



Surrey Fire and Rescue Service Spelthorne Borough Plan

2024/25

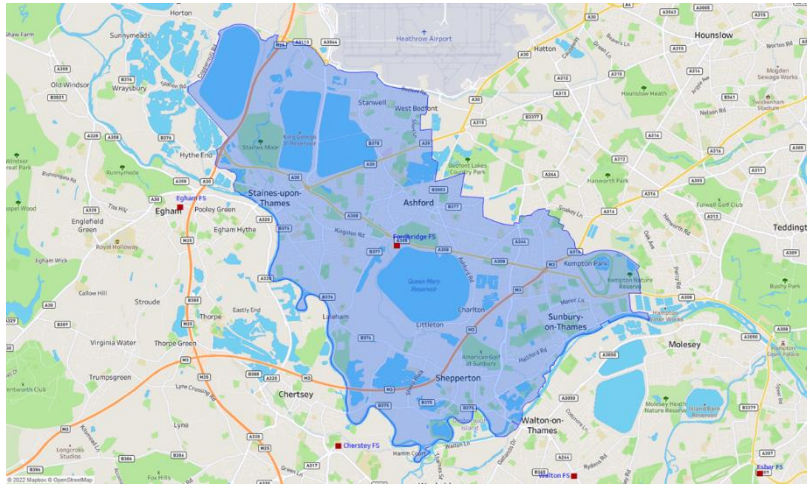


SURREY
COUNTY COUNCIL

Welcome

Welcome to Surrey Fire and Rescue Service's Borough Plan for Spelthorne. Places in the Borough include Staines, Shepperton, Sunbury, Stanwell and Laleham. The Service has a fire station located in Ashford.

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 2023/24 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 1.2m. 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 Spelthorne





% of pensioners living alone

33%



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)

146



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

11%



Around 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

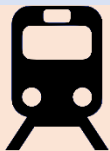


Number of listed buildings

15



Below Surrey average of 42



Number of railway lines running through area

2



Proximity to airports

Heathrow



**Likelihood
of flooding**

Very low areas of
higher risk and
medium areas of
middle risk



**Number of
reservoirs
and lakes**

6

(Last updated Spring 2023)

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

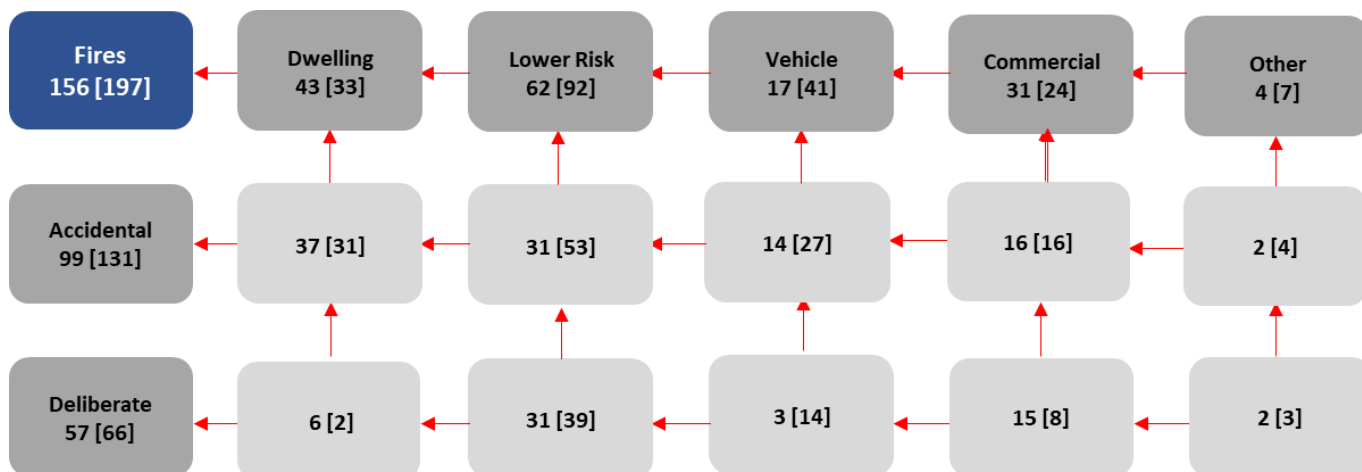
Business and community safety activities undertaken

Performance Area	Result
Safe and Well Visits (SAWVs) completed (Home Safety)	436
Percentage of SAWVs completed to Vulnerable People	85%
Operational Premises Surveys and Tactical Consideration Records (Firefighter Safety)	81
Business Safe and Well Visits completed (Business Safety)	47
Business Safety Audits (Business Safety)	78
Consultations (Building Regulations, Licensing Applications, Post Event Reviews etc.)	125

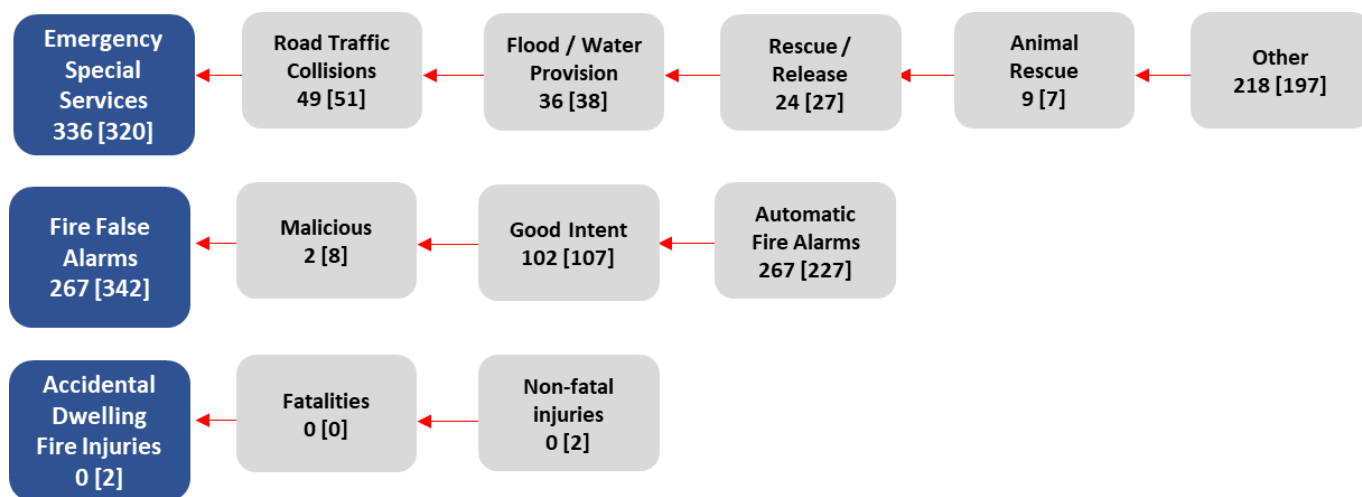
Standards Achieved

Performance Area	Result
Average turnout time (seconds) - Day	61
Average turnout time (seconds) - Night	86

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 Spelthorne 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 Watches will continue with risk-based inspection programme. They will visit all premises which require an Operational Planning Survey (OPS), completing them 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 personnel at Fordbridge fire station will continue to gain knowledge and understanding for improving access and launch points for our water rescue assets.
- 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 Spelthorne such as 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 premises are secure and therefore mitigate these risks.
- The Borough Commander will identify and monitor deliberate fire data. This will be shared and discussed with partner agencies at Spelthorne Borough Council Joint Action Group (JAG) meetings where a joint approach to reducing anti-social behaviour will be considered.
- We will liaise with businesses with access to the river Thames to offer Water Safety initiative training and equipment such as throw bags and reach poles.
- We will target local areas known for surface flooding to provide information on how best to cope with flooding incidents.

Local Exercise Plan

- All Watches at Fordbridge 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.
- Fordbridge crews will take part in a Tier 2 Borough exercise and a Tier 3 multi-agency/ cross-border exercise.
- Within Quarter (Q)3, Fordbridge crews will hold an exercise to simulate a response to a terrorist incident at a sporting venue. This will incorporate a multi-agency response from Surrey Police and South East Coast Ambulance Service (SECAmb).
- In Q2 an exercise involving the mass evacuation of a high-rise premises will be carried out. The exercise will incorporate cross-border working with London Fire Brigade along with our partners at SECAmb.

- A simulated wide-area flooding incident within the confines of the Surrey borders will be organised to take place in Q1. This will test ability to respond to the procedural implications of a UK-wide Department for Environment, Farming and Rural Affairs (DEFRA) incident.
- We will hold an exercise at Shepperton Studios to simulate a fire. This will be to measure the response of both SFRS and on-site staff to a fire incident at one of the UK's biggest film studios. This will be completed by the end of Q4.

Open Days and Attending Local Events

- We will attend family race days at Kempton Racecourse, promoting fire safety and SFRS's community initiatives.
- We will hold an Open day at Fordbridge Fire Station 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 have a stall at the Sunbury Regatta in August, helping to promote fire safety in the form of SAWVs as well as boat and water safety.
- Crews will attend Shepperton Fair, and may take part in the parade through Shepperton High Street.

Community Group Support and Charitable Support

- A car wash to raise funds for The Fire Fighters Charity will take place by the end of September 2024. This opens up Fordbridge fire station to the community, strengthening community ties and raising awareness about fire safety and prevention.
- 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 groups, providing more relevant fire safety for this age group. This will continue throughout 2024 \ 2025.
- 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.
- We will attend wherever possible coffee mornings\ evenings within the Women's institute to provide fire safety advice and offer SAWVs.
- Fordbridge will continue to support its Veterans Hub and seek to grow this through initiatives within the community, working alongside its current members.

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

- 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 complete water safety campaigns at local river locks and known areas for open water river swimming by 30 September. We will give advice to boat owners for boat safety and advice to those who choose to swim in open water.
- Campaigns within Respite centres within the local community will be organised by one or more Watches from Fordbridge Fire Station. We will seek to involve partnership agencies within the borough of Spelthorne, as well as our colleagues in the Police and ambulance services and our own volunteers within SFRS.
- Fordbridge 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 minority groups.

Appendix 1: Targets for 2024/25

Area to measure performance against	Borough Goal for the year
Operational Premises Surveys and Tactical Consideration Records	66
Safe and Well Visits (SAWV) completed (not campaigns)	355*
% 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:

- Stronger Safer Spelthorne Partnership
- Applied Resilience
- River Thames Island Community Groups
- London Fire Brigade
- London Heathrow Airport Authority
- Fordbridge Armed Forces Veterans Hub
- Surrey Search and Rescue
- Specialist Group International
- Royal National Lifeboat Institute
- Surrey and Sussex Police
- South East Coast Ambulance Service
- London Ambulance Service
- Environment Agency
- Surrey County Council Flood and Climate Resilience Team

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.