

Surrey Fire and Rescue Authority Public Safety Plan 2011 - 2020

With you, making Surrey safer



Foreword

We have the pleasure of presenting 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 fire and rescue services 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 continue to deliver a Service that is valued by you but we do not take this for granted.

It is important to understand that we are determined to become a more flexible organisation; able to respond to changing risk and not constrained by some of the ways we currently operate. This means that we will continually review the way we deliver our services to you and will therefore want to consult with you regularly on further proposed changes. The outcomes described in this plan are akin to steps on a journey; some of those steps can be difficult and may take some time to achieve. Change is rarely easy, especially as we enter a period of unprecedented cuts in public spending, but that does not mean it should not happen. It is essential that we continue to challenge how we deliver our services to ensure that they are fit for purpose and provide value for money.

Our proposals are now described in terms of the outcomes we aim to have achieved by 2020. These are to have;

- Outcome 1: Revised and achieved our response standard.**
- Outcome 2: Matched resource provision to predicted demand levels.**
- Outcome 3: Improved the balance of service provision across Surrey.**
- Outcome 4: Crewed all fire engines with five firefighters.**
- Outcome 5: Created capacity to improve firefighter and community safety.**
- Outcome 6: Implemented more appropriate working arrangements for staff.**
- Outcome 7: Increased the use of volunteers.**
- Outcome 8: Appropriate response arrangements for all calls for assistance.**
- Outcome 9: Effective income generation and cost recovery arrangements.**
- Outcome 10: The most efficient governance arrangements.**
- Outcome 11: Improved the provision and use of property.**
- Outcome 12: Effective community safety activity.**

The detail required to support the achievement of our outcomes is contained in action plans that we will publish on a regular basis. We will report on our progress and be subject to a robust scrutiny process.

This plan has been developed through an extensive consultation period. In December 2010 we issued our draft plan for consultation and in the following twelve weeks we received a wide range of feedback from the public, staff, partner agencies and key stakeholders. We have presented to every Local Committee and publicised the plan in all forms of the media.

We have produced a consultation report which provides the detail of all the response received, including an analysis of the 643 completed questionnaires. Within the consultation report you will clearly see what people have said to us, our response and if there has been any change to our plan as a consequence.

We are grateful to all those who have responded to the consultation, the quantity and quality of the responses have revealed a genuine, informed and widespread interest in our Service. We have listened and consequently are able to indicate several areas where detailed elements of the plan have changed. What have remained broadly similar, however, are the concepts that the draft plan described; we are still convinced that the challenges we have outlined are those that we must address as priorities.

We know prevention is better than cure, and want in particular to reduce the risks to those we can identify as being more vulnerable to the risk of fire or road traffic collisions. We provide free home fire safety visits helping you to be safer in your home. We also play our part in improving road safety, focussing on young drivers through our award winning Safe Drive, Stay Alive programme.

We continue to develop our ability to respond to large scale incidents and to prepare for the effects of climate change, population growth and terrorism. In 2012 London hosts the Olympic and Paralympic Games and we have our part to play in supporting the delivery of a successful event for the country.

A vital element of this plan is the part that you have to play and we want you to join us on our journey. We recognise that accidents happen, no matter how careful people are, but we are also sure that if we work together we can continue to reduce the occurrence of all types of incident and limit the impact when they do happen. We will continue to listen to what you think of your fire and rescue service and how we can improve but we also want you to listen to us when we provide advice and information to increase your safety and that of those around you.

This is the Fire and Rescue Authority's plan and provides the Officers responsible with the mandate for reform. 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**