



# Surrey Fire and Rescue Service Woking Borough Plan

2024/25

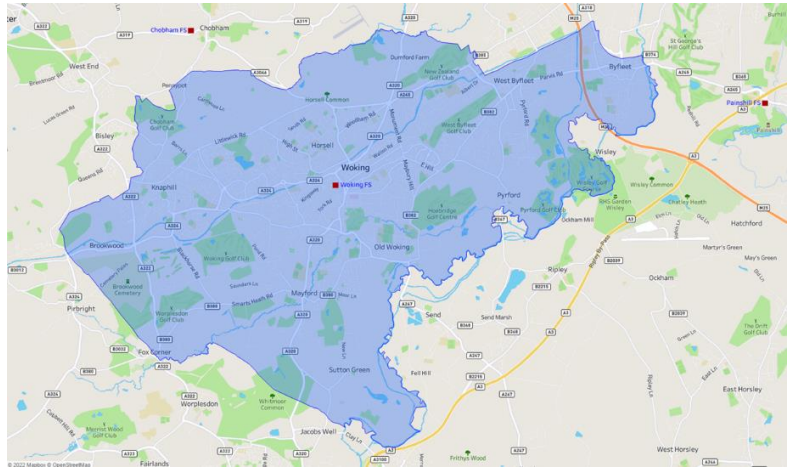


**SURREY**  
COUNTY COUNCIL

# Welcome

Welcome to Surrey Fire and Rescue Service's Borough Plan for Woking. The Borough is made up of one single town, Woking, and a number of smaller villages. The Service has a fire station in Woking.

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.

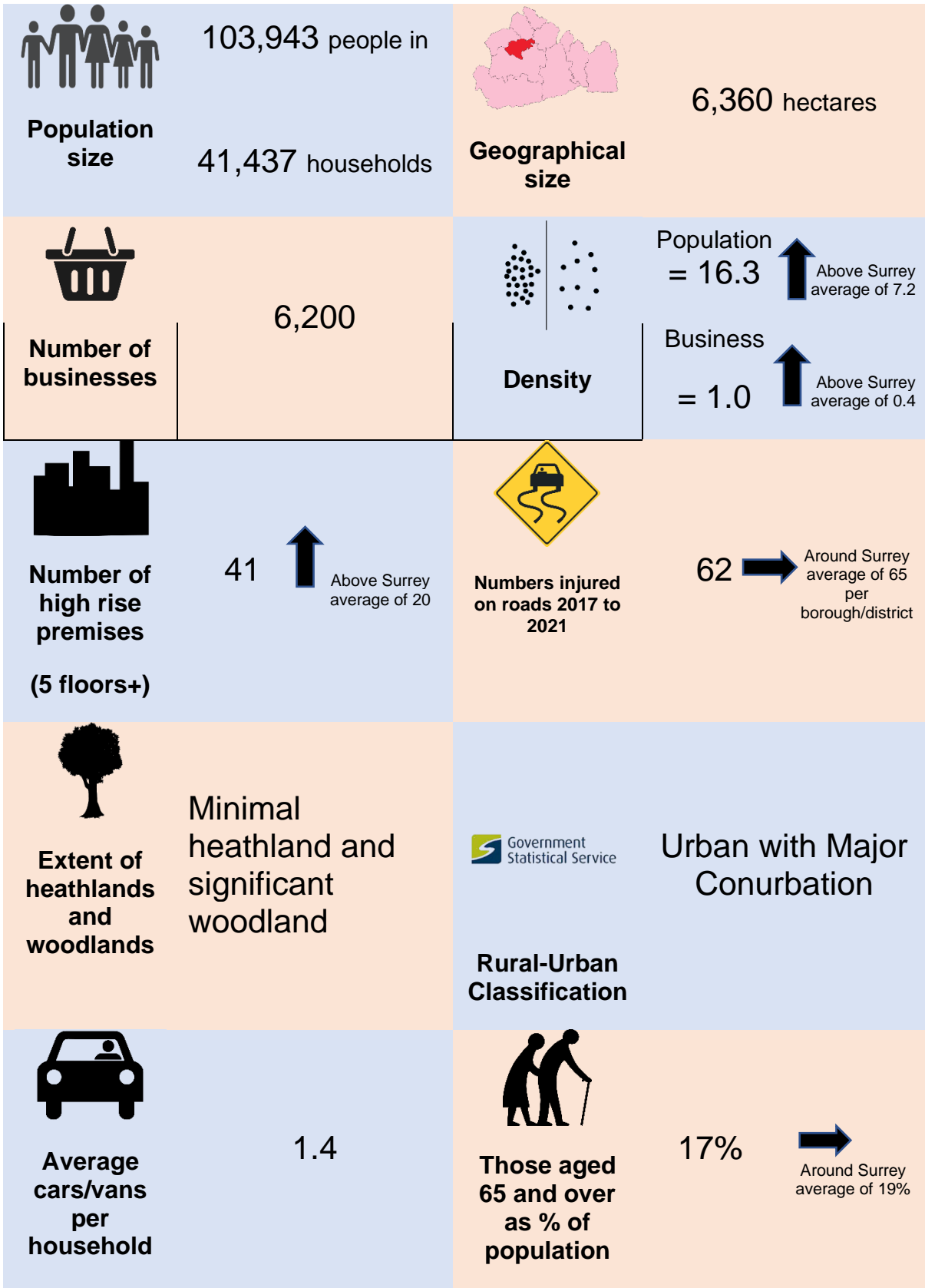
## Employment

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 Woking





**% of pensioners living alone**

33%



Around Surrey average of 33%

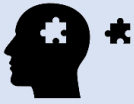


**% single person households**

10%



Around Surrey average of 11%



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

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**

2.5%



Around Surrey average of 2.6%



**% people who smoke**

10%



Around Surrey average of 10%



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

44



Around Surrey average of 45



**Number of listed buildings**

41



Around Surrey average of 42



**Number of railway lines running through area**

2



**Proximity to airports**

None



**Likelihood  
of flooding**

Low areas of  
higher risk and  
low areas of  
middle risk



**Number of  
reservoirs  
and lakes**

1

(Last updated Spring 2023)

# Summary of incidents attended, activities undertaken, and standards met within Woking during 2024/25

## Business and community safety activities undertaken

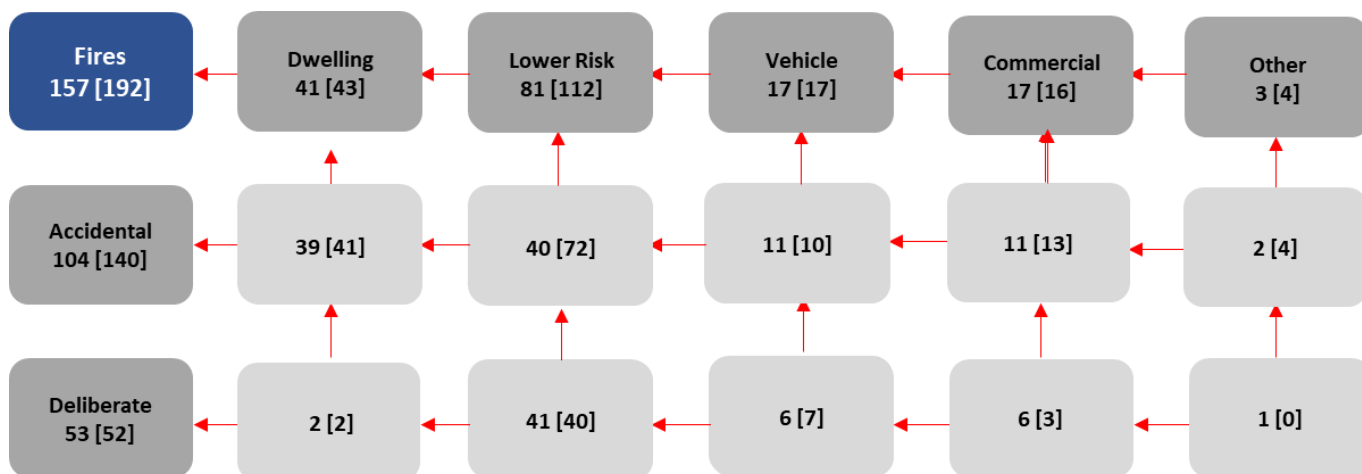
Performance Area	Result
Safe and Well Visits (SAWVs) completed (Home Safety)	487
Percentage of SAWVs completed to Vulnerable People	87%
Operational Premises Surveys and Tactical Consideration Records (Firefighter Safety)	80
Business Safe and Well Visits completed (Business Safety)	85
Business Safety Audits (Business Safety)	106
Consultations (Building Regulations, Licensing Applications, Post Event Reviews etc.)	146

## Standards Achieved

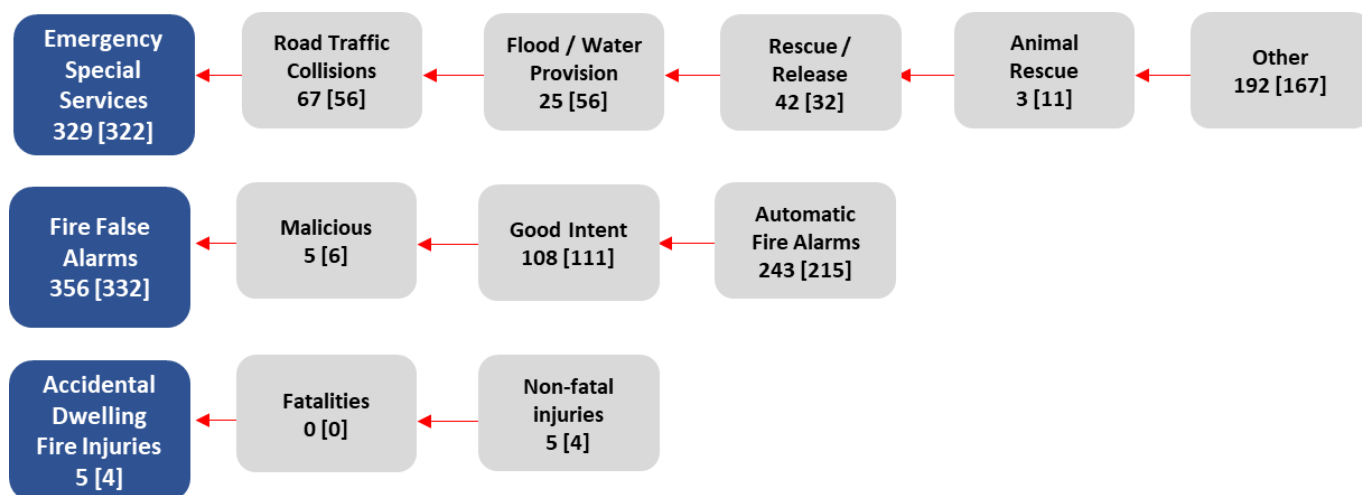
Performance Area	Result
Average turnout time (seconds) - Day	51
Average turnout time (seconds) - Night	77



# 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 Woking 2024/25

### Local Risk Focus

- All watches will respond to and complete all Safe and Well visits that are submitted to our station inbox. These are typically vulnerable persons referrals and will be actioned within the appropriate timescales.
- All watches will continue with their risk-based inspection programme. They will visit all premises which require OPS Survey completion within the specified timeline to prevent risk information from going out of date. This includes 12-month, 36-month and 60-month reinspection timelines.
- All watches will visit areas of Common and Heath land which are at risk from wildfire. Here 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.
- All watches will continue to proactively identify and visit any new or existing premises which have no current risk information.
- All watches will make regular familiarisation visits to areas of new development within Woking such as the Victoria Square town centre development and new high-rise buildings.
- All watches and the Borough Commander will identify derelict premises with the potential of arson risk. We will work with local partners to ensure premise security and mitigation of these risks. Due to the cessation of some redevelopment projects there are now a number of premises in Woking which may fall within this risk category.
- The Borough Commander will identify and monitor deliberate fire data. This will be shared and discussed with partner agencies at Woking Borough Council Joint Action Group (JAG) meetings where a joint approach to reducing anti-social behaviour will be considered.

### Local Exercise Plan

- Each Watch at Woking will take part in a Tier 1 exercise as part of the annual station audit process. These exercises will be based on a typical operational incident such as domestic dwelling fire or road traffic collision.
- Following the temporary relocation to Woking of the Chobham On-Call unit, Woking and Chobham crews will have opportunities to take part in Tier 1 and Tier 2 exercises held during the On-Call unit's training nights whilst based at Woking.
- Woking Red Watch will lead on the planning and implementation of a high-rise exercise which will consider Rendezvous Points, water supplies and firefighting tactics. We will identify suitable locations for the exercise and consider buildings such as the Hilton building, Marches towers or another suitable building that will provide a realistic training environment.

- Woking fire crews will take part in a table-top exercise based on a Marauding Terrorist Attack (MTA) with mass casualties. This will be lead and supported by a Surrey Fire & Rescue NILO officer and may include other agencies such as Surrey Police and South East Coast Ambulance Service.
- Woking Fire Crews will take part in a Tier 3 exercise based on an emergency incident at Fair Oaks Airport in Chobham. This will be a multi-agency exercise supported by existing emergency response teams based at the airport. This exercise is scheduled to take place in Q1 2024.

### **Open Days and Local Events**

- Woking White Watch will hold a Station Open Day during Quarter 1 or Quarter 2 2024. The station will be open for members of the public to meet Woking fire crews and to view and learn about our vehicles and equipment, as well as fire safety and our community fire prevention work. The event may be supported by partner agencies and other local organisations. In the event of cancellation due to an operational incident, the Open Day will be rescheduled for a later date.
- Woking fire crews will attend the annual Thames Basin Heaths Partnership Heath Week event (29 July-4 August 2024) at Horsell Common with our specialist Wildfire vehicles and teams.
- Woking fire crews will attend where possible requests to support suitable local community events such as summer fairs, partner agency and military open days.

### **Community Group Support and Charitable Support**

- Woking Fire Station will continue to host a Veterans Hub every month. Veteran Hubs and Drop-Ins provide a warm and welcoming place where any member of the Armed Forces community (serving and ex-service) and their family may go to for help, advice and comradeship.
- All watches will attend where possible requests to visit nursery and primary schools, utilising resources such as our early years learning box to support an educational and interactive session with teachers and students.
- All watches will support where possible requests for fire station visits from various local organisations such as Cubs, Brownies, charitable organisations and other community groups.
- All watches will support where possible local and nationally recognised events such as the Fire Fighters Charity car washes and other fundraising events.

### **Local Themes and Community Focus**

- All watches will attend assisted living and retirement age premises to hold fire safety talks and complete Safe and Well Visit campaigns. These campaigns specifically target those members of the community whom national data identifies as vulnerable and at higher risk from fire.

- Woking Fire Station will continue to host Positive Action and Have a Go Day events. These events will target, but are not limited to, underrepresented groups within the fire and rescue service, such as women and members of minority groups.
- All watches will, where possible, attend local Warm Hubs or 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 that may be available to help them.
- All watches will support where possible our recruitment team at events such as careers days at local schools and colleges.

# Appendix 1: Targets for 2025/26

Area to measure performance against	Borough Goal for the year
Operational Premises Surveys and Tactical Consideration Records	69
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:

- Woking Borough Council
- Thames Basin Heath Partnership
- Pirbright Army Camp
- Horsell Common Preservation Society
- Surrey Police
- Your Sanctuary
- Woking College

# Appendix 3: Borough Management Team

The Borough Management team is made up of staff in several different roles working 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.