



# Statement of Assurance

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## Foreword

The delivery of public services is a matter of public interest, and how we perform is increasingly the subject of scrutiny. Surrey Fire and Rescue Authority must be accountable for the performance of Surrey Fire and Rescue Service. To enable this, we are committed to making information about Surrey Fire and Rescue Service transparent and easy to obtain, so that you can hold the Fire and Rescue Authority to account. This document sets out how you can find the information related to Surrey Fire and Rescue Service and provides assurance on financial, governance and operational matters.

With the content of this document and through the links to the website, you will be able to find information relating to all aspects of the Fire and Rescue Service, our relationship with partners and how we work as part of Surrey County Council.

At the core of this document is the index of links that will take you to relevant documents where you can view information in detail. Several references are made to our Public Safety Plan (2016-2025), this document sets out the vision and priorities of the Service and is an excellent starting point in understanding the challenges we face and what we will do to meet them.

This is Surrey Fire and Rescue Authority's Statement of Assurance and it is designed to reassure you that we have the appropriate arrangements in place to deliver our services safely and effectively. We are determined to deliver a quality Fire and Rescue Service for the county, delivering beyond our statutory responsibilities. We are confident that we meet the required standards and believe that by working with the community we can continue to improve your safety.

A handwritten signature in black ink, appearing to read 'D. F. S.H.'.

**Denise Turner-Stewart**

Cabinet Member for  
Communities

A handwritten signature in black ink, appearing to read 'R. Pearson'.

**Russell Pearson**

Chief Fire Officer



## Overview of Surrey Fire and Rescue Service

Surrey Fire and Rescue Service looks after approximately 1.18 million people spread across approximately 1,676 square kilometres in a county that includes several large urban areas such as Guildford, Redhill and Woking. Surrey has some 103 kilometres of motorway, there are two major airports nearby and there are more than 1000 sites identified as posing high risk throughout the county.

As well as providing an emergency response service to the people of Surrey, we focus our efforts on education – raising awareness amongst the most vulnerable people in order to reduce suffering caused by fires, road traffic collisions and other emergencies. Surrey's fire fighters are trained to deal with a range of emergency situations, not just fires and road traffic collisions. These activities include working with other agencies to respond to widespread flooding and other water rescue incidents or dealing with emergencies that may involve hazardous materials, for example. We also provide information and advice on community issues affecting public safety as well as enforcing fire safety legislation. We aim to work in a more collaborative way in the future to deal with emergencies and make Surrey a safer place to live, visit and do business.

Surrey Fire and Rescue Service's Chief Officers Group (COG) consists of an Assistant Chief Fire Officer and the Head of Intelligence and Mobilising who are responsible for delivering defined areas working with Area Commanders. COG meetings are regularly attended by other Senior Fire Officers and Finance representatives as required according to the agenda. The COG is headed by the Chief Fire Officer, who retains overall accountability.



## Vision and Mission

Surrey Fire and Rescue Service's main aim is to make Surrey safer. Working with others, we want to make Surrey a safer place to live, work, travel and do business.

Our mission statement recognises that the environment we operate in can change, posing challenges. We aim to solve these and to improve our service through innovative ways of working and use of equipment and technology. The mission statement also reflects our strategic commitment to collaboration, diversity and flexible deployment based on needs.

### **Our Mission:**

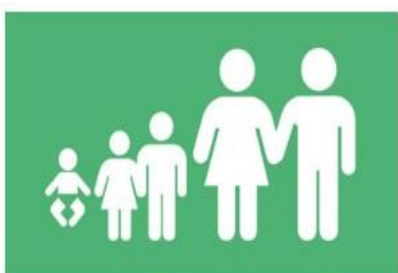
**Serving the needs of our community.**

**Flexibly responding to a constantly changing environment.**

**Recognising and embedding diversity in everything we do.**

**Solving challenges through intelligence-driven collaboration, innovation and improvement.**

For more information see our [Public Safety Plan](#).





## Information Links and Summaries

Surrey Fire and Rescue Service has arrangements to provide public assurance in areas such as governance, financial management, risk management, transparency and accountability. In this section, you will find links to web pages where you can find further information in these areas.

### The Planning Framework

The Council has agreed a constitution which illustrates how it operates, how decisions are made, and the procedures which are followed to ensure that these are efficient, transparent and accountable to local people.

#### Corporate Strategy

The Corporate Strategy 2017-22 sets out the Council's vision and objectives for the county over the next five years. It is a high-level document that tells residents, Members, partners and staff about where the Council sees itself in five years' time, what it wants to have achieved by then and how it will get there.

#### Medium Term Financial Plan – Service Strategies

This Plan sets out how Surrey Fire and Rescue Service will help to deliver the savings within the MTFP, what we will focus on, our priorities for the coming year and how we will spend our finances.

#### Public Safety Plan

Surrey Fire and Rescue Authority's Public Safety Plan (PSP) is our long-term, risk-based business strategy which outlines our future aims and priorities. Our PSP, which identifies our approach to 2025, was consulted on and approved in 2016.

### Fire Legislation and Acts

Surrey County Council is the Fire and Rescue Authority responsible for Surrey. Its duties and responsibilities are set out in legislation.

Surrey Fire and Rescue Service is granted its powers under legislation which has replaced a number of acts of parliament dating back more than 60 years. Fire and rescue authorities have been given direct responsibility to enforce a number of Fire Safety Acts and Regulations (Statutes) which have been enacted since 1961.



### **Fire and Rescue Services Act 2004**

This Act came into effect on 1 October 2004. It clarifies the duties and powers of fire authorities to:

- promote fire safety
- fight fires
- protect people and property from fires
- rescue people from road traffic incidents
- deal with other specific emergencies, such as flooding or terrorist attack and respond to the particular needs of our communities and the risks they face.

### **Fire and Rescue Service (Emergencies) (England) Order 2007**

The Fire and Rescue Service Emergencies (England) Order 2007 outlines the additional statutory duties of the Fire and Rescue Services Act 2004 for fire authorities.

The duty requires authorities, where provision of resources has been made by central government, to respond to incidents, both within and outside the authority area, involving Chemical, Biological, Radiological and Nuclear hazards (CBRN) and Urban Search and Rescue (USAR).

The Order complements the National Mutual Assistance Protocol, to which this Authority is a signatory. This requires fire authorities to make a reasonable response to requests for assistance in relation to any large-scale emergency outside their area.

### **The Regulatory Reform (Fire Safety) Order 2005**

The Regulatory Reform (Fire Safety) Order 2005 is a statutory instrument, applicable only in England and Wales, which places the responsibility on individuals within an organisation to carry out risk assessments to identify, manage and reduce the risk of fire. It became law on 1 October 2006.

### **Civil Contingencies Act 2004**

Fire and Rescue Authorities are 'category 1 responders' under the Civil Contingencies Act 2004. This means they are subject to the full set of civil protection duties, including assessing the risk of emergencies happening (ranging from widespread flooding to terrorist attacks) and using this to inform contingency planning. Fire and Rescue Authorities must ensure that emergency plans and business continuity management arrangements are in place.

### **The Equality Act 2010**

This Act is designed to reform and harmonise equality laws, to increase equality of opportunity and to have regard to the desirability of reducing socio-economic inequalities. It is designed to legally protect people from discrimination in the workplace and in wider society.



## **Governance**

Good corporate governance underpins confidence in public services and should be transparent to all stakeholders.

### **Constitution of the Council**

The Constitution sets out how the Council operates, how decisions are made and the procedures which are followed to ensure that the Council is efficient, transparent and accountable to local people.

### **Member Code of Conduct**

The Localism Act 2011 requires local authorities to promote and maintain high standards of conduct by their members and co-opted members. The introduction of the Act presented Surrey County Council with an opportunity to draw up a code of conduct that is both clear and relevant.

### **Audit and Governance Committee**

The remit of this Committee includes responsibility for corporate governance, risk management, the statement of accounts as well as internal and external audits.

### **Annual Governance Report**

An annual report that sets out the outcome of the external audit of the Council's financial statements and securing value for money.

### **Cabinet Member for Communities**

Has overall responsibility for policy direction of Surrey Fire and Rescue Service and acts as Surrey County Council lead for the Surrey Fire and Rescue Service

## **Risk Management, Contingency Planning and Business Continuity**

### **Surrey's Local Resilience Forum**

The Surrey Local Resilience Forum brings together all agencies with a significant role to play in responding to and recovery from the effect of emergencies, and was formed to meet the requirements of the Civil Contingencies Act 2004. The Local Resilience Forum aims to plan and prepare for local incidents and large scale emergencies.

### **Surrey Community Risk Register**

The Surrey Community Risk Register has been created to provide public information about the hazards that exist within the county and the control measures that are in place to mitigate their impact.





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## **Surrey County Council Corporate Resilience Policy 2016**

This policy ensures that Surrey County Council has a planning process in place that encompasses anticipation, assessment, prevention and preparation to deal with rapid, increased demands for services caused by emergencies.

## **SFRS Business Continuity Policy**

Surrey Fire and Rescue Service has specific arrangements for business continuity that are accredited to ISO 22301 – Business Continuity Management. These arrangements are reviewed constantly and audited annually.

## **Risk Management Strategy**

The term risk management strategy describes the arrangements for effectively managing risks. Risk registers\* identify potential risks and the actions to mitigate them at Surrey County Council service, directorate and leadership levels.

\*Please contact Surrey Fire and Rescue Service for access to Risk Registers.

## **Community Risk Profile**

This document sets out Surrey Fire and Rescue Service's understanding and analysis of risks in relation to activity, enabling us to plan our response to predicted level and type of incident.

## **Health and Safety**

The Health and Safety team ensure the Surrey Fire and Rescue Service takes due care of the health, safety and wellbeing of employees, service users and other persons who may be affected by its operations.

## **The Equality, Fairness and Respect Strategy**

The Equality, Fairness and Respect Strategy 2015-20 presents Surrey County Council's objectives which show how it promotes equality, tackles discrimination and meets its legal obligations as set out in the Equality Act 2010 and the Public Sector Equality Duty. It sets out the Council's priorities to 2020 and shows its commitment to deliver them in partnership with the organisations and public bodies best placed to improve services for Surrey residents and local communities.

## Prevention

As well as providing an emergency response service, Surrey Fire and Rescue Service focuses efforts on education and prevention, including raising awareness amongst the most vulnerable in the community. We aim to minimise and, where possible, prevent damage to property, heritage, the environment and, most of all, serious injuries and loss of life within Surrey.

We continue to educate the public through community safety campaigns, through Safe and Wellbeing visits and through “Safe Drive Stay Alive” to drive down the numbers of accidental dwelling fires and road traffic collisions. We work with SCC Adult Social Care teams, NHS and Public Health to tailor our Safe and Well visit to the needs of adults and families in the community.

We recognise that we have an important part to play in improving the life chances for young people and reducing the risks to the elderly. We work with partners in a number of different areas including the county’s Youth Justice Service and the Educational Welfare Service, who identify young people considered at risk of falling out of education and/or becoming involved in anti-social behaviour and crime. We co-developed and deliver the Youth Engagement Scheme to give these young people the opportunity to develop practical and social skills through a number of different activities.

Further examples of other effective prevention activities include:

- **Keeping YOU safe from Fire (high risk vulnerable people)**
- **Dementia Awareness**
- **One Stop Surrey**
- **Fire safety education in schools**
- **Road Safety (Drive SMART and Safe Drive Stay Alive)**
- **Water safety**
- **Youth Engagement Scheme (YES)**
- **Firewise (juvenile fire setters)**
- **Safeguarding Vulnerable Adults**
- **Arson reduction**





## **Protection and Regulation**

We understand that we cannot prevent all fires from occurring, so we have dedicated teams in place to ensure businesses and commercial premises meet the requirements of national legislation on fire protection.

The Protection team seeks to deliver advice in the workplace through initiatives and forums which provide information on fire safety, arson prevention, false alarms and sprinkler systems.

We are committed to supporting the business community and providing guidance for inspectors, businesses, organisations and the public. We develop and maintain our working practices using information and feedback from national guidance, local consultations, peer review, and internal quality assurance systems. We are committed to good enforcement practice and we follow the principles of good regulation.

## **Working in Partnership**

Surrey Fire and Rescue Service hosts the Emergency Services Collaboration Programme, an award-winning group created to drive the collaboration agenda across blue light services. This Programme has been running since 2013 and has had success in delivering co-responding, integrated transport initiatives and joint procurement of fuel, as examples.

We also continue to work with other partners to support residents of Surrey and the wider South east region.

### **Memoranda of Understanding**

These are agreements between Surrey Fire and Rescue Service and various external bodies.

### **Section 13 and 16 Agreements**

Within the Fire and Rescue Act 2004 there are requirements to have arrangements in place for mutual assistance with other (usually neighbouring) fire authorities and for the discharge of some other functions (section 6 to 9 and 11).

### **Equality Impact Assessments**

This section contains a comprehensive list of Surrey Fire and Rescue's equality Impact Assessments.



## Reviewing Progress

By reviewing our progress and seeking feedback from the public and our peers we can ensure the quality of our services.

### **Consultation**

Surrey County Council carefully considers what residents say when it consults them and uses this, along with other information, to inform decisions.

### **Residents Survey**

The County Council and Surrey Police jointly commission this survey to regularly check public satisfaction with public services, gather views on local issues affecting quality of life and track change over time.

### **Family Group 4**

Surrey Fire and Rescue Service is a member of a benchmarking group – Family Group 4 - made up of fire and rescue authorities with similar characteristics. Every quarter, each member authority submits data on performance. This is then fed back in the form of a benchmarking report which enables us to see how we are performing compared with the other authorities.

### **Station Audit**

The station audit is one of the ways in which we can highlight areas of operational best practice and learning by introducing a standard and consistent approach to measuring performance. The outcomes are used to implement corrective action, to show evidence of improvement and to reduce/limit operational risk. For further information please contact Surrey Fire and Rescue Service.

### **Internal Audit**

The Internal Audit function of Surrey County Council is undertaken by Orbis-Internal Audit. The principal elements of the function are to ensure the council's internal systems of control are robust, and that council objectives are achieved through the appropriate use of public money. Audit reports and agreed actions arising from these audits are reported to the Audit and Governance Committee and, as necessary, may be referred to the relevant Select Committee. Ownership of actions arising from audits remains in the remit of officers. Audits are planned on a risk-weighted basis and currently there are no audits planned for Surrey Fire and Rescue Service.

Audits of the key financial systems used across the council eg payroll, accounts payable, accounts receivable, revenue and capital budgetary control, etc cover transactions and processes across all directorates and services, including Surrey Fire and Rescue Service. Sample transactions relating to Surrey Fire and Rescue Service (eg use of mobile phones, purchasing cards, employee expenses, etc) may be tested as part of other audit reviews. Any issues would be picked up with the Service's management.

### **Freedom of Information**

Freedom of Information is aimed at modernising government and ensuring decision making is more open and accountable.



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### **SFRS Freedom of Information requests**

Surrey Fire and Rescue Service collects information on the Freedom of Information requests it receives. It is a useful way of seeing if there are any themes or trends in the type of requests that are being made. This can be helpful in identifying information that may be made more open and transparent to the public.

### **Comments, complaints and compliments**

Receiving feedback is welcome and helps to improve our service. Surrey County Council has a process in place designed to help you to make a comment on our service or register a compliment or complaint.

Information is collected on complaints and compliments so that any themes or trends in what people are telling us can be identified. This can then be used to make improvements.

### **Performance**

The delivery of public services is a matter of public interest, and how we perform is increasingly the subject of scrutiny. Surrey Fire and Rescue Authority must be accountable for our performance and therefore open to evaluation by the community we serve. To enable this, we are committed to making information about the Service transparent and easy to obtain, so that you can hold us to account.

The [Surrey Fire and Rescue Tableau](#) takes you to an external website on which we have posted how the Service performed against its key indicators during 2016/17.

# Responding to Incidents

## Response Standards

To provide Surrey communities with the best possible service we have set standards to achieve for emergency response. This helps us to determine how many fire engines we need and where they are best located. It also allows us to measure our performance so that we can be accountable to you. We will focus on the emergencies where lives and property are most at risk; we feel these critical incidents are primarily building fires and vehicle collisions.

We aim to have one fire engine at critical incidents within **10 minutes** and a second one (where required) within **15 minutes** on **80%** of occasions.

In the 12 months ending 31 March 2017, this was achieved on 79.14% of occasions. Delays are due to factors such as incident location, traffic and/or weather conditions.



For all other emergencies, we aim to have one fire engine on scene within **16 minutes** on **95%** of occasions.

For non-emergency incidents, we will attend when resources allow and will redeploy fire engines to emergency incidents where appropriate.

## Incidents

As well as measuring our response times, we also measure and manage multiple performance indicators that provide key business intelligence and help us to target our prevention and protection activities.



## In 2016/17

- We offered over 8202 safe and well visits, of which 49% were to households with vulnerable people.
- We attended 2441 fire incidents. This is fewer than in the previous reporting year.
- There were just 508 incidents of arson with a further 147 deliberate fires set in vehicles.
- 89% of accidental dwelling fires were confined to the room of origin.
- The Service attended 59 malicious false alarms.
- Three people died and a further 40 were injured as a result of accidental dwelling fires in Surrey.

Our incident breakdown for 2016/17 is set out in Figure 2 below.

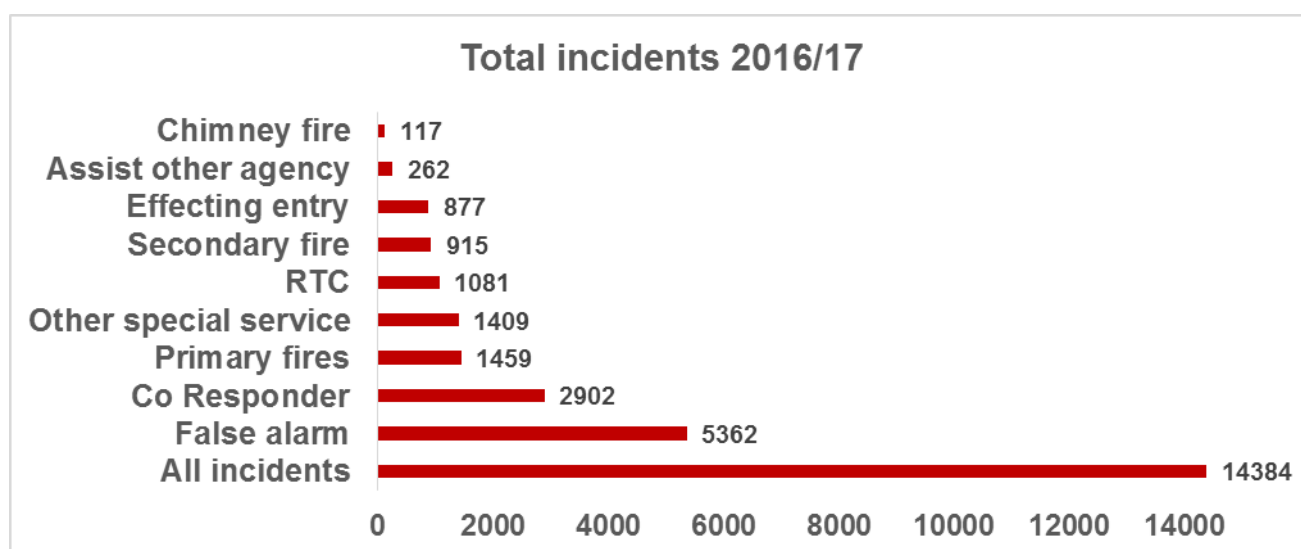


Figure 2: All incidents 2016/17 Source: Internal data collection.

More information on our performance during the year 2016/17 is available in our end of year report which can be downloaded from our website (<https://www.surreycc.gov.uk/people-and-community/surrey-fire-and-rescue/about-surrey-fire-and-rescue/surrey-fire-and-rescues-aims-plans-and-governance/surrey-fire-and-rescues-priorities-plans-and-governance/how-surrey-fire-and-rescue-review-their-progress>).



# Financial Performance and Governance

## Where our money comes from and how much we spend

Surrey Fire and Rescue Service is part of Surrey County Council and therefore receives its funding as part of the Council's budget planning process.

The Fire Service's total net controllable expenditure for the 2016/17 financial year was over £35 million, as follows:

### Analysis of Surrey Fire & Rescue Outturn for 2016-17

	Current Budget £000	Actual £000	Variance £000
<b>Controllable Costs</b>			
Employee Costs	27,740	28,063	321
Property costs	42	61	19
Supplies & Services	2,238	2,040	(198)
Transport	1,002	815	(187)
Direct costs	16,468	16,501	33
Income	(14,169)	(14,655)	(487)
<b>Net Controllable Expenditure</b>	<b>33,323</b>	<b>32,824</b>	<b>(499)</b>

### Corporate Costs

Property	3,001
Depreciation	2,352
IMT	1,004
Other Corporate Costs & Accounting Adjustments	(1,888)
<b>Total Cost</b>	<b>37,292</b>





## Medium Term Financial Plan 2017-20

We are committed to operating as efficiently and effectively as possible. We have already identified savings of £3.6m for 2017/18 and have plans in place to achieve a further £4.3m by 2019/20.

The Fire and Rescue Authority produces a **Medium Term Financial Plan (MTFP)** which is reviewed annually. The following table highlights our current budget and savings commitments over the next three years. The MTFP covers the remaining three years of the current Comprehensive Spending Review period. Beyond this there are no details known about the Government's new funding proposals for us to build our funding assumptions. The annual budget includes assumed inflationary increases for staffing, supplies and services.

	2017/18	2018/19	2019/20
	£'000	£'000	£'000
<b>Budget</b>	<b>£31,797</b>	<b>£29,674</b>	<b>£28,235</b>
<b>Savings</b>	<b>£3,588</b>	<b>£2,500</b>	<b>£1,800</b>

### Capital Spending

During 2016-17 we:

- purchased vehicles at a cost of £0.6 million
- undertook equipment and IT projects totalling £0.4 million
- carried out building works totalling £1.5 million.

### Financial governance

Each year the county council publishes sets of accounts for public consumption. These documents include the financial performance of the Fire Service over a given financial year which always runs from 1 April 1 to 31 March. Recent versions of these documents are available on our website (<http://www.surreycc.gov.uk/your-council/council-tax-and-finance/statement-of-accounts>).

### External audit

The county council has external auditors appointed by central government to assess their financial standing.

The Authority's appointed auditor, Grant Thornton, undertakes an annual audit of the financial standing of the County Council. They are required, under the Code of Audit Practice, to highlight all issues of significance arising from an audit, in the form of an annual audit opinion. Recent audit opinions can be found on the Surrey County Council [website](#).



### **Internal audit**

The Internal Audit function of Surrey County Council is undertaken by Orbis-Internal Audit. The principal elements of the function are to ensure the council's internal systems of control are robust, and that council objectives are achieved through the appropriate use of public money. Audits of key financial systems cover all directorates and services including SFRS. Other audit reviews test sample transactions relating to SFRS such as use of mobile phones and purchasing cards and employee expenses. Audit reports and agreed actions arising from these audits are reported to the Audit and Governance Committee and may be referred to the relevant Select Committee if necessary. Ownership of actions arising from audits remains in the remit of officers.

### **Financial Transparency**

In 2010 the Secretary of State for the Department of Communities and Local Government called upon local authorities – which includes fire and rescue services – to provide greater financial transparency. The Service publishes monthly spend reports on our [website](#) (you can view purchases with a value of over £500).

### **Pay**

This section covers a range of documents relating to the transparency relating to pay. Included are the Pay Policy Statement, Reward Policy, Equal Pay Statement and details of council posts paid over £58,200.