

Performance Pledge



Our Vision

365alive is Oxfordshire County Council's Community Safety Services Vision to: **ensure that we are working every day to save and improve the lives of people across Oxfordshire.**

This vision is supported by: Fire & Rescue Service, Road Safety, Trading Standards, Emergency Planning and Gypsy and Travellers

Services and is detailed in the four pillars below which gives our measurable objectives.



PREVENTION, PROTECTION & EMERGENCY RESPONSE

6,000 more people alive as a result of our prevention, protection and emergency response activities.

EDUCATION

85,000 children and young adults (to include looked after children) to be better educated to lead safer and healthier lives.

VULNERABLE / LOOKED AFTER CHILDREN & ADULTS

37,500 vulnerable children and adults helped to lead more secure and independent lives supported by safe and well-being visits.

BUSINESSES

20,000 businesses given advice and support to grow.

1.6 Million

Safety Messages

For more details visit: www.365alive.co.uk

Securing a Safer Community

We aim to provide an excellent emergency response and we have set ourselves the following response targets.

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.

This response is measured from the time the fire crew is alerted to the time the first fire engine arrives. Two fire engines will be sent to all property fires and the appropriate level of response to all other incidents. Our performance is reviewed by our senior managers to ensure we continue to strive to meet these targets.

Trading Standards

Trading Standards adopts a risk based approach to target our resources to address the most significant problems for consumers and businesses in Oxfordshire. All consumer complaints are assessed against our Complaints Prioritisation Policy to determine the most appropriate response. We provide advice and guidance to assist businesses to meet their legal obligations and deal proportionately with breaches of the law as set out in our Enforcement Policy.

Gypsy and Traveller Service

The Gypsy and Traveller Service manages the County Council owned Traveller sites in Oxfordshire and supports action to manage unlawful encampments in the County. The successful management of unauthorised encampments requires a partnership approach between landowners, members and officers of local government and the Police as well as co-operation from the Travelling community. We will attend every new site at the earliest opportunity to make contact with the Travellers and to complete an initial site assessment.

Emergency Planning

Our Emergency Planning team work with partner agencies, county council departments, districts, parishes and voluntary agencies to improve community resilience and business continuity across Oxfordshire. Working with individuals, businesses and communities to identify risks that affect them and provide advice and guidance as detailed in the Civil Contingencies Act. We also work with specific known risk sites to make sure planning, training and exercising is in-line with statutory requirements and ensure that appropriate training is available to those who may be involved in the emergency planning response. Our Emergency Planning Team have trained and equipped staff available on call to respond 24/7 to support the response to major incidents within the county.

Our Values

We do the best we can for residents.

This means we:

- work together in a supportive and honest way
- strive to find the best solutions
- are open to change and doing things differently.

Community Risk Management Plan

OFRS has published a Community Risk Management Plan 2017-22 which is a five year analysis of the county's community risk profile, together with our strategic approach for how we intend to effectively manage those risks over this period. The Community Risk Management Plan can be found at the following link.

www.oxfordshire.gov.uk/crmp



Performance

OFRS ensures that the high standards set are maintained and reviewed both internally and externally on a regular basis. Reviews of our performance can be found in our Annual Report and Statement of Assurance. Further information on our performance can be found at the following link.

www.oxfordshire.gov.uk/performance

Technical Fire Safety Service Standards

OFRS will refer all complaints relating to contraventions of fire safety legislation to a Duty Officer who will determine an appropriate response. For those matters deemed to be serious, we will send a response within one hour.

Home & Community Safety Standards

Following a request we will make arrangements, where appropriate, to visit the property to complete a safe and well visit. To make a request for a free Safe & Well



visit call the community safety helpline free on 08000 325999. Or go online to 365alive.co.uk/hfrc to complete your own home fire risk check.

Customer Service

When contacted by phone, in writing, via the internet or in person, we will do our best to respond promptly, honestly and in a polite and helpful manner. We all wear name badges to clearly identify ourselves.

Our main offices will be open and available to the public from 8.30am-5pm Monday to Thursday (8.30am-4pm Fridays). Our main advertised contact numbers will be answered promptly (or use voicemail). We will answer with a greeting, our name and department.

All emails received to our general enquiries email address: community.safety@oxfordshire.gov.uk will be responded to within 5 days.

All letters received from the public will be acknowledged within five working days of receipt, and will include our name, job title, service, and contact details on all correspondence. We will respond in full within 10 working days. If this is not possible then the customer will be kept informed of the status of their enquiry on a regular basis.



Comments & Complaints

If you have any compliments, comments, complaints or suggestions about the fire and rescue service please contact us using whichever of the following methods is most convenient to you:

- By phone **01865 815906**
- By email **complaints@oxfordshire.gov.uk**
community.safety@oxfordshire.gov.uk
- Online **www.oxfordshire.gov.uk/complaints**
- By post **Complaints Team, FREEPOST (SCE7709) Oxford OX1 1YA**



OXFORDSHIRE
FIRE & RESCUE SERVICE



OXFORDSHIRE
COUNTY COUNCIL