



# Surrey Fire and Rescue Service Reigate and Banstead Borough Plan

2024/25

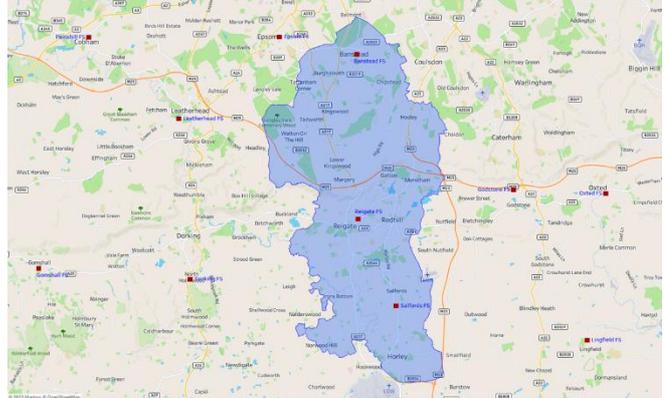


**SURREY**  
COUNTY COUNCIL

# Welcome

Welcome to Surrey Fire and Rescue Service's Borough Plan for Reigate and Banstead, places in the Borough include Reigate, Banstead, Redhill and Horley. The Service has stations located in Banstead, Reigate and Salfords.

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.

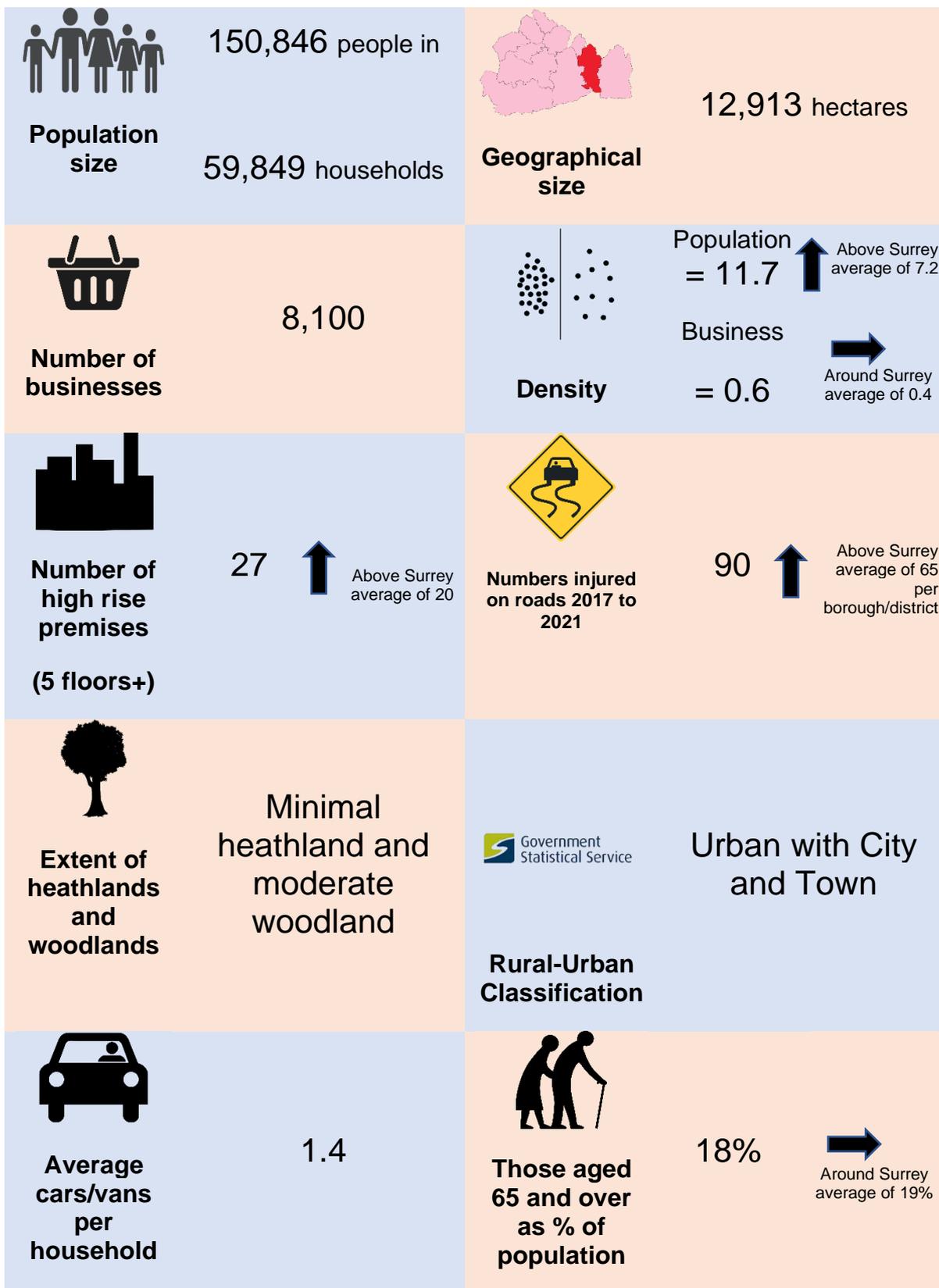
## Employment

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 Reigate and Banstead





**% of pensioners living alone**

33%



Around Surrey average of 33%

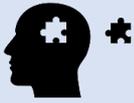


**% single person households**

10%



Around Surrey average of 11%



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

148



Around Surrey average of 148



**% of population with mobility issues**

5%



Below Surrey average of 7%



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

2.6%



Above Surrey average of 2.6%



**% people who smoke**

10%



Around Surrey average of 10%



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

45



Around Surrey average of 45



**Number of listed buildings**

29



Below Surrey average of 42



**Number of railway lines running through area**

6



**Proximity to airports**

Gatwick



**Likelihood  
of flooding**

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 Reigate and Banstead during 2023/24

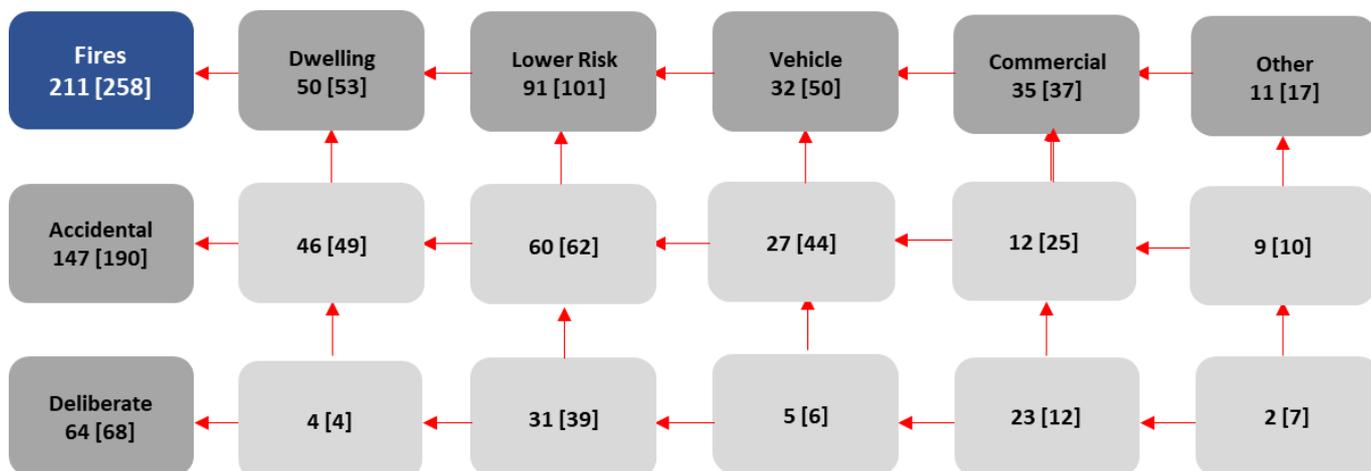
## Business and community safety activities undertaken

Performance Area	Result
Safe and Well Visits (SAWVs) completed (Home Safety)	812
Percentage of SAWVs completed to Vulnerable People	86%
Operational Premises Surveys and Tactical Consideration Records (Firefighter Safety)	123
Business Safe and Well Visits completed (Business Safety)	209
Business Safety Audits (Business Safety)	133
Consultations (Building Regulations, Licensing Applications, Post Event Reviews etc.)	199

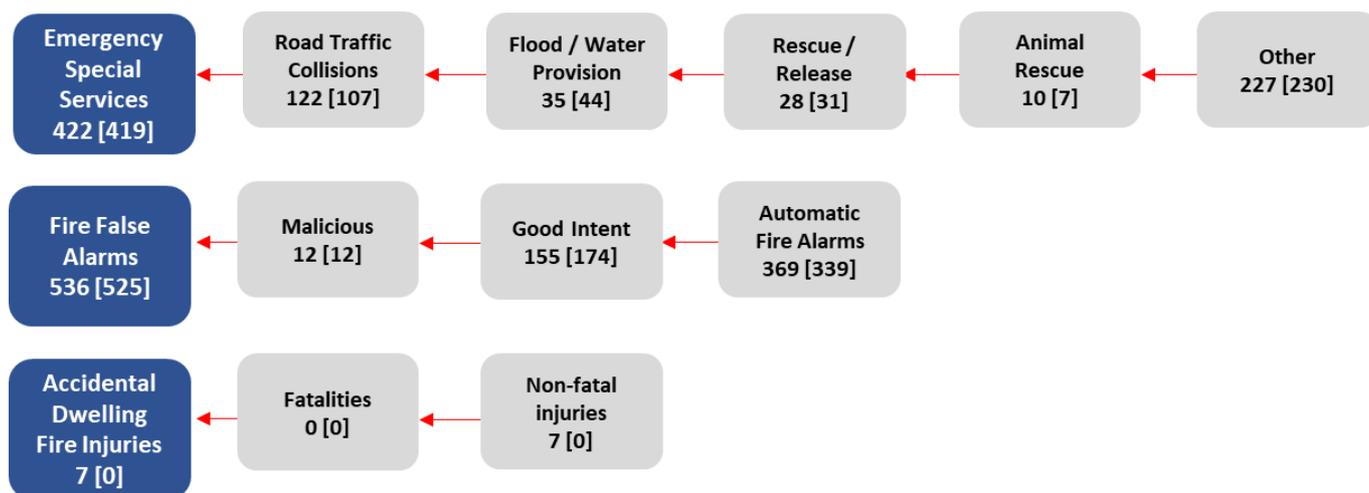
## Standards Achieved

Performance Area	Result
Average turnout time (seconds) - Day	48
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 Reigate and Banstead 2024/25

### Local Risk Focus

- Personnel will work closely with Surrey Fire and Rescue Service SFRS Partnership Officers, sharing with them information about vulnerable persons living on the station ground in a way that complies with the General Data Protection Regulations. Station Commanders will seek feedback from the Partnership Officers for assurance.
- Borough Partnership Officers will help personnel plan and deliver safe and well visit (SAWV) campaigns. This will be facilitated with resources and attendance. Partnership Officers to be invited to and involved with all Station Quarterly meetings to offer advice and expertise. Feedback will be sought from the station commanders for Assurance.
- Borough Partnership Officers will assist personnel with planning and delivering SAWVs including the new Boiler Safety and Servicing Scheme trial in Reigate and Banstead. The station commanders will feed back into Surrey County Council (SCC) on this trial. Quarters (Q) 1-2
- Personnel will carry out SAWVs requested through the Surrey County Council (SCC)/SFRS website. These visits often involve referrals to vulnerable individuals and will be carried out within the set deadlines.
- All watches are tasked with proactively seeking out and inspecting any premises, whether new or existing, that lack up-to-date risk assessments.
- Personnel will develop further relationships in the community with other agencies, organisations etc. that will allow us to identify those residents whom both we and our partner agencies consider to be most vulnerable.
- Personnel will liaise with Reigate and Banstead Open Spaces Team/Rangers, etc to help reduce risk of wildfires. This will lead into local exercises (see below). The Station Commander to feed into Watches information from Joint Action Group (JAG) meetings.
- We will run local initiatives and campaigns in conjunction with other agencies that assist with targeting the most vulnerable residents. The station commander to feed into Watches information from JAG meetings.
- Personnel will liaise with care homes, sheltered accommodation and assisted living premises to offer vulnerable residents advice and guidance.
- Personnel will pass information to the appropriate local council's Environmental Health (EH) Team about abandoned vehicles or large amounts of rubbish that they have identified, and which could be subject to arson attack. The EH Team can arrange for the vehicle or rubbish to be removed.
- Personnel will identify unoccupied business premises. If signs of anti-social behaviour are evident, this information will be passed to external partners via JAG.

- Personnel will complete annual visits to simple business premises and offer business SAWVs. This will be in conjunction with the Business Education Officer for the area.
- In October/November/December 2024 personnel will conduct seasonal visits to business premises based on potential increase in hazards.
- Through collaboration, community events and extending current SAWVs, crews will highlight the bigger picture and impacts of flooding in the borough using information provided from previous flooding areas.

## Q2 - Local Exercise Plan

- The Station Commander and other Officers will take part in the Joint Agency Safety Partnership Exercise.
- Each Watch at Reigate and Salfords fire stations will complete a resilience exercise that will involve the procedure for closing the fire station and moving to the fallback site. These will take place in Q1 and 2.
- Each Salfords Watch to complete a Mod 2 water exercise, utilising recently acquired skills and equipment. Reigate Watches can be involved in a Water & Flood Rescue First Responder Team capacity.
- Each Watch will take part in a Tier 1 exercise as part of the annual station audit process. These exercises will simulate common operational scenarios, such as a residential fire or a road traffic accident, to hone our response capabilities.
- Reigate, Salfords and Banstead crews will take part in a table-top Marauding Terrorist Attack (MTA) exercise. This will be led by a SFRS NILO and will include Surrey Police. These will take place across all Qs.
- Salfords crews will liaise with West Sussex FRS and Gatwick Airport FRS to ensure working practices that deliver efficient and effective services when joint working, are practised and are cohesive.
- All Reigate and Salfords Watches to participate in HAZMAT Exercise - Spire Gatwick Park Hospital (S36) (SC Phillips to look at feasibility). Q2-3.
- Reigate crews to continue working at height exercises on the five-floor scaffold surrounding the Willis Towers Watson office block in Reigate; this provides local engagement and develops our Level 2-line skills for use across the wider Service.
- Reigate to investigate exercising in 20km of tunnels/caves that run under the station ground. Talks are ongoing with Southeast Cave Rescue Organisation who manage these locations. Q2-3.
- All Watches to carry out High Rise training/Exercising on buildings on Station Ground.
- With the addition of a fogging unit to Reigate station, all Watches to programme in wildfire training and exercising. Q2-4
- Banstead crews will take part in an annual multi-agency, cross-border exercise organised by London Fire Brigade at The Royal Marsden Hospital. This will take place in Q2.

- Banstead crews will take part in a Tier 3 exercise based on an incident at HMP Highdown. This will be a multi-agency, cross-border exercise. This will take place in Q1.
- Banstead will liaise with London Fire Brigade to ensure working practices that deliver efficient and effective services when joint working are practised and are cohesive.

### **Q3 - Open Days and attending local or events**

- Reigate and Salfords Green Watch will assist with the Service open day on Saturday 13 July. This will be open to all members of the public and will include time set aside for those with special educational needs and disabilities.
- Reigate Blue Watch and Green Watch to attend “Pub In The Park” at Priory Park, Reigate taking place 12-14 July 2024, an outdoor food and music festival, part of a series of events around the UK.
- Reigate Watches to assist with Surrey Fire Fit fortnightly on Tuesdays – Volunteers to assist.
- Reigate, Salfords and Banstead crews will attend locally organised community events, such as fetes, partner agency open days, shows etc.
- Banstead Bravo Watch will take part in Banstead Village Summer Fayre on 4 May 2024.
- Crews from Banstead will support the operational team who provide emergency cover at the Epsom Derby Festival in June.

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.

### **Q4 – Community Group Support and charitable support**

- Green Watch Reigate to organise a car wash to support The Fire Fighters Charity on 13 July 2024. SC Phillips to look at the possibility of another Watch organising an additional car wash.
- All Crews will support local schools with their curriculum on ‘people who help’. They will use the ‘Early Years learning Box’ as a resource for these visits.
- All crews will support local Scout, Guide etc groups with station-based visits. These visits offer an invaluable opportunity for direct engagement and education on fire safety and the roles of firefighters.
- Salfords White Watch to attend Horley Carnival - June 15<sup>th</sup>.
- Salfords White Watch to attend St George’s Day parade - April 20<sup>th</sup>.
- Salfords Green Watch to attend Remembrance Day Parade - November 10<sup>th</sup>.
- Salfords to attend Horley Firework Display - November 2<sup>nd</sup> or 9<sup>th</sup>.
- Personnel will support Reigate College with their ‘Emergency Services’ educational course.
- Crews will work with the British Red Cross to ensure support is given to members of the community during incidents.

## **Q5 – Local Themes and community Focus**

- Personnel will liaise with care homes, sheltered accommodation and assisted living premises to offer vulnerable residents advice and guidance. Through these targeted efforts, we aim to significantly enhance fire safety awareness and practices among those most at risk.
- Crews will work alongside SFRS Community Safety Teams and Borough Policing Teams to identify and reduce the risk from anti-social behaviour. This will be achieved through information sharing and joint events.
- Crews will work with young people through schools and organised groups, to inform and educate on subjects such as fire safety, safe driving etc.

<b>Service Priority:</b>	<b>1. Responding to emergencies when they occur.</b>
<b>Aim</b>	<b>Lead</b>
<i>Should the worst happen, drive wider safety campaigns through joined up working with internal and external partners.</i>	Station Commander Barrett Station Commander Lynott All Watch Commanders
<b>Narrative</b>	<b>Initiative</b>
Personnel will ensure they are as well equipped and well trained as they can be to deal with any incidents that arise.	Personnel will monitor turn out times and ensure they are meeting Service standards.  Personnel to ensure continual professional development across all areas.  Personnel to ensure core skills training is maintained in line with Service policy.  Hot strikes to be carried out by personnel following an incident.
Personnel to work with external partners to ensure that our service does not end at the response stage. Recovery remains a priority; personnel will work with those affected and the wider community to ensure support and advice is offered.	Personnel to link with external partners to support residents with further needs eg Red Cross, Local Resilience etc.  Personnel will liaise with local communities affected by an incident and ensure they receive the support required.  Liaise with London Fire Brigade/West Sussex Fire and Rescue Service, to ensure working practices that deliver efficient and effective services when joint working.

# Appendix 1: Targets for 2024/25

Area to measure performance against	Borough Goal for the year
Operational Premises Surveys and Tactical Consideration Records	106
Safe and Well Visits (SAWV) completed (not campaigns)	805*
% SAWV completed to vulnerable people	At least 70%
Business Safe and Well Visits completed	210
Business Safety Audits	Contributing to Surrey-wide target of 1,620
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 Police
- South East Coast Ambulance
- Adult Social Care
- Reigate and Banstead Community Safety Partnership
- London Fire Brigade
- HMP Highdown
- HMP Downview

# 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](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.