



Action Plan 2011-2013



Our Public Safety Plan 2011-20 is supported by action plans that detail the specific activity that we will be undertaking in a 2 year period as we deliver the outcomes described. This first action plan covers the period from July 2011 until March 2013 and is in addition to continuing to deliver your fire and rescue service and working with you to make Surrey safer.

**By 2020 we will have:**

**To achieve this, by March 2013 we will:**

Revised and achieved our response standard.

Implement the Surrey Response Standard and commence performance monitoring and reporting. This will be implemented with immediate effect.

Review and, where appropriate, revise the mutual assistance arrangements with neighbouring Fire and Rescue Services. This will be achieved by the end of December 2011.

Matched resource provision to predicted demand levels.

Develop and implement revised on-call contracts to provide guaranteed availability for our on call fire engines.

Improved the balance of service provision across Surrey.

Ensure Cranleigh are available with a crew of five firefighters, 24 hours per day.

Crewed all fire engines with five firefighters.

Implement a phased withdrawal of the second fire engines at Cranleigh, Godalming, Haslemere and Oxted.

Implemented more appropriate working arrangements for staff.

Develop an alternative service provision at Gomshall Fire Station.

Develop and commence implementation of day crewed and other wholetime duty systems.

Review and, where appropriate, revise the location and crewing of special appliances.

Created capacity to improve firefighter and community safety.

Ensure the consistent delivery of all aspects of the service on a seven day a week basis.

Improve Operational Assurance, focussing on operational competence, risk information availability and community safety activity.



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By 2020 we will have:	To achieve this, by March 2013 we will:
Increased the use of volunteers	Review the current volunteer schemes operating within the Service and develop a framework for increasing their use.
Appropriate response arrangements for all calls for assistance.	Review and revise our call challenge policy. Review and revise our response to emergency incidents.
Effective income generation and cost recovery arrangements.	Review our charging policy for attendance to incidents. Continue the development of sponsorship for identified schemes and activities.
The most efficient governance arrangements.	Commence the review of governance arrangements.
Improved the provision and use of property.	Continue to explore improved locations for fire stations. Commence the review of the use of fire stations, including public access and partnership use.
Effective community safety activity.	Further develop the analysis of data to identify and target the most vulnerable. Review partnership working to ensure effective outcomes for community safety.

In addition to the outcomes described in the PSP 2011-20 there is an additional outcome for the period of this action plan which is to have planned and prepared for London 2012	Work with partners to plan, prepare and exercise in readiness for the 2012 Olympics, Paralympics and associated events.
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Details relating to these actions are contained within our Public Safety Plan 2011-20 and our Service Delivery Plan.  
As we develop we will review our progress and remain flexible in our approach to adapt to changing circumstances and opportunities.

**For further information, please contact us:** online: [www.surrey-fire.gov.uk/psp](http://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](mailto: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 and Summary are available at [www.surreycc.gov.uk](http://www.surreycc.gov.uk).