

Summary of revisions to the Public Safety Plan

- 1 The draft Public Safety Plan has undergone extensive consultation to identify staff, public and other stakeholder opinion on the proposals put forward. Detail of the feedback received is available in the evaluation report that was completed on the consultation.
- 2 We have listened carefully to the responses to the consultation from Surrey’s communities, our partners, our staff and their representatives. We have assessed the alternative proposals that we have received and identified the common themes and the areas of concern. As a consequence we have revised the plan to more truly reflect the views of our stakeholders, although there will still remain elements that some have expressed their concerns about. This plan has been revised to meet the challenges that we have described and to deliver an effective Service over the next ten years. It enables us to continue to seek better locations for our fire stations and to review how we operate and how we are governed. The plan also recognises the need to remain within our budget.

Draft Proposals

- 3 The draft Public Safety Plan contained 13 proposals and these have now been revised into 12 outcomes for delivery, which are outlined in the table below:

Draft Proposal		Public Safety Plan Outcome
To revise the response standard	1	To have revised and consistently achieved our response standard.
To match resource provision to predicted demand levels.	2	To have matched resource provision to predicted demand levels.
To improve the balance of service provision across Surrey	3	To have improved the balance of service provision across Surrey
To crew all fire engines with five firefighters	4	To have consistently crewed all fire engines with five firefighters
To create capacity to improve firefighter and community safety	5	To have created capacity to improve firefighter and community safety
To change the working arrangements for staff	6	To have implemented more appropriate working arrangements for staff
To increase the use of volunteers	7	To have increased the use of volunteers
To ensure the most appropriate response to all calls for assistance	8	To have appropriate response arrangements for all calls for assistance
To increase income generation and cost recovery	9	To have effective income generation and cost recovery arrangements
To review governance arrangements	10	To have the most efficient governance arrangements
To review the provision and use of property	11	To have optimised the provision and use of property
To maximise community fire safety activity	12	To have maximised community safety activity
To continue to provide road safety advice for young drivers	13	This has now been incorporated into the outcome above regarding community safety.

Response standard

- 4 The feedback on proposal 1 was negative (56% disagreement); the response standard proposed was felt to be too slow and seen as a deterioration of what is already in place. The proposed standard has been reworded slightly to add clarity around when the timings start and the performance standard for call handling has now been included.
- 5 The basis of the standard remains as proposed as it is based on the current performance achieved by the Service. The modelling used also continues to only consider Surrey appliances and not those available from neighbouring services. This means that the modelling is on a worse case scenario basis. One of the objectives within the first two year action plan is to review the agreements for mutual assistance with neighbouring FRS.

Fire engine deployment

- 6 The feedback on proposals 2 and 3 was also negative (57% and 50% disagreement respectively); there were concerns expressed relating to reduction in night cover and redeployment of fire engines away from urban areas. Whilst our intention to match our resources to demand remains, there is an increase in the number of fire engines available when compared to our draft proposals, in addition to a revision of the plans relating to our on-call staff.
- 7 We have also provided greater clarity on the way that these changes will be implemented through a two phased approach. Phase one relates to changing fire engine deployment based on current fire station locations and phase two outlines our aspirations for changing the locations at which some of our fire engines are located.
- 8 Set against the draft proposals, the phase one changes provide an increase of two fire engines during the weekday with an additional three more on weekend days. During the night the number of available fire engines would also increase by four throughout the week. There will also be reduction in staff dedicated to community and firefighter safety from 20 to 15 each day.

Fire engines available		Week day 7am – 7pm	Weekend day 7am – 7pm	Night 7pm – 7am
Current	wholetime	22	20	20
	retained	0 – 5	8-13	8 – 13
Wholetime	proposal	23 [+4]	23 [+4]	15
	revision	24 [+3]	20 [+3]	16
On call	proposal	0	0	6
	revision	1	9	9
Total	proposal	23 [+4]	23 [+4]	21
	revision	25 [+3]	29 [+3]	25

[Figures in brackets show staff equivalent working on operational assurance]

- 9 The revisions to fire engine deployment are based upon the results of the review of the consultation feedback and further analysis of the emergency response cover model. The revisions are as follows.

Station/System	Revision	Rationale
Reigate	Addition of fire engine at night, resulting in 2 immediate response fire engines 24hours a day.	Reigate provides strategic location and covers large area. Feedback highlighted concerns over change at Reigate when considered with changes to Horley and Epsom. Also provides increased number of Wholetime appliances at night which recognises feedback.
On-call duty system	Availability of on-call firefighters at weekends in addition to nights.	Feedback from staff indicated that availability at weekends is reliable and enables additional training and community safety activity.
Dunsfold Walton Guildford	Provision of one on-call fire engine at these locations at night and weekends.	Additional resource provides further resilience, additional cover at night and capacity to crew special appliances from on-call resource. Feedback from staff indicated commitment to maintaining availability.
Cranleigh	Availability of one on-call fire engine on a 24hour a day basis.	Feedback from residents and local councils expressed concern at the ability to meet the response standard. Feedback from staff indicated commitment to maintaining availability.
Chobham Oxted Godalming Haslemere	Provision of 5 day a week Wholetime day crewing; weekend and night cover provided by revision to on-call duty system as described above.	Provides additional capacity as required in proposal but takes account of feedback regarding use of on-call staff and from existing Variable Crewing staff. Additional day crewed fire engine at Chobham provides enhanced cover for Surrey Heath and Woking and also reflects concerns of local residents.
Operational Assurance reserve	Staff dedicated to training, development and community safety reduced to fifteen per shift from twenty.	Requirement to deliver Operational Assurance remains a primary objective but with revision to deployment may be delivered through both the reserve and front line fire engines. Additional numbers available at weekends will enable significant training events/exercises and community safety events to occur.

The table at annexe 1 describes the current, proposed and revised deployment of fire engines across Surrey.

- 9 The second phase of changes is expressed as aspirations as they are dependant on a complex range of factors, as follows:
- a) A fire engine based in the Burgh Heath area. This would impact on the fire engines currently based at Epsom and Reigate.
 - b) A rationalisation of the number of fire stations in Elmbridge.
 - c) A fire engine located more centrally in Spelthorne. This would impact on the fire engines at Staines and Sunbury.
 - d) A fire engine based in the Milford area. This would impact on the fire engines at Godalming and Haslemere.
- 10 If any of these aspirations move towards reality the appropriate process will be followed. This will include public consultation and we look forward to receiving your views on these issues in due course.

Staff working arrangements

- 11 The feedback on proposal 6 was split with 38% agreement and 37% disagreement, however our staff gave a predominantly negative response (62% disagreement). There were concerns expressed that unnecessary change should be avoided and that any changes that are needed should be done in consultation with staff.
- 12 As outlined in the draft plan, it has always been the intention to work with staff to develop revised working arrangements and any changes to contractual arrangements will need to be formally negotiated with the relevant representative bodies.
- 13 Some detail about how the new working arrangements could look was included in the draft plan and staff raised additional concerns about how this would work. This included the use of mixed crews, frequency of change to current wholetime shift pattern and the outcome requirement for retained duty system staff. This has contributed to the changes to the fire engine deployment as outlined above and will be used to inform the discussions with staff.

Other revisions

- 14 Many of the other revisions to the Public Safety Plan have been to update the document in light of new information, such as changes to Government direction and the availability of additional incident data available for the period to March 2011. We have also added some additional clarity that was identified through the consultation.
- 15 Proposals 12 and 13 received a positive response during the consultation (71% and 72% agreement respectively); although not at the expense of emergency response arrangements. We have combined these two proposals into one more general outcome associated with maximising our community safety activity but this does not indicate a reduction in the importance of this work.

**Surrey Fire and Rescue Authority
Public Safety Plan 2011 – 2020**

Annexe 1

Borough/ District	Fire Station	Current (24 hour)	Draft proposal		Phase 1 PSP			Revised from draft
			Day 7am -7pm	Night 7pm -7am	Week day 7am -7pm	Weekend day 7am-7pm	Night 7pm -7am	
Elmbridge	Esher	1	1	#	1	1	#	
	Painshill	1	1	1	1	1	1	
	Walton	2	1	1	1	2	2	✓
Epsom & Ewell	Epsom	2	2	1	2	2	1	
Guildford	Gomshall	1	#	#	#	#	#	
	Guildford	3	2	2	2	3	3	✓
Mole Valley	Dorking	1	1	1	1	1	1	
	Leatherhead	1	1	1	1	1	1	
Reigate & Banstead	Reigate	2	2	1	2	2	2	✓
Runnymede	Chertsey	1	1	1	1	1	1	
	Egham	1	1	1	1	1	1	
Spelthorne	Staines	1	1	#	1	1	#	
	Sunbury	1	1	1	1	1	1	
Surrey Heath	Camberley	2	2	1	2	2	1	
	Chobham	1	#	1	1	1	1	✓
Tandridge	Godstone	1	1	1	1	1	1	
	Lingfield	1	#	1	#	1	1	✓
	Oxted	2	1	1	1	1	1	✓
Waverley	Cranleigh	2	#	1	1	1	1	
	Dunsfold	1	#	#	#	1	1	✓
	Farnham	1	1	1	1	1	1	
	Godalming	2	1	1	1	1	1	✓
	Haslemere	2	1	1	1	1	1	✓
Woking	Woking	2	1	1	1	1	1	
Operational Assurance	Staff equivalent, 5 ff = 1 fire engine		[+4]	#	[+3]	[+3]	#	
Total Fire Engines		35*	23 [+4]	21	25 [+3]	29[+3]	25	