



Surrey Fire and Rescue Service Runnymede Borough Plan

2024/25

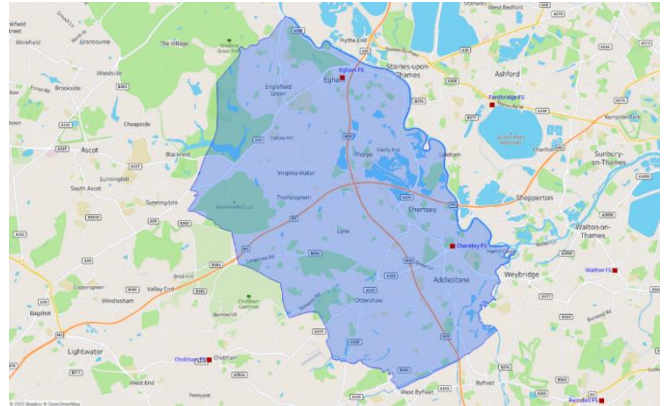


SURREY
COUNTY COUNCIL

Welcome

Welcome to Surrey Fire and Rescue Service's Borough Plan for Runnymede. Places in the Borough include Addlestone, Chertsey, Thorpe, Virginia Water and Englefield Green. The Service has fire stations in Egham and Chertsey.

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.

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.

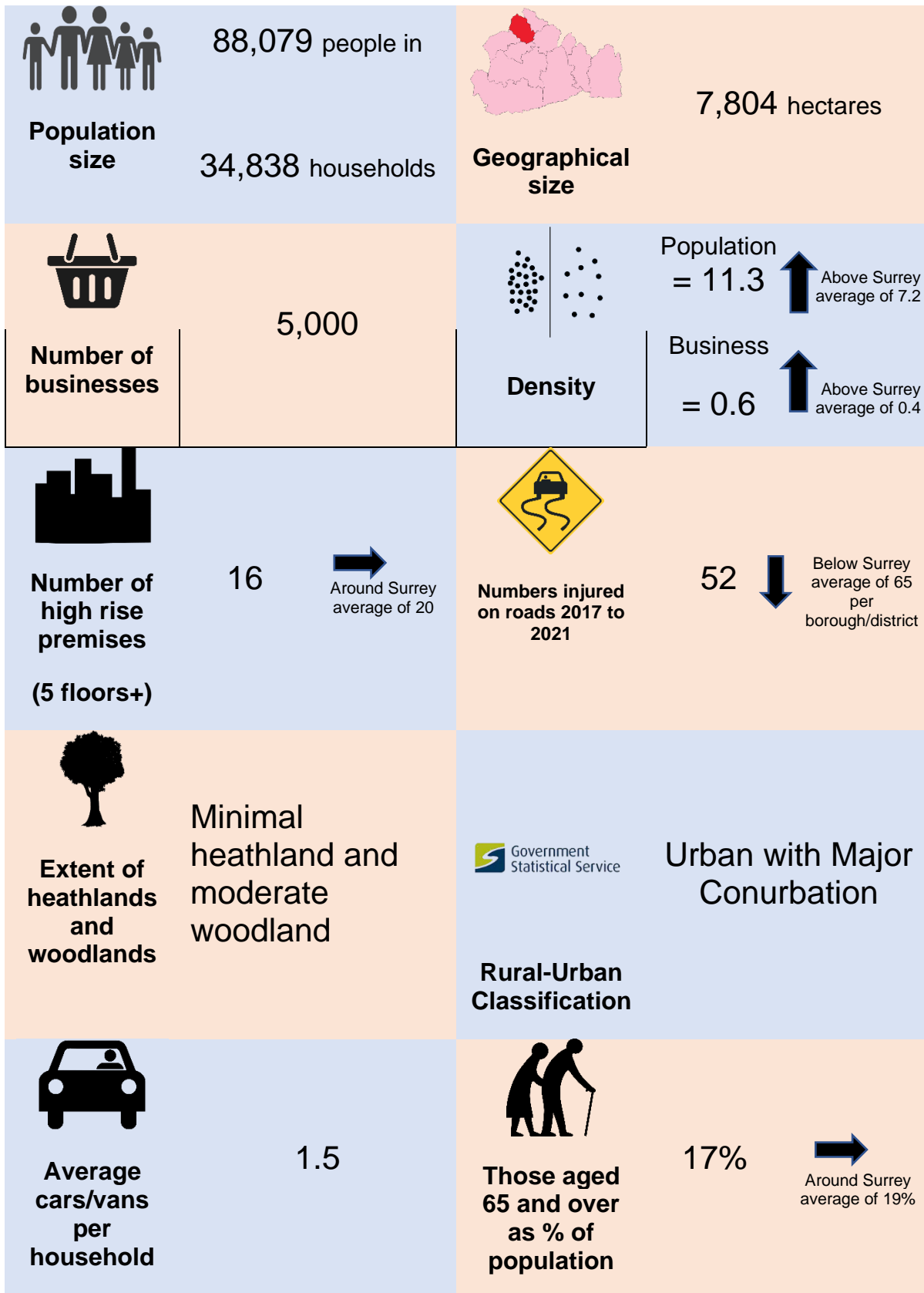
Employment

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 Runnymede





% of pensioners living alone

33%



Around Surrey average of 33%

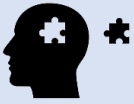


% single person households

12%



Around Surrey average of 11%



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

164



Above Surrey average of 148



% of population with mobility issues

6%



Around Surrey average of 7%



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

2.8%



Above Surrey average of 2.6%



% people who smoke

14%



Above Surrey average of 10%



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

52



Above Surrey average of 45

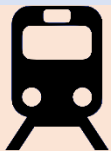


Number of listed buildings

24



Below Surrey average of 42



Number of railway lines running through area

2



Proximity to airports

None



**Likelihood
of flooding**

Large areas of
higher risk and
medium areas of
middle risk



**Number of
reservoirs
and lakes**

4

(Last updated Spring 2023)

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

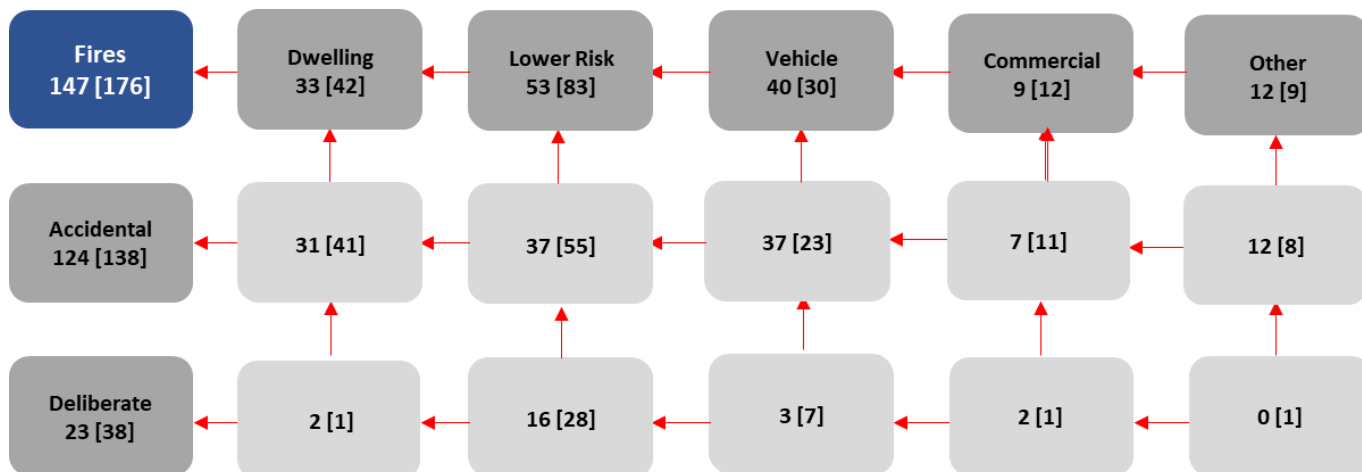
Business and community safety activities undertaken

Performance Area	Result
Safe and Well Visits (SAWVs) completed (Home Safety)	331
Percentage of SAWVs completed to Vulnerable People	82%
Operational Premises Surveys and Tactical Consideration Records (Firefighter Safety)	63
Business Safe and Well Visits completed (Business Safety)	69
Business Safety Audits (Business Safety)	53
Consultations (Building Regulations, Licensing Applications, Post Event Reviews etc.)	139

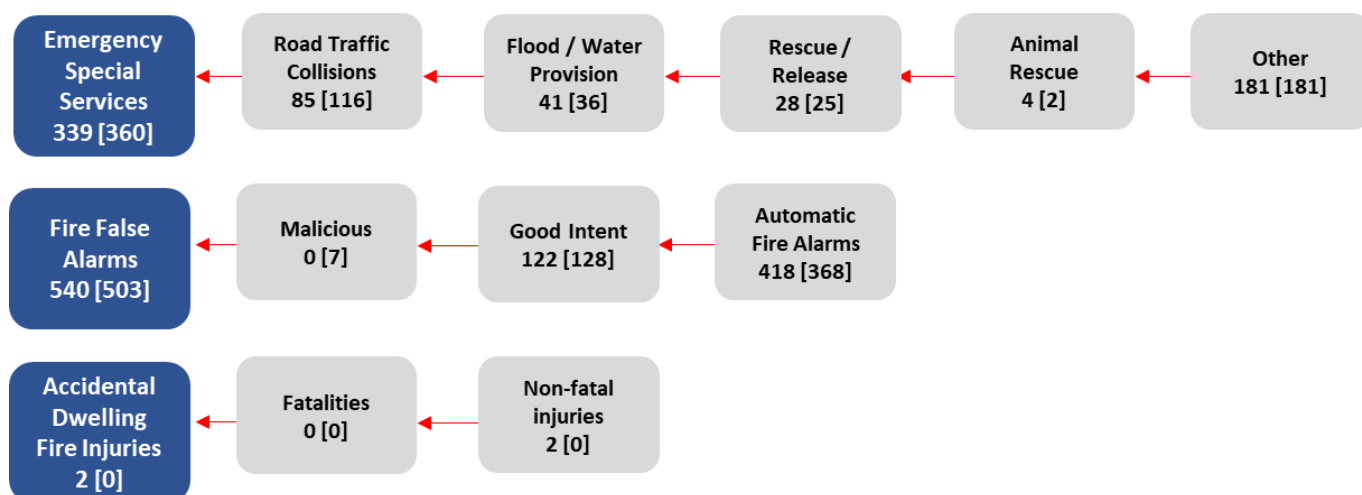
Standards Achieved

Performance Area	Result
Average turnout time (seconds) - Day	55
Average turnout time (seconds) - Night	79

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 Runnymede 2024/25

Local Risk Focus

- Every watch will ensure to address and complete all Safe and Well visits (SAWVs) requested through our station's inbox. These visits often involve referrals to vulnerable individuals and will be carried out within the set deadlines.
- All teams will persist in their risk-based inspection efforts, ensuring all buildings requiring an Operational Planning Survey (OPS) are checked within the established timeframe to keep risk information current. This encompasses reinspection periods of 12, 36, and 60 months.
- Each watch will assess areas prone to wildfires, such as commons and heathlands. They will enhance their knowledge of the landscape, access routes, water sources and potential firefighting strategies. Information on risks will be documented through OPS Surveys for open areas.
- All watches are tasked with proactively seeking out and inspecting any premises, whether new or existing, that lack up-to-date risk assessments.
- Together with the Borough Commander, all watches will pinpoint and evaluate abandoned buildings at risk of arson. Collaborating with community partners, we aim to secure these properties and reduce risks, especially those heightened by halted redevelopment projects.
- The Borough Commander will oversee and track incidents of deliberate fires, sharing findings with local partners during Runnymede Borough Council Joint Action Group (JAG) meetings. Here, a collective strategy to curb anti-social behaviour will be formulated.
- All watches will contribute to enhancing flood awareness and water safety in the community, aiming to boost preparedness and thereby increase overall safety.
- The Borough Commander will actively engage with local Safety Advisory Groups, helping ensure safety at significant local events, including the Wentworth PGA. This initiative aims to foster a collaborative approach to event safety, leveraging expertise and resources for the wellbeing of all attendees.

Local Exercise Plan

- Each watch at both Chertsey and Egham Fire Stations will engage in a Tier 1 exercise as an integral component of the annual audit process. These exercises will simulate common operational scenarios, such as a residential fire or a road traffic accident, to hone our response capabilities.
- Our stations will seize opportunities to engage in joint exercises, enhancing collaborative skills. Given that each watch is currently mentoring a trainee firefighter, we aim to facilitate both Tier 1 and Tier 2 exercises that are pivotal for the professional growth of our crews.
- Chertsey Blue Watch will spearhead the organisation and execution of a high-rise exercise, focusing on critical aspects such as establishing rendezvous points, securing water supplies and refining firefighting strategies. We will scout for ideal locations for this exercise, with buildings like Surrey Towers among options to ensure a realistic and beneficial training scenario.
- All watches to participate in a comprehensive table-top exercise centred on responding to a Marauding Terrorist Attack (MTA) scenario featuring mass casualties. This critical training session will be directed and supported by a Surrey Fire & Rescue NILO officer and is expected to include participation from other key agencies like Surrey Police and the South East Coast Ambulance Service, fostering multi-agency collaboration.

- Egham Bravo Watch is scheduled for a Tier 3 exercise that will simulate an emergency at Longcross Studios. This multi-agency drill, supported by SECAMB, the police, and local enterprises, is planned for Q1 2024, testing our readiness and inter-agency cooperation in a complex operational environment.
- Egham Alpha Watch is tasked with organising a Tier 2/3 exercise at Royal Holloway College. This simulation will address the challenges of managing a large-scale fire, focusing on mass evacuation procedures and salvage operations, with the date to be confirmed.
- Chertsey Red Watch will lead a Tier 3 water rescue exercise, recreating a fire scenario on Garrick's Ait Island. This exercise aims to enhance our coordination with SECAMB, Surrey Search & Rescue (SURSAR), and the Royal National Lifeboat Institution (RNLI), ensuring a comprehensive approach to our preparedness for water-related emergencies. Dates for this drill are yet to be determined and depend on partner availability.

Open Days and attending local or events

- **Virginia Water – 28th April 2024 – Water Awareness**
To increase water safety awareness among attendees through interactive demonstrations, workshops, and presentations by SFRS water rescue crews, Water Rescue Dogs, SECAMB, Police, and the Environmental Agency.
- **Chertsey White Watch Open Day – 23rd June 2024 – Community Engagement**
Organised by FF Richard Ball, with Station Commander Ryan Tadd and CC Kevin Jewell supporting. Aimed at engaging the community and emphasising fire safety, the day will feature a comprehensive programme including a Road Traffic Collision demonstration, a Kitchen Fire Display Unit demonstration, and various interactive activities for attendees. Central to the event is the community fire safety team, highlighting the importance of fire awareness and prevention in the community.
- **Egham Open Day – June 15th, 2024 – Community Engagement**
Leveraging the momentum from 2023's successful Open Day, the 2024 edition aims to expand our reach and significantly increase attendance by engaging with a broader array of community groups.
- **Local Community Fairs** – such as Egham Royal Show, Magna Carta Day and Windsor Illuminated - Dates TBC

Community Group Support and charitable support

- Chertsey and Egham Fire Stations are committed to maintaining monthly coffee mornings with local retirement communities. These gatherings are designed to deliver essential fire safety information and conduct wellbeing checks, thereby enhancing the safety of our community's most vulnerable members.
- 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.
- All watches are dedicated to actively participating in local and national events that align with our mission, including The Fire Fighters Charity car washes and other fundraising initiatives. These events are not only crucial for raising funds, but also for strengthening community ties and raising awareness about fire safety and prevention.

- Furthermore, we will continue to engage with local religious groups, supporting their events and activities wherever possible. This engagement is an essential part of our outreach, allowing us to connect with diverse segments of our community, fostering inclusivity and mutual respect.

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

- All watches are dedicated to conducting fire safety presentations and carrying out Safe and Well Visit initiatives at assisted living facilities and residences for the retirement-aged community. These crucial campaigns are strategically designed to reach individuals who, according to national statistics, are considered vulnerable and are at a heightened risk of fire incidents. Through these targeted efforts, we aim to significantly enhance fire safety awareness and practices among those most at risk.
- Chertsey Station will persist in serving as a hub for essential engagements and meetings with local Police, the South East Coast Ambulance Service (SECAMB), and Surrey Search & Rescue (SURSAR). This ongoing initiative underscores our commitment to fostering strong, collaborative relationships across emergency services, thereby enhancing our collective ability to respond to and manage incidents more effectively.
- Chertsey will maintain its role within the Surrey Fire and Rescue Service (SFRS) in spearheading water rescue operations and initiatives. This encompasses both direct operational responses to incidents and the critical task of community-based prevention and awareness campaigns. Through these efforts, Chertsey aims to elevate safety and preparedness in water-related emergencies, ultimately reducing the incidence and impact of such events in our community.
- 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.
- Our teams will also participate in career days at local schools and colleges whenever possible. This involvement not only aids in inspiring the next generation of firefighters but also allows us to showcase the diverse career opportunities within our service and the vital role we play in community safety.

By focusing on these key areas, we reinforce our commitment to not only respond effectively to emergencies but also to proactively engage with and educate our community, aiming for a safer environment for all residents.

Appendix 1: Targets for 2024/25

Area to measure performance against	Borough Goal for the year
Operational Premises Surveys and Tactical Consideration Records	57
Safe and Well Visits (SAWV) completed (not campaigns)	540*
% SAWV completed to vulnerable people	At least 70%
Business Safe and Well Visits completed	140
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
- Runnymede Council
- Surrey Council
- Housing Associations
- NHS
- Voluntary Organisations
- Royal National Lifeboat Institute (RNLI) & Royal Life Saving Society (RLSS)
- Neighbouring FRSs
- Wardens, Park and Street

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.