



Resident Experience Board
30 June 2016

Public Safety Plan 2016 - 2025

Purpose of the report: Policy Development and Review

The draft Public Safety Plan has been subject to public consultation and the Board is asked to review the findings and approve the document for consideration by Cabinet.

Introduction:

Surrey Fire and Rescue Authority is required by the Government to produce an Integrated Risk Management Plan (IRMP) which considers all the fire and rescue related risks that could affect our communities. This planning process helps us to identify longer term priorities, to make sure we have an up to date assessment of risk, and how to mitigate it effectively.

We set out our IRMP in our Public Safety Plan (PSP), which is currently valid until 2020. However within a constantly changing environment, new threats and opportunities have emerged. This new document outlines how we will respond and adapt to these changes and continue to deliver a high performing, valued, sustainable and cost-effective service.

The PSP refresh document covers the period 2016-2025. The Resident Experience Board have previously commented on the draft in October 2015, and the Service has met regularly with a Member Reference Group to help steer the document.

The PSP was consulted on from 27 April – 7 June 2016 and we are now analysing the results. The survey data and qualitative comments are found at Annexes B and C to this report. We will share the consultation report with the Member Reference Group ahead of it going to Cabinet in September 2016.

The refreshed PSP 2016 – 2025 will remain as a 'draft' until final approval by Cabinet expected on 20 September 2016.

Background:

1. This refreshed PSP is our key planning document that describes how we will play our part in keeping Surrey residents, and those that work in or travel through the county, safe over the coming years. It outlines our understanding of the risks and challenges facing the county and how we will maintain, adapt and enhance our service accordingly.
2. Our current PSP was developed in 2011 and the context in which the plan was developed has changed. Drivers for change include:
 - I. Fall in demand for traditional services
 - II. Shift in population characteristics
 - III. Redefined budget and need to make further savings and efficiencies
 - IV. Reviews and changes to policy and legislation including emerging Government policy on collaboration between emergency services and the recent Government departmental move of Fire Service policy from DCLG to the Home Office
 - V. Public Service Transformation projects with a key focus on collaboration
 - VI. Busier roads
 - VII. Environmental factors such as climate change and threat of terrorism.
3. The proposals in the plan are:
 - I. Undertaking an options appraisal on working more closely with other Fire and Rescue Services, and with Police and Ambulance Services, behaving as one, whilst maintaining our front-line provision.
 - II. Anticipating changes to the demographic profile across Surrey to identify and target residents and businesses most at risk of fire in our communities by using a broad range of data, including information shared with us by other agencies, to assist us with this work.
 - III. Increasing integration and meaningful collaboration with other emergency services to assist them to respond to an increasing demand for services, where we can improve community safety and add public value.
 - IV. Continuing to review mobilising arrangements with our emergency service partners (other Fire and Rescue Services, Police and Ambulance) to develop a next generation 999 call system to improve how we communicate, share information and respond to incidents to enhance public value.

- V. Reviewing our training requirements and introducing more realistic training to offset the reduction in real-world experience created by a fall in demand for our traditional services.
 - VI. Examining our communities to see where we can better meet community needs.
 - VII. Exploring all options to maximise income and avoid, reduce or recover costs to enable us to invest in our workforce, facilities and community.
 - VIII. Review our Surrey Response Standard.
 - IX. Review the way we call handle and respond to Automatic Fire Alarms.
4. Greater collaboration is a key theme of our proposals. Surrey residents are already experiencing the benefits of closer collaboration with Police and Ambulance services. Surrey firefighters provide assistance to other emergency services with defibrillator usage, missing person location, assisted entry and, if we can attend an incident more quickly than an ambulance, immediate emergency medical care. These are examples of how we can offer a safer, more coordinated community response, which focuses on the needs of residents and the changing nature of emergencies.
 5. In addition, we believe that further meaningful collaboration with our emergency service partners offers greater potential savings, because we can look to create efficiencies by eliminating duplication across services, which we cannot do if reviewing our own service in isolation.

Public Consultation – 27 April – 07 June 2016
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1. In summary, the feedback of the consultation has been positive. Annex B shows the data captured from each of the questions in our questionnaire. There were 496 responses, of which 14 were postal returns and 482 were answered online. The postal returns were added manually to the online survey and therefore show in the graphs at Annex B. A summary of key qualitative comments is included at paragraph 6 of this report, with a full list at Annex C.
2. All written feedback was analysed in terms of making any amendments to the PSP document, at Annex A. A number of small changes to the draft of the PSP have been made following this feedback, which were primarily around improving the understanding of some concepts which needed clarifying following feedback, for example making it clear that we are not taking on police powers and adding in some Frequently Asked Questions around co-responding which had been raised during the consultation.

3. In addition, there have been some lessons learned about how to best present documents to disability groups and this work will be taken forward as part of the Equality Impact Assessment.
4. Ideas on specific proposals will be shared with key officers working on these projects.
5. The refreshed PSP should be read alongside the draft Equality Impact Assessment (EIA) at Annex D. The EIA has been reviewed following the consultation period and will remain draft until approval by Cabinet.
6. Summary of qualitative comments:

Proposal	Comments
<p>1: Undertaking an options appraisal on working more closely with other Fire and Rescue Services, and with Police and Ambulance Services, behaving as one, whilst maintaining our frontline provision.</p>	<ul style="list-style-type: none"> • Better collaboration with others. • Maintaining identity and purpose. • Sharing costs of buildings and back office support/systems. • Maintain focus on local issues and requirements. • It is crucial that the fire service works closely with other emergency services, to provide a better service for Surrey residents.
<p>2: Anticipating changes to the population characteristics across Surrey to identify and target residents and businesses most at risk of fire in our communities by using a broad range of data, including information shared with us by other agencies, to assist us with this work.</p>	<ul style="list-style-type: none"> • Data sharing with others. • Physical access concerns to a property for the elderly and most vulnerable people. • Working closely with charities to identify vulnerable people (particularly those with learning difficulties) who are not identified by existing systems. Educating adults with learning difficulties on the risks of fire.
<p>3: Increasing integration and meaningful collaboration with other emergency services to assist them to respond to an increasing demand for services, where we can improve community safety, and add public value.</p>	<ul style="list-style-type: none"> • Collaboration challenges and risks: Lack of capacity to deal properly with incidents due to a lack of knowledge and experience. • Fire Service focus on its core duties. • Working together with other emergency services to share infrastructure but without overlapping of responsibilities. • Cross over and training and experience concerns. • More effective prevention measures will inevitably leads to less of a requirement to be reactive where

	poor measures have failed.
4: Continuing to review mobilising arrangements with our emergency services partners (other FRS, Police, Ambulance) to develop a next generation 999 call system to improve how we communicate, share information and respond to incidents to enhance public value.	<ul style="list-style-type: none"> • Rationalisation that results in a quicker and more efficient emergency response. • Concerns about difficulties that major IT projects present. • Individual Services skills & standards must be respected & retained not lost under the umbrella of technology. • People skills and person to person communications and communications amongst partner agencies are vital.
5: Reviewing our training requirements and introducing more realistic training to offset the reduction in real-world experienced created by the fall in demand for our traditional services.	<ul style="list-style-type: none"> • Suggestions: The training should still be the same in case of an event which warrants it - perhaps the demand for traditional services is tending to decline but to not have firefighters trained in case would be detrimental to safety. • Training should be reviewed regularly.
6: Examining our communities to see where we can better meet community needs.	<ul style="list-style-type: none"> • It's important to have a county-wide offer, but to make sure that local areas can tailor their work to the needs and circumstances of their residents. • Programmes need to reach community leaders, as well as those on the service line in positions of responsibility for the safety of others, such as wardens, caretakers. • More community education is required, to further reduce the risk of fires. Perhaps the fire service needs to get more involved in schools.
7: Exploring all options to maximise income and avoid, reduce or recover costs to enable us to invest in our workforce, facilities and community.	<ul style="list-style-type: none"> • Suggestions: Budgets are important but understaffing is not an option for safety for the public or staff. • Joint call centres, Joint servicing contracts, Joint training, Joint IT projects. Flexible and versatile equipment. • Charge for 2nd (?) and subsequent false alarms. Look for income by offering training schemes, safety assessments etc. (in commercial Office and retail sectors). • This could cover Fire Marshall courses, Evacuation

	<p>procedures Risk assessments etc.</p> <ul style="list-style-type: none"> The scale of the savings needed is large, and requires concerted collaboration and income generation to get there.
8: Reviewing our Surrey Response Standard.	<ul style="list-style-type: none"> No Fire appliance to attend health issues. Consider Flexible vehicles and equipment. Fire officer in cars to attend first unless absolutely sure of needs. Review response standard to reflect first officer on site (see above). This will immediately provide cost savings. i.e. fuel, wear and tear of equipment Surrey residents would expect this response standard to not fall, although the levels of traffic across the county provide quite a challenge for maintaining a quick response standard. This needs to be under constant review in order to keep up with the current trends and types of incidents the fire service is required to attend.
9: Reviewing the way we call handle and respond to automatic fire alarms.	<ul style="list-style-type: none"> Concerns on AFAs that could be a genuine emergency. Suggestion: This is one area where charging for continual false alarms should be bringing in funds.

Actions resulting from proposals:

- The proposals outlined in the draft Public Safety Plan, which were the subject of the consultation, are listed below along with initial actions for completion in 2016/17. A full delivery plan will be published following the publication of the final Public Safety Plan in September, subject to Cabinet approval. Some actions are yet to be identified.
- Initial delivery plan:

Proposal	Action
1: Undertaking an options appraisal on working more closely with other Fire and Rescue Services, and with Police and Ambulance Services, behaving as one, whilst maintaining our frontline provision.	<ul style="list-style-type: none"> Review impacts of proposed duty to collaborate and PCCs becoming FRAs in Policing and Crime Bill. Draft strategy on duty to collaborate.
2: Anticipating changes	<ul style="list-style-type: none"> Identify our most vulnerable residents using

<p>to the population characteristics across Surrey to identify and target residents and businesses most at risk of fire in our communities by using a broad range of data, including information shared with us by other agencies, to assist us with this work.</p>	<p>Exeter health data.</p> <ul style="list-style-type: none"> • Modelling impact of neighbouring Integrated Risk Management Plans. • Effect of neighbouring FRS changes on fire cover understood.
<p>3: Increasing integration and meaningful collaboration with other emergency services to assist them to respond to an increasing demand for services, where we can improve community safety, and add public value.</p>	<ul style="list-style-type: none"> • Proposed expansion of co-responding pilot to increase types of calls we respond to with ambulance service. • Review of co-responding pilot. • Feedback to NJC on co-responding pilot. • Fire Emergency Care Support Worker pilot with ambulance commences
<p>4: Continuing to review mobilising arrangements with our emergency services partners (other FRS, Police, Ambulance) to develop a next generation 999 call system to improve how we communicate, share information and respond to incidents to enhance public value.</p>	<ul style="list-style-type: none"> • Implement Dynamic Cover Tool. • Start review of asset mobilising requirements. • Specification for next generation joint mobilising system with partners developed.
<p>5: Reviewing our training requirements and introducing more realistic training to offset the reduction in real-world experienced created by the fall in demand for our traditional services.</p>	<ul style="list-style-type: none"> • Implementation of 'systems approach to training' to ensure all staff are highly trained and qualified to recognised national standards. • Utilising digital incident command training simulators to deliver a wide range of scenarios which all of our commanders are assessed against. • Use of a diverse range of facilities and venues to recreate live incidents e.g. working at height and live fire environments. • Enhancing a range of blended learning to support training.
<p>6: Examining our communities to see where we can better</p>	<ul style="list-style-type: none"> • Produce Surrey-wide and borough level Community Risk Profiles. • Telecare report.

meet community needs.	<ul style="list-style-type: none"> • Commence Safe and Well visits - these cover fire safety, road safety, environment safety and by using the One Stop Surrey referral process, cover a range of health and social issues that support independent living. • Develop work with colleagues and partners to support wider prevention and protection agendas to best utilise our skills, knowledge and experience for the greater benefit of the community.
7: Exploring all options to maximise income and avoid, reduce or recover costs to enable us to invest in our workforce, facilities and community.	<ul style="list-style-type: none"> • Commence programme to consider requirements for prevention and protection IT system • Review Joint Emergency Control Centre process (core/non-core activities). • Commence use of joint fuel procurement contract. • Financial modelling options for reducing establishment to look to determine direction. • Consideration of Integrated Transport Function arrangements by Emergency Services Collaborative Partnership Strategic Board. • Complete all workload modelling options for consideration. • Commence implementation of system to enable joint use of bunkered fuel with emergency service partners • Commence rollout of joint vehicle telematics solution with emergency service partners. • Decision on station configurations informed by workload modelling.
8: Reviewing our Surrey Response Standard.	<ul style="list-style-type: none"> • Analyse current Surrey Response Standard. • Confirm Surrey Response Standard or change of policy.
9: Reviewing the way we call handle and respond to automatic fire alarms.	<ul style="list-style-type: none"> • Draft Automatic Fire Alarm policy options. • Revised proposed policy to REB and final draft policy to Cabinet.

Recommendations:

9. That the Board endorse the latest version of the draft Public Safety Plan and recommend that Cabinet approve it on 20 September 2016.
10. That the Member Reference Group meet in July to discuss anything further with the draft and to review the detailed analysis from the consultation.

Next steps:

Officers will arrange a meeting of the MRG.
Item to be scheduled, as per the Scrutiny Plan, for a progress update in 2017.

Report contact:

Russell Pearson
Chief Fire Officer

Sally Wilson
Service Improvement Manager

Contact details:

sally.wilson@surreycc.gov.uk
01737 242444

Annex A: Public Safety Plan 2016 – 2025

Annex B: Results from consultation survey

Annex C: Qualitative comments from consultation survey

Annex D: Equality Impact Assessment

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