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SURREY
COUNTY COUNCIL

Making Surrey a better place

Surrey Fire and Rescue Authority Draft Public Safety Plan – Summary

2011 – 2020 for consultation



The photograph on the front cover shows instructors and students from one of the Youth Engagement Scheme courses held at Walton Fire Station.

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Consultation summary 2011 – 2020



We have the pleasure of presenting our draft 6th Public Safety Plan. This has been developed to provide you with details of how we intend to deliver a fire and rescue service for the county of Surrey. We appreciate that you have busy lives and you may not be able to spend time reading through a large document. To assist you we have created a number of documents, including this summary documented that describes our aims, ambitions and how we intend to achieve them. This document is supported by in depth analysis and commentary which is available should you wish to explore a particular subject or understand the background detail. The Public Safety Plan will be delivered through specific action plans, which detail those steps we intend to take next in order to achieve our vision.

A vital element of this plan is the part that you have to play. We recognise that accidents happen, no matter how careful people are, but by working together we can continue to reduce the occurrence of all types of incident and limit the impact when they do happen. We want you to tell us what you think of our draft plan but we also want to use the opportunity to tell you how to increase your safety and that of those around you. That is why our mission is to work 'with you, making Surrey safer'.

**Kay Hammond Cabinet Member
Russell Pearson Chief Fire Officer**

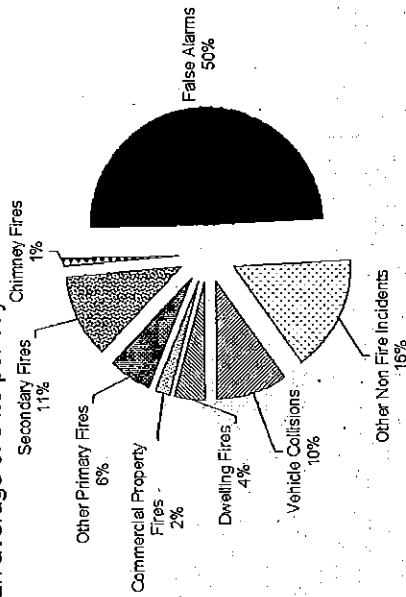
Your Fire and Rescue Service

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. We operate from 24 fire stations with 35 fire engines and 20 specialist vehicles. As of December 2010 we employ:

- 632 Wholetime firefighters
- 134 'on-call' firefighters
- 105 support staff
- 30 Mobilising control 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 2008/09 we attended 12587 incidents, which is an average of 34.5 per day.



Our performance - in 2009/10 we:

- Provided fire safety education to over 39,000 school children.
- Carried out 3431 Home Fire Safety Visits, fitting 2487 smoke detectors, currently 83% of homes have a smoke detector.
- Educated over 11,500 young people about the dangers of driving recklessly.
- Visited over 4,700 commercial properties to ensure compliance with fire safety legislation and completed over 4200 statutory consultations (building regulations, licensing, etc).
- Reduced Dwelling fires, False Alarms and Arson.
- Were considered to be "Performing well" by the Audit Commission in 2009. Page 1 of 6

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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 being involved in vehicle collisions. From 10pm through until 6am the average level of demand on our resources is very low. There is very little variation across the days of the week or the time of year, changes in demand 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 business, it is our staff who deliver the service, responding to incidents, providing education and 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.

Effective fire and rescue response is based upon having appropriate information. Our mobile data systems enable firefighters to have this information at the scene of an incident, but this information must be collected, validated and available. 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.

Comparison of numbers killed and seriously injured in fires and vehicle collisions		
Year	Fire	Collision
2009/10*	2 + 36	38 + 547
2008/9	4 + 51	55 + 559
2007/8	5 + 27	32 + 563
* Provisional figures		

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- A high performing, 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.
- Sufficiently resilient to be able to provide an emergency response under all foreseeable circumstances.

OUR PRIORITIES			
Your Fire and Rescue Service: Reducing the risk and impact of fires, vehicle collisions and other emergencies.	Our Staff: Ensuring our workforce are ready and able to provide you with the best possible service.	Our Organisation: Ensuring that we provide a balanced, efficient, affordable and resilient fire and rescue service.	Your Community: Delivering localism to make Surrey a better place to be.
WHAT WE WANT TO ACHIEVE			
<ul style="list-style-type: none"> 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 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. 	<ul style="list-style-type: none"> a) Ensure that we have the appropriate number of staff available to meet the demands on our service. b) Ensure that our staff are suitably trained and developed to do their job safely and effectively. c) Support our staff within a safety conscious, inclusive and healthy working environment. 	<ul style="list-style-type: none"> a) Manage our resources more 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. 	<ul style="list-style-type: none"> 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

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.

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 our service to you within our existing locations, by changing the way we operate.

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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**. Our current standard is not clear and we propose to change it as outlined below.

Once we know what your emergency is and where it is occurring, we will send the quickest response. We aim to have one fire engine at these critical incidents within **10 minutes** and a second one within **15 minutes** on 80% of occasions. 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 emergencies where appropriate.

We want our fire engines to be out in the community working to make you safer; we may also be busy dealing with other emergencies when you need us. Therefore, we cannot guarantee how quickly we will reach you but what we can guarantee is that **we will be there as fast as we safely can**. To enable us to do this we use technology to monitor the location of our fire engines and will move them around the county to maintain emergency cover.

Building flexibility – balancing resources

We aim to meet our response standard at all times of the day and night and will provide an appropriate level of resource to achieve this, matching resource levels to demand. This would mean having more fire engines available when we are busier during the day and sufficient but fewer at night when there is less demand. Currently, due to issues with availability of our retained duty staff (RDS), we often have 25 fire engines during a week day yet at night we often have 33 fire engines available. The changes we are proposing will create capacity during the day for dedicated staff for operational assurance (health and safety, training and risk information gathering), which could be used to crew up to four additional fire engines should they be needed to support emergency response cover. To achieve this we will need our staff to work in a different way than they do now and the detail of this change will be negotiated with them if this proposal is ultimately approved by the Fire and Rescue Authority.

An overview of the proposed change to fire engine allocation is shown in the table on the right and further information on what that would mean for you is contained in main plan.

Borough / District	Fire Station	Current (24 hour)	Proposed	
			Day 7am-7pm	Night 7pm-7am
Elmbridge	Esher	1	1	#
	Painshill	1	1	1
	Walton	2	1	1
Epsom & Ewell	Epsom	2	2	1
	Gomshall	1	#	#
Guildford	Guildford	3	2	2
	Dorking	1	1	1
Mole Valley	Leatherhead	1	1	1
	Reigate	2	2	1
Reigate & Banstead	Chertsey	1	1	1
	Egham	1	1	1
Runnymede	Staines	1	1	#
	Sunbury	1	1	1
Spelthorne	Camberley	2	2	1
	Chobham	1	#	1
Surrey Heath	Godstone	1	1	1
	Lingfield	1	#	1
	Oxted	2	1	1
	Cranleigh	2	#	1
Tandridge	Dunstable	1	#	#
	Farnham	1	1	1
	Godalming	2	1	1
	Haslemere	2	1	1
Waverley	Woking	2	1	1
	Operational Assurance (20 staff per day)	-	4	-
Total Fire Engines		35*	23(+4)	21

No fire engine assigned

* Normally varies between 22 and 33 due to RDS availability
This table shows the proposed availability of fire engines not the working patterns of staff.

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The proposals in this plan are akin to steps on a journey; some of those steps can be difficult and may take some time to achieve. We have mapped out how and when we propose to take those steps. **By March 2013**, our proposals are to:

1. Revise the response standard.	To provide a clearer target, based on current performance and focussed on life and property risk incidents
2. Match resources provision to predicted risk and demand levels.	More fire engines available during the day when there is greater demand
3. Improve the balance of service provision across Surrey.	To improve first attendance times for life and property risk incidents by moving resources
4. Crew all fire engines with five firefighters.	To improve the effectiveness of the first fire engine at an incident
5. Create capacity to improve firefighter and community safety.	To support firefighters to undertake their role safely and effectively
6. Change the working arrangements for staff.	Through negotiation, to enable the implementation of other proposals
7. Increase the use of volunteers.	To maximise the potential of local communities and release firefighters to undertake their professional role
8. Increase call challenge.	To reduce the number of unnecessary emergency responses and ensure that sufficient resources are sent when required
9. Increase income generation and cost recovery.	To maximise the use of financial resources
10. Review governance arrangements.	To ensure the most effective and efficient fire and rescue authority is in place for Surrey
11. Review the provision and use of property.	To maximise the use of building stock within Surrey
12. Maximise community fire safety activity.	To ensure resources are targeted appropriately
13. Continue to provide road safety advice for young drivers.	To continue this area of work through achieving sustainable finance

More detail on how this will be achieved can be found in the main draft Public Safety Plan.

By March 2015, we propose to have delivered the financial savings required by Surrey County Council medium term financial plan. It is proposed that this will be achieved through changes to the way we deliver dedicated training and community safety work; the potential for change to the location and number of fire stations; and a change to governance arrangements if appropriate. It is anticipated that the detail of these proposals will be developed by autumn 2012, which will then be included in a second action plan.

It is not possible to develop specific action plans from 2015 onwards at this stage. We will review our actions, performance and risk profile in the first four years and then decide what we need to do next to achieve our 2020 vision. The proposals for change will then be included in subsequent action plans that will undergo public consultation before implementation can begin.

How will we make sure it is working?

As we make changes to the way that we provide fire and rescue services in Surrey we will ensure that a review of their impact is undertaken. This is to ensure that they are having the desired effect and that we identify any learning so that we can improve how we make further changes if needed. We will also report our performance against a number of key indicators, including our emergency response standard.

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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 check](#). You could also help yourself in other emergencies such as taking measures to [protect your property](#) if you live in a flood risk area. For more information on preparing for emergencies visit www.surrevalert.info/protectingyourself/.
- 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](#).
- 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.....

Have your say on our proposals.

We would like you to comment on our 2020 vision and the proposals for change. In depth detail is available for you to examine should you wish and we would encourage you to engage with us. Tell us if you agree with our ambitions and how we think we should shape ourselves for the future, let us know what you want from us and how we are doing now. We have created a short questionnaire to help us understand your views, it should take about 10 minutes to complete.

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:** psp@surreycc.gov.uk; or in **writing** to the PSP Team, Surrey Fire and Rescue Service Headquarters, Croydon Road, Reigate, Surrey, RH2 0EJ.



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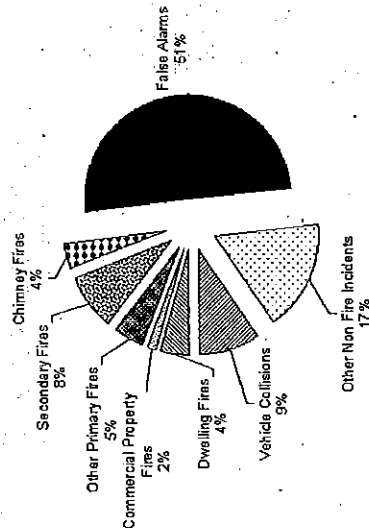
What does this mean for Waverley?

Surrey Fire and Rescue Services' Public Safety Plan includes proposals to change the way we deliver fire and rescue services on a countywide basis. The proposals are designed to balance resources across the County and further improve efficiencies within the Service.

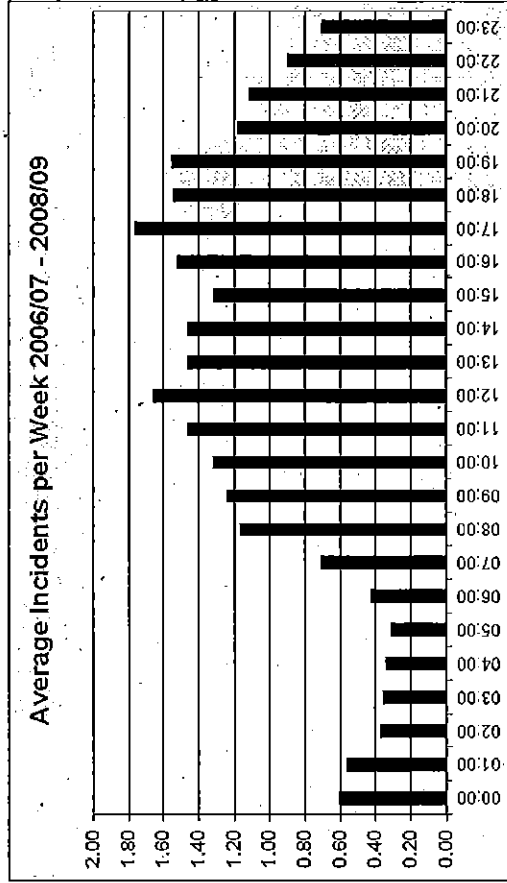
We provide emergency response cover with up to 35 fire engines, which are supported by a range of other specialist resources of our own and neighbouring services. Seven of these fire engines are currently based at Cranleigh, Dunsfold, Farnham, Godalming, and Haslemere Fire Stations but they are not resources dedicated to the Borough. This means that these fire engines will respond to incidents outside Waverley but similarly we can use resources from across the County to deal with emergencies in the Borough effectively. An example of this would be heathland fire in Frensham Common in 2010, which saw more than 16 fire engines responding.

An average week in Waverley

If there was such a thing as an average week for Waverley in 2008/9, we would have about 23 incidents, about 11½ of which would be false alarms. There would be one fire in a dwelling; one involving a chimney; about 1½ in other property and about two non-property (secondary) fires, such as rubbish or grass alight. We would need to deal with about two vehicle collisions and about four other incidents (special services), which could be flooding or animals trapped, etc. The fire engines will also be used as required to standby at other locations to maintain emergency response cover across the County as required.



In 2008/9 there were a total of 763 incidents during the day (7am to 7pm); during the evening and overnight (7pm to 7am) there were 427 incidents. The spread of incidents across the 24-hour period in Waverley is similar to the Surrey trend and on average about 66% of incidents occurring



during the day.

As we have stated in our response standard, we will send the quickest appropriate response to an emergency and for you that may not be a fire engine from a fire station in the Borough. That is current practice and it will not change under the proposals put forward for consultation.



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What does this mean for Waverley?

If the proposals are implemented, there would be a change in the number of fire engines based in Waverley. The proposals would see the fire engine based at Farnham Fire Station and crewed by wholtime¹ staff to provide an immediate response 24 hours a day remain unchanged. At Cranleigh, Godalming and Haslemere Fire Stations it is proposed an on-call response fire engine will be available between 7pm and 7am, similar to the current retained duty² system arrangements in place. Between 7am and 7pm there would be no retained fire engines assigned to these stations and there would be no fire engine assigned to Dunsfold. The day crewed (7am to 7pm) immediately fire engine based in Haslemere would be available 7 days a week, as would a new immediate response fire engines, undertaking community safety work across the Borough, based at Godalming.

Waverley is surrounded by many other fire service resources based at Guildford and Dorking fire stations from Surrey, plus those based in Hampshire and West Sussex. We have modelled³ the effect of these proposals and identified their potential impact on each of the boroughs and districts. It is predicted that the average response time for the first fire engine to arrive at an incident in Waverley would improve if the proposals are implemented. It would also mean that the arrival time of the second fire engine to an incident in Waverley is likely to increase, however the average would still be well within the proposed response standard.

The benefits of the proposals would see a more efficient use of resources across the County as well as within Waverley; these are outlined in more detail in the main Public Safety Plan. You would receive one fire engine attending incidents on average in about nine minutes, with five firefighters on board and in many cases that will be sufficient resources to deal with the emergency safely and effectively. For life and property risk incidents, additional resources will be on their way to provide the required support for the first crew attending. The first fire crew on scene will assess the

¹ For an explanation of wholtime, see section 10 of the main plan
² For an explanation of retained duty, see section 10 of the main plan
³ For further information on emergency response modelling, see 9.38 of the plan

scale of the incident and can request more resources should they be required.

The proposed changes would release what could be characterised as under utilised staff resources from across the Service (mainly from the night shift) who will be used to undertake training and other essential work. They will also be able to improve community safety through our prevention and protection work whilst being capable of supporting emergency response to deal with unexpected increases in demand or pre-planned events.

There are currently no plans to consult on changing the location of fire stations in Waverley. However, if a suitable site becomes available and there are clear benefits, then consultation on changing the location would be undertaken. This would include consideration of the impact on emergency response cover in the area.

Proposed changes to fire engine deployment across Surrey

