

Surrey Fire and Rescue Service Action Plan 2013 - 16



Our Public Safety Plan 2011-20 is supported by action plans that detail the specific activity that we will be undertaking as we deliver the outcomes described. There are items from our first two year action plan that are not yet complete and these are identified in this plan. This second action plan covers the period from April 2013 until March 2016 and supports our mission to provide a professional and well supported Fire and Rescue Service which reduces community risk in order to save lives, relieve suffering, protect property and the environment.

By 2020 we will have:

Revised and achieved our response standard.

Matched resource provision to predicted demand levels.

Improved the balance of service provision across Surrey.

Crewed all fire engines with five firefighters.

Implemented more appropriate working arrangements for staff.

Improved the provision and use of property.

Created capacity to improve firefighter and community safety.

To achieve this, by March 2016 we will:

Implement a performance management system that continually monitors the status of the response standard and provides real time information to support the strategic movement of fire engines.

Implement revised Wholetime duty systems that provide greater efficiency, including day crewing at Camberley.

Review the reformed on-call duty system and revise as appropriate.

Implement the phased withdrawal of the second fire engines at Cranleigh, Godalming, Haslemere, Walton and Oxted and implement the revised service provision at Gomshall.

Have improved locations for fire stations, including a focus on Reigate & Banstead and Epsom & Ewell, Spelthorne and Elmbridge.

Commence the operational use of new fire stations in Guildford and Woking.

Continue to implement improvements to the facilities at fire stations including firefighter training.

Improve the facilities at fire stations that enable increased public access and partnership use.

Continue to improve Operational Assurance, focussing on operational competence, risk information availability and community safety activity.

Review the delivery of training and development and implement the outcomes of that review.

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By 2020 we will have:	To achieve this, by March 2016 we will:
Increased the use of volunteers	Continue to develop the use of volunteers across a range of activities, including the delivery of community safety activity.
The most efficient governance arrangements.	Deliver the findings of the review of governance and commence implementation of the approved recommendations.
Appropriate response arrangements for all calls for assistance.	<p>Note: These items form part of a pan-regional project to improve interoperability and consistency of service delivery between Fire and Rescue Services, which governs the achievement of these targets:</p> <ul style="list-style-type: none"> Review and revise our call challenge policy. Review and revise our response to all incidents and the associated charging policy. Implement a pilot scheme for the provision of specialist rescue capability and contingency crewing, reviewing the scheme and making recommendations based upon the findings for the future provision of these services. Examine the local resilience arrangements and assess our contribution to these. Commence the implementation of the recommendations from the review of Special Appliances.
Effective income generation and cost recovery arrangements.	<p>Explore a wide range of options for increasing cost recovery and income generation, including continuing to assess the benefit of providing additional services that add value to communities and may also produce an income stream.</p> <ul style="list-style-type: none"> • Continue to develop effective partnerships in order to improve community safety, by sharing data and working together more effectively to support those most at risk. • Develop the partnership with Adult Social Care in order to support the Adult Social Care Strategy. • Continue to work closely with Surrey Police and the South East Coast Ambulance Service, including the further development of trauma care capability and an increase in the number of defibrillators available. • Review and revise our approach to the regulation of community fire protection.
Effective community safety activity.	

Our plan remains a framework, enabling us to deliver continuous improvements whilst adapting to changing circumstances. We continue to value your opinions and gratefully receive comments regarding this action plan or any of our activity. Details relating to these actions are contained within our Public Safety Plan 2011-20.

For further information, please contact us: online: www.surrey-fire.gov.uk/psp; by telephone: 03456 009 009 (M-F 8am – 6pm); by Minicom: 020 8541 9698; by SMS: 07527 182 861; by email to psp@surreycc.gov.uk; or to the PSP Team, Surrey Fire and Rescue Service Headquarters, Croydon Road, Reigate, Surrey, RH2 0EJ.

The Public Safety Plan, Summary and Action Plans are available at www.surreycc.gov.uk.