



# Surrey Fire and Rescue Service Mole Valley District Plan

2024/25

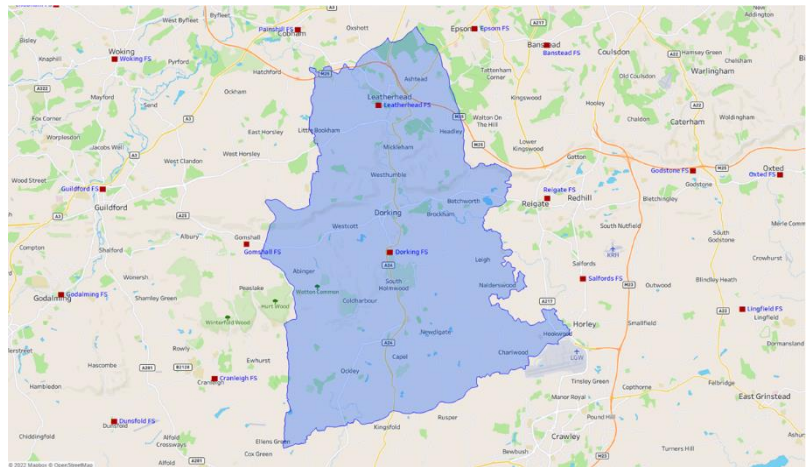


**SURREY**  
COUNTY COUNCIL

# Welcome

Welcome to Surrey Fire and Rescue Service's District Plan for Mole Valley. Places in the District include Ashted, Fetcham, Dorking, Leatherhead and Great Bookham. The Service has fire stations in Dorking and Leatherhead.

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.

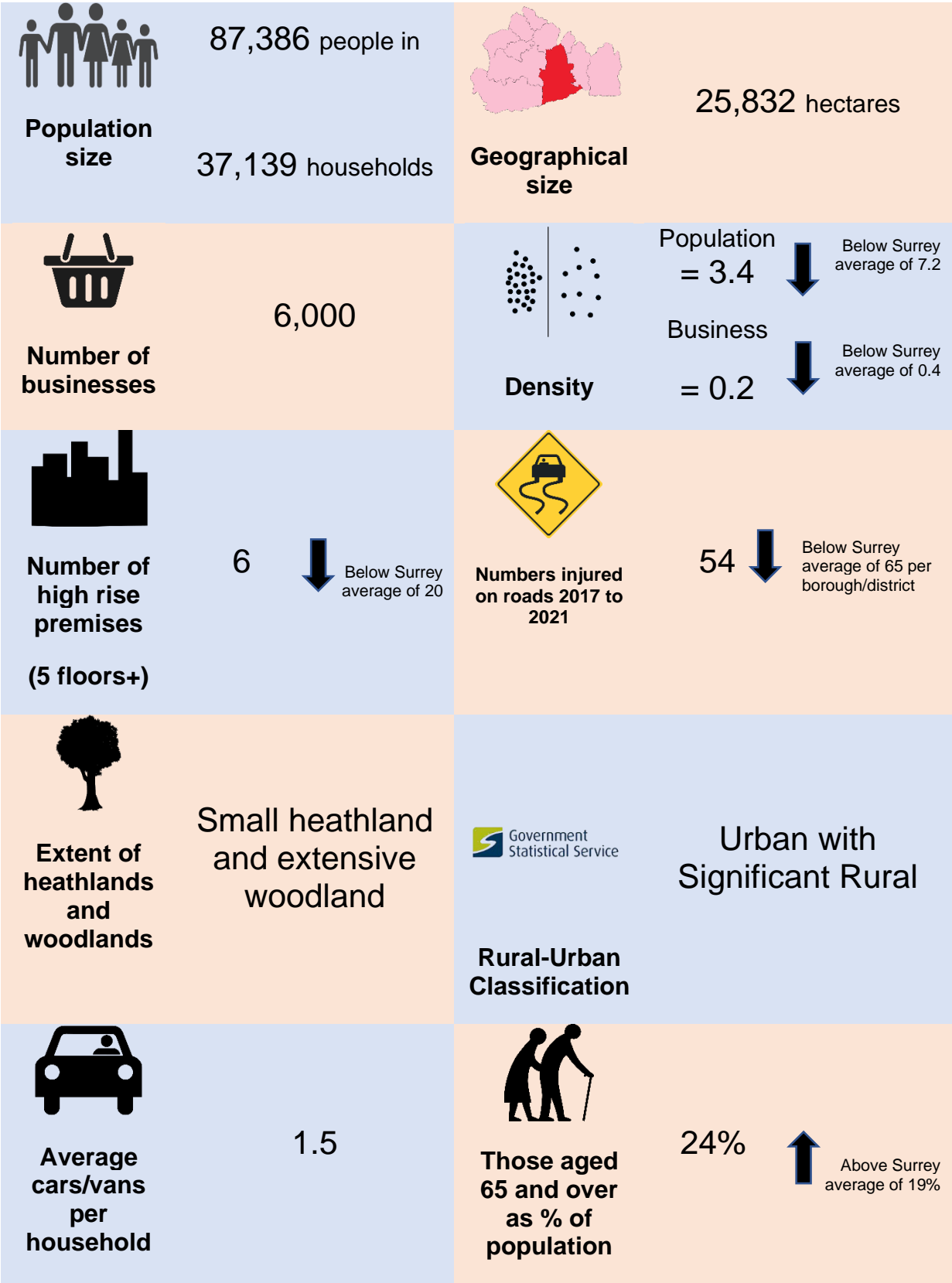
## Employment

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 Mole Valley





**% of pensioners living alone**

33%



Around Surrey average of 33%



**% single person households**

13%



Above 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**

8%



Around Surrey average of 7%



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

2.7%



Around Surrey average of 2.6%



**% people who smoke**

11%



Around Surrey average of 10%



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

43



Around Surrey average of 45

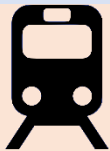


**Number of listed buildings**

56



Above Surrey average of 42



**Number of railway lines running through area**

2



**Proximity to airports**

None



**Likelihood  
of flooding**

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



**Number of  
reservoirs  
and lakes**

2

(Last updated Spring 2023)

# Summary of incidents attended, activities undertaken, and standards met within Mole Valley during 2023/24

## Business and community safety activities undertaken

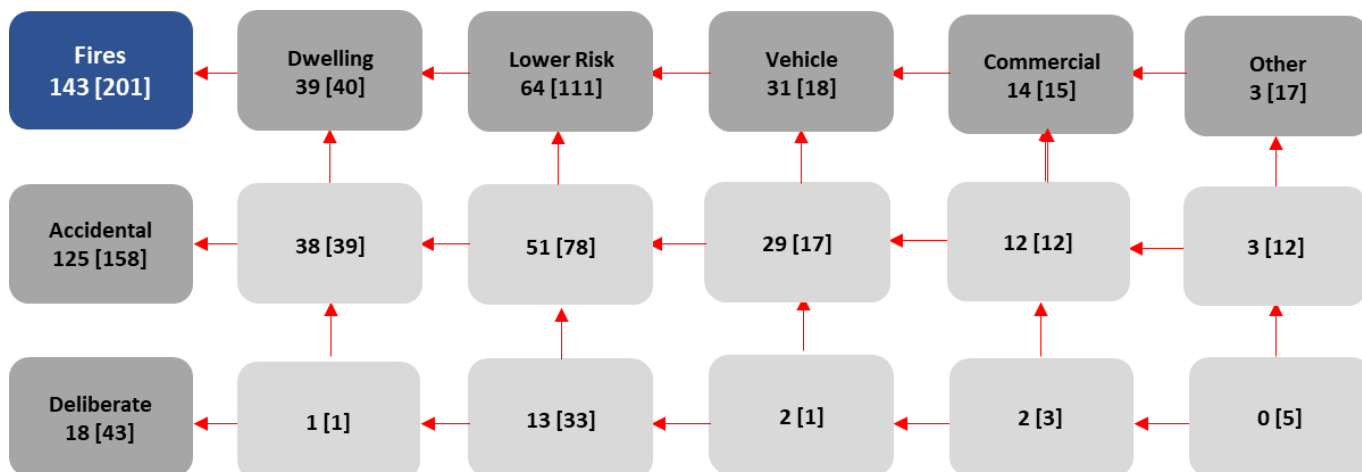
Performance Area	Result
Safe and Well Visits (SAWVs) completed (Home Safety)	405
Percentage of SAWVs completed to Vulnerable People	87%
Operational Premises Surveys and Tactical Consideration Records (Firefighter Safety)	53
Business Safe and Well Visits completed (Business Safety)	94
Business Safety Audits (Business Safety)	55
Consultations (Building Regulations, Licensing Applications, Post Event Reviews etc.)	124

## Standards Achieved

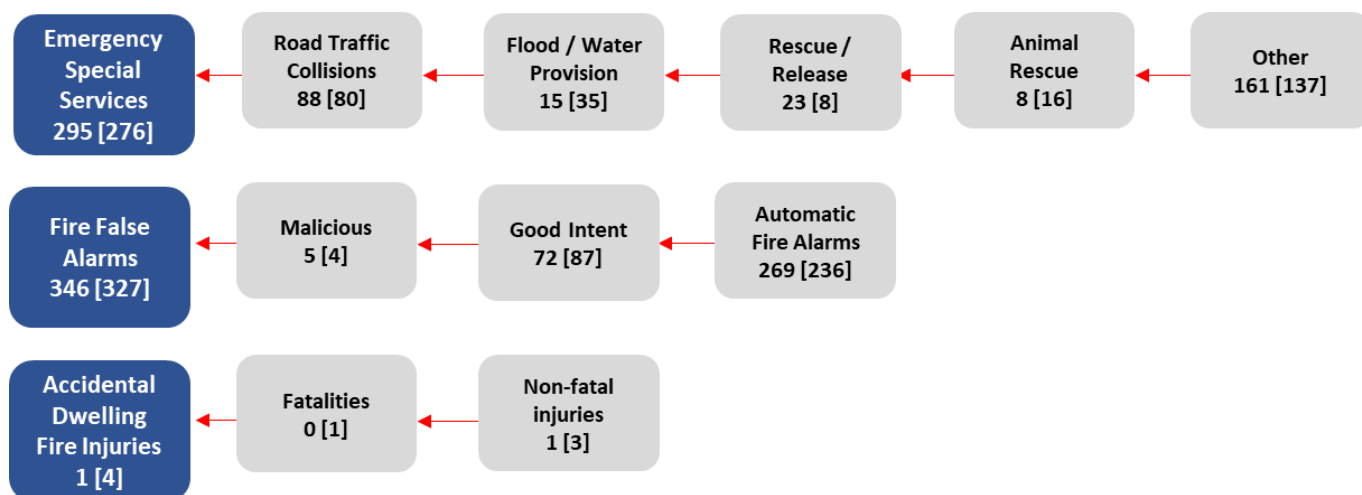
Performance Area	Result
Average turnout time (seconds) - Day	48
Average turnout time (seconds) - Night	71



# 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 Mole Valley 2024/25

### Q1 – Local Risk Focus

- Every watch will ensure to address and complete all Safe and Well visits (SAWVs) requested through the station inbox. These visits often involve referrals to vulnerable individuals and will be carried out within the set deadlines.
- 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.
- Each watch will assess areas prone to wildfires, such as commons and heathlands eg Box Hill, Leith Hill, Ranmore Common, Coldharbour. They will enhance their knowledge of the landscape, access routes, water sources and potential firefighting strategies. Information on risks will be documented through OPS Surveys for open areas.
- Leatherhead fire station staff will plan to visit and engage with land and business owners and gather risk information for the river Mole flooding risk, the Elmer water treatment works (Chlorine process) and National Trust sites - Effingham Common and Polesden Lacey.
- Dorking personnel will engage with residents and the public who use or who are at risk from environment conditions in:
  - National Trust sites – Box Hill, Ranmore Common, Leith Hill and Hatchlands
  - The Goodwyns Estate
  - Battery Energy Storage Systems (BESS)

### Q2 - Local Exercise Plan

#### Quarter 1

- Leatherhead Green Watch will organise and take the lead on an exercise to test and revalidate the station resilience plans for Leatherhead and Dorking fire stations in Quarter (Q)1. The objectives will be to test local plans to fallback from Leatherhead and Dorking fire stations and set up the designated relocation site.
- Dorking Red Watch to organise an exercise to validate staff at Dorking and Leatherhead fire stations in the use of the EPU to move liquid contamination from source to containment.

#### Quarter 2

- Dorking Blue Watch will lead an exercise to practise response to an incident in a high-rise building on the Goodwyns Estate. There will be support from the Aerial Ladder Platform (ALP) based at Leatherhead, and Water Carrier (WC) based at Leatherhead. The exercise will take place in the morning. In the afternoon we will hold a residents' engagement session with the Community Protection Team (CPT) in support. We will do a leaflet drop at each residential and business address in the local area one week before the exercise to advertise it and offer an opportunity to engage with the staff from Leatherhead and the CPT.

### **Quarter 3**

- Leatherhead White Watch will lead an exercise to inform and communicate the risks of flooding to residents and businesses along the area of the river Mole which is a known flood risk.
- Dorking White Watch to lead an exercise to test response capability to an intentional release of an airborne material. This will be a multi-agency exercise involving response teams from the Police, Ambulance and Local Resilience Forum.

### **Quarter 4**

- Leatherhead Red Watch to lead an exercise at Polesden Lacey to test on-site plans for recovery of artefacts as identified by the National Trust.
- Dorking Green Watch to participate in a multi-agency exercise with South East Coast Ambulance Service to find and recover an injured mountain bike rider in an area which is off road and away from hardstanding. The exercise will take place in the "Peaslake" area of Surrey.

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

- Leatherhead Blue Watch will organise a Station Open day on 8 September which will be supported by staff from Dorking also.
- Dorking Blue Watch will organise an engagement afternoon for local residents and businesses on 12 May. On the day they will have support from the CPT and the Business Engagement (BE) team. This will be repeated on 5 October, organised by Dorking White Watch, and Leatherhead Red Watch will organise an engagement afternoon for local residents and businesses on 9 June.
- Staff from Dorking fire station, the CPT, the Business Engagement team and SFRS volunteers will run a stall in the Dorking Christmas market.
- Staff from Dorking fire station will attend and offer engagement for local visitors (including campers) and exhibitors at the Capel military weekend.

### **Crews will attend the following events, dates tbc:**

- St Peter's School Fete
- Leatherhead 10K road race
- Ashtead (Brewery tap) community event
- Ashtead village fete
- Dorking Christmas market

This engagement is an essential part of our outreach, allowing us to connect with diverse segments of our community, fostering inclusivity and mutual respect.

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

- All watches are dedicated to actively participating in local and national events that align with our mission, including The Fire Fighters Charity car washes and other fundraising initiatives. These events are not only crucial for raising funds, but also for strengthening community ties and raising awareness about fire safety and prevention. Leatherhead will

work with The Fire Fighters Charity to organise a fundraising Santa's Grotto in Q3. Dorking will participate in a charity stair climb on the Goodwyns estate.

- 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.
- 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.
- Dorking and Leatherhead fire stations will arrange to host one of the monthly meetings for Mole Valley Veterans.

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

- All watches are dedicated to conducting fire safety presentations and carrying out Safe and Well Visit initiatives at assisted living facilities and residences for the retirement-aged community. These crucial campaigns are strategically designed to reach individuals who, according to national statistics, are considered vulnerable and are at a heightened risk of fire incidents. Through these targeted efforts, we aim to significantly enhance fire safety awareness and practices among those most at risk.
- Staff from Dorking fire station will host a safety event and exercise at the Peaslake mountain biking trails.
- Staff from Dorking fire station to visit the memorial woodland (charitable trust) in Holmwood and engage with staff and veterans.
- Staff from Dorking fire station will arrange an engagement session in the summer school holiday time at Box Hill trails and National Trust centre.
- Dorking staff and hazardous material specialists will visit the Battery Energy Storage Systems (BESS).
- Fire station staff and the borough commander will attend the Kellogg Brown and Root (KBR) zero harm annual event in Q4 aimed at promoting 'zero harm to all'. They will be supported by the Business Safety team and volunteers to run a stall.

# Appendix 1: Targets for 2024/25

Area to measure performance against	District Goal for the year
Operational Premises Surveys and Tactical Consideration Records	57
Safe and Well Visits (SAWV) completed (not campaigns)	540*
% SAWV completed to vulnerable people	At least 70%
Business Safe and Well Visits completed	140
Business Safety Audits	Contributing to Surrey-wide target of <b>2,052</b>
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:

- Mole Valley Community Safety Partnership members
- Surrey Police
- Surrey Community Police

# Appendix 3: District 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 District 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.