

Haslemere Fire Station

Station Plan 2020/21



Introduction – Haslemere Station Plan

Welcome to Surrey Fire and Rescue Services' Station Plan for Haslemere, which is situated in the borough of Waverley, notable settlements are the towns of Farnham and the large village of Cranleigh.

As part of our commitment to delivering Business and Community Safety services to Surrey, Surrey Fire and Rescue Service produces tailored station plans to show what our local priorities are and how we are working with other agencies in the area to improve the local quality of life. In order to do this we set specific goals/benchmarks in each area to address the issues particularly relevant to that area.

The Station Plan is a public document and is available to everybody - for our staff, it gives clear direction in setting annual priorities and projects. For the public, it gives a clear indication of what we will be focusing on in the local area and what we aim to achieve as a result. It allows us to address risks at a local level, putting the right resources into the right areas to ensure we reduce the risks faced by everybody in that borough. It also enables us to work with other agencies such as the police and health services to ensure that, where a local trend cannot be resolved by one service alone, we work together to achieve improved outcomes for the community.



Surrey Fire and Rescue Service also recognises that, in order to achieve our strategic aims and objectives, we must have a risk managed and diverse approach, tailored to local needs, that is affordable and provides value for money.

The Station Plan supports both the principal aim of the Service (as detailed in our Public Safety Plan/Integrated Risk Management Plan) to deliver high performing services necessary to keep our communities safe in the modern world whilst improving the value for money we offer as the financial climate public services find themselves in continues to tighten.

In 2020/21 we will be prioritising the local delivery of certain key business and community safety activities, in order to improve the safety of our staff and residents, while providing maximum use of our available time when not responding to emergencies. The priorities are:

1. Operational Premises Surveys (OPS) – These are premises known to the Service that form part of our risk-based inspection programme, aiding firefighter familiarisation and safety. We will survey 100% of those premises scheduled for inspection.
2. Safe and Well Visits (SAWV) – This community safety initiative targets vulnerable people in domestic premises, aiming to make them safer and more resilient. We will dedicate 30% of our available time to undertaking SAWVs.
3. Thematic Audits/Initial Premises Surveys (IPS) – These audits/surveys ensure that simple premises are legally compliant and enables firefighter familiarisation with new/non-OPS premises. We will dedicate 20% of our available time to undertaking Thematic Audits/IPS.
4. Other Localised Risk-Based Activities, including road safety, water safety, etc.

The County of Surrey

Geography

Surrey is approximately 648 sq miles (1,679 sq km) in size. It is landlocked and has no coastline. Surrey is bordered by the counties of Greater London, Kent, East Sussex, West Sussex, Hampshire and Berkshire.

Population

According to the last census (2011) the population of Surrey was 1.13 million; recent estimates state that this has grown to 1.19m. The county rates highly in environmental terms. Surrey is England's most wooded county and over 70% of its land lies within the greenbelt. However, per square mile, it is the most densely populated shire county in England. The most densely populated area is Epsom and Ewell, with an average population of over 20 people per hectare of land.

Transport

Surrey is served by two of the world's largest international airports on its borders, Gatwick and Heathrow. Most major towns in Surrey have connections by rail to central London with a frequency of under one hour.

The county has more cars per mile of road than any other UK shire, containing some of the country's busiest arterial routes such as the M3, A3, M25 and M23. There are more than 3,000 miles of highway in the county, including almost 70 miles of motorway.

Employment

The main employment is concentrated in the central towns of Guildford and Woking, to the west in Camberley and Staines and to the East in Leatherhead, Dorking and Reigate. Employment levels are very high, although the county's commercial premises have varying levels of occupancy. The unemployment figure remains under 1%.

Education

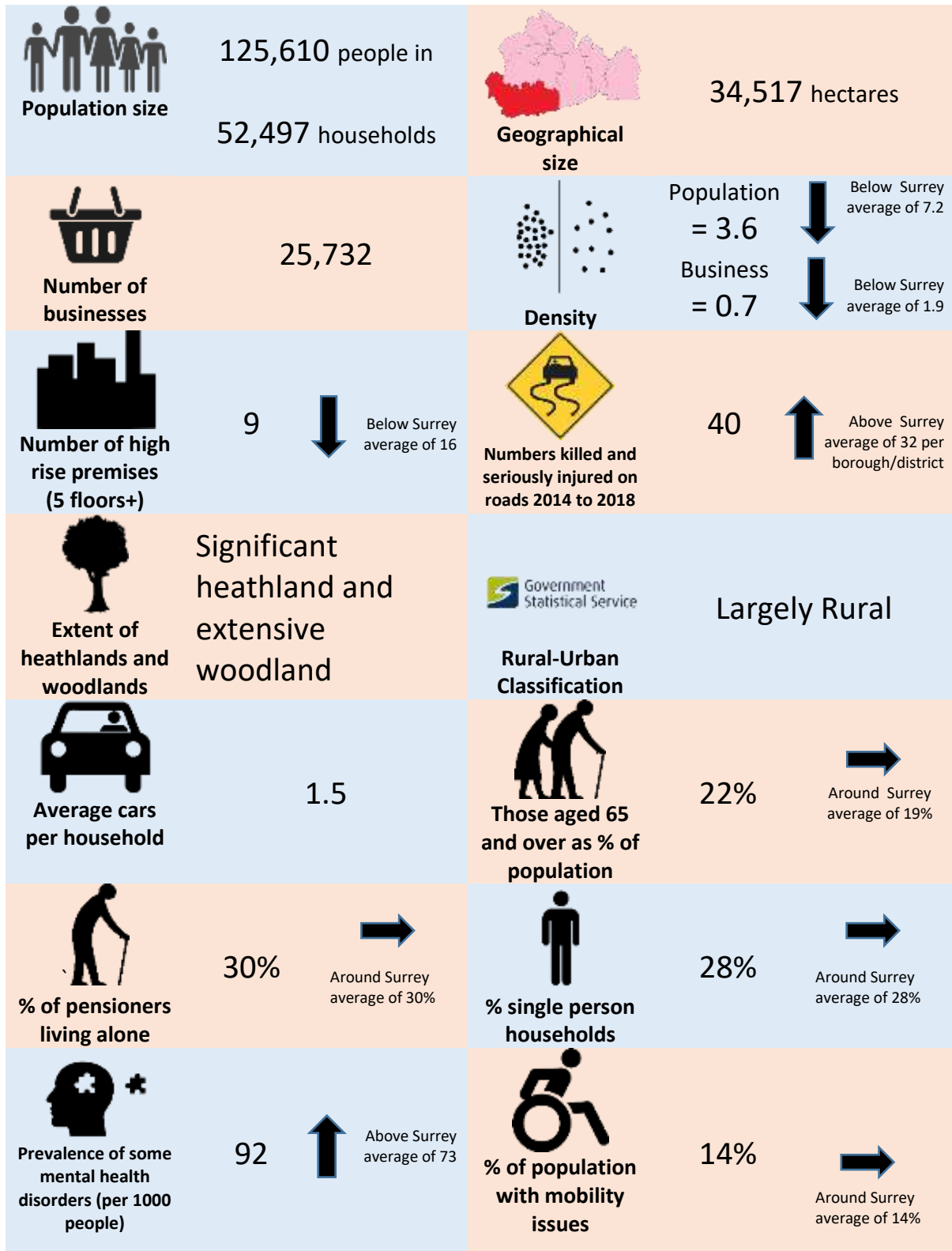
There are approximately 288,678 children and young people aged 0 to 19 in the county. There are over 700 schools and colleges in Surrey providing education up to compulsory attendance age, and education is Surrey County Council's single biggest area of expenditure. The county has three established Universities: Surrey, Royal Holloway and the University for the Creative Arts. Together these universities have nearly 33,000 undergraduate and postgraduate students.

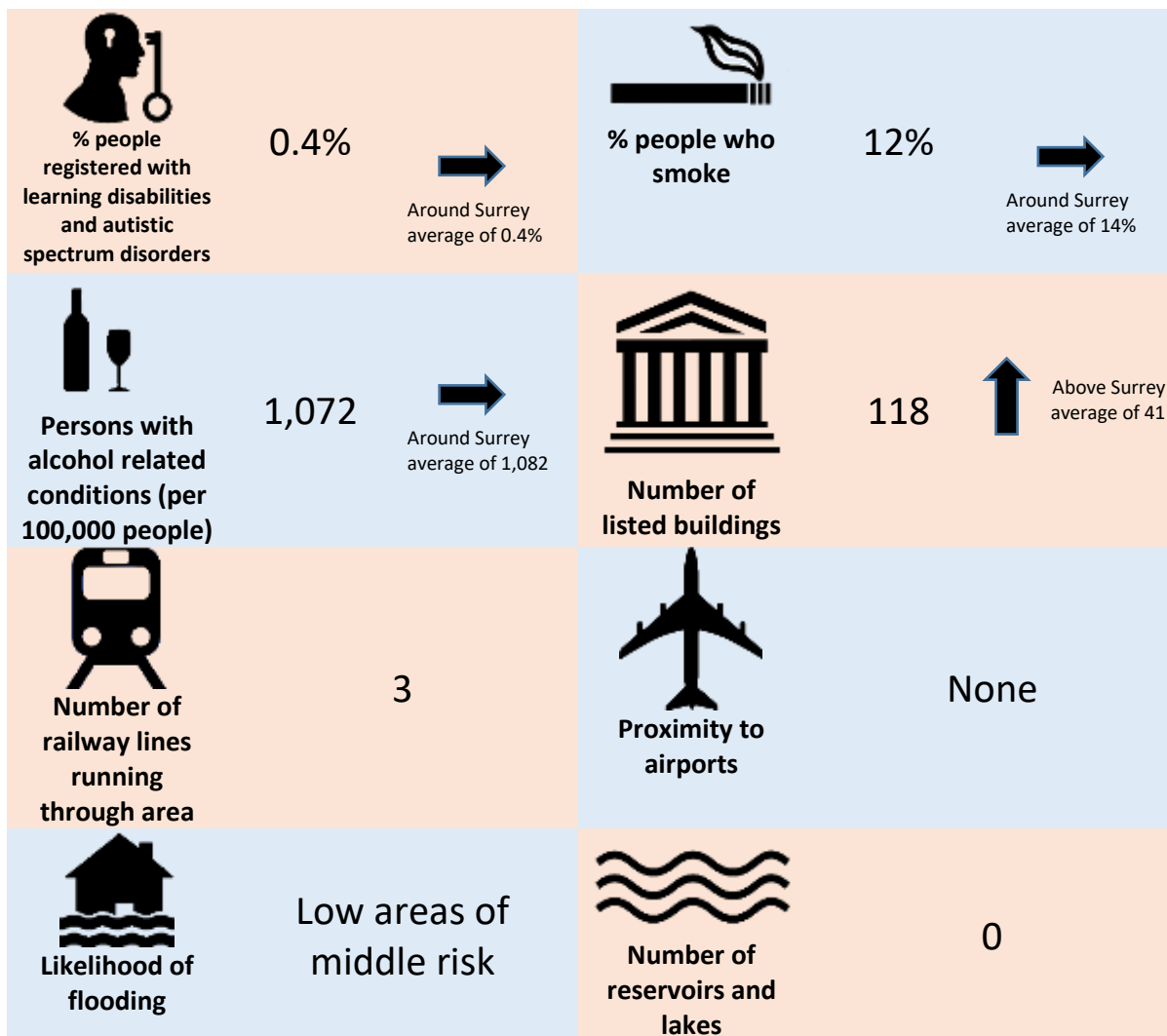
Politics

The county is run by a two-tier system comprised of the County Council and 11 borough/district councils. The political composition of Surrey County Council is currently: 58 Conservative, 9 Liberal Democrats, 11 Residents' Associations/Independents, 1 Brexit Party, 1 Labour and 1 Green. There are 81 county councillors in total.

Living in Waverley

Below is an infographic showing some facts and figures about the population, geography and infrastructure of the area. This is immediately followed by the same information set out in a table of text.





Characteristic	Data	How this compares to the Surrey average
Population size	125,610 people in 52,497 households	Not applicable
Geographical size	34,517 hectares	Not applicable
Number of businesses	25,732	Not applicable
Population Density	3.6	Below Surrey average of 7.2
Business Density	0.7	Below Surrey average of 1.9
Number of high-rise premises (5 floors+)	9	Below Surrey average of 16
Numbers killed and seriously injured on roads 2014 to 2018	40	Above Surrey average of 32 per borough/district
Extent of heathlands and woodlands	Significant heathland and extensive woodland	Not applicable
Rural-Urban Classification	Largely rural	Not applicable
Average cars per household	1.5	Not applicable
Those aged 65 and over as % of population	22%	Around Surrey average of 19%
% of pensioners living alone	30%	Around Surrey average of 30%
% single person households	28%	Around Surrey average of 28%
Prevalence of some mental health disorders (per 1000 people)	92	Above Surrey average of 73

Characteristic	Data	How this compares to the Surrey average
% of population with mobility issues	14%	Around Surrey average of 14%
% people registered with learning disabilities and autistic spectrum disorders	0.4%	Around Surrey average of 0.4%
% people who smoke	12%	Around Surrey average of 14%
Persons with alcohol related conditions (per 100,000 people)	1,072	Around Surrey average of 1,082
Number of listed buildings	118	Above Surrey average of 41
Number of railway lines running through area	3	Not applicable
Proximity to airports	None	Not applicable
Likelihood of flooding	Low areas of middle risk	Not applicable
Number of reservoirs and lakes	0	Not applicable

Summary of incidents attended, activities undertaken and standards met by Haslemere 2019/20

Business and community safety activities undertaken

Performance Area	Result
SAWVs completed (Home Safety)	101
Percentage of SAWVs completed to Vulnerable People	61%
Thematic Audits (Business Legislative Compliance)	32
IPS (Firefighter Safety)	33
OPS (Firefighter Safety)	35
Business Safety Audits [Borough level data capture]	30
Consultations (Building Regulations, Licensing Applications, Post Event Reviews etc.) [Borough level data capture]	180

Incidents attended

Performance Area	Result
BVPI 142ii: Number of calls to fires attended - Primary Fires (excl prisons)	8
BVPI 142iii: Number of calls to fires attended: Accidental fires in dwellings	2
BVPI 143i: Number of deaths from accidental fires in dwellings	0
BVPI 143ii: Number of injuries (excluding precautionary checks and first aid) arising from accidental fires in dwellings	0
BVPI 144: Percentage of accidental dwelling fires confined to room of origin	100%
BVPI 146ii: Number of calls to malicious false alarms attended	0
BVPI 149i: Number of false alarms caused by automatic fire detection	34
BVPI 206i + 206iii: Number of deliberate fires (excluding deliberate fires in vehicles)	4
BVPI 206ii + 206iv: Number of deliberate fires in vehicles	2
BVPI 207 Number of fires in non-domestic properties (excl prisons)	1
BVPI 209iii: The percentage of fires attended in dwellings where no smoke alarm was fitted	33%

Standards achieved

Performance Area	Result
Average turnout time Whole-time (hh:mm:ss) - Day	00:01:15
Average turnout time On-call (hh:mm:ss)	00:05:52

Organisational health

Performance Area	Result
Number of workplace safety events	2
Number of vehicle collisions due to driver behaviour	0
Percentage of safety events where management action has been completed within 14 days	n/a
Attendance management Whole-time - shifts lost per person	1.9
Attendance management On-call - days lost per person	1.8
Attendance management On-call – hours lost per person (days multiplied by 7.71)	13.9

Business and Community Safety

Surrey Fire and Rescue Service sets out in its Station Plan the business and community safety initiatives that it feels will reduce risk in the community and make Elmbridge a safer place in which to live and work. To promote understanding of these initiatives and allow partners to become involved in them where applicable a short précis of each is provided in the following paragraphs.

The Service continues to educate the public through community safety campaigns and SAWVs (which replaced the previous Home Fire Safety Visits) initiative, to drive down the numbers of accidental dwelling fires and Road Traffic Collisions (RTCs). Our SAWV is designed to cover fire safety, road safety, environment safety and by using the One Stop Surrey referral process, cover a range of health and social issues that support independent living. The SAWV service also supplies a range of equipment, including smoke alarms, hard of hearing alarms, fire retardant bedding and advises on Telecare alarms and sprinklers. Surrey Fire and Rescue Service (SFRS) continues to work with the Surrey Health and Wellbeing Board members, such as Adult Social Care, the NHS, public health and Age UK Surrey, to develop the content of SAWVs to reduce risk to the elderly.

SFRS has an important part to play in improving the life chances for young people. It works with partners in a number of different areas including the county's Youth Justice Service and the Educational Welfare Service who identify young people considered at risk of falling out of education and/or becoming involved in anti-social behaviour and crime. SFRS co-developed and deliver the Youth Engagement Scheme to give these young people the opportunity to develop practical and social skills through a number of different activities.

Further examples of other effective community safety activities include:

- Keeping YOU safe from Fire (High Risk Vulnerable People)
- Dementia Awareness
- Fire Safety Education in Schools
- Road Safety (Drive SMART and Safe Drive Stay Alive)
- Water Safety
- Youth Engagement Scheme
- FireWise (juvenile fire setters)
- Safeguarding Vulnerable People
- Arson Reduction
- Ride It Right
- Biker Down

There is still more that can be done; such as the opportunity for SFRS to tap into and support wider business and community safety agendas across the other council services, such as Adult Social Care, to best utilise the service's skills, knowledge and experience for the greater benefit of communities.

Performance Monitoring 2020/21: Business & community safety activities and response capability

Area to measure performance against	Station Goal for the year	Result	RAG Status <small>(based upon YTD forecast against annual Goal)</small>	Commentary
OPS	33	To be completed	To be completed	To be completed
SAVV completed (not campaigns)	307	To be completed	To be completed	To be completed
SAVV declined	<i>Count only</i>	To be completed	To be completed	To be completed
% SAVV completed to vulnerable people	At least 70%	To be completed	To be completed	To be completed
Tactical Consideration Records	10	To be completed	To be completed	To be completed
IPS	<i>Count only</i>	To be completed	To be completed	To be completed
Average Turnout time Whole-time (07:00 – 00:00)	75 seconds	To be completed	To be completed	To be completed
Average Turnout time Whole-time (00:00 – 07:00)	120 seconds	To be completed	To be completed	To be completed
Average Turnout time On-call	360 seconds	To be completed	To be completed	To be completed
Number of workplace safety events	8	To be completed	To be completed	To be completed
Number of vehicle collisions due to driver behaviour	<i>Count only</i>	To be completed	To be completed	To be completed
Percentage of safety events where management action has been completed within 14 days	At least 95%	To be completed	To be completed	To be completed
Attendance management Whole-time - shifts lost per person	6.5	To be completed	To be completed	To be completed
Attendance management On-call - days lost per person	6.5	To be completed	To be completed	To be completed
Attendance management On-call - hours lost per person (days multiplied by 7.71)	50	To be completed	To be completed	To be completed
Station Open Day - At least one individual /combined per station		To be completed	To be completed	To be completed
Fitness tests completed	At least 95%	To be completed	To be completed	To be completed
Fitness tests passed	At least 95%	To be completed	To be completed	To be completed
3 yearly medicals in date	100%	To be completed	To be completed	To be completed
Operationally fit 'In Ticket' for Emergency Fire Appliance Driving	95%	To be completed	To be completed	To be completed
Operationally fit 'In Ticket' for Road Traffic Collision Rescues	95%	To be completed	To be completed	To be completed
Operationally fit 'In Ticket' for Fire Behaviour Training	95%	To be completed	To be completed	To be completed
Operationally fit 'In Ticket' for Working at Heights	95%	To be completed	To be completed	To be completed
Operationally fit 'In Ticket' for Incident Command System Level 1	95%	To be completed	To be completed	To be completed
Operationally fit 'In Ticket' for Breathing Apparatus	95%	To be completed	To be completed	To be completed
Operationally fit 'In Ticket' for Immediate Emergency Care Responder	95%	To be completed	To be completed	To be completed

Status descriptions

- **Red:** The measure has not achieved its target by a margin greater than 10%. Robust actions are in place to bring performance back on track.
- **Amber:** The target has almost been reached – this is defined as being within 5% of the agreed target. Robust actions are in place to bring performance back on track.
- **Green:** The measure has achieved its target OR the measure is on track to achieve its target.

Tracking of fire incidents over time in the Haslemere area

A. Fires in homes

Between April 2018 and June 2020:

- The largest number of accidental home fires in a three-month period was **3**
- The smallest number of accidental home fires in a three-month period was **1**
- The average number of accidental home fires in a three-month period was **2**
- The total number of deaths arising from accidental home fires was **0**
- The total number of injuries arising from accidental home fires was **1**
- Investigation into all home fires showed that on average **1 in 4** of the homes had no working smoke alarm at the time of the fire

B. Fires needing a priority response, automatic false alarms and fires properties other than homes

Between April 2018 and June 2020:

- The largest number of fires needing a priority response in a three-month period was **7**
- The smallest number of fires needing a priority response in a three-month period was **1**
- The average number of fires needing a priority response in a three-month period was **4**
- The largest number of false alarms caused by fire detection at non-domestic properties in a three-month period was **13**
- The smallest number of false alarms caused by fire detection at non-domestic properties in a three-month period was **4**
- The average number of false alarms caused by fire detection at non-domestic properties in a three-month period was **9**

- The largest number fires at non-domestic properties in a three-month period was **2**
- The smallest number fires at non-domestic properties in a three-month period was **0**
- The average number fires at non-domestic properties in a three-month period was **less than 1**

C. Deliberate fires and malicious calls

- The largest number of false alarms caused by malicious calls in a three-month period was **3**
- The smallest number of false alarms caused by malicious calls in a three-month period was **1**
- The average number of false alarms caused by malicious calls in a three-month period was **less than 1**
- The largest number of deliberate fires (excluding those in vehicles) in a three-month period was **2**
- The smallest number of deliberate fires (excluding those in vehicles) in a three-month period was **0**
- The average number of deliberate fires (excluding those in vehicles) in a three-month period was **1**
- The largest number of deliberate fires in vehicles in a three-month period was **2**
- The smallest number of deliberate fires in vehicles in a three-month period was **0**
- The average number of deliberate fires in vehicles in a three-month period was **less than 1**

[Fire incident data is available online](#). It is presented in a visual format and includes updates beyond. Choose “S25 – Haslemere” from the “Station select” menu.

Haslemere Fire Station Action Plan

Community risk reduction

Targeted work to meet community needs and deliver a risk-based fire safety inspection programme.

Lead officer: To be completed

Narrative	Initiative	Leads
The people of Surrey are more likely to be killed or injured on our roads than they are from any involvement with fire. Surrey Fire and Rescue can help reduce RTC's through targeted education, response and prevention work.	To be completed	To be completed
An important part of reducing risk to both our personnel and the community is by ensuring that we offer effective water rescue capabilities and associated community risk reduction.	To be completed	To be completed
Engage with the local community about the effects on the environment and climate change, such as flooding and wildfire.	To be completed	To be completed
An important part of reducing risk to both our personnel and the community is by ensuring all our information is up to date and by enforcing statutory fire safety requirements.	To be completed	To be completed
We will provide targeted schools education and youth engagement activities to ensure that both the risk within and anti-social behaviour that affects the community are reduced.	To be completed	To be completed

Enhance integration and meaningful collaboration with other services.

Work with partner organisations to assist in responding to an increased demand for services.

Lead officer: To be completed

Narrative	Initiative	Leads
By supporting collaboration and works closer with partner agencies at a local level there is an opportunity to improve community Safety, and add public value.	To be completed	To be completed

Reduction in number and severity of accidental dwelling fires

Targeted community safety work to reduce the risk in people's homes and limit the impacts of fire on the community.

Lead officer: To be completed

Narrative	Initiative	Leads
Whilst ownership of smoke alarms is relatively high in Surrey, this ownership does not fall evenly throughout the community. Free SAWVs provide an opportunity for fire service personnel to visit residents within the borough of Waverley. Our targeted campaigns will ensure that we visit the most vulnerable members of the community to ensure the risk of fire is reduced and that they are safe in their homes.	To be completed	To be completed
Wherever possible we will develop meaningful partnerships that enable us to reach, educate, improve the safety and welfare and increase smoke alarm ownership amongst those members of our community whom ourselves or our partners consider to be at a higher risk.	To be completed	To be completed

Reduction in number of unwanted calls

Targeted work to reduce the number of false alarm calls. This includes both automatic fire alarm and hoax calls.

Lead officer: To be completed

Narrative	Initiative	Leads
<p>The vast majority of calls to automatic fire alarms are statistically proven not to require an emergency response. Steam, cooking, fumes, deliberate misuse of the system or poor design together with a lack of maintenance are often causes of these false alarms. These calls take the fire engines away from more essential work and can have a negative effect on local business continuity. Unnecessary activations can also lead to complacency amongst occupants of the premises.</p>	To be completed	To be completed

Reduction in deliberate fires

Targeted work to reduce the number of deliberately set fires

Lead officer: To be completed

Narrative	Initiative	Leads
<p>Deliberately set fires are an indication of anti-social behaviour. They lead to injury or loss of life, close down businesses, damage the environment and often cause the unnecessary loss of community amenities.</p>	To be completed	To be completed
<p>We want to reduce the deliberate car fires that are a continuing problem. Car fires are a result of theft of vehicles, anti-social behaviour and deliberate act.</p>	To be completed	To be completed

