

Surrey Fire and Rescue Authority Public Safety Plan 2011 - 2020

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We have the pleasure of presenting the summary of our Public Safety Plan for 2011-20. The plan describes our vision for Surrey Fire and Rescue Service and establishes a framework for future development, setting out the improvements we intend to make to the fire and rescue service in Surrey during this period. This plan incorporates important work that we will implement to reduce the risk in our communities and to make Surrey safer for all those who live, work, travel in or visit our county. We are determined to deliver a quality fire and rescue service for the County and we believe that by working with the community we can continue to improve your safety. That is why our mission is: **'with you, making Surrey safer'**.

**Kay Hammond; Cabinet Member for Community Safety
Russell Pearson; Chief Fire Officer**

Your Fire and Rescue Service

Our Vision for Surrey Fire and Rescue Service as:

A high performing, low cost and valued organisation that contributes to making Surrey a safe place.

An employer of choice, providing career opportunities within a motivated workforce who are competent and confident, healthy and safe, and who are representative of their community.

Managing our resources based on risk analysis, matching resources to demand and providing a balanced level of emergency response across Surrey.

Ensuring that we are sufficiently resilient to be able to provide an emergency response under all foreseeable circumstances.

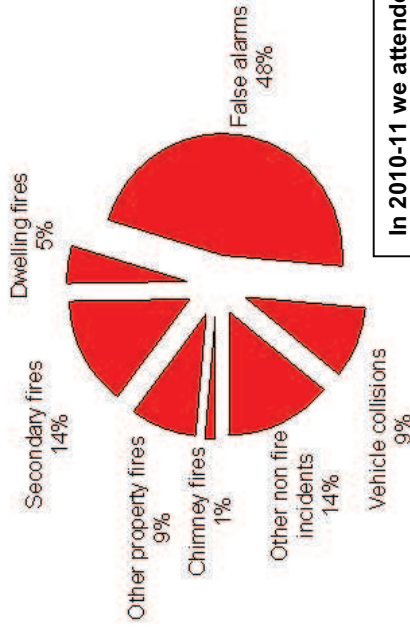
Our Vision for you is:

That you are fully informed about the part you can play in making Surrey safer. This personal responsibility will empower individuals, families and communities to help themselves and enhance their neighbourhoods. It will help to prevent some emergencies from occurring and also reduce the impact on you and those around you if they do occur.

In Surrey the County Council is the Fire and Rescue Authority and have a statutory duty to provide a fire and rescue service. This duty is met by Surrey Fire and Rescue Service, which undertakes prevention activity, enforces fire safety law and provides emergency response cover. As of June 2011, we operate from 24 fire stations with 35 fire engines and 20 specialist vehicles. We employ:

- 632 Wholetime firefighters
- 134 'on-call' firefighters
- 30 Mobilising control staff
- 75 support staff

We provide 24-hour emergency response cover to an area of over 1,600 km² with a growing population of over 1.1 million. 80% of Surrey is rural but the majority of people live in the towns. Surrey has 63 miles of motorway and the M25 section is one of the most heavily used stretches of motorway in Europe.



**In 2010-11 we attended
10,953 incidents.**

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Building on Success

Surrey is a successful fire and rescue service and has achieved positive recognition through audit and assessment. We have taken innovative approaches to a number of the challenges that we have faced and as a consequence believe we provide value for money. We deliver high quality prevention activities, notably our Youth Engagement Scheme and the award winning Safe Drive Stay Alive road safety show. We also achieve high levels of public satisfaction.

Throughout the Public Safety Plan we talk about risk and it is important that you are clear on what we mean. Risk is the assessment of the likelihood of an event occurring coupled with the potential severity if that event occurs. The impact of incidents is often wider than just those directly involved, consider the vehicle collision on the M25 which causes a ten mile tailback, or the fire involving gas cylinders which may potentially explode resulting in hundreds of people being evacuated from their homes or businesses for a period of twenty four hours. We understand our role, which is all about reducing the risk; the likelihood and the consequence, for all those who may be affected by an incident.

Our analysis shows that whilst Surrey is one of the safest places to be in the UK, there are always incidents and events that we must be trained and equipped to respond to, particularly vehicle collisions that cause a significantly greater number of deaths and serious injuries than fires. We focus our prevention activity on those most at risk, and have identified age and health as two key factors that contribute to fire risk. Factors relating to areas or housing type are not as apparent. We also know that young drivers are at greatest risk from being involved in vehicle collisions. For all emergency types we know that we experience a predictable increase in demand from approximately 6 am, with peaks of activity during the morning and evening rush hours. From 10pm through until 6am the average level of demand on our resources is very low. There is little variation across the days of the week or the time of year, those changes that do occur are often dependant on the prevailing weather conditions.

Challenges

Surrey continues to change, with increases in population, a changing age profile and rising traffic levels. The threat of terrorism and the effects of climate change also contribute to the challenges that Surrey faces. As a fire and rescue service it is essential that we adapt to these changes and this also means overcoming our own challenges, whilst managing the impact of the financial pressures on the public sector.

Our fire stations are not necessarily in the right places, located where they are as a consequence of history and the needs of the community at that time.

The shift systems that we operate do not provide the flexibility required. The Retained Duty System of 'on-call' firefighters faces a number of challenges, due to both changes in legislation and the way people live and work.

Whilst the number of incidents that we attend continues to fall, the range and complexity of incidents that we respond to, or must be prepared to respond to, is increasing. We are a people based organisation, it is our staff who deliver the service, responding to incidents, providing education, advice and enforcing fire safety law. The training and development of our staff is crucial to our success and as the demands upon us increase, so does the requirement for appropriate and effective training.

Surrey experiences relatively low numbers of fatalities and injuries in fires. Our challenge is to continue to reduce these numbers and this means the accurate targeting of those who are most vulnerable. We must also maintain our contribution to the reduction of casualties associated with road traffic collisions and will continue to focus on young drivers.

Year	Fire	Collision
2010/11	3 + 36	32 + 488
2009/10	2 + 36	38 + 547
2008/9	4 + 51	55 + 559

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Our Public Safety Plan describes the outcomes that we intend to have achieved by 2020. By this date, we will have:

Outcome 1:	Revised and achieved our response standard. Our standard is described on page 5 and our performance will be reported regularly.
Outcome 2:	Matched resource provision to predicted demand levels. We will have more fire engines available during the day than at night.
Outcome 3:	Improved the balance of service provision across Surrey. Across Surrey we will provide as consistent a level of service as possible.
Outcome 4:	Crewed all fire engines with five firefighters. The first fire engine crew on scene will be as effective as possible in their initial actions.
Outcome 5:	Created capacity to improve firefighter and community safety. We will provide our staff with suitable and effective training and continue to deliver a wide range of community safety advice and activity.
Outcome 6:	Implemented more appropriate working arrangements for staff. Our workforce will operate within a variety of shift patterns that are flexible to meet the needs of the Service and the individual.
Outcome 7:	Increased the use of volunteers. Volunteers will support us across a number of activities, including identifying and supporting vulnerable groups.
Outcome 8:	Appropriate response arrangements for all calls for assistance. We will be responding to genuine emergencies and guiding people to the most appropriate solution if we are not required.
Outcome 9:	Effective income generation and cost recovery arrangements. We will be recovering costs where appropriate and have a range of sponsorship and income opportunities available to us.
Outcome 10:	The most efficient governance arrangements. We will be operating within the most appropriate Fire and Rescue Authority structure.
Outcome 11:	Improved the provision and use of property. We will be operating from suitably located fire stations, sharing with others where appropriate and offering access to the public and partners.
Outcome 12:	Effective community safety activity. We will be targeting those most vulnerable whilst continuing to offer advice and support to all.

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OUR PRIORITIES			
<p>Your Fire and Rescue Service: Reducing the risk and impact of fires, vehicle collisions and other emergencies.</p>	<p>Our Staff: Ensuring our workforce are ready and able to provide you with the best possible service.</p>	<p>Our Organisation: Ensuring that we provide a balanced, efficient, affordable and resilient fire and rescue service.</p>	<p>Your Community: Delivering localism to make Surrey a better place to be.</p>
WHAT WE WANT TO ACHIEVE			
<p>a) Work with you to ensure that we understand the risks in our communities. b) Work with you to prevent fires and other incidents occurring. c) Work with those who are responsible for the fire safety in buildings and at public events to reduce the risk from fire. d) Respond as quickly as possible to emergency calls and provide the right number of firefighters, fire engines and equipment to deal with the incident. e) Participate appropriately in the planning and response to local and national emergencies.</p>	<p>a) Ensure that our staff are selected, trained and developed to do their job safely and effectively. b) Support our staff within a safety conscious, inclusive and healthy working environment. c) Ensure that we have the appropriate number of staff available to meet the demands on our service.</p>	<p>a) Manage our resources effectively to improve the level of service to more people. b) Have the appropriate resources available to meet the expected demand. c) Manage our service to provide the best value for money. d) Ensure we can always provide an emergency response.</p>	<p>a) Work with others, where appropriate, to build safer and stronger communities. b) Reduce our impact on the environment. c) Support the Surrey County Council corporate strategy. d) Seek further ways to add value to our communities.</p>

Achieving our Vision

This plan builds on previous plans and continues to provide clear steps for us to achieve our vision. As targets are reached we will review our actions and revise our planned actions accordingly. There are a number of significant events, for example the opening of the Hindhead Tunnel and London 2012, which we must plan for and that will also determine the timing of our proposed changes.

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Our Response Standard

We have stated in previous Public Safety Plans that we believe we are able to provide an improved level of service whilst operating from fewer, but more appropriate locations and with fewer people. To achieve this, we need to build fire stations in new locations but we are also confident that we can improve the Service within our existing locations, by changing the way we operate (see table). These changes match the fire engine availability to the demand and provide capacity for training and community safety activity.

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.**

Once we know what your emergency is and where it is occurring, we will send the quickest response. Our **Surrey Response Standard** is:

Surrey Response Standard			
Incident Type	Response	Within	Target
Critical Incidents	1 st fire engine	10 minutes	80% of occasions
	2 nd fire engine	15 minutes	80% of occasions
All Other Emergencies	1 fire engine	16 minutes	95% of occasions

We do not know where we will be in relation to the emergencies that occur; therefore we cannot guarantee how quickly we will reach you. We aim to attend every emergency incident as quickly as possible without compromising on safety to other road users. To select the most appropriate response to every emergency we use technology to monitor the location of our fire engines and will position them appropriately to maintain our standard.



Borough/ District	Fire Station	Phase 1 PSP		
		Week Day 7am-7pm	Weekend Day 7am-7pm	Night 7pm-7am
Elmbridge	Esher	1	1	#
	Painshill	1	1	1
	Walton	1	2	2
Epsom & Ewell	Epsom	2	2	1
	Gomshall	#	#	#
Guildford	Guildford	2	3	3
	Dorking	1	1	1
Mole Valley	Leatherhead	1	1	1
	Reigate & Banstead	2	2	2
Runnymede	Chertsey	1	1	1
	Egham	1	1	1
Spelthorne	Staines	1	1	#
	Sunbury	1	1	1
	Camberley	2	2	1
Surrey Heath	Chobham	1	1	1
	Godstone	1	1	1
Tandridge	Lingfield	#	1	1
	Oxted	1	1	1
	Cranleigh	1	1	1
Waverley	Dunstable	#	1	1
	Farnham	1	1	1
	Godalming	1	1	1
	Haslemere	1	1	1
Woking	Woking	1	1	1
Operational Assurance Reserve [staff equivalent per day]		+3	+3	#
Total Fire Engines		25 [+3]	29 [+3]	25

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Summary

Play Your Part

We have said what we can do for you but there are also things that you can do to help us.

- Help prevent fires by disposing of smoking materials carefully and not overloading electrical sockets; further fire safety advice is available from www.surrey-fire.gov.uk. You could also help us by reducing the number of false alarms that we attend by maintaining fire detection systems properly.
 - We cannot prevent all fires but you can help protect yourself by having working smoke detection and a fire escape plan for your home, we can assist you with this through a free home fire safety visit. Book at www.surrey-fire.gov.uk or call 0800 085 0767. You could also help yourself in other emergencies such as taking measures to protect your property if you live in a flood risk area. Advice available at www.environment-agency.gov.uk/homeandleisure. For more information on preparing for emergencies visit www.surreyalert.info/protectingyourself
 - Our Firewise scheme provides an opportunity for us to speak to young people who have shown an unhealthy interest in fire or who may already have been involved in firesetting. If you feel that a young person may benefit from this intervention, please call 0800 085 0767.
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- We see too many lives shattered by car crashes; think about your safety and that of others by driving safely and ensuring everyone wears a seat belt in vehicles.
 - If you need us to help you in an emergency; stay calm, phone 999 and tell us exactly where you are and the nature of the emergency.
 - If you are driving and see a fire engine on an emergency call, pull over when safe to do so and give it as much room as you can.
 - If you are an employer or run a business, make sure that you understand your legal duties for fire safety in your premises. See www.legislation.gov.uk and www.communities.gov.uk/fire
 - You can help us in more ways than you think; we have a range of opportunities, not just fighting fires, which could be paid or voluntary. If you are interested in helping us make Surrey safer, please go to www.surrey-fire.gov.uk/opportunities
 - We want to continue to offer the wide range of services we provide, if you can provide sponsorship to enable us to provide free smoke alarms or books and equipment to help us teach your children to be safe from fire please go to www.surrey-fire.gov.uk/sponsorship
 - Tell us what you think about our Service. We are always keen to hear your views on how we are performing and what we may be able to do better.

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 in **writing** to the PSP Team, Surrey Fire and Rescue Service Headquarters, Croydon Road, Reigate, Surrey, RH2 0EJ.

The Public Safety Plan 2011-20 and Action Plan 2011-13 are available at www.surrey-fire.gov.uk/psp

If you would like this information
in large print, Braille, on tape
or in another language please

contact us on:

Tel: 03456 009 009

Minicom: 020 8541 9698

Fax: 020 8541 9575

Email:

contact CENTRE@surreycc.gov.uk

Nëse dëshironi që ky dokument të jetë me shkronja të mëdha, në kasetë ose në një gjuhë tjetër, ju lutemi n'a telefononi në një nga numrat e mësipërm.

إذا كنت ترغب بالحصول على هذه الوثيقة في طباعة مكبرة، أو على شريط مسجل أو في لغة أخرى، فترجو الاتصال بنا على أحد الأرقام المدونة أعلاه.

আপনি যদি এই ডকুমেন্ট বা নথি বড় ছাপার অক্ষরে, টেপে বা অন্য কোন ভাষায় পেতে চান, তাহলে দয়া করে উপরের যে কোন একটি নম্বরে আমাদের সাথে যোগাযোগ করুন।

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如您索取本文的大字體版本、錄音帶版本或另一語言版本，請撥以上任一電話號碼，與我們聯絡。

اگر آپ کو یہ دستاویز بڑے حروف کی چھپائی میں، ٹیپ پر یا کسی دوسری زبان میں درکار ہو، تو براہ مہربانی اوپر دیئے ہوئے کسی ایک نمبر پر ہم سے رابطہ کریں۔