

Technical Fire Safety Service Standards

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

Home and Community Safety Standards



Following a request we will make arrangements, where appropriate, to visit the property at a mutually convenient time to assist the resident in completing a home fire risk check and potentially install smoke alarms. To make a request for a free Home Fire Risk check call the community Safety Helpline free on 08000 325999. For fire and road safety advice visit www.365alive.co.uk

Follow us on Twitter at OxonFireRescue or like our Oxfordshire Fire and Rescue Service (official) page on facebook.



Customer Service

When contacted by phone, in writing, via the Internet or in person, fire and rescue staff will do their best to respond promptly, honestly and in a polite and helpful manner. We will wear name badges to clearly identify ourselves. Our offices will be open and available to the public from 8.30am-5pm Monday to Thursday (8.30am-4pm Fridays). We will answer our main advertised contact numbers and other numbers within 15 seconds (or use voicemail). We will answer with a greeting, our name and department.

We will acknowledge all letters, faxes, and emails from the public within five working days of receipt, and 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 we will keep the customer informed of the status of their enquiry on a regular basis.

Comments and 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.

Online – www.oxfordshire.gov.uk/complaints

By post – writing to: Complaints Team, FREEPOST (SCE 7709) Oxford OX1 1YA.

Do you want to become an On-Call firefighter?

There is currently a shortage of On-Call firefighters at some fire stations in OFRS. This is particularly the case in our small towns and rural areas because there are fewer people who live and work in their local towns and villages.

You need to live or work near to a fire station because you have to be able to get there within a few minutes of a call. You will have to be flexible in your work because we can't predict when you'll be called out. The chances are that you'll be working at home, self-employed or for a community-minded employer who can let you off from time to time.

To apply to join the Fire and Rescue Service you don't need any formal qualifications. You must be at least 18, with good all-round fitness. On average, you will be called out two or three times a week for a couple of hours.

Apart from the excitement, the challenge and the satisfaction of a job well done, your on-going training will assist you in becoming more self-reliant and confident. You get paid a basic retainer, plus a fee for call-outs and another fee for going into action. You also get paid for training and duties like equipment maintenance.

If you think you've got what it takes to join the team, contact your local fire station for further information, or our vacancies pages at: <http://www.oxfordshire.gov.uk/cms/content/call-firefighters>

Oxfordshire County Council
Fire and Rescue Service

Performance Pledge



www.365alive.co.uk



OXFORDSHIRE
COUNTY COUNCIL

Introduction

by Chief Fire Officer David Etheridge



The Fire and Rescue Service is an integral part of Oxfordshire County Council. We provide prevention, protection and response to fires, road traffic collisions and other emergencies. We aim to protect all our communities and those who work, visit or travel through Oxfordshire. We also give advice and enforce specific safety legislation.

There are currently 24 fire stations in Oxfordshire, which provide cover 24 hours a day, 365 days a year by a mix of full time and on-call firefighters. They offer safety advice, education and a response to emergency calls. We have a front-line fleet of 34 fire engines and a number of specialist vehicles.

Our Community Risk Management Planning enables us to focus our priorities on the current and future risks within the County and continue to provide assurance to the people of Oxfordshire that we continue to be a cost effective, well governed and well-managed organisation.

Our Performance Pledge provides general information about your Fire and Rescue Service and our standards, together with contact details and an explanation of our Customer Service Policy. I hope that you find the Pledge an informative and useful guide to your Fire and Rescue Service.



INVESTOR IN PEOPLE



Our Vision

Oxfordshire Fire and Rescue Service (OFRS) are proud of the quality of the services we deliver to the public.



We have a clear vision and strive to recognise and respond to the key issues and challenges. These combine to create our ten-year vision for a safer Oxfordshire. This commenced in 2006 and is called 365alive. This vision sets three challenging targets for us.

By 2016, thanks to the emergency response, community and partnership work of Oxfordshire County Council's Fire and Rescue Service, there will be:

- **365 more people alive** because of a reduction in deaths caused by accidental dwelling fires and road traffic collisions
- **£100 Million savings** to the national economy through the reduced number of incidents, injuries and deaths and their direct and indirect costs to the economy
- **840,000 safety messages delivered** to the community through the prevention work of the fire and rescue service and other partners.

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

Our values

We value service to the community by:

- focusing on our customers' needs
- working with all groups to reduce risks
- treating everyone fairly and with respect
- being accountable to those we serve
- striving for excellence in all we do

We value each other by practising and promoting:

- fairness and respect
- recognition of merit
- honesty, integrity and mutual trust
- personal development
- 'can-do' attitude, co-operative and inclusive working one-team approach

We value diversity in the Service and community by:

- treating everyone with dignity and respect
- providing varying solutions for different needs and expectations
- promoting equality of opportunity in employment and progression within the service
- challenging prejudice and discrimination

We value improvement at all levels of the Service by:

- taking responsibility for our performance
- promoting and supporting innovation
- embedding efficiency and effectiveness in all we do
- being open-minded
- responding positively to feedback
- learning from others
- consulting others

OFRS fully supports the underpinning values of the county council, as well as those agreed nationally by the Chief Fire Officers' Association, the Fire Brigades' Union, UNISON and a number of other Fire and Rescue Services. These combined values provide a central focus on the standards and principles we expect our employees to promote, uphold and maintain.

Securing a safer community

OFRS aims to provide an excellent emergency response and we have set ourselves the following Response Targets.

On making an emergency call (999 or 112) our aim is that you will be answered by control room staff within 10 seconds and we aim to mobilise* an emergency response within 100 seconds.

* This is the time resources are first alerted by the control room.

Under normal circumstances, when an emergency occurs a fire engine will be sent from the nearest fire station. 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.

Community Risk Management Plan

OFRS has published a Community Risk Management Plan 2013-18 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. <http://intranet.oxfordshire.gov.uk/cms/content/community-risk-management-plan>



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.

<http://www.oxfordshire.gov.uk/cms/content/oxfordshire-fire-and-rescue-service-performance>