



Surrey Fire and Rescue Service Surrey Heath Borough Plan

2023/24

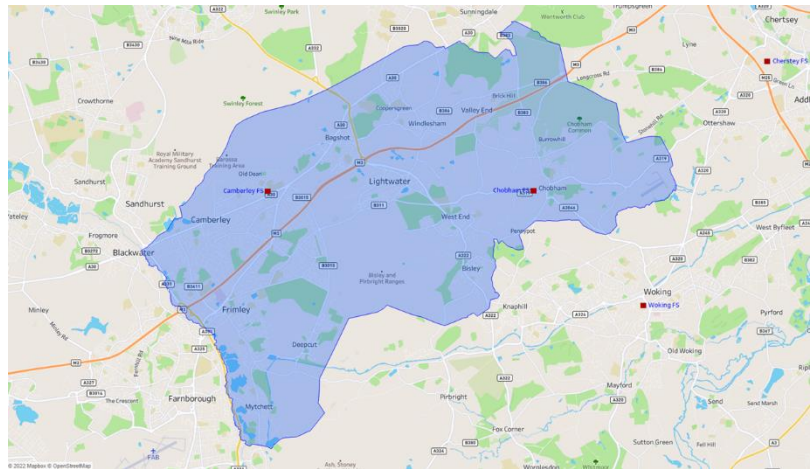


SURREY
COUNTY COUNCIL

Welcome

Welcome to Surrey Fire and Rescue Service's Borough Plan for Surrey Heath. Places in the Borough include Lightwater and Chobham. The Service has stations in Camberley and Chobham.

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.

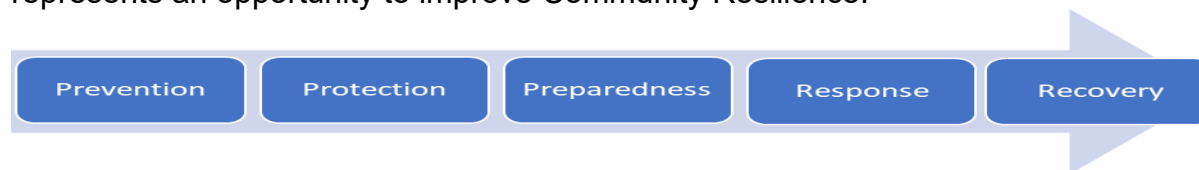
Our Priorities

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, e.g., 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.

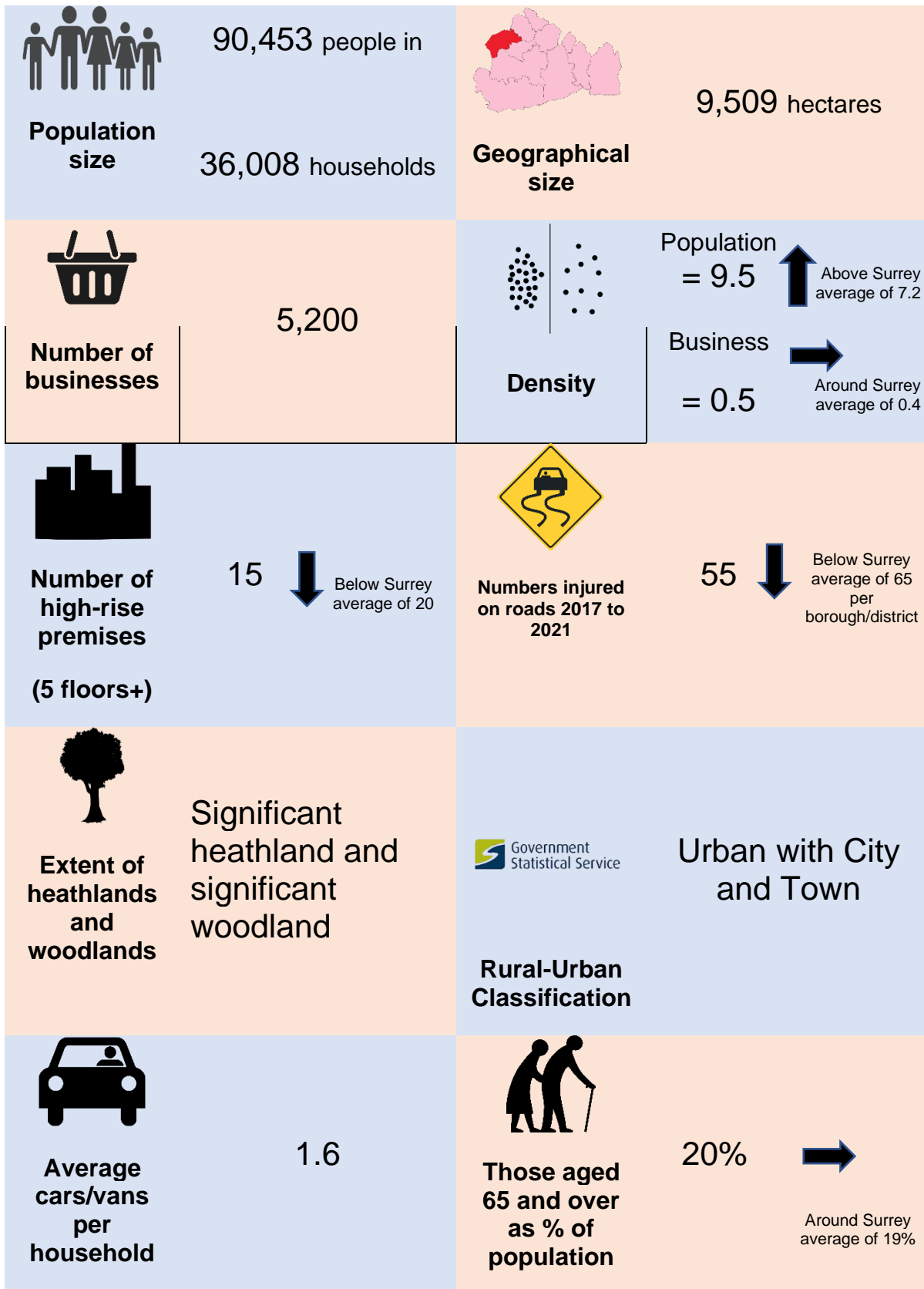
Employment

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 Surrey Heath





% of pensioners living alone

33%



Around Surrey average of 33%

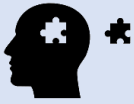


% single person households

9%



Below Surrey average of 11%



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

145



Around 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

2.6%



Around Surrey average of 2.6%



% people who smoke

12%



Above Surrey average of 10%



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

44



Around Surrey average of 45



Number of listed buildings

6



Below Surrey average of 42



Number of railway lines running through area

2



Proximity to airports

None



Likelihood
of flooding

Low areas of
middle risk



Number of
reservoirs
and lakes

0

Summary of incidents attended, activities undertaken, and standards met within Surrey Heath during 2022/23

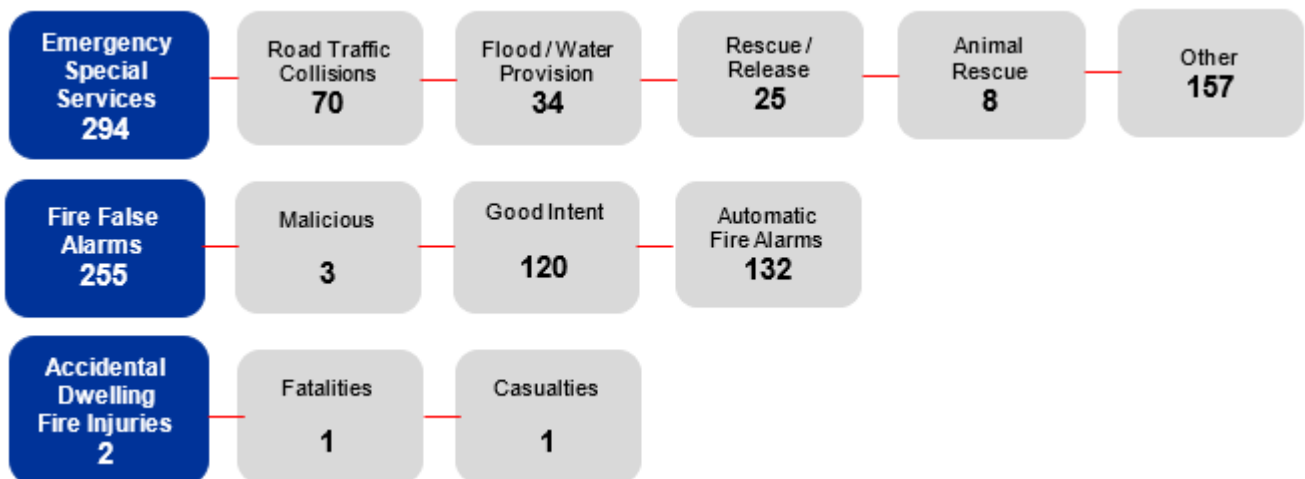
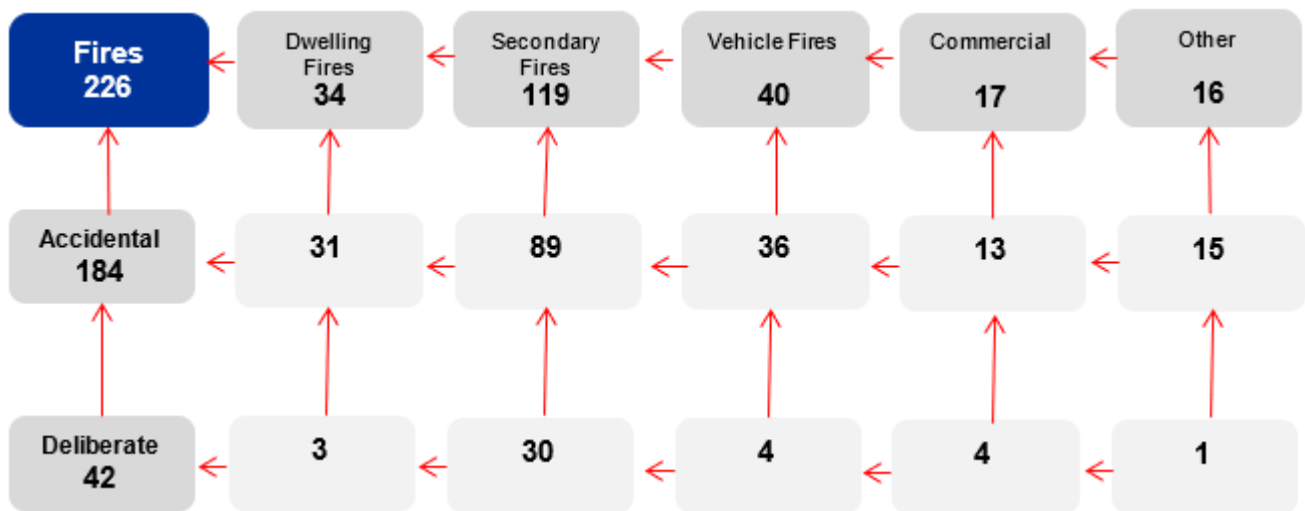
Business and community safety activities undertaken

Performance Area	Result
Safe and Well Visits (SAWVs) completed (Home Safety)	266
Percentage of SAWVs completed to Vulnerable People	95%
Operational Premises Surveys and Tactical Consideration Records (Firefighter Safety)	65
Business Safe and Well Visits completed (Business Safety)	156
Business Safety Audits (Business Safety)	66
Consultations (Building Regulations, Licensing Applications, Post Event Reviews etc.)	99

Standards Achieved

Performance Area	Result
Average turnout time (seconds) - Day	61
Average turnout time (seconds) - Night	119

Incidents attended



Community and Business Safety

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

We will work with Surrey Heath Borough Council and partners to ensure information held by SFRS relating to risk, is appropriate and up to date.

- To support partners in reducing the risk regarding community safety where appropriate.
- To reduce risk of fire by raising awareness of lifestyle changes by offering Safe and Well Visits (SAWVs) to targeted groups.
- To provide the opportunity to members of the local community to access safety advice by supporting local public events, inviting target groups to visit stations and promoting where information can be accessed online.
- To promote the professional service provided by SFRS, by holding a station open day.
- To support wildfire reduction by working with land managers and responsible persons across the county.
- To liaison with cross-border fire and rescue services to ensure an effective and efficient response is provided when attending cross-border incidents.
- Liaison with Frimley Park Hospital to ensure joint working in support of an effective and efficient response.
- To promote water safety where possible at public events and schools' engagement sessions.

Surrey Heath 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.

Service Priority:	<i>1. Preventing and protecting people from fire and other risks</i>	
Aim	Lead	
<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, supported by all stations	
Narrative	Initiative	
By supporting collaboration and working closely with partner agencies at a local level there is an opportunity to improve community safety, targeting our most vulnerable residents.	Working in partnership with the Surrey Heath Borough Council Community Safety Officer and by attending Surrey Heath Community Harm and Risk Management Meeting (CHARMM) meetings in support of working proactively in identifying, reaching and supporting the borough's most vulnerable residents, offering appropriate interventions such as Partnership Officer visits and Safe and Well Visits (SAWVs).	
By supporting collaboration and working closely with partner agencies at a local level there is an opportunity to improve community safety, targeting our most vulnerable residents.	Watch Commanders will work in partnership with local social housing provider Accent Housing. We will work proactively using available data to identify, access and support the most vulnerable residents, offering appropriate interventions such as SAWVs.	
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 district of Surrey Heath. Our targeted campaigns will ensure that we visit the most vulnerable members of the community to ensure	Watch Commanders will work in partnership with SFRS Prevention team and Partnership Officers to identify areas and locations suitable for targeted SAWV campaigns. Fire Station watches will focus on areas that social demographics suggest house our most vulnerable residents as well as known locations which typically house vulnerable persons, such as sheltered accommodation and assisted living housing.	

<p>the risk of fire is reduced and that they are safe in their homes.</p>	
<p>Targeted work to meet community needs and identify areas of risk within Surrey Heath.</p>	<p>Wildfire Reduction: Fire Station watches will engage with the local community most at risk from wildfire with safety and prevention messages. The focus will be on providing a regular SFRRS presence at areas identified as high risk, such as the Old Dean and Barossa Common.</p> <p>Stations will work proactively with partner agencies such as the Ministry of Defence and Surrey Police to provide wildfire patrols through high-risk periods as well as support partners such as Thames BASIN Heath with community events at wildfire locations. Joint training between partner agencies for fire prevention and incident resolution will be developed further.</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>Risk Information Gathering: Fire Station watches will prioritise visiting all high-risk premises within the station ground and recording critical risk information.</p> <p>A continuous risk-based approach will be taken to visiting other lower risk premises and maintaining and developing risk information to reduce risk to both our personnel and the community.</p>
<p>Support Road Traffic Collision (RTC) reduction</p>	<p>With a combination of motorways, A roads and B roads, we will promote the need to support RTC reduction within the Surrey Heath Community Safety Partnership.</p> <p>We will promote Safe Drive Stay Alive throughout the schools within the borough.</p>
<p>With the increase in water incidents, it is recognised that residents of Surrey Heath travel to areas with water related risks.</p>	<p>We will promote Water Safety by supporting the borough to improve awareness of risks associated with water via education at public events.</p>

Service Priority:	2. Provide more accessible services to better support businesses and communities	
Aim	Lead	
<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, supported by all Stations	
Narrative	Initiative	
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>Risk Information Gathering: Station watches will prioritise visiting all high-risk premises within the station ground and recording critical risk information.</p> <p>A continuous risk-based approach will be taken to visiting other lower risk premises and maintaining and developing risk information to reduce risk to both our personnel and the community.</p>	
An important part of reducing risk to both our personnel and the community is ensuring all our information is up to date and by enforcing statutory fire safety requirements.	Business SAWVs: All Station watches will visit local businesses and shops within the station ground and conduct Business SAWVs offering appropriate guidance and support.	
<p>The vast majority of calls to automatic fire alarms (AFA) 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.</p> <p>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>	Automatic Fire Alarm Reduction: the Borough Commander will work closely with Business Fire Safety Team and lead on analysis of incident data on a monthly basis leading to appropriate action being taken to reduce the number of false AFAs (Automatic Fire Alarms).	

Service Priority:	3. Improve community outcomes and evaluate services.	
Aim	Lead	
<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, supported by all Stations	
Narrative	Initiative	
Education: We will provide targeted schools education and youth engagement activities to ensure that both the risks and anti-social behaviour that affects the community are reduced.	<p>Station watches will visit Infant and Primary schools working through the appropriate curriculum for the 'early years' learning stage.</p> <p>Station watches will engage with local youth groups and organisations such as Cubs and Brownies, responding to and arranging station visits.</p>	
Arson Reduction: 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>Station watches will offer appropriate advice for arson reduction when working within the community and when risk information gathering at commercial premises.</p> <p>Identification of trends of deliberate fire setting will be shared with partner agencies and a collaborative approach used to tackle these.</p>	
Anti-Social Behaviour (ASB) Reduction: ASB is directly linked to deliberate fire setting.	<p>Station watches will contribute to the identification of ASB hot spots and work with partner agencies to reduce instances of occurrence. A proactive and collaborative approach will be taken focussing on education and prevention as well working with land and building owners to reduce identified risks and secure access.</p>	
To raise awareness of wildfire including prevention, actions to take in the event of discovering a wildfire and the information required when reporting a wildfire.	<p>Working with Land Managers and the Prevention Team to promote appropriate messages via various communication formats.</p> <p>Working with partners to ensure information is available to allow locations to be identified.</p>	

Service Priority:	4. Promote Equality, Diversity and Inclusion.	
Aim	Lead	
<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, supported by all Stations	
Narrative	Initiative	
Surrey Heath Muslim Association and Camberley Islamic centre	<p>Station watches will work with Partnership Officers and the Prevention Team to identify opportunities to engage with ethnic minority groups and communities within Surrey Heath.</p> <p>We will look to identify opportunities to share and deliver safety messages and offer SAWVs to these communities. We may also target attending festivals, celebrations and community events to proactively develop relationships and partnerships within these community groups.</p>	
Bagshot Traveller Site	<p>Station watches will work with Partnership Officers and the Prevention Team to identify opportunities to engage with ethnic minority groups and communities within Surrey Heath.</p> <p>We will look to identify opportunities to share and deliver safety messages and offer SAWVs to these communities. We may also target attending festivals, celebrations and community events to proactively develop relationships and partnerships within these community groups.</p>	

Service Priority:	5. Responding to emergencies when they occur.	
Aim	Lead	
<i>Should the worst happen, drive wider safety campaigns through joined up working with internal and external partners.</i>	Station Commander, supported by all Stations	
Narrative	Initiative	
Hot Strikes: When a fire occurs communities and businesses within the local area can be negatively impacted.	Following a fire incident in a residential, business or open area, Fire Station watches will target the affected area with a Hot Strike leaflet drop promoting safety messages and advertising SAWVs.	
Prevention Campaigns Wildfire.	<p>Fire Station watches will engage with the local community most at risk from wildfire with safety and prevention messages. Focus will be on providing a regular SFRS presence at areas identified as high risk or areas that have recently had fire incidents.</p> <p>Stations will work proactively with partner agencies such as the Ministry of Defence and Surrey Police to provide wildfire patrols through high-risk periods as well as support partners such as Thames BASIN Heath with community events at wildfire locations.</p> <p>We will work with internal partners such as the Prevention Team and Fire Investigation Officers with drone capability to assist us in reducing fire incidents and identifying trends.</p>	

Appendix 1: Targets for 2023/24

Area to measure performance against	Borough Goal for the year
Operational Premises Surveys and Tactical Consideration Records	58
Safe and Well Visits (SAWV) completed (not campaigns)	354*
% 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).

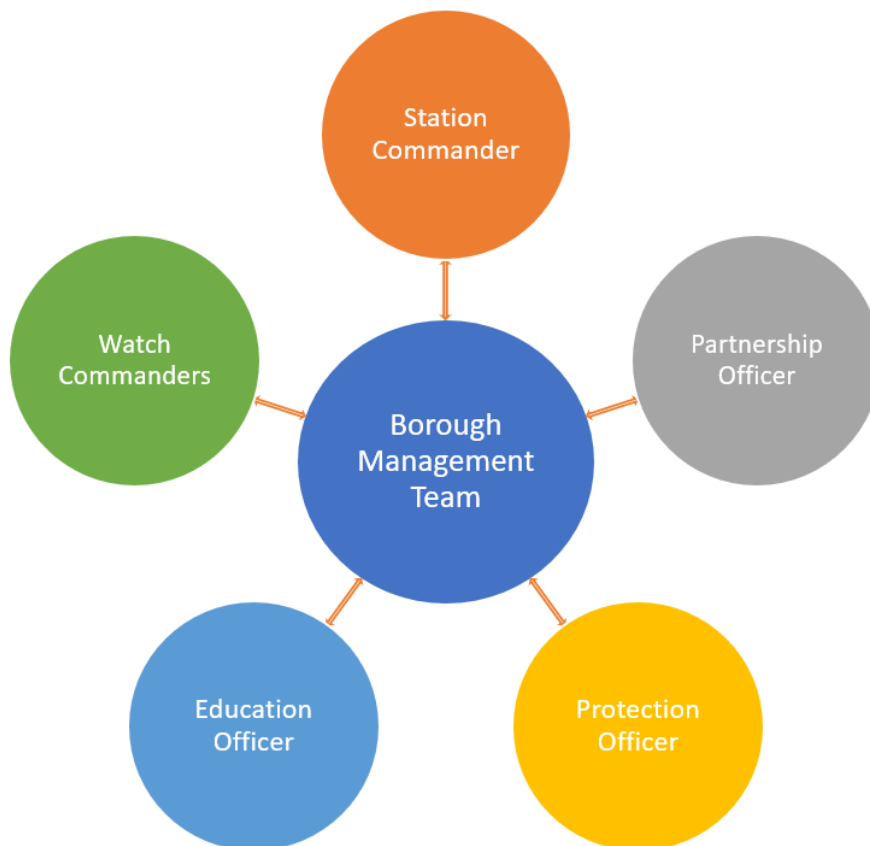
Appendix 2: Working with Partners

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

- Surrey Heath Borough Council
- Surrey Police
- Ministry of Defence
- Ministry of Defence Police
- Thames Basin Heath
- Natural England
- Accent Housing
- The Hope Hub

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.
- **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.