



Surrey Fire and Rescue Service Elmbridge Borough Plan 2023/24

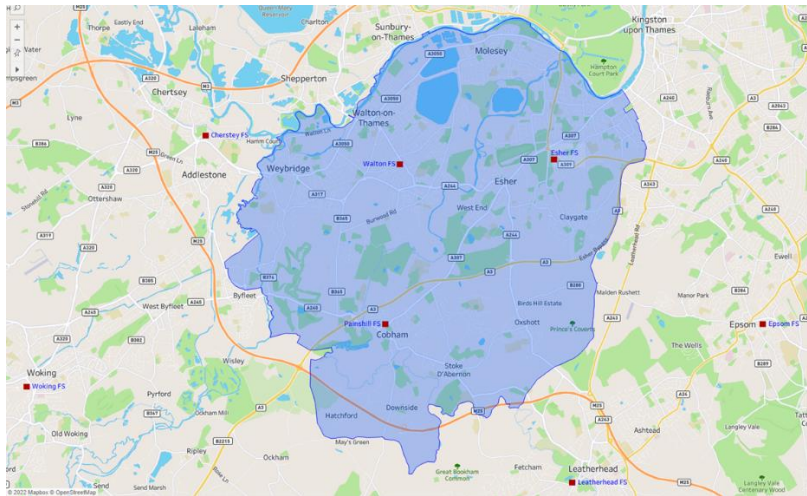


SURREY
COUNTY COUNCIL

Welcome

Welcome to Surrey Fire and Rescue Service's Borough Plan for Elmbridge. Places in the Borough include Esher, Cobham and Weybridge. The Service has Fire Stations located in Walton, Esher and Painshill.

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.

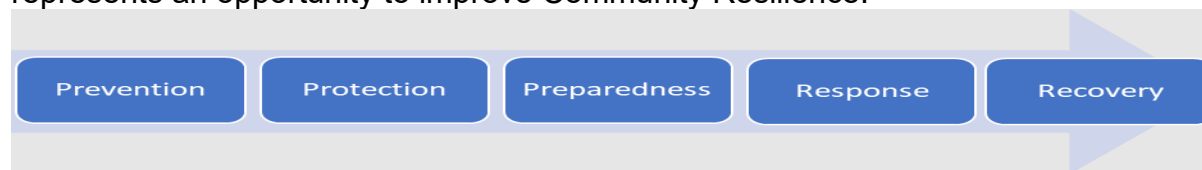
Our Priorities

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 residents' 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 is 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 Elmbridge





% of pensioners living alone

34%

→
Around Surrey average of 33%



% single person households

11%

→
Around Surrey average of 11%



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

142

→
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

2.5%

→
Around Surrey average of 2.5%



% people who smoke

7%

↓
Below Surrey average of 10%



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

42

→
Around Surrey average of 45



Number of listed buildings

31

↓
Below Surrey average of 42



Number of railway lines running through area

3



Proximity to airports

None



Likelihood of flooding

Low areas of higher risk and low areas of middle risk



Number of reservoirs and lakes

7

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

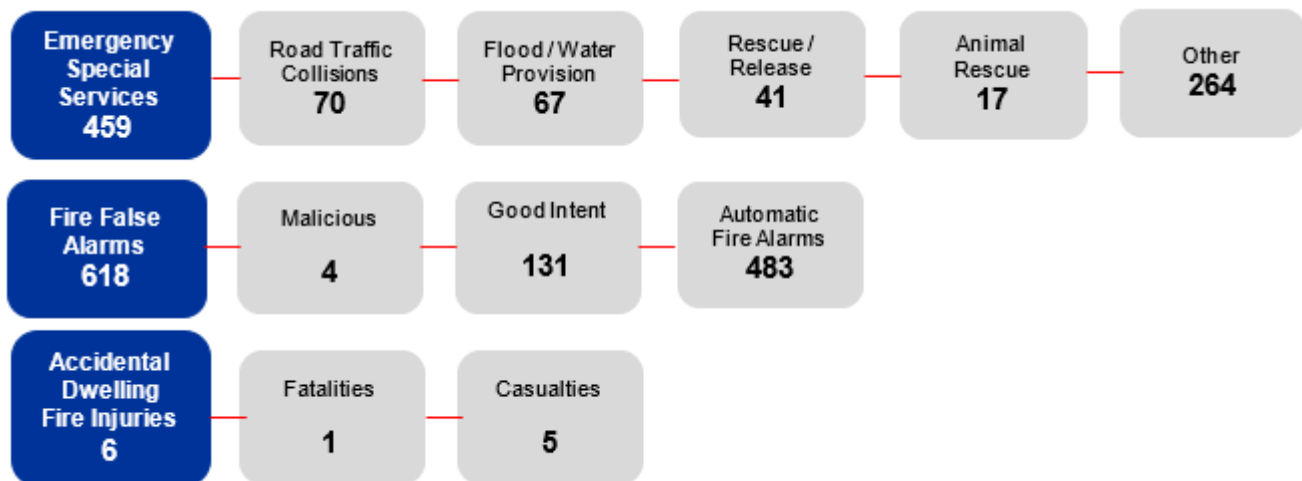
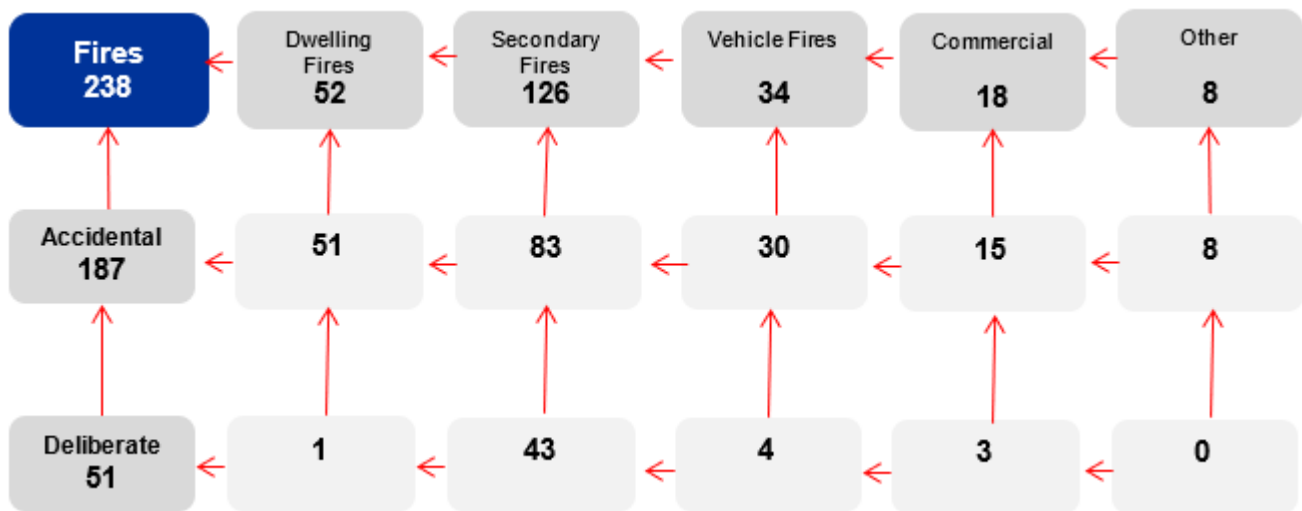
Business and community safety activities undertaken

| Performance Area | Result |
|---|--------|
| Safe and Well Visits (SAWVs) completed (Home Safety) | 420 |
| Percentage of SAWVs completed to Vulnerable People | 91% |
| Operational Premises Surveys and Tactical Consideration Records (Firefighter Safety) | 105 |
| Business Safe and Well Visits completed (Business Safety) | 33 |
| Business Safety Audits (Business Safety) | 60 |
| Consultations (Building Regulations, Licensing Applications, Post Event Reviews etc.) | 210 |

Standards Achieved

| Performance Area | Result |
|--|--------|
| Average turnout time (seconds) - Day | 54 |
| Average turnout time (seconds) - Night | 103 |

Incidents attended



Community and Business Safety

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

- Adhere to The Community Safety vision for Surrey:
 - Protect our most vulnerable from exploitation
 - Protect our communities from harm
 - Empower communities to feel safe
- Complete Business Safe and Well Visits
- Complete Safe and Well Visits at all properties visited or identified through incidents and referrals
- Water Safety Campaigns within Elmbridge Community Safety Partnership
- Junior Citizens
- Island resident engagement
- Continue to give specialism from Painshill regarding large Animal Rescue
- Use social media for safety messaging utilising the central team
- Ensure highest risk premises are visited in line with Service timescales
- Ensure records are updated in timely manner
- Joint reassurance visits involving the Joint Action Group, to affected communities and residents
- Work with the Police and other agencies to signpost residents on fraud, burglary and support for vulnerable persons.

Elmbridge 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> | Watch Commander Blue Watch, Esher Watch Commander Alpha Watch, Painshill Crew Commander Bravo Watch, Painshill | |
| Narrative | Initiative | |
| <p>Targeted community safety work to reduce the risk in people's homes and limit the impacts of fire on the community.</p> <p>Safe and Well Visits (SAWVs) provide an opportunity for fire service personnel to visit residents within the Borough of Elmbridge. 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>Recognising that the River Thames is increasingly used for business and recreational purposes, we will engage with the public to promote water safety awareness.</p> | <p>Using the offer of SAWVs, we will target the elderly and vulnerable, linking with our Housing officers and Care Home Manager to provide equipment, information and referrals to our partner agencies.</p> <p>We will respond to requests from our residents to visit them and offer advice and equipment to allow them to feel safe in their own homes.</p> <p>Using our partnerships with other agencies including the Joint Action Group, Community Partnership Group and many others including GP surgeries, we will promote the SAWV offer to create a safer community and care for those at risk.</p> <p>As a borough, we have used the SAWVs to offer residents other information from our partners, such as fraud awareness, and help our police colleagues in offering advice on burglaries and how to keep their properties safer.</p> <p>We will discuss water partnership plans with the Surrey Partnership Group. Elmbridge is very proactive with Water Safety and has assisted in creating terms of reference for the Surrey Partnership Group. We will work with the Island communities and their committees to create plans for outbreaks of fire and water safety which will be added</p> | |

to SFRS Mobile Data Terminals in the way of TCRs (Tactical Considerations Records). We will work with our partners around the lower Thames to ensure the safety of residents and visitors within these areas.

| | | |
|--|--|--|
| 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> | Watch Commander Blue Watch, Esher Watch Commander Alpha Watch, Painshill Crew Commander Bravo Watch, Painshill | |
| Narrative | Initiative | |
| 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. | The crews in Elmbridge will be promoting SAWVs using several approaches to target the most vulnerable persons in the borough. This will require several agencies to work together through the Elmbridge Community Safety Partnership. The plans are to approach several sheltered housing and care providers to allow us to provide their residents with updates and information on keeping themselves safe. | |
| 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. | We will undertake local school and youth groups visits and work with the SFRS education team to promote the Junior Citizens scheme. We will endeavour to educate the public when every interaction takes place, whether it is fire related or regarding all areas of the Making Surrey Safer Plan. | |
| By supporting collaboration and working closer with partner agencies at a local level there is an opportunity to improve community safety and add to public value. We will support National campaigns. | We will work closely with the Elmbridge Partnership and Joint Action Group (JAG) partnership to reduce arson and anti-social behaviour. We will work closely with Surrey Police to reduce wildfire and arson incidents and educate the public. | |

| | |
|--|--|
| | <p>We will work closely with Housing, Environment Agency and any community organisations to promote safety within Elmbridge and Surrey.</p> <p>15-21 May: NFCC Sprinkler week</p> <p>4-10 September: Business Fire Safety Week</p> |
|--|--|

| | | |
|--|---|--|
| 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 | |
| <p>We will support collaboration and closer working with partner agencies at a local level where there is an opportunity to improve community safety and add public value.</p> <p>We will work with partner agencies to drive down serious organised crime and other partner priorities where it aligns to our activity and risks.</p> | <p>We will work closely with the Elmbridge Partnership and JAG partnership to reduce arson and anti-social behaviour.</p> <p>We will work closely with Surrey Police to reduce wildfire and arson incidents and educate the public.</p> <p>We will work closely with Housing, Environment Agency and any community organisations to promote safety with Elmbridge and Surrey.</p> <p>Every year we open Walton Fire station to our partners and work with them for our Junior Citizens, working with our local schools.</p> | |

| | |
|---|---|
| <p>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.</p> <p>Our targeted campaigns will enable us to 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 target community safety projects and campaign in areas to be identified by each watch. Through our Elmbridge Partnership, we will work to target the most vulnerable with our housing partners and Community Officers. We will contribute to national and local campaigns to identify the most vulnerable in our communities and help residents to feel safe in their own homes and we will work with partners to allow them to live and reside in their own properties.</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 Watch and Crew Commanders | |
| Narrative | Initiative | |
| Work closely with all community groups, businesses partners and agencies by understanding the borough's demographics. | Sharing data and working together to address community safety initiatives with a priority on reducing antisocial behaviours, youth engagement and key safety education eg Be Water Aware and SAWVs etc. | |
| Identify, integrate and work with the borough's community in its entirety, including minority groups and cultural elements. | Promote borough community safety initiatives into all identified groups within the community. | |

| | |
|-----------------------------------|---|
| Making every contact count. | Ensuring every contact made with members of the public, whether this be official visits, incidents, visitors to station or routine work, is in line with Equality, Diversity and Inclusion (EDI) strategy. Other personnel to help identify barriers to promotion of EDI and identify and mitigate areas of concern. |
| Staff awareness of EDI - training | Work with the Service EDI Lead to ensure all personnel are fully aware of and trained on EDI. |

| | | |
|--|---|--|
| 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> | Watch Commander White Watch, Esher Watch Commander Alpha Watch, Painshill Crew Commander Bravo Watch, Painshill | |
| Narrative | Initiative | |
| Working with our partners throughout Elmbridge to deliver safety messages in line with the National Fire Chiefs Council campaign calendar to educate and inform the residents and businesses who live, work and travel within the borough. | 24-30 April: Be Water Aware week 15-21 May: NFCC Sprinkler week 29 May - 4 June: Boat Fire Safety Week 12-18 June: Home Safety Week 4-10 September: Chimney Fire Safety Week 11-17 September: Business Fire Safety Week 25 September - 1 October: Student Fire Safety Week 23-29 October: Candle Fire Safety Week 13-19 November: Electrical Fire Safety Week | |
| The people of Surrey are more likely to be killed or injured on our roads than they are from any | Whilst the Elmbridge area itself experiences a low number of Road Traffic Collisions (RTCs), members of the Esher community commute to surrounding areas where the | |

involvement with fire. Surrey Fire and Rescue can help reduce Road Traffic Collisions (RTCs) through targeted education, response and prevention work.

number of RTCs is higher. We will support RTC reduction by promoting Safe Drive Stay Alive and road safety messages as part of the 'Think' and NFCC RTC reduction campaign calendars.

3-9 April: Motorcycle Safety Week

20-26 November: National Road Safety Week

RTC monitoring – hot spot reporting to JAG and intel from Police Borough Commander and support the borough Community Safety Partnership regarding RTC reduction

Appendix 1: Targets for 2023/24

| Area to measure performance against | Borough Goal for the year |
|--|--|
| Operational Premises Surveys and Tactical Consideration Records | 74 |
| Safe and Well Visits (SAWV) completed (not campaigns) | 924* |
| % SAWV completed to vulnerable people | At least 70% |
| Business Safe and Well Visits completed | 160 |
| 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:

- Police
- Environment Agency
- Elmbridge Council
- Surrey Council
- Housing Associations
- NHS
- Voluntary Organisations
- Environmental Agency
- Wardens, Park and Street
- Adult and Social Care providers

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-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.