



# Surrey Fire and Rescue Service Guildford Borough Plan

2023/24

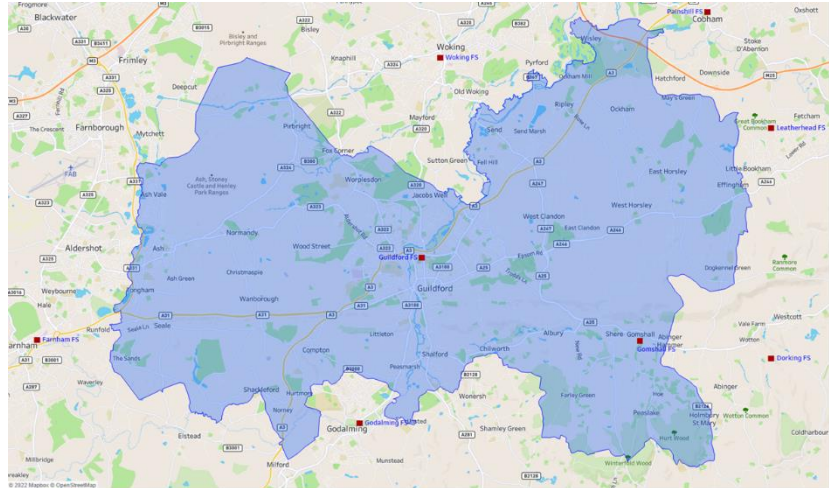


**SURREY**  
COUNTY COUNCIL

# Welcome

Welcome to Surrey Fire and Rescue Service's Borough Plan for Guildford. Guildford is its largest settlement, only town and is the location of the council. The Service has fire stations in Guildford town centre and Gomshall.

As part of our commitment to keeping communities safe, 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. To do this, we set specific goals/benchmarks in each area to address the issues particularly relevant to that area.



The Borough 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, to achieve our strategic aims and objectives, we must have a diverse risk managed approach. This will be tailored to local needs ensuring that it provides value for money.

## Our Priorities

The Borough Plan supports the principal aim of the [Making Surrey Safer Plan](#) to deliver high performing services. We do this to keep our communities safe along with our partners.

In 2023/24 we will be prioritising the local delivery of certain key business and community safety activities, to improve the safety of our residents and staff, while providing maximum use of our available time.

We aim to identify where our prevention and protection efforts yield results, how well we react when called upon to respond and mitigate an emergency, and where we can assist the community in recovery even before we leave the scene of an incident.

We expect to interact with people at one or more of five contact points. Each contact point represents an opportunity to improve Community Resilience:



To manage our resources more efficiently and effectively, focusing resources to protect those at higher risk.

We aim to provide a service offer that is broader than solely 'time to respond' and recognise that the urban and rural response is different.

We will establish new measures based upon business and community safety activity as well as response.

We will create a 'centrally led, locally delivered' approach, that better aligns our teams with areas of risk within Surrey and develops consistency across the county in how we deliver our services to ensure we keep our residents as safe as possible.

## Prevention

Stopping incidents from happening and keeping people safe is at the heart of our Prevention teams and activities.

We will improve the way we collect and share data intelligence so we can better identify the people in our communities who need the most care and attention and provide the right support to keep them safe. This will be through several interventions from online advice to community events through to targeted Safe and Well Visits (SAWVs). We are tackling the issues of changing behaviours and how we deliver SAWVs to the public, also how we can educate the ongoing support network agencies and partners involved in supporting an individual, to recognise and take action when they feel that an intervention needs ongoing work and engagement. By working with partners, we will support them to provide fire information in the home when they visit while SFRS provides a referral route and source of information from the partners.

We will continue to support Children and Young People through schools' education, Youth Engagement Scheme and Fire Cadets in some of our fire stations. This is the start of our lifelong learning and covers all aspects of life such as fire safety, water safety and road safety through the successful Safe Drive Stay Alive presentations. The 'lifelong learning' concept delivers key safety advice and information throughout resident's lives via schools, colleges, and universities as well as adult learning centres and other organisations where groups of individuals meet up.

We will provide road safety advice and interventions across the county through programmes like Biker Down and continue to engage with road users to highlight the risks of dangerous or careless driving. This will also include working closely with partners to keep all road users safe.

We will continue to develop the kind of emergencies we aim to prevent to include water and wildfire safety work. Activities like providing water safety throw lines at strategic locations and expanding our wildfire K9 volunteers will support this work.



Work with partner agencies which includes tackling social issues together in partnership and raising a concern when we see one. This includes our work in providing safe havens for survivors of domestic abuse and work to reduce the impact of serious and organised crime.

## Protection

Reducing the frequency and mitigating the impact of emergencies and fires on businesses in Surrey is a key role for all our teams supported by the specialists in Protection. Effective fire safety and emergency management is key to keeping the buildings and people of Surrey, safer. We will educate businesses at all risk levels through Business Education Officers, Auditors, Inspectors and Operational crews to reduce the likelihood and impact of any incidents.

Through our Risk Based Inspection Programme and use of data, we will ensure that we are targeting the right premises from low to high risk that we formally inspect. We will aim to educate at first point of contact, only enforcing where necessary.

We will liaise with planners and building control to ensure we have input on the design and safety of buildings in our areas and share this knowledge with operational teams to ensure they are aware of the risks to them and can act appropriately to conduct visits and create plans for if an incident occurs.

Our partnership working will allow us to target groups more effectively that have historically seen higher levels of enforcement. We will use these relationships to remove myths and promote an effective and realistic approach to fire safety.

We will support our operational crews in identifying building risks to them through ongoing training and advice, increasing their knowledge and ability to act on advice or understand how buildings will behave when attending an incident.

Through continued work with the NFCC and Fire Standards Board, we will ensure that we have the right people with the right qualifications and experience to deliver on our legal obligations in enforcing the Fire Safety Order.

Our work will be assured effectively to ensure we are delivering to the highest standards consistently and that we are making a positive difference to businesses and people in Surrey.

## Preparedness

Whilst we work hard in reducing emergencies and keeping people safe, we know we can achieve more when working in partnership. SFRS will work with local partners to make every contact count. We are part of the local Community Safety Partnership where agencies work together in reducing harm to our residents. Example of this engagement include working with local authorities on anti-social behaviour, crime reduction and working with vulnerable residents.

SFRS are part of the Local Resilience Forum (LRF) where we are part of the planning and response to major incidents in the county and nationally. We regularly meet with our partners and undertake joint exercises to test our response.

Our personnel continually train to maintain their competence providing an efficient and effective response to emergencies.

Our personnel also make Safe and Well Visits to residents and businesses within their local areas. These visits are just part of what SFRS delivers to keep the community safe. Other areas

include providing business fire safety and safety in the community for events.

All activities feed into our Data and Intelligence teams, enhancing our understanding of individuals, community risks and vulnerabilities. This intelligence will also raise the awareness of the risks for our staff.

## Response

We continue to develop our response model, to allow us to mobilise a range of vehicles, equipment and personnel in a more flexible way, considering type, level and speed of our response requirements. This will be based on traditional fire engines but also on other capabilities and personnel required to bring the incident to a satisfactory conclusion.

Surrey is 'land-locked' and surrounded by other counties with Fire and Rescue Services which means cross-border working, eg, Surrey into Hampshire, is commonplace. We will always mobilise the closest and most appropriate appliance to all emergencies, to ensure the quickest response to any incident irrespective of borders.

We employ both On-Call and Wholetime firefighters and regard them as equal. We are streamlining career pathways so that staff who want to can move seamlessly between teams/locations or move from On-call to Wholetime. A positive culture and diverse workforce play a big part within our ongoing transformation programme.

As Surrey is a diverse land area in terms of land usage and population density, we respond to more than just fires and road traffic collisions, and as such we will include response to include water and wildfire and other risks that present themselves to support the communities.

## Recovery

Recovery begins before the last appliance has left the scene of any emergency and is actively started within the early stages of any incident, minor or major.

As emergencies are disruptive events, it is imperative that the return to a new normality is a conscious thought within the mind of the Incident Commander, Tactical Coordinating Group, and/or Strategic Coordinating Group (SCG), as appropriate.

The process of recovery can involve a multi-agency coordinated effort and we are able to work effectively within established structures in support of this.

Recovery must focus upon the people and places impacted by an event. We have designed our Post Incident Protocols to give immediate support those people, places and premises affected by an emergency, through the coordination of our partners and Service Delivery teams.

Recovery presents an opportunity to reactively and proactively utilise the other contact points for those individuals and communities immediately involved, and those more broadly aware of and concerned by the answer to 'What if it happens to me?' and 'What should I do in that situation?'.

# 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 Greater London, Kent, East Sussex, West Sussex, Hampshire and Berkshire.

## Population

According to the last census data available (2021) the population of Surrey was 1.2 million. 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 Borough, with an average population of over 24 people per hectare of land, in contrast with the least densely populated which is the Tandridge District with a density of 4 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.

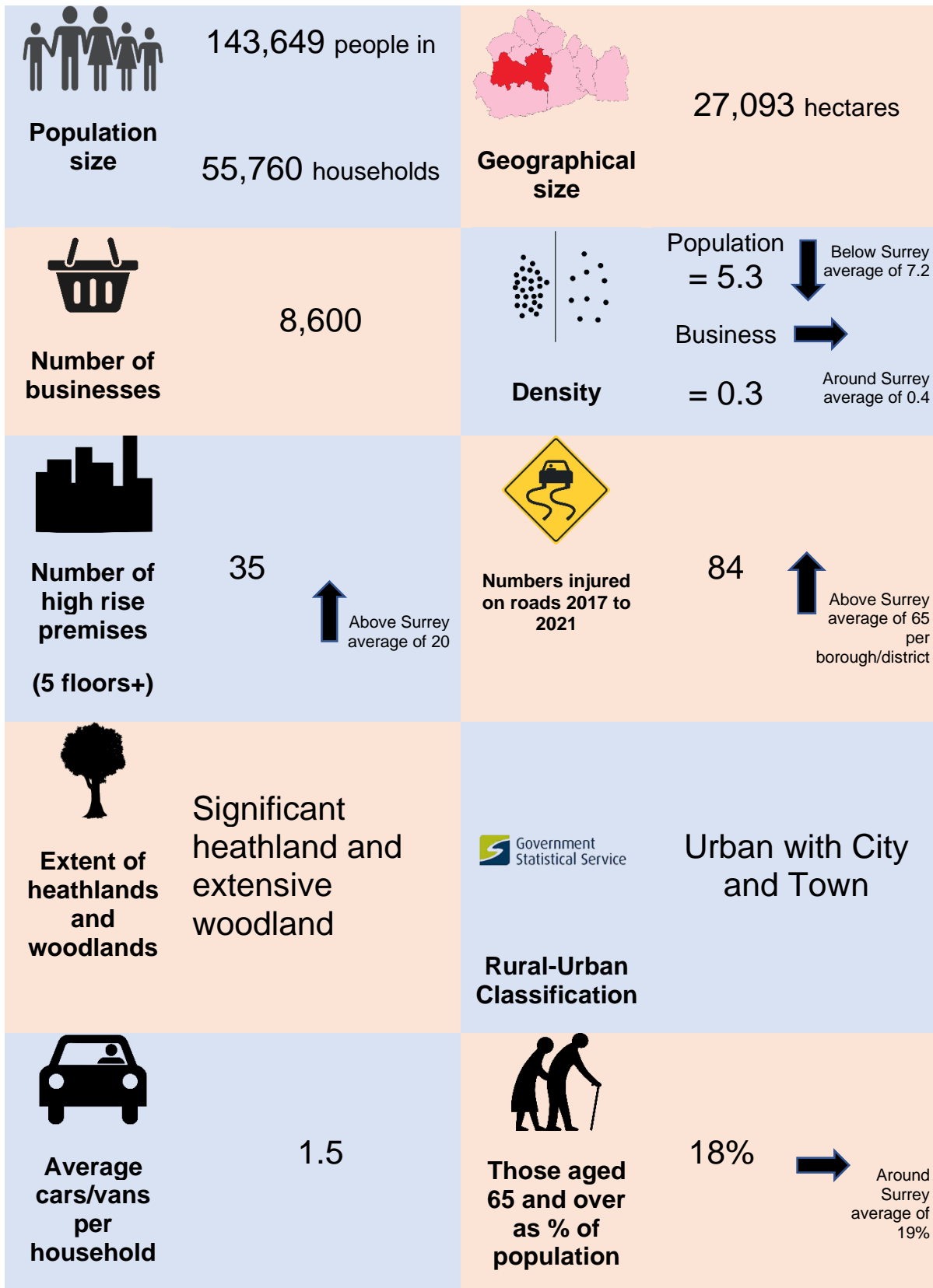
## Employment

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 around 2%.

## Education

There are approximately 286,000 children and young people aged 0 to 19 in the county (2021 census). 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 around 36,000 undergraduate and postgraduate students.

# Living in Guildford





**% of pensioners living alone**

32%



Around Surrey average of 33%

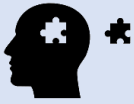


**% single person households**

10%



Around Surrey average of 11%



**Prevalence of some mental health disorders for those 18 to 64 (per 1,000 people)**

166



Above Surrey average of 148



**% of population with mobility issues**

7%



Around Surrey average of 7%



**% of population with learning disabilities, autistic spectrum disorders or Down's syndrome**

2.9%



Above Surrey average of 2.2%



**% people who smoke**

11%



Around Surrey average of 10%



**Persons aged 18-64 with alcohol related or drug dependency conditions (per 1,000 people)**

54



Above Surrey average of 45



**Number of listed buildings**

72



Above Surrey average of 42



**Number of railway lines running through area**

7



**Proximity to airports**

None





Likelihood  
of flooding

Medium areas of  
higher risk and  
low areas of  
middle risk



Number of  
reservoirs  
and lakes

2

# Summary of incidents attended, activities undertaken, and standards met within Guildford during 2022/23

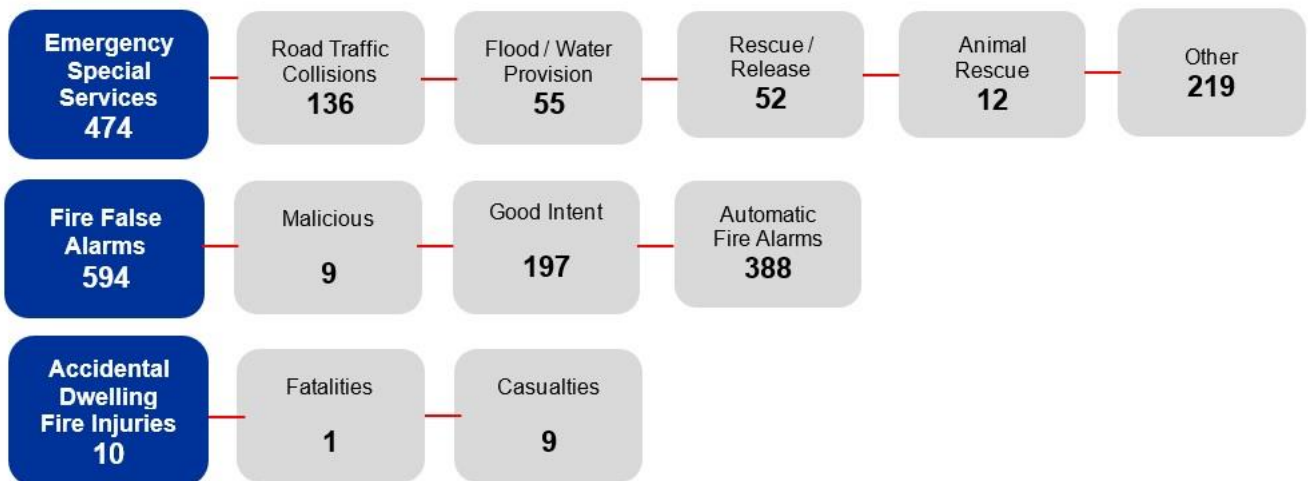
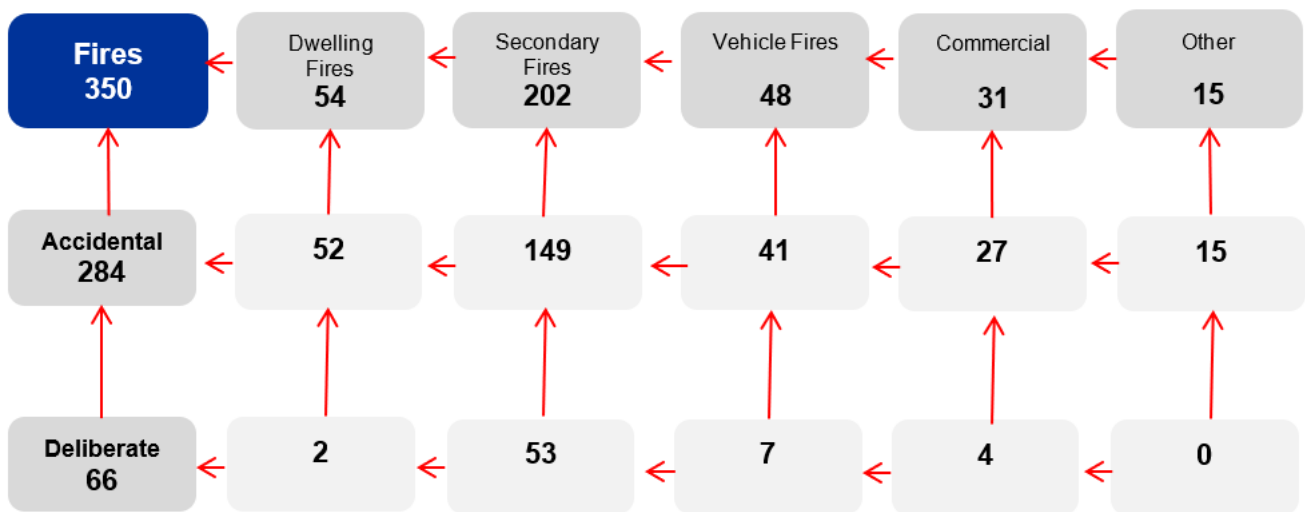
## Business and community safety activities undertaken

Performance Area	Result
Safe and Well Visits (SAWVs) completed (Home Safety)	329
Percentage of SAWVs completed to Vulnerable People	89%
Operational Premises Surveys and Tactical Consideration Records (Firefighter Safety)	40
Business Safe and Well Visits completed (Business Safety)	19
Business Safety Audits (Business Safety)	184
Consultations (Building Regulations, Licensing Applications, Post Event Reviews etc.)	232

## Standards Achieved

Performance Area	Result
Average turnout time (seconds) - Day	72
Average turnout time (seconds) - Night	89

# Incidents attended



# Community and Business Safety

In Guildford, we will work with others on community and business safety initiatives to address and drive down risks in our area.

Exercises and initiatives that Guildford has been involved in and will continue with in 2022/23 are:

- His Majesty's Prison (HMP) Send, exercise
- Domestic abuse day for children affected by domestic abuse
- Domestic abuse Continual Professional Development (CPD) day attended by Border Force, SFRS Staff, Social Services
- Two Multi-Agency Road Traffic Collision (RTC) Exercises attended by: SFRS Crews, assessors and managers, SECamb, LAS, St John Ambulance, Surrey Police (Traffic) Surrey Police (Collision Investigation), Border Force, Helicopter Emergency Medical Service (HEMS)
- Visit to the station by members of the Muslim community
- Major Incident Training in London by Guildford Fire Station Staff and including staff from SECamb, London Ambulance Service (LAS), London Fire Brigade, Kingston and St George's University
- Station Open Day attended by 3,000 visitors with stalls for fire safety education and awareness and other agency stalls
- Surrey County Council Cycle Scheme, utilising Guildford Fire Station appliance bay
- Guildford Travelling Community fire safety education initiative alongside Guildford Borough Council (GBC)
- Military Veterans Hub
- Clothing for homeless initiative
- Liaising with new and existing Business owners to support, give advice, refer via the Business Safe and Well process
- Prevention team, alongside crews working out of Guildford, have visited vulnerable people and issued fire safety equipment including smoke detectors, carbon monoxide detectors, deaf alarms, and flame-retardant blankets.
- Attending and supporting annual events within the Borough wherever possible to engage with the public and deliver key fire safety advice – this year this will involve Surrey County Show amongst others.
- Ensuring that premises risk data is gathered to update SFRS operational databases, ensuring up-to-date information is readily accessible for reference in the event of any incident.
- Continuing to liaise with GBC, Safer Guildford Partnership, Joint Action Groups (JAGs), SOC JAGs, and work alongside the Surrey Police and Border Force to identify issues such as, Modern Day Slavery, people trafficking, and domestic abuse.
- Host Biker Down training in the evenings
- Host Junior Citizens events
- Provide rooms for Post Traumatic Stress Disorder (PTSD) surgeries for the NHS and military.
- Provide venues for CPR training.
- Provide venue for training of staff who deal with children with exclusion issues.
- Domestic abuse awareness – working on safe haven project.
- Working on targeting businesses and homes in Gomshall area
- 2023 open day

- Each team is committed to 4 community events and 2 exercises each per year (depending on identified risks)
- Complete all high-risk OPS/TCRs + clad medium risks throughout 23/24



# Guildford Action Plan

We have set out our planned actions against the Service priorities to give a clear indication of what we will be focusing on in the local area and what we aim to achieve as a result.

<b>Service Priority:</b>	<b>1. Preventing and protecting people from fire and other risks</b>	
<b>Aim</b>	<b>Lead</b>	
<i>Through local risk management and with wider support from internal and external partners highlight those most at risk and develop actions to support the most vulnerable.</i>	Station Commander All Personnel Prevention Team	
<b>Narrative</b>	<b>Initiative</b>	
<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>	<p>We will monitor and identify trends of deliberate fires and work closely with a Watch Commander from the Fire Investigation team, Police and Guildford Borough Council to reduce numbers and impacts from these fires. Station Commander Rob Watts will attend the quarterly JAG meetings with the team from the Safer Guildford Partnership for updates and briefs.</p> <p>We aim to partner Farnham Fire Station with an initiative of fire awareness demonstration days in the Ash area which is one of our problem areas in the borough for fires.</p> <p>We will continue our education at community events and school visits on the dangers of fire setting.</p>	
<p>Whilst ownership of smoke alarms is relatively high in Surrey, this ownership does not fall evenly throughout the community. Free Safe and Well Visits (SAWVs) provide an opportunity for fire service personnel to visit residents within the borough of Guildford.</p> <p>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.</p>	<p>We will undertake hot strike campaigns following all dwelling fires, we will also provide smoke detectors to vulnerable persons following any emergency call to their premises and will suitably refer the most vulnerable residents that require greater assistance from GPs and social services.</p> <p>We will carry out SAWVs, targeting the most vulnerable members of our community, delivering safety advice within our speciality and referring individuals to partner agencies for specialist advice as required.</p>	

We will monitor our SAWV inbox daily ensuring a swift response to any vulnerable residents.

<b>Service Priority:</b>	<b>2. Provide more accessible services to better support businesses and communities</b>	
<b>Aim</b>	<b>Lead</b>	
<i>Through local risk management and with wider support from internal and external partners highlight businesses within the area to provide support and advice.</i>	Station Commander All Personnel Prevention Team	
<b>Narrative</b>	<b>Initiative</b>	
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.	<p>Crews will continue to try to meet the targets set for OPS/Initial Premises Survey (IPS)/SAWV and Tactical Consideration Record (TCR) visits. This will include delivering fire safety updates and working in conjunction with the prevention and protection teams and other agencies.</p> <p>We will have a section for prevention and protection in our station open day.</p> <p>A member of the prevention team is based at Guildford along with a member of fire safety to be utilised as resources for the station teams.</p>	
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.	<p>We will support the Youth Engagement Scheme with Guildford personnel and facilitate educational visits to youth groups both on and off station.</p> <p>We also support Safe Drive Stay alive by providing one of the speakers and this year, we will be providing a venue for the filming to take place. We will also be supporting the new SFRS Cadet Scheme which will be based at Guildford Fire Station.</p>	
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.	We will deliver training around flood issues in the Guildford area. We will talk to members of the council and residents about the procedures to follow in times of general and major incident flooding. We hold a large quantity of bedding to support any rest centres should they be stood up.	

We will also have an area in our station open day reflecting the issues of climate change including wildfires and flooding we attend.

We will work with our stakeholders, including our rural affairs team, to support events and education in the Guildford area, raising wildfire awareness, flooding awareness and the impact of climate change.

<b>Service Priority:</b>	<b>3. Improve community outcomes and evaluate services.</b>	
<b>Aim</b>	<b>Lead</b>	
<i>Through local risk management and with wider support from internal and external partners work to improve community outcomes with partners to drive down risk within local area.</i>	Station Commander All Personnel Prevention Team	
<b>Narrative</b>	<b>Initiative</b>	
Community outcomes are a high-level set of desired goals that we aim to achieve. These outcomes seek to improve the social, economic, environmental, and cultural well-being of our borough, now and for the future.	<p>Making sure all staff at Guildford are conversant with the Making Surrey Safer Plan and the drive to improve what we deliver for the residents of Guildford and beyond.</p> <p>To achieve this:</p> <ul style="list-style-type: none"> <li>▪ Do more to target and visit high-risk business premises.</li> <li>▪ Work more closely with district and borough councils.</li> <li>▪ Increase our education work to improve businesses understanding of their legal requirements in relation to fire safety management and how to apply this in practice.</li> <li>▪ Increase our education work to improve community understanding in relation to fire safety awareness and how to apply this in the home environment.</li> <li>▪ Work more closely with partners to develop more resilient communities, helping to prevent emergencies from happening and helping residents and communities to know how to respond if they do happen.</li> <li>▪ Work closely with other responding agencies such as Surrey Police, SECamb, Social services, GBC, Safer Guildford Partnership.</li> </ul>	

<b>Service Priority:</b>	<b>4. Promote Equality, Diversity and Inclusion.</b>	
<b>Aim</b>	<b>Lead</b>	
<i>Through local risk management and with wider support from internal and external partners work to promote equality, diversity and inclusion with the local area.</i>	Station Commander All Personnel Prevention Team	
<b>Narrative</b>	<b>Initiative</b>	
EDI (Equality, Diversity and Inclusion) ensures fair treatment and opportunity for all. It aims to eradicate prejudice and discrimination on the basis of an individual or group of individual's protected characteristics.	<p>Having an understanding of equality, diversity and inclusion by ensuring all staff at Guildford are up to date with policies and training including:</p> <ul style="list-style-type: none"> <li>• Creating a culture of fairness and inclusion.</li> <li>• All staff have appropriate diversity and inclusion training.</li> <li>• Identify and prevent unconscious biases.</li> <li>• Make sure all staff are compliant.</li> <li>• Being made aware of indirect discrimination.</li> <li>• Making reasonable adjustments where possible to assist staff in reaching their potential.</li> </ul> <p>Ensuring diversity and equality in the recruitment process.</p>	
Promoting equality and respecting diversity help to ensure that people are valued and have the same access to all opportunities whatever their differences. The Equalities Act provides protection for individuals	Staff will embed themselves in the wider community through attendance at LGBTQIA events as they arise and will attend any PRIDE events in the Guildford area.	

<p>who experience discrimination by association with someone who has a protected characteristic.</p>	<p>Visits to the station will be offered to the wider community and will include representatives of the various religious groups and communities whose first language may not be English.</p> <p>Staff to attend meetings to progress work with Autism education.</p>
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<b>Service Priority:</b>	<b>5. Responding to emergencies when they occur.</b>	
<b>Aim</b>	<b>Lead</b>	
<p><i>Should the worst happen, drive wider safety campaigns through joined up working with internal and external partners.</i></p>	<p>Station Commander All Personnel Prevention Team</p>	
<b>Narrative</b>	<b>Initiative</b>	
<p>The people of Surrey are more likely to be killed or injured on our roads than they are from any involvement with fire. SFRS can help reduce road traffic collisions (RTCs) through targeted education, response and prevention work.</p>	<p>We will run Biker Down initiatives at Guildford Fire Station. We will deliver a RTC education session during the Station open day. We will deliver a fire safety session during the kitchen demonstration at the Station open day. We will deliver a RTC demonstration in Guildford high street and in Surrey University during the summer period and Christmas period, in conjunction with Surrey Police accident reduction programme. We will work alongside Surrey Police during their speed campaign by supplying fire service vehicles to be parked alongside police ones at the side of the road. We will work hard to train developing firefighters in response skills and knowledge alongside NFCC Road traffic collision guidance. We will continue our education and skills as operational teams.</p>	
<p>An important part of reducing risk to both our personnel and the community is by ensuring that</p>	<p>We will deliver training around flood issues in the Guildford area. We will talk to members of the council and residents about the procedures to follow in times of general and major</p>	



<p>we offer effective water rescue capabilities and associated community risk reduction.</p>	<p>incident flooding. We hold a large quantity of bedding to support any rest centres should they be stood up.</p> <p>We will also have an area in our Station open day reflecting the issues of climate change including wildfires and flooding we attend.</p>
<p>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.</p>	<p>Crews will continue to try to meet the targets set for OPS/IPS/SAW and TCR visits. This will include delivering fire safety updates and working in conjunction with the prevention and protection teams and other agencies.</p> <p>We will have a section for prevention and protection in our Station open day. A member of the prevention team is based at Guildford along with a member of fire safety to be utilised as resources for the station teams.</p>

# Appendix 1: Targets for 2023/24

Area to measure performance against	Borough Goal for the year
Operational Premises Surveys and Tactical Consideration Records	65
Safe and Well Visits (SAWV) completed (not campaigns)	346*
% SAWV completed to vulnerable people	At least 70%
Business Safe and Well Visits completed	80
Business Safety Audits	Contributing to Surrey-wide target of 2,052
Consultations (Building Regulations, Licensing Applications, Post Event Reviews etc)	Respond to building regulation applications = at least 90% within 15 working days  Respond to licensing applications = at least 95% within 15 working days

\* plus a share of a countywide target of 2,000 delivered by a central Partnerships Team

## Latest results against targets and incidents

These are available on Tableau, a third-party website:

- [Link](#) to results against community protection activities (available mid-May onwards)
- [Link](#) to numbers of incidents attended (select specific borough/districts via the drop down menu on the left of the page).

# Appendix 2: Working with Partners

To achieve our objectives, we will work with the following partners:

- Guildford Borough Council
- Surrey Police
- Safer Guildford Partnership
- SECamb
- Border Force
- Surrey County Council
- NHS
- Social Services
- Domestic Abuse team SCC
- SFRS Education Team
- SFRS Prevention and Protection Team
- SFRS Business Fire Safety

# Appendix 3: Borough Management Team

A number of roles in SFRS work together to ensure we understand the risks and issues to residents and businesses in the borough and districts of Surrey. If you would like to speak to a member of the Borough Management Team, please use the contact details on the next page.



# Comments and Feedback

## Your views matter

Your views are very important to us, we want to know what you think about us, our services and the way we deliver them.

We work hard to deliver quality services and we welcome feedback which enables us to improve our performance.

## Feedback

You can contact us as follows:

- **Email:** [sfcontactqueries@surreycc.gov.uk](mailto:sfcontactqueries@surreycc.gov.uk).
- **Telephone:** 03456 009 009 (8.45am – 4.30pm weekdays, excluding bank holidays).
- **Write to us:** Surrey Fire and Rescue Service Headquarters, Woodhatch Place  
11 Cockshot Hill Reigate Surrey RH2 8EF
- **Textphone (via Text Relay):** 18001 03456 009 009.
- **Telephone from overseas:** +44 20 8541 9944 (9am-5pm weekdays, excluding bank holidays).
- **SMS:** 07860 053 465 for deaf and hearing-impaired residents only (Monday to Friday: 9am to 5pm).
- **Emergency SMS:** The [emergency SMS service](#) lets deaf, hard of hearing and speech-impaired people in the UK send an SMS text message to the UK 999 service.
- **VRS:** [Sign Language Video Relay Service](#).

Surrey County Council has a process in place designed to help residents to make a comment on our Service or register a compliment or complaint. We collect information on complaints and compliments so that we can identify any themes or trends in what people are telling us.

Please contact us if you require this document in a different format or language.