



Resident Experience Board
30 June 2016

**Scrutiny Plan for Surrey Fire and Rescue Service
2016 – 2017**

Purpose of the report: Scrutiny of Services and Budgets/Performance Management

Surrey Fire and Rescue Service proposes a number of items for the Resident Experience Board to consider scrutinising over the coming year.

Introduction:

1. The principal aim of the Service is to provide a professional and well supported Fire and Rescue Service which reduces community risk in order to save lives, relieve suffering, and protect property and the environment.
2. At Surrey Fire and Rescue Service (SFRS) we recognise the importance of effective scrutiny and welcome challenge and support from Members on the direction the Service is taking. The current direction from the Government is that fire service accountability and transparency should be at the forefront, to enable residents to see the value of the services they fund.
3. Our internal Performance Plan clearly sets out the activity we will be undertaking on different programmes and objectives, to meet our performance and improvement measures. Listed below are the programmes and objectives we are working towards over the next three years to make Surrey safer. They each focus on a particular area of our Service and are based on the research and evidence we have gathered to date. Within these agreed programmes we are working with the Fire Brigades Union (FBU) to co-design proposed plans and activity.
4. The first three programmes cover the range of work we are required to carry out, the way we operate and our response.

- 4.1 **Prevention:** We aim to prevent all fires and incidents from occurring in the first place. We believe prevention is better than cure.
 - 4.2 **Protection:** We regulate business conformity to fire safety legislation to ensure people, properties and the environment are as protected as possible should anything happen.
 - 4.3 **Response:** We understand that we cannot prevent everything so we must ensure we are in the right place to respond when we are needed, as efficiently and effectively as possible, maximising life, property and environmental preservation.
5. The remaining programmes make up our Delivery Programme and support our vision to 2025:
 - 5.1 Emergency Services Collaboration Programme – the work we are doing with other emergency service partners to bring efficiencies and better results for the people of Surrey, such as our firefighters co-responding to some medical emergencies if we can reach the patient sooner, backed up by paramedics.
 - 5.2 People Performance Development – this is about our staff, and how we monitor and improve their performance and development.
 - 5.3 Maximise Income, cost recovering and avoidance – ways in which we can generate more money for the service to help with the savings we need to make.
 - 5.4 Training and Development – this includes ensuring we give realistic training and development to our staff, to offset the fact that we attend fewer traditional calls, like fires, than we used to.
 6. We will measure, monitor and manage our performance in support of each of these programmes, to ensure we reach the objectives efficiently and effectively. We will manage them in accordance with our governance and scrutiny arrangements, which includes the Resident Experience Board and its Performance and Finance Sub-Group.
 7. The proposals contained within our Public Safety Plan, which will be valid until 2025 subject to the outcome of the consultation, will form our work plan for the coming years. Surrey Fire and Rescue Service proposes a number of items for the Resident Experience Board to consider scrutinising relating to these priorities. These are aligned to Board meeting dates for 2016 and 2017, to enable the Board to scrutinise items and make recommendations before consideration by Cabinet, if appropriate.

Proposed scrutiny topics and dates

8. Below is a list of proposed topics for the Resident Experience Board to scrutinise up to June 2017.

Date	Topic
June 2016	<ol style="list-style-type: none"> 1) Public Safety Plan – this is our overarching strategic document setting our vision 2) Emergency Services Collaboration Partnership, JECC and Integrated Transport Function – an update on our collaborative work with other services, including how we mobilise our crews to respond to incidents via our Joint Emergency Control Centre. 3) Scrutiny Plan – this is our proposed plan for items to come to the Board in the next year.
<i>July 2016 – REB agenda full</i>	<i>N/A</i>
<i>September 2016 – REB agenda full</i>	<i>N/A</i>
September 2016	Performance and Finance Sub-Group – to present our current performance levels, our performance plan and financial reporting.
September/ October 2016 (Date TBC)	SFRS would like to host a meeting at either Salfords Fire Station or Reigate HQ to discuss the government's proposed duty to collaborate and call handling.
<i>October 2016 – REB agenda full</i>	<i>N/A</i>
November 2016	<ol style="list-style-type: none"> 1) Review of automatic fire alarm policy – a proposal in our Public Safety Plan to review how we respond to automatic fire alarms. 2) Review of Immediate Emergency Care Response pilot – this will have run for over a year and will be an opportune time to explore the results from the pilot.
February 2017	<ol style="list-style-type: none"> 1) Prevention – exploring the wide range of work we do to try and prevent fires and road traffic collisions and to raise awareness. 2) Training strategy – setting out

	our training offer, in particular exploring how we can offer real-world experience to our firefighters, given the reducing number of calls we are receiving and to include the training offer to other organisations/ fire services.
June 2017	<ol style="list-style-type: none"> 1) End of year performance report – a review of our performance indicators over the past year. 2) Public Safety Plan action plan update – a review of the Public Safety Plan workstreams and progress to date.

9. In line with the Resident Experience Board's Performance and Finance Sub-Group requests, Surrey Fire and Rescue Service will also attend additional meetings to provide information to assist their scrutiny.
10. SFRS has hosted a Member Reference Group since 2014, to assist with the development of the Public Safety Plan. This project is due to close if Cabinet gives final approval to the document in September 2016. The Terms of Reference for the Member Reference Group state that the will be dissolved when the PSP refresh comes to an end and recommendations on the proposed final PSP have been made to Cabinet by the Resident Experience Board.

Recommendations:

11. That the Board agrees the proposed scrutiny topics and dates for the coming year.
12. That the Board agrees to a meeting in September or October to discuss the duty to collaborate.
13. That SFRS present budget monitoring against the MTFP and service performance information to the Performance and Finance Sub Group, as requested by the Chairman
14. That the Board agrees that the MRG on the PSP will end in line with the Terms of Reference of the group.

Next steps:

- SFRS officers to liaise with the Chairman of the Board and Democratic Services regarding exact meeting dates, report deadlines and content.
- SFRS officers to organise a date for Members to visit SFRS HQ to discuss duty to collaborate.

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Sources/background papers:

[Draft Public Safety Plan 2016 - 2025](#)

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