Trading Standards from the Citizens Advice Consumer Service
- **58** Total number of **prosecutions** completed in year
- **£51,000 in fines**, court costs and **victim compensation** ordered by the Courts
- **16 under-aged** test purchasing exercises conducted in relation to **knife sales** and **young people**
- **52960 illegal cigarettes seized**

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

- Prosecutions: **48**
- Total fines & costs: **£18,558.50**
- Average fine: **£386.64**
- Warning letters: **264**
- Public reports: **204**
- Vehicles seen by officers: **92**
- ANPR camera reports at Newbridge: **541** (Note: many are still under active investigation i.e. have not yet reached a conclusion)

Restriction:	Incidents:	Restriction:	Incidents:
Appleford	14	Little Milton	9
Aston Upthorpe	1	Marsh Baldon	1
Banbury	1	Milton	2
Bicester	5	Milton under Wychwood	1
Charlbury	11	Sutton Courtenay	9
Cholsey	3	Thame	1
Clifton Hampden	11	Wallingford	4
Deddington	1	Warborough	17
Enstone/Church Enstone	10	Watlington	51
Goring	2	West Hagbourne	3
Islip	1	Wheatley	4
Launton	36	Whitchurch	6



Gypsy & 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 2018/19 include:

- Responding to and resolving **62 unauthorised encampments** arising during the year involving a total of **666 caravans** which is a huge increase from the previous year. This was due to the same large group of **Traveller families** moving around the **Oxford Park and Ride** sites in a group of up to **40-60 caravans** at any one time.
- The **Safe and Well visits** have **gone well** this year compared to last year.





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 2018-19 the team responded to 23 significant incidents, as well as a number of small scale incidents, to support residents of Oxfordshire.

Key achievements for the team in 2018/19 include:

- **5000** community resilience bags of information given to Oxfordshire **households** at **Countryfile Live** and at other events
- **52,000** Be Ready campaign leaflets given to **Oxfordshire residents**
- **700** In Case of Emergency (**ICE**) bottles issued to vulnerable households in Oxfordshire
- **Over 30 events** attended across Oxfordshire parishes promoting Community Resilience
- Participated in a number of continuity exercises across Oxfordshire including National CBRNe exercise Regular Resolve, London Oxford Airport, USAF Croughton, Bicester Village and Westgate shopping centre
- Held three statutory exercises for Upper Tier major sites such as **Oqema** (Global Chemical Manufacturing & Distribution Company) and **Heyford** Southern bomb store and **RAF Brize Norton MACR plans** (major accident control regulations)
- Run three Oxfordshire County Council & Cherwell **exercises** to prepare, train and exercise Duty Directors to respond to incidents
- Provided **business continuity** workshops to over **50 Cherwell** staff
- Provided **incident response training** and **awareness** to over **50 Oxfordshire County Council** staff



Learning from incidents, exercises and training

Oxfordshire Fire & Rescue Service takes every opportunity to improve. We use systems to monitor incidents, crews, training and exercises to examine skills, techniques, procedures and our interactions with others.

After every event we provide staff an opportunity to discuss what went well, what didn't go so well and how improvements can be made. These can be escalated through more formal processes to our central team. Sometimes we initiate a formal debrief where crews and partner agencies are brought together to bring out these lessons and provide action plans. In 2018/19 we used this formal process to identify 21 specific learning opportunities for the organisation.

Examples of how we have improved based on experience

March 2018

We attended an incident where coral in a marine (sea water) fish tank was giving off a noxious substance that could have injured or killed residents or firefighters. We shared operational learning from this with our national partners and provided a single system of gathering data about chemicals with both Police and Ambulance Services. We also informed staff through a local bulletin that this had happened so that they were aware of this issue. Several months later crews encountered a similar issue involving a marine fish tank and were able to include this consideration into their operational response.

June 2018

We carried out an exercise (exercise Pike) with several partners to test our working near water procedures (rescuing people from a river). This provided a great opportunity to see how a new set of procedures had been adopted by our crews. Overall the objectives were achieved but, in their keenness to rescue people in danger crews entered the water before other measures could be adopted. This provided an opportunity to refresh our crews with extra input with regards to our procedures.

June 2018

Our crews attended an incident where a parachutist had landed on a power line. This called upon the skills of our rope rescue crew and close cooperation with the electricity supplier. It provided a great example of partnership working with other fire services (this was close to the border with Northamptonshire and therefore their crews also attended the incident) and with other agencies (Police, Ambulance and the Power Company). The operational learning from this event centred around letting our partner agencies know what our working at height capabilities are and the use of non-fire service vehicles and equipment (a rescue was made using a farm vehicle with fire crews securing the casualty at height).



Audit & assurance

Evaluation and audit from independent bodies is essential to assure us that we delivering our objectives.

We have an absolute focus on ensuring services are efficient and delivering value for money for local people. We monitor our budgets closely throughout the year through monthly meetings with all budget holders.

Home Office Inspectorate of Constabulary Fire & Rescue Inspection (HMICFRS)

The HMICFRS took on responsibility for fire and rescue service in July 2017 and introduced a new inspection program in 2018. This inspection will focus on the service provided to the public. The inspection will assess how well fire and rescue services prevent, protect against and respond to fires and other emergencies, and how well services look after the people who work for them. The inspection programme is designed to promote improvement in all aspects of the work undertaken by fire and rescue services.

This inspection programme is a rounded assessment of all fire and rescue services and will include an assessment of:

- the operational service provided to the public (including prevention, protection, resilience, and response);
- the efficiency of the service (how well it provides value for money, allocates resources to match risk, and collaborates with the police and ambulance services); and
- the organisational effectiveness of the service (how well it promotes its values and culture, trains its staff and ensures they have the necessary skills, ensures fairness and diversity for the workforce and develops leadership and service capability).

We expect our inspection report in June 2019.

Customer Service Excellence

Oxfordshire Fire and Rescue Service has again been successful in its recertification of the Customer Service Excellence (CSE) award.

At the end of March, an external assessor spent two days in the Service, evaluating a number of teams and functions, focusing on how we interacted with the communities that we serve.

To prepare for the two day audit, the Service presented evidence of the advances made within the last year and the work that had been completed in the action plan.

This year, the areas of focus were:

- The effective recording of complaints and reducing printed material;
- Customer relationship and journey (Banbury Mosque);
- The timeliness and quality of customer service
- Assuring service delivery to vulnerable people.

Finance: Our budget for 2018/19

The budget for Community Safety Service in 2018/19 was £23.143m. To support financial pressures across Oxfordshire County Council we managed our budgets resulting in £0.596m savings.

Contact us

Should you require any further information please contact us:

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OX5 2DU

Telephone: 01865 895 999

8.30am - 5pm, Monday – Thursday
8.30am - 4pm, Fridays

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