



Surrey Fire and Rescue Service Waverley Borough Plan

2024/25

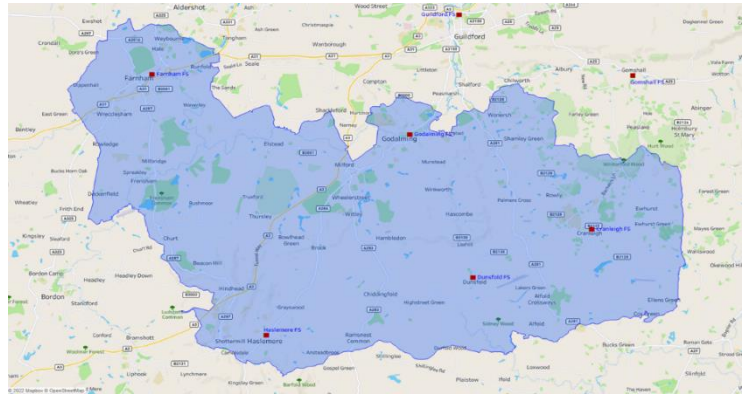


SURREY
COUNTY COUNCIL

Welcome

Welcome to Surrey Fire and Rescue Service's Borough Plan for Waverley. Places in the Borough include Godalming, Farnham and Haslemere. The Service has stations in Godalming, Farnham, Haslemere, Dunsfold and Cranleigh.

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.



Priorities

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.

Preventing emergencies – community safety

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

We aim to teach children and young people about fire safety, water safety and road safety through schools' education, the Youth Engagement Scheme and the Fire Cadets scheme in some of our fire stations.

We will provide road safety advice and interventions across Surrey through programmes like Biker Down and continue to engage with road users to highlight the risks of dangerous or careless driving. We will work closely with partners in the Vision Zero Road Safety Partnership to keep road users safe and reduce the number of people killed or injured in road traffic collisions.

We want people to be safe from the risk of fire in their own homes and our crews deliver Safe and Well visits where they advise residents on how to reduce the chance of fire and how to reduce the impact if a fire should occur. Our fire crews cannot visit every household, so we target those that we know are at the greatest risk of having a fire, who are often also those who would be less able to escape if there were a fire. These more vulnerable residents may also have health and social needs that other agencies can help with. The crews are alert to those additional needs and will make a referral to another agency if the resident agrees. We have also worked with other agencies that visit vulnerable adults to enable them to complete a fire risk

assessment and make a referral to us where necessary. This has increased the number of vulnerable adults being given fire safety advice.

Preventing emergencies – business safety

75% of businesses never recover from a fire. That statistic is why reducing the frequency of emergencies and fires and mitigating their impact on businesses in Surrey is a priority for SFRS.

Effective fire safety and emergency management is key to keeping the buildings and people of Surrey, safer. Business Safe and Well visits (BSAWVs) are a simple way for smaller businesses in less complex premises to check their fire safety. Any concerns that come to light can be addressed with additional help from a specialist fire safety officer or other appropriate sources. BSAWVs are carried out by crews from fire stations and by business education officers. More information about BSAWVs is on our website.

Business is carried out from a whole range of different types of buildings across Surrey, some of them safer than others depending on factors such as age, construction materials and design. Firefighters carry out operational premises surveys on commercial premises to assess risk, which is scored either Low, Medium or High. Specialist Protection staff prioritise high risk premises for a more detailed inspection.

Response

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. We continue to invest in our on-call and whole-time personnel to increase capability and skills in wildfire and water as well as road traffic collision and fire incidents.

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.

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.

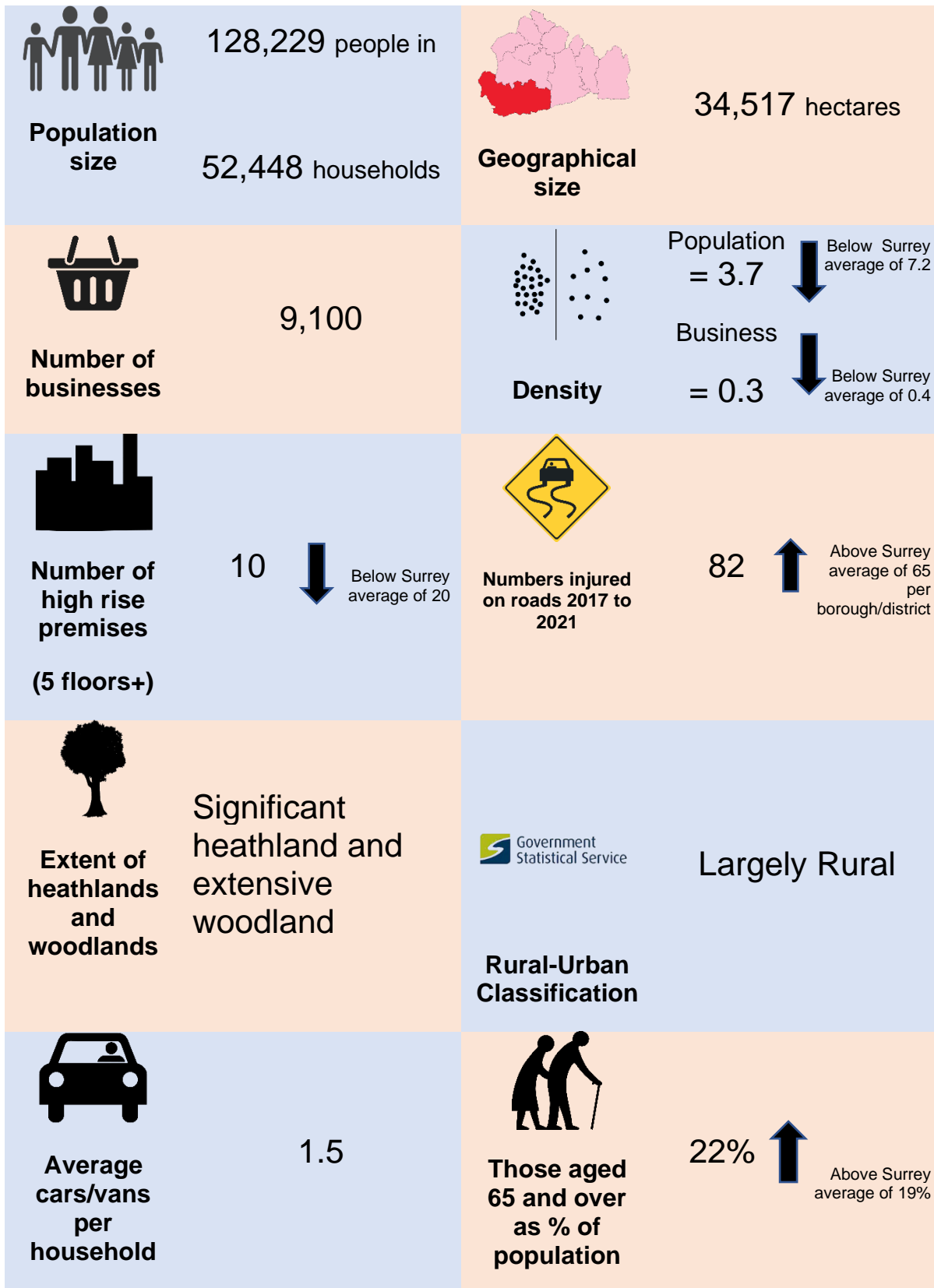
Employment

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 Waverley





% of pensioners living alone

33%



Around Surrey average of 33%

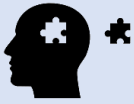


% single person households

11%



Around Surrey average of 11%



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

137



Below Surrey average of 148



% of population with mobility issues

8%



Around Surrey average of 7%



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

2.5%



Around Surrey average of 2.6%



% people who smoke

9%



Below Surrey average of 10%



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

42



Around Surrey average of 45

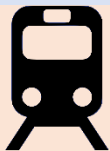


Number of listed buildings

117



Above Surrey average of 42



Number of railway lines running through area

3



Proximity to airports

None



**Likelihood
of flooding**

Low areas of
middle risk



**Number of
reservoirs
and lakes**

0

(Last updated Spring 2023)

Summary of incidents attended, activities undertaken, and standards met within Waverley during 2023/24

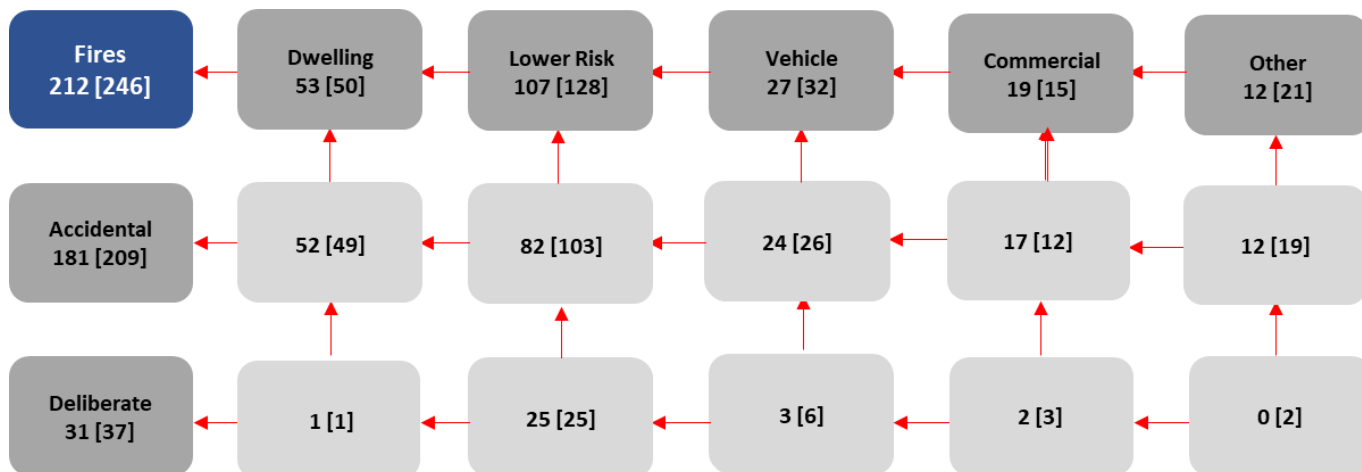
Business and community safety activities undertaken

Performance Area	Result
Safe and Well Visits (SAWVs) completed (Home Safety)	823
Percentage of SAWVs completed to Vulnerable People	91%
Operational Premises Surveys and Tactical Consideration Records (Firefighter Safety)	82
Business Safe and Well Visits completed (Business Safety)	147
Business Safety Audits (Business Safety)	192
Consultations (Building Regulations, Licensing Applications, Post Event Reviews etc.)	222

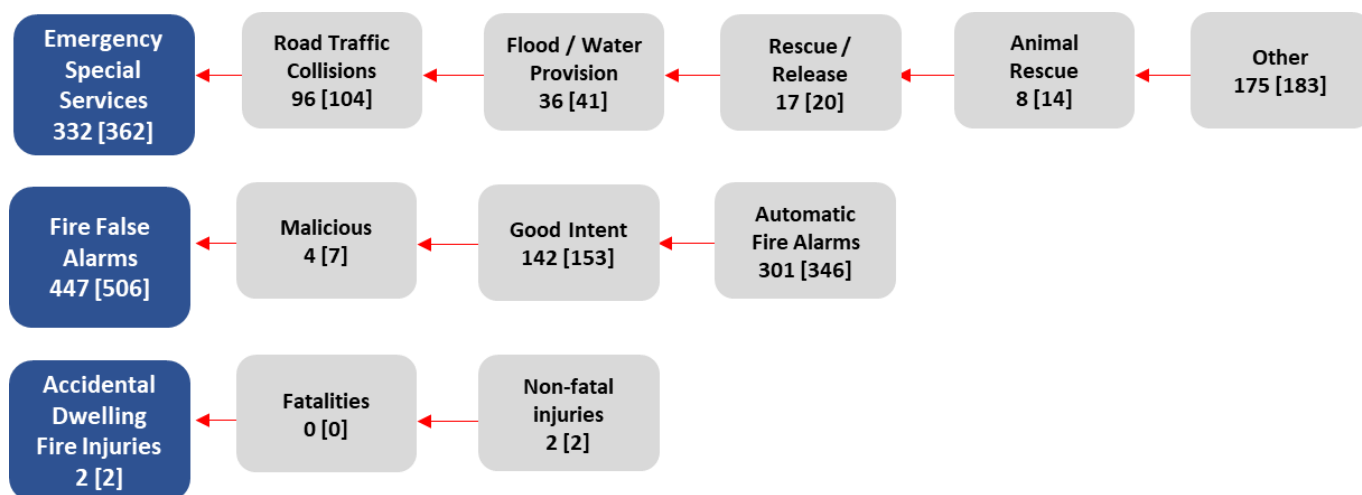
Standards Achieved

Performance Area	Result
Average turnout time (seconds) - Day	89
Average turnout time (seconds) - Night	138

Incidents attended 2023/24



Figures in square brackets show results in 2022/23



Figures in square brackets show results in 2022/23

SFRS Borough SMART Activities

Local Risk Focus

SAWVs

- Farnham and Haslemere – All wholetime watches to monitor inbox and complete all incoming Safe and Well Visit (SAWV) requests. For Haslemere this will include 'Red' SAWVs on surrounding on-call station grounds. These visits often involve referrals to vulnerable individuals and will be carried out within the set deadlines.
- Cranleigh, Dunsfold, Godalming – All personnel to monitor inbox for 'Amber' SAWV requests and complete within agreed timescales.

OPS Surveys

- Farnham and Haslemere – all Watches will continue with their risk-based inspection programme. They will visit all premises which require Operational Planning Surveys (OPS) completing them within the specified timeline to prevent risk information from going out of date. This includes 12-month, 36-month and 60-month reinspection timelines.
- When there is capacity, Haslemere to complete OPS surveys on Godalming's station ground, prioritising those closest to Haslemere initially.
- All stations to proactively identify and visit any new or existing premises which have no current risk information.

Wildfire Planning

- All personnel to ensure they have completed the relevant skills training and qualifications and ensure that their Maintenance of Competency (MOC) records are in date.
- All watch officers to balance crewing to ensure maximised availability of Wildfire special appliances. An example of this is when selecting personnel for out duties, that Wildfire Special trained drivers are only sent as a last resort.
- Crews will attain and further their knowledge of and familiarisation with areas of wildfire risk by visiting those areas during driver MOC attainment, and on an ad hoc basis. They will develop their knowledge and understanding of the topography of land, access points, water supplies and potential firefighting tactics. Risk Information will be recorded on open area OPS Surveys.

Open Area Surveys will be completed at the following locations:

- Farnham – Hankley; Frensham; Puttenham; and Crooksbury Commons
- Haslemere – Thursley Common; the Devil's Punch Bowl.
- Godalming – Witley and Milford Common.

Wildfire Prevention and Review

- Review ongoing Wildfire incident data to identify trends and predict likely future deployment areas.

- Wildfire Patrols linked to above.
- Wildfire awareness events at Frensham Ponds

Water Safety Awareness

- Farnham/Haslemere to complete two Frensham Pond Water Safety events by 01/09/24.
- Trend identification – the Borough Commander will monitor and review incident data to identify trends, and raise appropriately with Waverley Borough Council and partner agencies.

Local Exercise Plan

- Each Watch/Unit to complete their designated number of Tier One exercises. These will be complemented by 10 x Ops Assurance audits for all watches and all On Call units. All to be completed by 31/03/25, and carried out by the relevant Station Commander.
- Wildfire Exercise – Tier Two – to be organised by WC Blackaby (Haslemere Alpha) and completed by 31/03/25.
- Frensham Pond Water Rescue – Tier Two – to be organised by WC Hursey (Farnham White) and completed by 01/09/24.
- Hindhead Tunnel (Terror related) table-top – Tier Three – to be organised by SC Richardson and completed by 31/12/24. As part of Level 2 and 3 Officer familiarisation sessions at Hindhead Tunnel and linked Control building, a tabletop scenario will be run. Service NILOs, Surrey Police and National Highways Agency will be involved.
- Farnham crews to support and attend over the border high-rise exercise in Aldershot with Hampshire Fire and Rescue Service.
- Crews in Waverley to support and attend high-rise exercises in neighbouring station grounds (eg, Guildford/Woking).

Open Days and attending local or events

All Waverley crews will attend (if possible) all incoming requests to support community events, eg fetes, fairs, etc.

In addition to these, crews will attend and organise the following events.

- Farnham – Sandy Hill Family Fun Day – 27/05/24
- Station Open Days will give members of the public the opportunity to meet local fire crews and to view and learn about our vehicles and equipment, as well as fire safety and our community fire prevention work. These Open Days will be attended by partner agencies and other local organisations and supported by SFRS volunteers. These will take place as follows:
 - Haslemere Open Day will take place 06/05/24 as part of the Annual Haslemere Charter Fair
 - Godalming Station Open Day - early August 2024
 - Farnham Fire Station by 30/09/24
 - Cranleigh and Dunsfold will run a joint Open Day at Cranleigh fire station by 30/09/24.

Community Group Support and Charitable Support

- All stations will engage with local youth groups and organisations such as Cubs and Brownies, responding positively to requests for visits wherever possible. These visits offer an invaluable opportunity for direct engagement and education on fire safety and the roles of firefighters.
- Each watch will strive to accommodate requests for visits to nursery and primary schools. Leveraging resources like our early years learning kits, we aim to facilitate educational and engaging sessions that enrich the learning experience for both students and teachers.
- All watches from all stations will, where possible, attend local Warm Hubs and other local events where we can interact with members of the community who are typically vulnerable. Here we can talk to local people about fire safety, Safe and Well visits, and partner agency support.
- All stations will complete a car wash to raise funds for The Fire Fighters Charity by 01/12/24.
- Specific stations will attend and support specific events as follows.

Farnham

- Eid-ul-Adha - 17/06/24 – Farnham crews to support the event organised by the Ahmadiyya Muslim community at their mosque Islamabad, Tilford).
- Watches will continue to host the 'Peer Talk' community group once a week.

Haslemere

- Macular Support Group – SAWV event – 05/04/24. Haslemere crew will attend a monthly meeting of those requiring Macular Support (sight loss), at the Haslewey Community Centre. Here we can talk to them about fire safety, Safe and Well visits, and partner agency support that they may need.

Cranleigh

- Attendance at the Cranleigh show – 14/07/24
- Station to deliver an RTC reduction day at Glebelands School – by 31/03/25.

Local Themes and Community Focus

- All stations will look to identify opportunities to share and deliver safety messages and offer SAWVs to their communities. We may also target attending festivals, celebrations, and community events to proactively develop relationships and partnerships within community groups.
- Farnham and Haslemere – Retirement/Sheltered Accommodation Following the success of these targeted campaigns in both Farnham and Haslemere, 'Coffee Morning' SAWV events to continue on a rotational basis using provided lists. When local list exhausted, this will be expanded to visits to similar accommodation on surrounding On Call station grounds.
- Farnham and Haslemere – All crews to attend 'Warm Hub' and similar type events. An example of which is where Waverley Borough Council and Surrey County Council hold electric blanket drop-in sessions where old blankets can be checked and disposed of and free or heavily discounted new blankets provided. Local fire crews when requested, will attend these events looking to support the most vulnerable in our communities offering SAWVs and further support where necessary.
- Farnham – working in partnership with the People and Organisational Development (POD) team and the Military Preparation College, the station will host awareness days where career alternatives to the armed forces will be highlighted to attendees.

Appendix 1: Targets for 2024/25

Area to measure performance against	Borough Goal for the year
Operational Premises Surveys and Tactical Consideration Records	100
Safe and Well Visits (SAWV) completed (not campaigns)	375*
% 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:

- Waverley Borough Council
- University for the Creative Arts
- Surrey Police
- Farnham College
- Godalming College
- Community Safety Partnership
- Joint Action Group
- Safety Advisory Group

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.