



Surrey Fire and Rescue Service Surrey Heath Borough Plan

2024/25

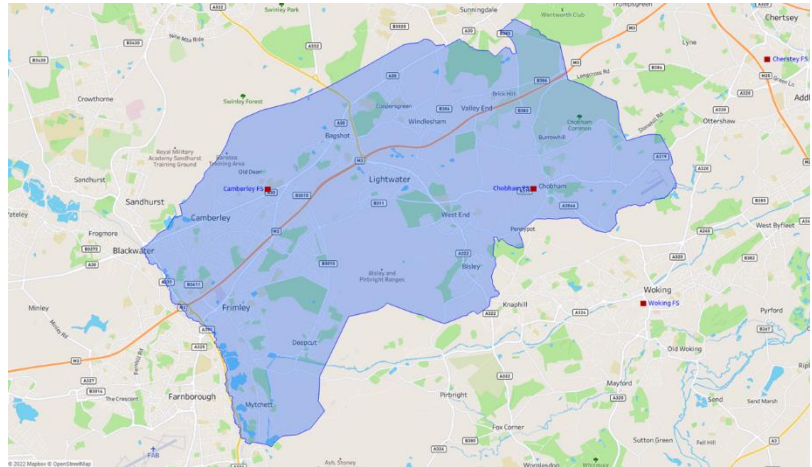


SURREY
COUNTY COUNCIL

Welcome

Welcome to Surrey Fire and Rescue Service's Borough Plan for Surrey Heath. Places in the Borough include Lightwater and Chobham. The Service has stations in Camberley and Chobham.

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.




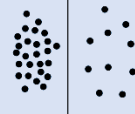











Employment

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 Surrey Heath

 <p>Population size</p> <p>90,453 people in 36,008 households</p>	 <p>Geographical size</p> <p>9,509 hectares</p>
 <p>Number of businesses</p> <p>5,200</p>	 <p>Density</p> <p>Population = 9.5  Above Surrey average of 7.2</p> <p>Business = 0.5  Around Surrey average of 0.4</p>
 <p>Number of high-rise premises (5 floors+)</p> <p>15  Below Surrey average of 20</p>	 <p>Numbers injured on roads 2017 to 2021</p> <p>55  Below Surrey average of 65 per borough/district</p>
 <p>Extent of heathlands and woodlands</p> <p>Significant heathland and significant woodland</p>	 <p>Rural-Urban Classification</p> <p>Urban with City and Town</p>
 <p>Average cars/vans per household</p> <p>1.6</p>	 <p>Those aged 65 and over as % of population</p> <p>20%  Around Surrey average of 19%</p>



% of pensioners living alone

33%



Around Surrey average of 33%



% single person households

9%



Below 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

2.6%



Around Surrey average of 2.6%



% people who smoke

12%



Above Surrey average of 10%



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

44



Around Surrey average of 45



Number of listed buildings

6



Below Surrey average of 42



Number of railway lines running through area

2



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 Surrey Heath during 2023/24

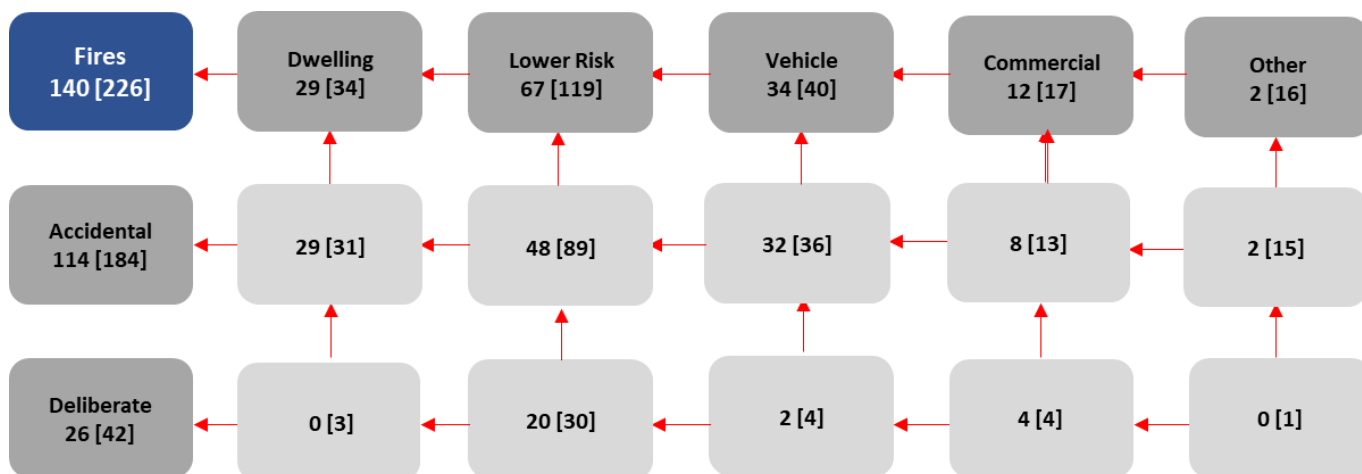
Business and community safety activities undertaken

Performance Area	Result
Safe and Well Visits (SAWVs) completed (Home Safety)	622
Percentage of SAWVs completed to Vulnerable People	85%
Operational Premises Surveys and Tactical Consideration Records (Firefighter Safety)	59
Business Safe and Well Visits completed (Business Safety)	30
Business Safety Audits (Business Safety)	59
Consultations (Building Regulations, Licensing Applications, Post Event Reviews etc.)	110

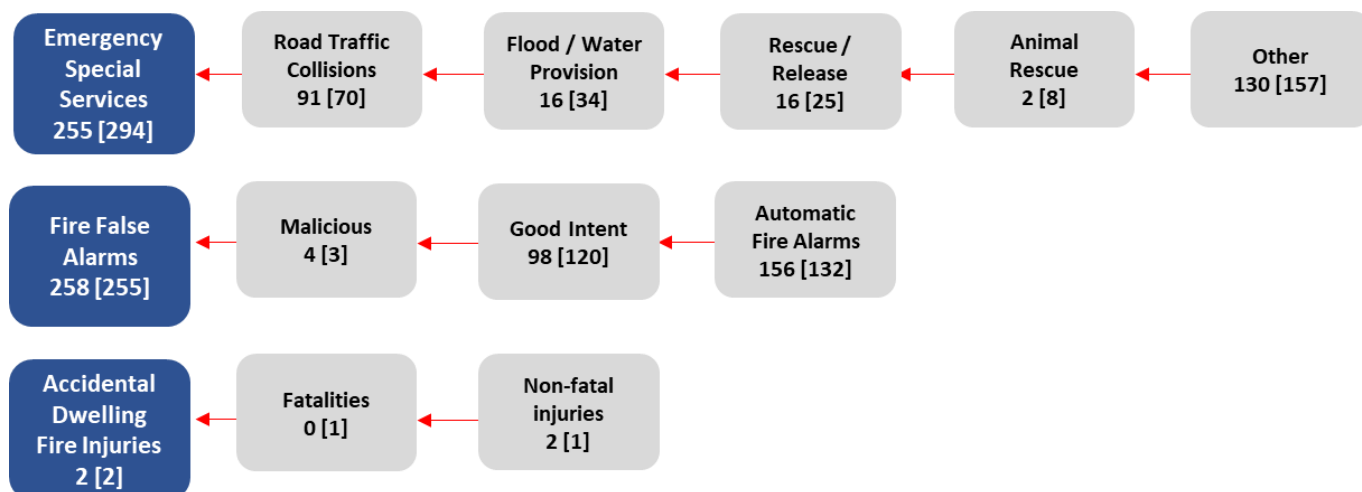
Standards Achieved

Performance Area	Result
Average turnout time (seconds) - Day	63
Average turnout time (seconds) - Night	72

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 Surrey Heath 2024/25

Local Risk Focus

- New updated mapping for 2024 will assist Camberley's pre-planning for wildfires, which include what3words locations for best access to benefit oncoming fire resources and facilitate multi-agency response.
- We will support wildfire reduction by working with land managers and responsible persons across Surrey Heath and the wider county.
- We will liaise with cross-border fire and rescue services to ensure an effective and efficient response is provided when attending cross-border incidents.
- Stations will work proactively with partner agencies such as the Ministry of Defence (MOD) and Surrey Police to provide wildfire patrols through high-risk periods. We will also support partners such as Thames BASIN Heath with community events at wildfire locations. Joint training between partner agencies for fire prevention and incident resolution will be developed further.
- We will work with Land Managers and the Prevention Team to promote appropriate messages via various communication formats.
- We will work with internal partners such as the Prevention Team and Fire Investigation Officers with drone capability to assist us in reducing fire incidents and identifying trends.
- All watches will respond to and complete all Safe and Well visits (SAWVs) that are submitted to our station inbox. These are typically vulnerable persons referrals and will be actioned within the appropriate timescales.
- Watch Commanders will continue to work in partnership with local social housing providers. We will work proactively using available data to identify, access and support the most vulnerable residents, offering appropriate interventions such as SAWVs.

Local Exercise Plan

- We will introduce exercises to simulate failures in buildings that contain reinforced autoclaved aerated concrete (RAAC) which pose a risk of collapse due to the building's age. The team at Camberley will carry out a large-scale exercise with additional Emergency Services partners to test our capabilities.
- With a combination of motorways, A roads and B roads stretching between Surrey and Hampshire, we have invited Rushmoor to take part in a series of collaborative exercises to promote the need to support road traffic collision (RTC) reduction within Surrey Heath and the wider community.
- Each Watch will take part in exercises as part of the annual station audit process. These exercises will be based on a typical operational incident such as domestic dwelling fire or RTC.
- Camberley crews will take part in a tabletop exercise based on a Marauding Terrorist Attack (MTA) with mass casualties. This will be led and supported by a Surrey Fire and Rescue Service NILO officer and look to include other agencies such as Surrey Police and Ministry of Defence.

Open Days and Attending Local Events

- We will promote wildfire awareness where possible at public events and schools' engagement sessions with the assistance of our new school liaison officer.
- Fire station Watches will engage with the local community most at risk from wildfire with safety and prevention messages. The focus will be on providing a regular SFRS presence at areas identified as elevated risk, such as the Old Dean and Barossa Common.

Community Group Support and Charitable Support

- All Watches will support where possible local and nationally recognised events such as The Fire Fighters Charity car washes and other fundraising events.
- All Watches will attend where 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.
- Station Watches will engage with local youth groups and organisations such as Cubs and Brownies, responding to requests for station visits. These visits offer an invaluable opportunity for direct engagement and education on fire safety and the roles of firefighters.

Local Themes and Community Focus

- All Watches will attend assisted living and retirement age premises to hold fire safety talks and complete SAWV campaigns. These campaigns specifically target those members of the community who national data identifies as vulnerable and at higher risk from fire.
- We will look to identify opportunities to share and deliver safety messages and offer SAWVs to these communities. We may also target attending festivals, celebrations, and community events to proactively develop relationships and partnerships within these community groups.
- Station Watches will work with Partnership Officers and the Prevention Team to identify opportunities to engage with minority groups and communities within Surrey Heath.

Appendix 1: Targets for 2024/25

Area to measure performance against	Borough Goal for the year
Operational Premises Surveys and Tactical Consideration Records	58
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:

- Surrey Heath Borough Council
- Surrey Police
- Ministry of Defence
- Ministry of Defence Police
- Thames Basin Heath
- Natural England
- Accent Housing
- The Hope Hub

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.