



Surrey Fire and Rescue Service Elmbridge Borough Plan 2024/25



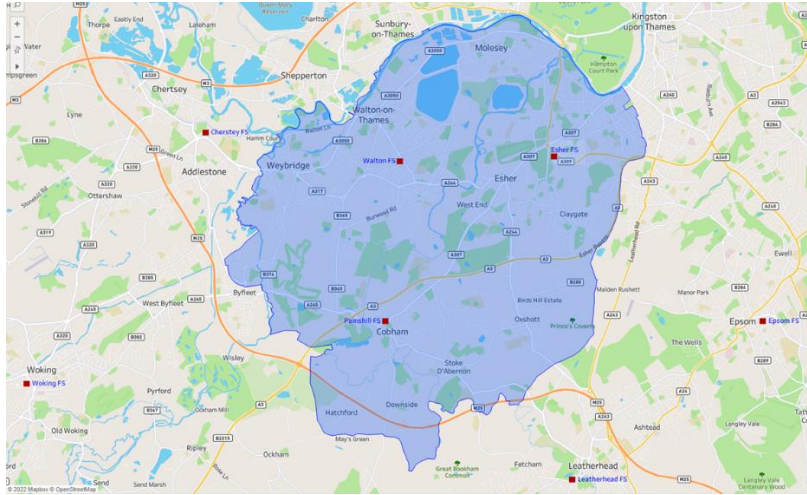
SURREY
COUNTY COUNCIL

Welcome

Welcome to Surrey Fire and Rescue Service's Borough Plan for Elmbridge. Places in the Borough include Esher, Cobham and Weybridge. The Service has Fire Stations located in Walton, Esher and Painshill.

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.

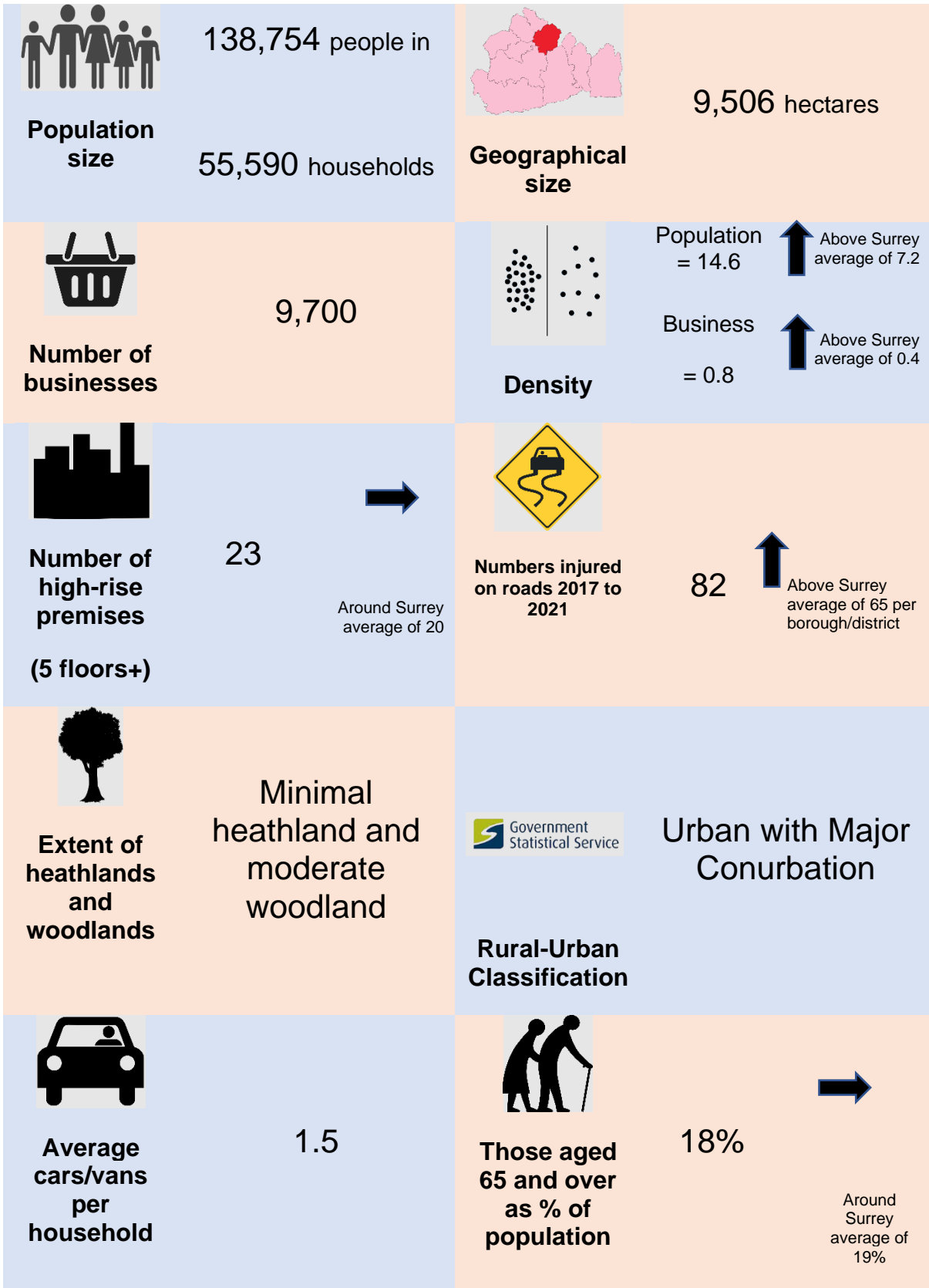
Employment

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 is 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 Elmbridge





% of pensioners living alone

34%

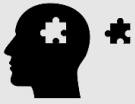
→
Around Surrey average of 33%



% single person households

11%

→
Around Surrey average of 11%



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

142

→
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 2.5%



% people who smoke

7%



↓
Below Surrey average of 10%



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

42

→
Around Surrey average of 45







Number of listed buildings

31



↓
Below Surrey average of 42

 <p>Number of railway lines running through area</p>	<p>3</p>	 <p>Proximity to airports</p>	<p>None</p>
 <p>Likelihood of flooding</p>	<p>Low areas of higher risk and low areas of middle risk</p>	 <p>Number of reservoirs and lakes</p>	<p>7</p>

(last updated Spring 2023)

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

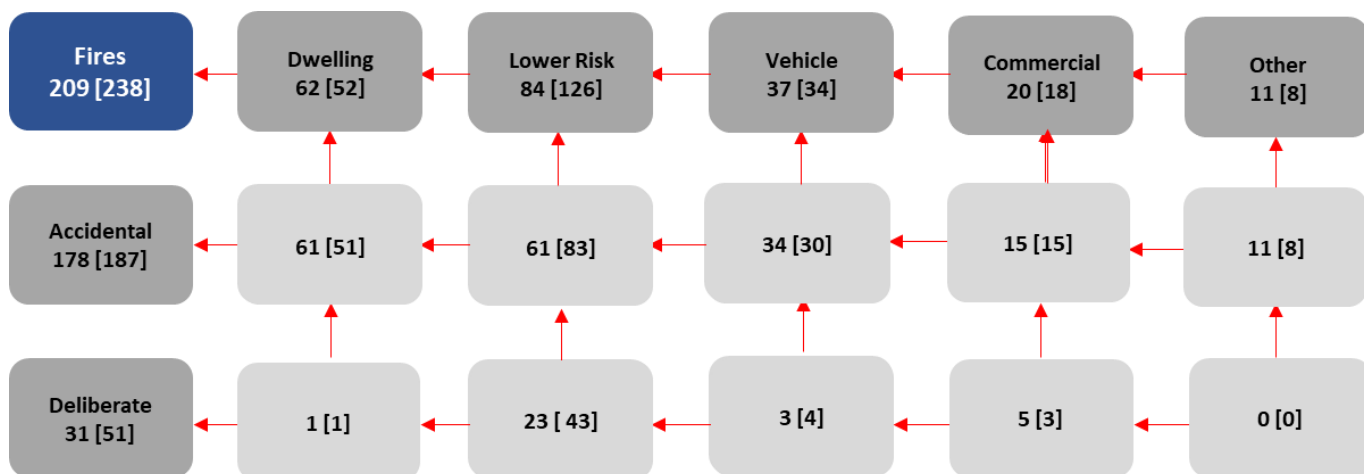
Business and community safety activities undertaken

Performance Area	Result
Safe and Well Visits (SAWVs) completed (Home Safety)	667
Percentage of SAWVs completed to Vulnerable People	81%
Operational Premises Surveys and Tactical Consideration Records (Firefighter Safety)	64
Business Safe and Well Visits completed (Business Safety)	68
Business Safety Audits (Business Safety)	101
Consultations (Building Regulations, Licensing Applications, Post Event Reviews etc.)	230

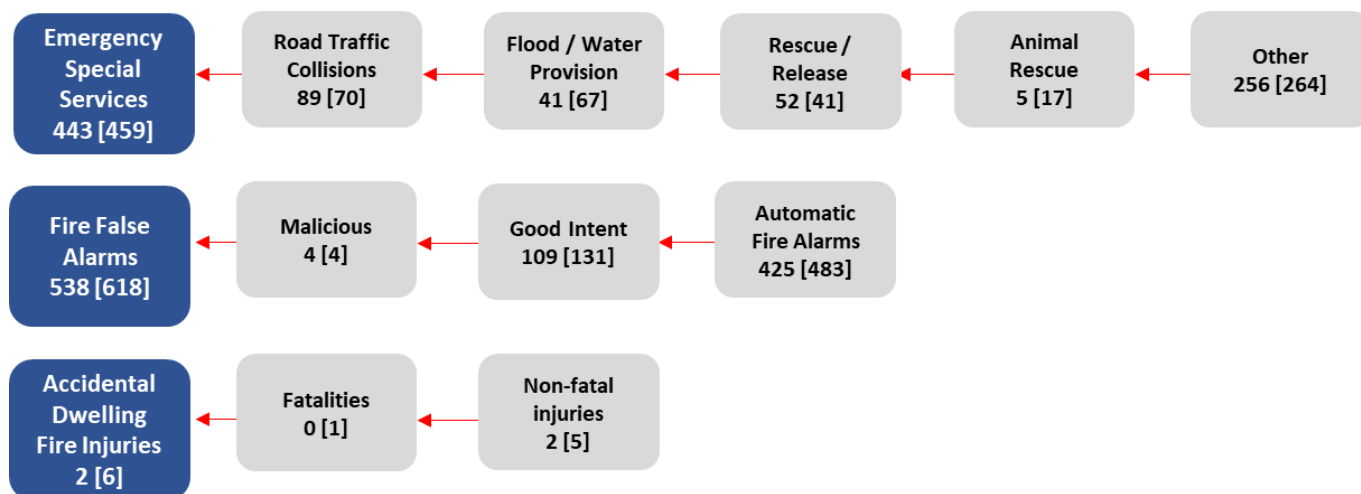
Standards Achieved

Performance Area	Result
Average turnout time (seconds) - Day	53
Average turnout time (seconds) - Night	90

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 Elmbridge 2024/25

Local Risk Focus

- 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.
- All teams will persist in their risk-based inspection efforts, ensuring all buildings requiring an Operational Planning (OPS) Survey are checked within the established timeframe to keep risk information current. This encompasses reinspection periods of 12, 36, and 60 months. Teams will complete Tactical Consideration Records for Very High and High properties when necessary.
- All Watches to identify areas of risk to water users within the Elmbridge area. This will include bathers, swimmers and islanders at risk. We will work with our partners and engage with the islanders to gather information. We will seek to prevent incidents and to demonstrate our readiness to respond to them by carrying out exercises by and on the river to raise awareness with the public.
- All Watches will continue to proactively identify and visit any new or existing premises which have no current risk information, ensuring all crews visit Very High and High properties to familiarise themselves.
- 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 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 Elmbridge Borough Council Joint Action Group (JAG) meetings where a joint approach to reducing anti-social behaviour will be considered. The Borough Commander will work with partners within the Community Safety Partnership (CSP) who include Housing and County Council representatives, to identify residents at risk to whom we can offer SAWVs.

Local Exercise Plan

- All Watches at with in the Borough of Elmbridge will undertake a Tier 1 exercise as part of the annual assurance audit. These exercises will simulate common operational scenarios, such as a residential fire or a road traffic accident, to hone our response capabilities.
- Crews across Elmbridge will take part in a Tier 2 Borough exercise and a Tier 3 multi-agency/cross-border exercise to rehearse planning and response to terrorist attacks and major incidents. This will involve working with the Police, Ambulance service and local authority under the Joint Emergency Services Interoperability Protocol and the Local Resilience Forum. This demonstrates our community focus and role in protecting national infrastructure and business activities.
- We will plan a Tier 2 exercise with London Fire Brigade recreating a fire scenario on Garrick's Ait island, which has no bridge access and has 40 properties with a high number of vulnerable residents. This will ensure we are well prepared to respond to any emergency on the island. We will engage with the committee member at the planning stage.

- Working with Painshill Park, we will complete a Tier 3 table-top exercise involving a terrorist attack. Painshill Park is host to large events during the summer which attract up to 10,000 visitors. All Watches will familiarise themselves with access to and egress from the park.

Open Days and Attending Local Events

- We will attend family race days at Sandown Racecourse, promoting fire safety and Surrey Fire and Rescue Service's (SFRS) community initiatives.
- We will attend the Car, Caravan and Sunday antiques fare events at Sandown racecourse to promote Road Safety and Fire Safety.
- An Open day at Painshill Fire Station will be organised by the end of September. This will be a fully inclusive, community event, with a range of stalls including partnership agencies, volunteer organisations and community groups alongside SFRS resources.
- We will attend events at Painshill Park in the summer months to promote fire safety and all the initiatives SFRS offer.
- We will have a stall at the Cowy Sale in August, to educate and advise on water safety and fire safety and publicise SAWVs.

Community Group Support and Charitable Support

- A car wash to raise funds for The Fire Fighters Charity will take place at Painshill fire station By 30 September 2024. We will work with our volunteer and Pat Sheridan to promote the tyre safety campaign at the event.
- 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. The SFRS education team will visit key stage 1,2, and 3 students, providing more relevant fire safety education for this age group. This will continue throughout 2024 \ 2025.
- We 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.
- We will attend wherever possible coffee mornings\ evenings within the Women's institute to provide fire safety advice and offer SAWVs.
- 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 & Well visits, and introducing support services from our partner agencies that may benefit them.
- We will look for every opportunity to engage with underrepresented groups, all religious groups and minority groups within Elmbridge, utilising the strong links within our task groups and local authority stakeholders.

Local Themes and Community Focus

- We will organise coffee mornings at a variety of sheltered/ retirement accommodation facilities, drawing on relationships forged with local management agents. These visits allow us to provide targeted safety advice and offer referrals to our partnership agencies, and give residents access to resources such as hard of hearing alarms and fire-resistant bedding/throws.

- We will work closely with all our partners to support events across the Elmbridge borough which look to protect, support and safeguard our residents through links from Joint Advisory Group and Community Safety Partnership meetings.
- The Elmbridge Respect the Water group will continue to develop ideas and new funding streams to educate and inform our residents on the dangers of water. We will continue to highlight the areas of risk through analysis of our data on incidents. In the past this has created new sites for equipment, such as throw lines, and signage to inform of the dangers of the river. We will support this by visiting the most used sites with educational leaflets and advice. This is in conjunction with the Police and the JET team within our borough.
- We will continue to engage with GP surgeries, libraries and community engagement sites to promote the SAWV offer from SFRS.

Appendix 1: Targets for 2024/25

Area to measure performance against	Borough Goal for the year
Operational Premises Surveys and Tactical Consideration Records	74
Safe and Well Visits (SAWV) completed (not campaigns)	870*
% SAWV completed to vulnerable people	At least 70%
Business Safe and Well Visits completed	210
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
- Elmbridge Council
- Surrey Council
- Housing Associations
- NHS
- Voluntary Organisations
- Environmental Agency
- Wardens, Park and Street
- Adult and Social Care providers

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-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.