



# Surrey Fire and Rescue Service Guildford Borough Plan

2024/25

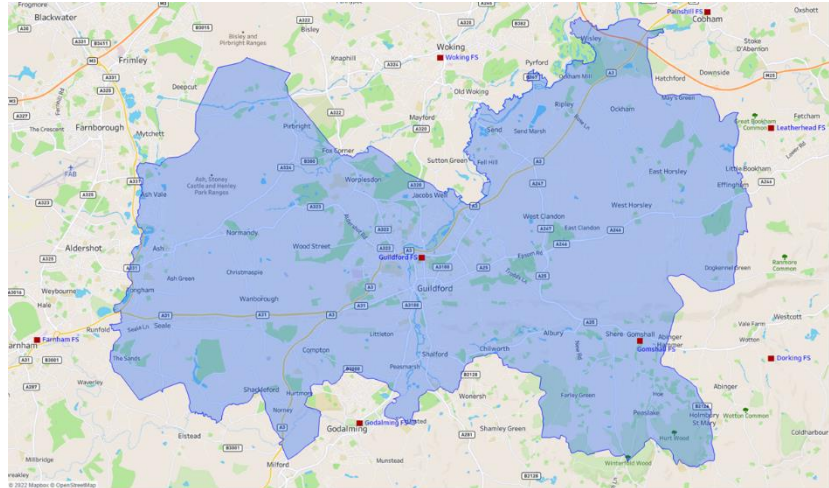


**SURREY**  
COUNTY COUNCIL

# 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.

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 2024/25 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.

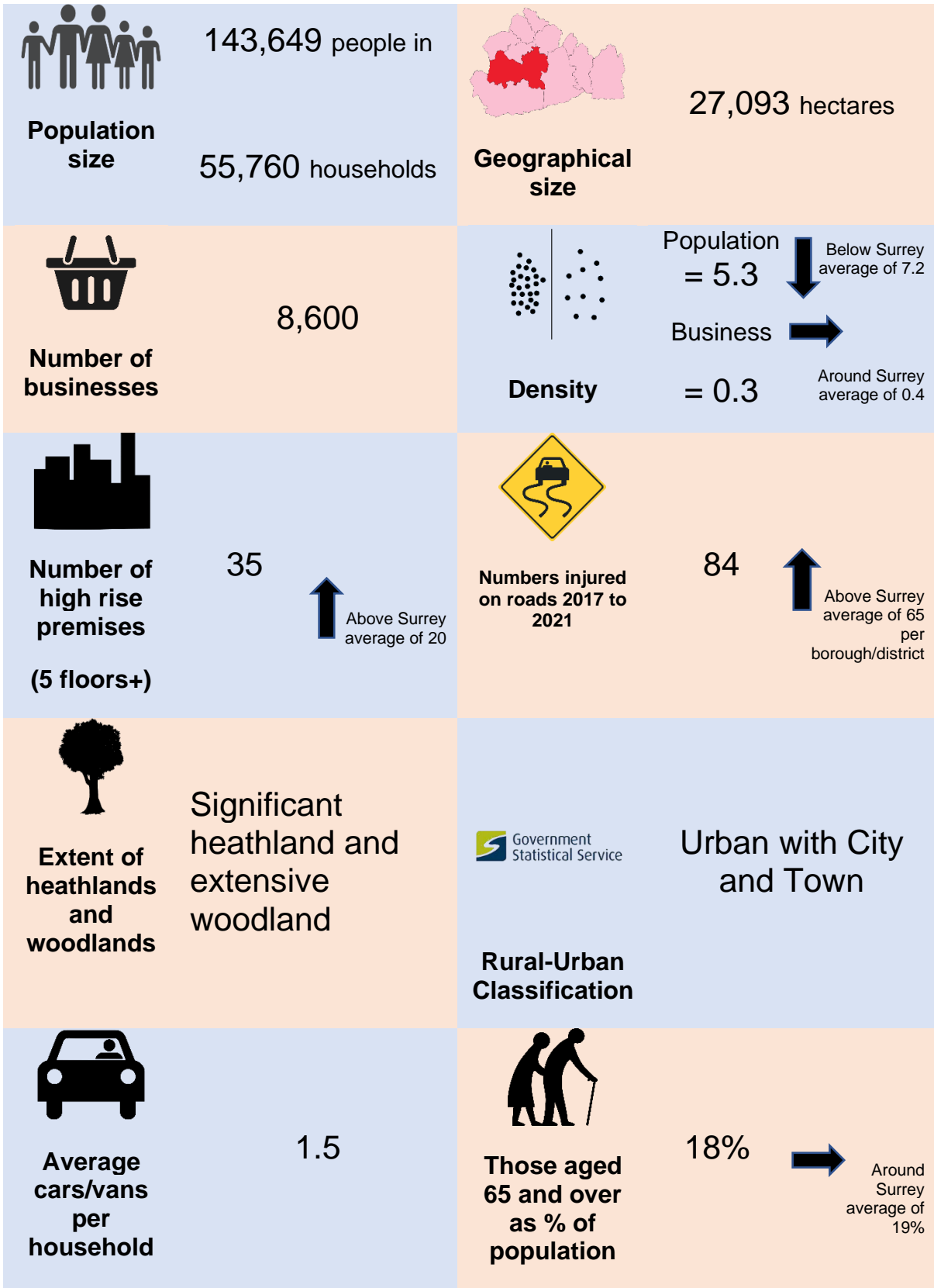
## Employment

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 Guildford





**% of pensioners living alone**

32%



Around Surrey average of 33%

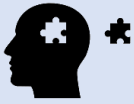


**% single person households**

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

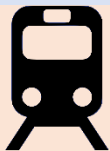


**Number of listed buildings**

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

(Last updated Spring 2023)

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

## Business and community safety activities undertaken

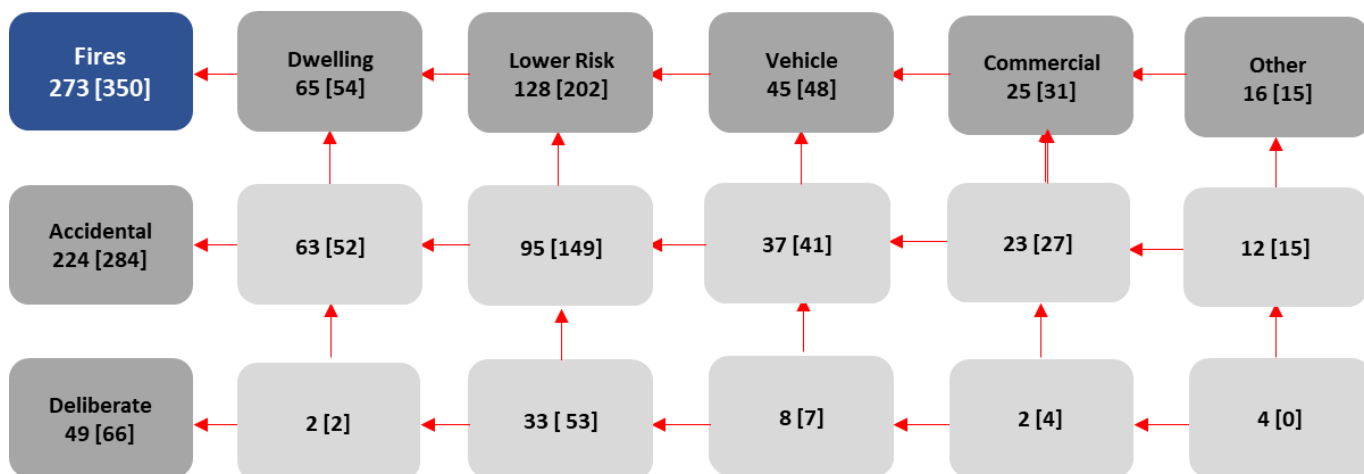
Performance Area	Result
Safe and Well Visits (SAWVs) completed (Home Safety)	452
Percentage of SAWVs completed to Vulnerable People	84%
Operational Premises Surveys and Tactical Consideration Records (Firefighter Safety)	74
Business Safe and Well Visits completed (Business Safety)	81
Business Safety Audits (Business Safety)	201
Consultations (Building Regulations, Licensing Applications, Post Event Reviews etc.)	243

## Standards Achieved

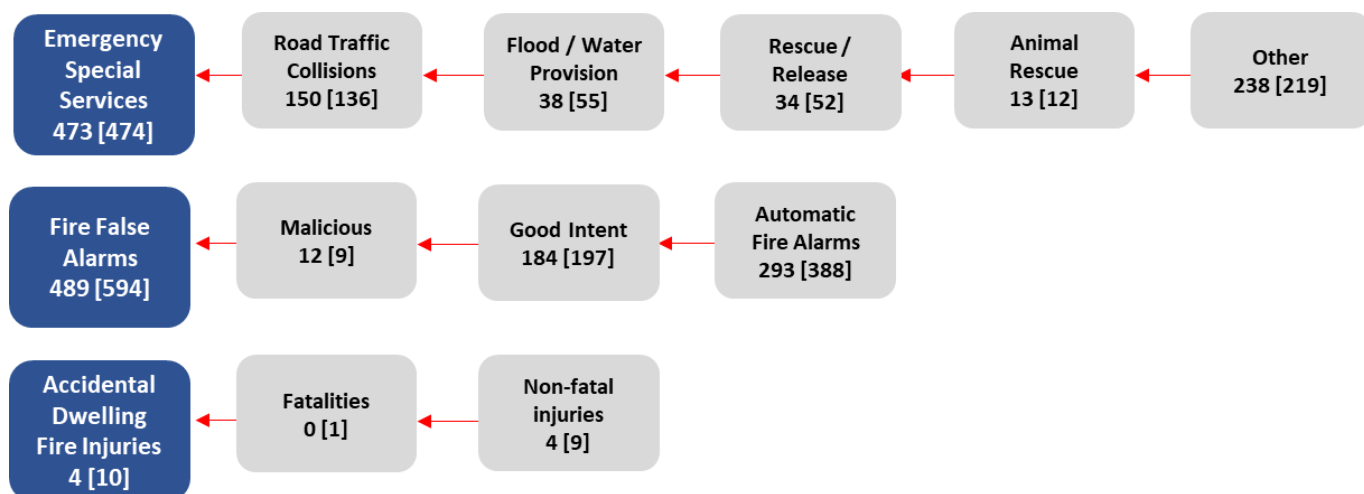
Performance Area	Result
Average turnout time (seconds) - Day	56
Average turnout time (seconds) - Night	76



# Incidents attended 2023/24



Figures in square brackets show results in 2022/23



Figures in square brackets show results in 2022/23



## Planned Activities in Guildford 2024/25

### Local Risk Focus

#### Flood risk

- Utilise GIS data mapping to target Safe and Well Visits (SAWVs) within potential flood areas. Specifically, 1 in 30 and 1 in 100 areas. In addition to SAWVs, flood-specific guidance can be provided by crews. Surrey County Council's Flood Lead to provide leaflets and media to support this initiative.
- Work with external stakeholders at Debenhams development site and Guildford train station to establish flood prevention. This will provide insight to crews to prepare for operational response.

#### Wildfire

- Provide wildfire resources to support wildfire awareness week in April and future events. Carry out open area surveys and training exercises on potential wildfire areas such as Whitmore common.

#### Listed Buildings

- Guildford high street contains numerous listed buildings dating back to the 1600s. These premises have various basements and passageways which could substantially influence fire spread between properties due to the terrace layout and sloping terrain. Crews to focus business SAWVs and Operational Planning Surveys (OPS) visits in these areas in collaboration with the Business Fire Safety team to ensure that these areas are well managed.

#### Royal Surrey County Hospital and University of Surrey

- Tactical Consideration Records and OPS visits will be carried out in conjunction with the Business Fire Safety team to the hospital and university.

#### Lithium ion/recycling centre

- Following an increased number of lithium-ion battery related fires, crews will attend the local recycling centre to establish the risks and disposal methods associated with this fire type.

### Local Exercise Plan

Each Watch will plan for one small and one large multi-agency exercise per annum. These exercises will include on-call units from Gomshall and Guildford to improve collaboration across the duty systems.

#### Send Prison – Cell Fire

- Exercise and OPS visit to be planned for Send Prison. This exercise will be collaborative with the Prison Service to establish their emergency procedures, including response and use of equipment, to ensure that operational response is of the correct level. This exercise will cover prison firefighting procedures and include the turntable ladder.

#### Nightclub – MTFA

- Crews will take part in Police-organised exercises in nightclubs in the Guildford area. These are to raise awareness and experience of terror and Marauding Terrorist Attack. Crews will receive support from a NILO. This exercise will also highlight Joint Emergency Service Interoperability Protocol (JESIP) principles.

#### High Rise exercise – fire survival guidance

- Red Watch Guildford are planning a multi-agency high rise exercise at Charter House. This exercise will focus primarily on how fire survival guidance is used. On-call units from Gomshall and Guildford will take part in the exercise and Joint Fire Control have also been approached. High-rise firefighting procedures will also be utilised.

#### Guildford Train Station – Flood exercise

- Guildford train station is within a flood area. Crews to plan an exercise in conjunction with rail staff to determine the potential actions for crews during a flood response, with the added complications that come with a working train station. This exercise aims to involve South East Coast Ambulance Service (SECAmb) and the police.

#### Whitmore common – Wildfire

- Due to the lack of wildfires in Surrey in 2023, the amount of unburnt fuel is now in excess meaning the risk of severe wildfires is increased for 2024. Crews to arrange multi-agency exercise with landowners at Whitmore common. The exercise will focus on how special appliances are used and will put firefighting techniques covered in the most recent wildfire training into practice. Fire investigation, Wildfire tactical advisors and subject matter advisors will also be invited.

#### Locks – Water incident

- Following the water related incidents in 2023, crews are to plan for a water-related exercise in the locks at Guildford. This exercise will involve the crews at Guildford and Gomshall, boat crews at either Chertsey or Fordbridge, and Water Incident Managers (WIMS)/ Water Incident Supervisors (WIS) officers.

#### Guildford High Street – road traffic collision (RTC)

- In conjunction with SECAmb and police, crews will carry out an RTC drill in Guildford High Street within the Christmas period to raise awareness of the dangers of drink driving for the general public. This incident will involve role players from casualty union and will put into practice JESIP principles.

#### Debenhams development – Basement Firefighting

- The Debenhams development in Guildford has an underground car park which contains dry rising/falling mains. This will be a great location for a basement firefighting exercise which will utilise crews from across the duty systems.

## Open Days and attending local or events

### Guildford open day

- Guildford fire station open day will be planned and carried out by Red Watch and will be led by WC Hill.

### Gomshall open day

- Gomshall crews will organise a fire station open day to raise awareness of what on-call firefighters do and look at recruitment strategies.

### Wildfire awareness week

- Crews will support Wildfire Awareness Week by providing resources to assist the environment rural communities officer.

### Sausage and Cider festival

- The sausage and cider festival is due to take place the week commencing 4th June with 10,000 people expected each day. Blue watch and White watch are on duty during the period of the festival and will attend the event. This is a great opportunity to support local partners and raise awareness of key safety messages.

### Local event requests

- Respond to requests for Local Events as and when they come in and provide support and/or resources accordingly.

## Community Group Support and charitable support

- Car washes in support of The Fire Fighters Charity will be held by wholetime and on-call units in Q2.
- Prostate Cancer UK screening – this will be hosted at Guildford fire station and achieved in collaboration with the volunteers in Q3.
- Crews to arrange visits to local hospices to provide support and guidance where appropriate in Q3.
- 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.
- Our teams will endeavour to fulfil requests for fire station tours from a variety of local entities, including youth organisations like the Cubs and Brownies, charitable groups, and other community collectives. These visits offer an invaluable opportunity for direct engagement and education on fire safety and the roles of firefighters.

Through these initiatives, we aim to build stronger, safer, and more informed communities, demonstrating our commitment to the wellbeing of all residents through proactive engagement and education.

## Local Themes and Community Focus

### Targeted Campaigns

- Targeted campaigns focusing on local vulnerable groups such as mental health charities, travelling community and sheltered housing schemes.

### Host key initiatives

- Guildford to host Fire fit sessions fortnightly and Veterans hubs monthly.

### Warm Hubs

- Every watch will try to be present at local warm hubs or similar community gatherings, places where we are more likely to meet members of the community who are especially vulnerable. These venues offer an excellent opportunity for us to engage directly with individuals, providing valuable information on fire safety, Safe and Well visits, and introducing support services from our partner agencies that may benefit them.

### Local university/colleges

- Support local education establishments with events such as Careers days.

### JAG and Safety Advisory Group engagement

- Engage with Guildford borough as well as JAG/SAG meetings to support any medium risk events throughout the year.

### Vulnerable properties in wildfire areas

- There are numerous properties within the Whitmoor Common area which area at significant potential risk should a significant fire occur. Crews to provide guidance and support to these property-owners in conjunction with the SFRS Wildfire lead.

# Appendix 1: Targets for 2024/25

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)	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:

- 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.