



Community Risk Management Plan: Questions from the Consultation



Document purpose

This document responds to questions asked within the Community Risk Management Plan (CRMP) consultation which was undertaken by Surrey Fire and Rescue Service (SFRS) between May and September 2024.

Questions and responses

Question	Response
Proposal 1.1: Banstead Fire Station	
How will SFRS be able to respond to emergencies in the Banstead area from Godstone within 8 minutes and 3 seconds as suggested – it is significantly further away and the response time is already 7 minutes and 23 seconds with a fire engine in Banstead.	<p>Our software predicts response times based on real-time data and average road speeds/traffic. It might not be the current Banstead-based fire engine that attends the emergency as we always send the nearest, most appropriate fire engine.</p> <p>The fire engine currently located in Banstead is available 7am to 7pm. Outside of these times, fire and rescue cover is provided by neighbouring fire stations. The 8 minute 3 second response time is for the Reigate & Banstead area.</p>

Question	Response
<p>Why can you not work with Ambulance Service and provide a fire engine at Banstead?</p>	<p>We have looked at where the most appropriate location is for this fire station, based on risk. It has identified that Whyteleafe is the optimum area for a balance of fire and rescue cover for the whole county (Surrey). Therefore, keeping this fire engine in Banstead would not be the most effective use of our resources for the county.</p> <p>Surrey County Council (SCC)'s Land and Property Team have conducted a review of options within the Whyteleafe area and could not find anything appropriate. Therefore, the best next alternative was to relocate the crew and equipment to Godstone Fire Station – whilst still ensuring that we send the nearest, most appropriate fire engine to any incident (whether this be those located at Godstone or other neighbouring fire stations).</p> <p>However, following the consultation, we have instructed our Land and Property colleagues to conduct an updated, thorough review of options within the Whyteleafe area to see if a site that is appropriate and affordable can be found now.</p>
<p>Why can you not simply renew the lease at the current fire station?</p>	<p>The current lease ends in 2025, as a result of the consultation, a one-year extension to the Banstead Fire Station lease, to 2026, has been agreed with the owners of the site to allow for an updated and extensive review of any options within the Whyteleafe area to be undertaken again by SCC's Land and Property team (in collaboration with SFRS). After this time the site will be sold by the owners.</p> <p>In addition, the current site is not fit-for-purpose. It has no outdoor space for regular training, we have a temporary solution for contaminants management in place and workplace facilities are not right for a modern workplace.</p>
<p>In relation to the additional 40 seconds response time: Clarify the mapping you have done according to times of day and explain what happens to people due to smoke and fire in the period of 40 seconds and what impact this will likely have in fires?</p>	<p>We are not able to provide information on medical impacts of smoke inhalation, it varies per person, smoke intensity and contents etc.</p> <p>The advice provided on SFRS website and during a Safe and Well Visit helps residents stay safe from fire and during a fire. Following this advice should ensure that residents remain as safe as possible until the arrival of SFRS.</p> <p>Our modelling is done using the nearest, most appropriate resource.</p>

Question	Response
<p>If the station is closed what will be the expected response time for a house fire in Banstead?</p>	<p>If this proposal goes ahead, our 'Surrey Standard' average target of getting to *critical incidents within ten minutes and all other incidents in 16 minutes will still apply. We do not break down our predicted response times per incident-type (EG: house fire).</p> <p>Currently our average response to critical incidents is 7 minutes 23 seconds in the Reigate and Banstead area. After this change, it would be 8 minutes and 3 seconds.</p> <p>(*Critical incidents for fire and rescue services are those that pose a threat to life.)</p>
<p>I am in Tadworth, so which station would get to me the soonest if I had a fire?</p>	<p>It would depend on which resource is nearest to you at the time and most appropriate for your incident type. We will always send the nearest and quickest resource to respond to critical incidents.</p>
<p>Would it be better to consider sending the crew and equipment to Epsom to cover Banstead instead?</p>	<p>Epsom currently has good fire and rescue cover and response times well under ten minutes and therefore relocating the crew and equipment here would not be providing the optimum balance of cover.</p> <p>We will always send the nearest and most appropriate resource to critical incidents.</p>
<p>Please do tell us all about the data, how, where is the evidence, this needs to be shared.</p>	<p>Our Community Risk Profile (CRP), which is updated annually, hosts risk data and analysis that has been used to develop these proposals. It can be found on Surrey County Council's website and was shared as part of this consultation.</p>
<p>Do these statistics take into account over the border and time spent?</p>	<p>When considering and developing a CRMP, fire and rescue services must consider themselves an island and not rely on/predict across the border support.</p>
<p>What is the current reliance on over the border assistance, how is this likely to increase as a result of proposed changes?</p>	<p>We work closely with our neighbouring fire and rescue services, and recent data from September 2024 shows that we responded to incidents across our border 536 times and neighbouring fire and rescue services attended incidents in Surrey 642 times.</p> <p>Over the border fire and rescue cover is not a feature of this CRMP, it has been developed with the intention of ensuring that SFRS has appropriate fire and rescue cover within Surrey itself and any changes to over the border assistance have not been a factor.</p>

Question	Response
<p>Why is there a focus on stations, couldn't SFRS look at how the Police and SECAMB plan their resource and reduce the number of stations while dynamically planning the deployment of pumps to areas of risk.</p>	<p>Fire stations act as 'base locations' – where firefighters start and finish their shifts, where kit and equipment can be stored safely and where staff have welfare facilities. Due to the way we dynamically crew the county, we can move crews and vehicles to any location based on pre-planned risk (such as events) as well as during incidents to ensure a balance of fire and rescue cover for the county.</p>
<p>Where is the evidence that alternative sites have been sought?</p>	<p>As a result of the consultation, SFRS has instructed SCC's Land and Property Team to conduct an updated review of options in the Whyteleafe area. These will then follow the proper and appropriate SCC governance processes.</p>
<p>Has the ageing population demographic been taken into account?</p>	<p>All risk and demographic profiling has been taken into consideration – we utilise a great deal of data and information gathering to produce our CRP, which is updated annually. It can be found on Surrey County Council's website.</p>
<p>How do you know the actual vulnerability of all people in Banstead? Some are hidden.</p>	<p>We do our utmost to capture information on the most vulnerable in our communities, and to address potential hidden vulnerabilities, this also includes referrals from the public through our website. We work with colleagues within SCC as well as external partners to identify and refer residents who are vulnerable and need greater care and attention.</p> <p>Our work in the community includes attending Warm Hubs, proactive Safe and Well Visit campaigns, attending operational incidents and other community engagement. Our CRP has used the National Fire Chief Council's (NFCC) model for identifying domestic dwellings which are of higher risk, this includes vulnerability.</p>
<p>Who is going to cover Banstead – Epsom, Esher, Godstone?</p>	<p>Even though the crew and equipment may move to Godstone Fire Station (should the updated review of options in the Whyteleafe area not find any alternatives), this doesn't mean they are the only crew that can attend incidents in the Banstead area</p> <p>We will continue to send the nearest, most appropriate resource to every incident.</p>

Question	Response
<p>What is the distribution of response times that would be achieved if the Banstead fire station closed? For example, how long would it take to respond to an incident in Banstead if an engine left Godstone in rush hour on a Wednesday morning?</p>	<p>We will continue to send the nearest, most appropriate resource to every incident. Even though the crew and equipment may move to Godstone Fire Station (should the updated review of options in the Whyteleafe area not find any alternatives), this doesn't mean they are the only crew that can attend incidents in the Banstead area.</p> <p>This change would enable us to continue to achieve our Surrey Standard response targets. Currently our average response to critical incidents is 7 minutes 23 seconds in the Reigate and Banstead area during the day. After this change, it would be 8 minutes and 3 seconds during the day.</p>
<p>Which stations fire ground does it become?</p>	<p>The reason for fire stations having a specific 'fire ground' is to support the coordination of local prevention and protection activity. As previously mentioned, we will still send the nearest, most appropriate resource to an emergency. For the coordination of prevention and protection activity we imagine it to be split between the current fire stations surrounding Banstead.</p>
<p>Sutton is on the A217 which is a lot closer than Godstone – why not relocate them there?</p>	<p>Sutton is a London Fire Brigade station. When considering and developing a CRMP, fire and rescue services must consider themselves an island and not rely on other fire and rescue services/brigades.</p>
<p>What commitment is there Godstone will keep two fire engines if the move from Banstead is approved?</p>	<p>This CRMP is to cover 2025-2030 only, based on risk, and we cannot comment/predict what may change after that as we do not know this yet.</p>
<p>Are the council putting money over lives?</p>	<p>The CRMP does not include any saving targets. These proposals, if approved, would result in no change to SFRS's budget, assigned to the service by the Fire and Rescue Authority (SCC) in 2024/25. More information on our budget for 2024/25 can be found on SCC's website.</p>
<p>Surrey Police own the old police station - why have they now refused to extend the lease?</p>	<p>They have not refused. They will be selling the site after the new lease (which has been extended to 2026 as a result of this consultation) ends.</p> <p>The current site is not fit-for-purpose. It has no outdoor space for regular training, we have a temporary solution for contaminants management in place and workplace facilities are not right for a modern workplace.</p>

Question	Response
Is this move to better service the M25 incidents rather than domestic and commercial premises?	We do not plan our fire and rescue cover based on incident-type. This is to ensure a balance of cover Surrey-wide as we provide a county-wide fire and rescue service.
Why does every other question in this consultation have a five-point radio-button response range from 'strongly agree' to 'strongly disagree', but this one does not?	SFRS took advice from consultation specialists within SCC on this proposal question. It was deemed inappropriate to offer people the chance to strongly agree, agree, neither agree or disagree, disagree or strongly disagree with this proposal as the fire station has to close due to the site not being fit-for-purpose and the lease ending/site being sold by the current owners.
Didn't Epsom used to have two fire engines before Banstead was created?	Over 10 years ago there were two fire engines located at Epsom Fire Station. We are using updated risk information now and therefore a second fire engine in Epsom is not required based on balance of fire and rescue cover for a Surrey-wide fire and rescue service.
What else will this building be used for?	This building will be sold by the current owners. Future plans for it will need to be shared by the new buyer.
Please can you provide information regarding the risks in Godstone increasing to such a level that a second fire engine is required.	<p>We need to provide a fire and rescue service for all of Surrey. That means placing our resources in locations that create a balance of fire and rescue cover able to respond swiftly, aligned to the CRP.</p> <p>In addition, Tandridge (the borough in which Godstone sits within) currently has a response time of 8 minutes and 42 seconds, following this change, it would decrease to 8 minutes and 32 seconds.</p>
Has there been consideration for the space at Godstone for new crewing members, kit, gym and more?	Refurbishments are taking place at Godstone Fire Station to ensure it is fit for this change, working with the crew there to ensure we get it right.

Question	Response
<p>What risk assessment has been undertaken to determine if this is an appropriate course of action?</p>	<p>This plan is in response to a risk profiling carried out annually, we call this our CRP. This can be found on Surrey County Council's website</p> <p>SFRS also asked residents and staff in their Community Survey about their perception of local risk and their views of SFRS. An audit of this preparation and data used has been conducted by Nottingham Trent University (NTU) to ensure accuracy and robustness. NTU are leaders in public research who led on the NFCC National Risk Methodologies, reviewed the data and evidence used to develop the CRMP's strategic aims and proposals. They confirmed that "...Surrey FRS has undertaken a robust process to develop the CRMP for Surrey."</p> <p>In addition to this, a People Impact Assessment has been undertaken and was shared on the consultation hub www.surreysays.co.uk/sfrs/crmp.</p>
<p>What provisions are there for neighbouring fire and rescue services/brigades to assist if necessary?</p>	<p>The ability for fire and rescue services to support others is detailed in sections 13 and 16 of the Fire and Rescue Services Act 2004.</p>
<p>Why not buy the land and build something that meets your requirement?</p>	<p>As mentioned above, the most appropriate place for this fire station as per risk and balance of fire and rescue cover is Whyteleafe. Therefore, keeping this fire engine/station in Banstead would not be the most effective use of our resources for the county.</p>
<p>How many hours are the current Banstead crew out of the Banstead fire ground for and how many emergency calls do they respond to each day?</p>	<p>The Banstead based crew respond to incidents across Surrey, and on occasion other neighbouring areas such as London, not just Banstead. It is also worth noting that the Banstead crew may not always be the first or only fire engine in attendance at these incidents.</p> <p>The fire engine currently located in Banstead is available 7am to 7pm. Outside of these times, fire and rescue cover is provided based on nearest and appropriate resources as described previously.</p>

Question	Response
<p>What are the realistic local current and projected village by village response times in the area covered by Banstead Fire Station?</p>	<p>The service does not report on response times at village level as they provide a response for the whole county. This is because we provide a county-wide service and it may not be Banstead that responds to incidents in that area – for instance, another crew could be closer at the time and the Banstead crew could be training, or at another incident. Therefore, other available resources may attend. We respond to incidents based on the nearest, most appropriate resource.</p>
<p>Who made the closure decision and when?</p>	<p>This was not a decision made by a specific person - it was based on risk within the county, the need for a fire station that is fit for purpose and the lease ending.</p> <p>SFRS are proposing the relocation of resources and this decision will be made at Surrey County Council's Cabinet meeting on Tuesday 28 January 2025.</p>
<p>It was noted that the Banstead fire engine is away from base for a considerable time each day during its 12-hour shift. Is there any data on how long this is for and how much of this time was spent on emergency response against fire prevention and other area emergency coverage?</p>	<p>Crews are not monitored on the amount of time they spend on prevention activities. As explained, fire and rescue cover is for the whole of Surrey so there is no report available on 'other area emergency coverage'.</p> <p>However, you can view the Reigate and Banstead Borough Plan, which sets out activity for the crews in this area during 2023/24.</p>
<p>What are the current Banstead Station man-hour numbers relating to fire prevention annually in our area, and the proposed man hour projections for the year following Banstead closure, also in our area?</p>	<p>We have community safety and protection targets for all our boroughs within Surrey and these will remain the same or increase going forward. Targets are reviewed annually and published in the Borough Plans. You can view the Reigate and Banstead Borough Plan, which sets out activity for the crews in this area during 2023/24.</p>
<p>What is the Fire Brigades Union response to this closure?</p>	<p>This should be requested from the Fire Brigades Union directly as is their response.</p>
<p>What is the specification of the land required to provide a potential replacement to Banstead Fire Station in the borough?</p>	<p>As a guide the plot size requirements - 0.38 Hectares.</p> <p>Building footprint requirements - 892sqm.</p>

Question	Response
<p>Where will the money saved on leasing the building be spent? Surely this will be freed up to provide additional fire and rescue cover elsewhere</p>	<p>There will be no change to SFRS's current budget or costs. The CRMP focuses on providing an efficient and effective service across Surrey taking into account risks and the expected demand, especially with regards to our seasonal variations regarding wildfire and flooding.</p> <p>This CRMP has a focus on making better use of our existing resources and locations allowing us to continue collaborating with other emergency service partners and relevant agencies, without having to reduce frontline service delivery and supporting our partners in health.</p>
<p>Why are fire stations leased and not owned?</p>	<p>Banstead Fire Station was a temporary solution this is why it was agreed at the time to lease the building from Surrey Police, whilst searches could be undertaken to find a permanent solution in the optimal location.</p>
<p>It is my understanding that this appliance was originally taken away from Epsom fire station. Has the risk profile of the areas in Surrey changed that much since the move?</p>	<p>Epsom Fire Station previously had two fire engines based at the fire station. The movement of the second fire engine to Banstead reflected the needs at that time. Today Epsom's fire and rescue cover is appropriate as per the risk with in the local communities – with one 24/7 fire engine available. In addition, the modelled response times to incidents in Epsom has shown this to be well under ten minutes, the quickest response time within Surrey.</p>
<p>Does this mean Godstone will have two fire engines which are permanently crewed?</p>	<p>If approved and no appropriate and affordable location is found in the Whyteleafe area – Godstone will have one crew able to respond 24/7 and one crew available during the day-time (7am-7pm).</p>
<p>Proposal 1.2: Specialist vehicles and equipment</p>	
<p>Is the idea to move them permanently or move them seasonally? If the latter, how does SFRS envisage keeping up skills, qualifications and interest in these?</p>	<p>The specialist capability review will determine our current and future requirements for specialist vehicles and equipment. It will include the type, numbers and location of equipment required to provide a specialist capability across Surrey. The maintenance of skills and competencies will be a key consideration during the development stage.</p>
<p>Is the idea to move crews who are trained with the specialist vehicle?</p>	<p>No, we will work with those on fire stations, alongside the Learning and Development team and more to make sure we get this right and to consider views/expertise of others.</p>

Question	Response
<p>Cost of training crews at different stations would surely be counter-productive and result in cuts?</p>	<p>The specialist vehicles and equipment review will encompass the Learning and Development team throughout the process to fully understand the county risks and what training is required based on the location of specialist vehicles based against the risk. The outcomes from the review will be based on risk and mitigation of risk, not on budget savings, the CRMP is not driven by savings and does not present a budget reduction within the service.</p>
<p>Understanding the data: is a wildfire only a fire on commons, woods etc, not a bonfire out of control? And flooding and water rescue should be that, not a burst pipe in a home?</p>	<p>We consider a wildfire to be any fire occurring in natural vegetation, consuming the natural fuels and spreading in the environment. They are usually caused by some sort of human activity, e.g. use of BBQs, smoking materials, careless disposal of glass or prescribed burning for land management purposes. Within the service, we typically consider fires requiring four fire engines or over 10,000m² as a wildfire; however, our CRP also includes data on fires over 500m² as this represents a large area of damage.</p> <p>We carry out a manual data quality check to ensure that flooding and water rescue incidents are recorded correctly (to remove burst pipes from analysis).</p>
<p>Do you have ladder units that can reach highest building in Surrey?</p>	<p>Our Aerial Ladder Platform can reach to 42 metres and our Turntable Ladder can reach to 32 metres. Future requirements in relation to Aerial Ladder capabilities will be included within the specialist review. Our existing assets cover the majority of the buildings in Surrey but will not reach the highest.</p> <p>High rise buildings are designed and built in line with building regulations which ensure that additional facilities are in place to assist the fire and rescue service in the event of a fire, such as dry or wet rising water mains, firefighting lifts, protected staircases and lobbies, and automatic ventilation.</p>
<p>If the risks haven't changed is there a need to move specialist vehicles?</p>	<p>The primary aim of this review is to ensure we reflect the current and future risks and we have the appropriate capabilities to respond to these risks. We want to maximise the efficient, effective and agile deployment of our specialist assets, to include new innovations and technology and continue to address existing and future risk.</p>

Question	Response
<p>Will there also be more investment in more equipment, to make sure more areas are covered for these future risks?</p>	<p>Once we have conducted a review, if we feel that investment in more equipment is required then we will do so.</p>
<p>Proposal 2.3: Camberley Fire Station</p>	
<p>If things change, can it be moved back to Camberley/another one put into Camberley during 2025-30 or would it need to wait until the next CRMP?</p>	<p>If a significant change to the risk profiling (which we publicise within our CRP) changes and therefore we need to react to ensure our service is efficient and effective then we can launch a consultation for changes during 2025-2030, however, our teams look at forecasted risks which reduces the need to do this.</p>
<p>Why is Reigate recorded as a wildfire hot spot in the data provided?</p>	<p>The 2023 CRP showed a number of smaller scale fires in the open to provide additional context on the distribution of fires in open spaces.</p>
<p>The document talks about the increased risk of fires during the summer but does not detail how the Camberley Fire Station will cope with this with only one fire engine.</p>	<p>A separate proposal, proposal 2.1, discusses adding a layer of additional response during periods of seasonal demand such as summer wildfires and winter flooding. In relation to the Camberley fire station changes, we will be looking at how we provide wildfire assets during periods of seasonal demand, in addition to the fire engine.</p>
<p>How confident are SFRS in being able to maintain appropriate cover across the SFRS area under dynamic conditions?</p>	<p>SFRS are doing this all the time and performing well against our response standards. This CRMP will ensure we can continue to respond to emergencies swiftly, whilst preventing emergencies and protecting Surrey.</p> <p>This plan proposes no change to our levels of fire and rescue cover (20 fire engines available during the day and 16 at night).</p>
<p>Any reduction in fire engines is surely a backwards step?</p>	<p>Our proposals are based on maintaining 20 fire engines during the day and 16 at night, this is the same as the current fire and rescue cover in Surrey.</p>
<p>How far is the second fire engine if Camberley has a protracted incident?</p>	<p>This will depend on where the next closest fire engine is. Based on static locations this could be Chobham or Woking. However as detailed above we will always mobilising the nearest and most appropriate resources.</p>

Question	Response
<p>Given issues between Spelthorne and Camberley (M3 roadworks), what would you estimate is the additional response time should the relocated services be required within the Camberley area?</p>	<p>By relocating a crew from Camberley Fire Station to a fire station north of the county, this would still leave a 24/7 fire engine in Camberley. This would not mean that the crew that has been relocated would be the only one able to support the Camberley fire engine 24/7 crew if they were required – we would send the nearest, most appropriate resource.</p>
<p>Does the data behind this move show the use of Camberley second fire engine for areas such as standbys (providing resilience cover for the whole of Surrey), over the border incidents and prevention/protection work?</p>	<p>The data reviewed shows the fire engine movements for all fire engines which included attendances in Surrey and standby moves that resulted in an incident being attended (but not where the crew were stood down without attendance).</p>
<p>Proposal 2.1: Seasonal demand</p>	
<p>How much will this cost?</p>	<p>Until we have completed the review we are unable to answer this question.</p>
<p>Will this result in additional pressure on already busy crews or will you aim to increase the number of on-call firefighters to bolster the numbers during busy seasons?</p>	<p>Once this project launches, it will look into how this 'additional layer of resilience' can be developed. Providing an opportunity for our on-call firefighters to undertake additional work will be one area that we are keen to explore.</p>
<p>Would increasing resources in one area because of a perceived increase in seasonal risks not put other areas at increased risk due to a lack equipment and personnel available to respond to "normal" incidents?</p>	<p>This proposal wouldn't take from our business as usual response model, it would add an additional layer of support in specifically for seasonal incidents.</p>
<p>Are you considering alternative crewing arrangements or additional hours/fixed term contracts/part time/zero hours?</p>	<p>Seasonal resilience is in addition to our current response model. Alternative crewing arrangements will be scoped as part of the review.</p>

Question	Response
How do you plan to cater for staff wellbeing?	Staff wellbeing will always be paramount. One of the aims of the seasonal resilience model is to reduce the seasonal demands on staff by enhancing service resilience. As we do today, we will continue to provide welfare support to our staff.
Noting the challenges of predicting flooding and wildfire incidents and the changing patterns. How will you know where to place resource?	<p>We'd like this additional layer of response to be a model that can be stood up when/if required.</p> <p>We'll use risk information that is set out annually in our CRP. We proactively monitor alerting and warning tools, such as the Met Office weather alerts and this will inform our planning.</p>
<p>Will operational staff (who have to keep up a demanding competency) be in charge of non-operational staff? How would it be insured?</p> <p>Why not make all staff operational, including those who cover prevention and protection so that they can be called upon.</p>	We will develop our ways of working once the project commences. We want to take a 'one service' approach when dealing with significant or protracted incidents, this includes utilising the broad and varied range of skills that our staff possess. There are a range of important supporting roles required to resolve significant operational incidents; we believe an organisational shift to 'operations mode' can draw upon these skillsets to support the successful resolution of an incident.
Is SFRS now funded for responding to flooding incidents?	<p>UK Fire and Rescue Services do not receive any Government funding to enable a flood response capability and there is no statutory duty to attend. However, SCC is responsible for flooding in Surrey. As a core player in public safety and with prevention of emergencies at the heart of our service, SFRS does support with flooding incidents where there is a life risk or danger in order to keep people safe.</p> <p>However, there is no statutory duty placed on fire and rescue services in England at present</p>
Proposal 2.2: On-call weekends	

Question	Response
<p>Can these on-call staff meet their hour commitments when only working nights?</p>	<p>We will work with staff at on-call fire stations on these changes, if approved. However, there are other parts of this CRMP that may provide an opportunity for our on-call staff to support, such as the specialist capability review and seasonal resilience.</p> <p>We will also be launching a detailed review of our on-call model to enhance availability and resilience, and to meet the needs of our on-call staff. This will include a broader range of contract options subject to local risk.</p>
<p>Will this result in on-call jobs being at risk?</p>	<p>Retention of on-call staff is a national issue and one that we will be focusing on during the course of this CRMP. These proposals are not aiming to put on-call jobs at risk – quite the opposite.</p>
<p>Why reduce Dunsfold Fire Station when massive housing developments are taking place nearby?</p>	<p>This type of risk is considered within our CRP, which is updated annually.</p>
<p>Why are you reducing on-call availability during the day at weekends when your data shows this is when most incidents occur?</p> <p>Why remove coverage when the on-call only get a turn out fee when they are required, why remove resources that do not cost extra?</p>	<p>Our data shows that during 2022-23, when you combine the availability across the five named on-call fire engines and average it out they have been made available 12% of weekends from April 2022 to March 2023. This means that they often aren't available to respond to emergencies during the weekend.</p> <p>By doing this, we can focus the firefighters at these fire stations to undertake their contracted hours during the night when they are most needed and can make a full crew available. Currently, their daytime weekend availability is minimal and a whole crew is not being made available a lot of the time – despite their best efforts.</p>
<p>This might encourage on-call recruitment if there is less requirement to cover weekends. But how will contracts work if staff have to do x-many hours?</p>	<p>The recent National Joint Council Circular 3/24 agrees changes to the traditional retaining fee bands for on-call staff. This allows us to review the range of contract bands that we offer staff and will enable them to tailor their availability to suit their personal circumstances, balanced against local station needs.</p>
<p>What about cover for weekend events in crowded places that may be an increased fire/rescue risk?</p>	<p>The way in which we dynamically crew the county means that we can move crews to locations that may have big events on to mitigate risk. For example, the Epsom Derby.</p>

Question	Response
What's the point in paying all that money to rebuild Chobham?	All SFRS fire stations need to be fit-for-purpose and workplaces need to be appropriate for the staff using them. For instance, the Chobham redevelopments include improved health and safety for crews, gym facilities for crews and community space for engagement with residents.
Proposal 2.3: Haslemere Fire Station	
You mean make it on call 24/7?	We want to ensure 24/7 fire and rescue cover at Haslemere Fire Station – we are purely looking at how this is crewed currently and if this could be done more efficiently. However, we do not think that 24/7 on-call at Haslemere Fire Station is appropriate due to the local demographics and on-call recruitment challenges.
If the newly proposed cover for Haslemere is just covering response calls, who/how will the prevention and protection work in the community be achieved?	Any changes to the existing arrangements at Haslemere Fire Station will ensure an appropriate level of prevention and protection work is maintained. Ideas on how best to deliver this important work will be developed once the project is initiated.
How far back do does your research go?	The data modelling used in the development of the CRMP covers the period 2018-19 to 2022-23. The CRPs (2023 and 2024) use data for a five-year period.
How many incidents did Haslemere's appliances attend on other Surrey station grounds?	Between 2018-19 and 2022-23, Haslemere's fire engine attended 506 incidents on other fire station grounds.
Proposal 3.1: Health partners	
Who in the health system will share timely and up-to-date health information with SFRS and how?	This is something we would need to work through with health partners should this proposal be approved; we already share a range of data with other partners and we will continue to follow best practice examples.
What happened to Junior Citizens, working with RNLI, etc?	These types of partnerships and programmes will still continue throughout this next CRMP 2025-2030, where they are evaluated and demonstrate successful outcomes. We continually strive for improvement where possible. These seven proposals were purely about areas of change required for this period – the CRMP as a whole is much wider and will reflect SFRS's full offer to the public.

Question	Response
Will you be considering policing in your new role?	This is not in scope; however we work very closely with our policing partners.
If a fire engine needs four or five staff, would they all be expected to go to medical emergencies such as elderly falls? It would likely only need one or two staff but would take a fire engine off the run.	This is something that would be looked into with SECamb partners and our own staff. We have a number of staff members who don't crew fire engines that could be involved in supporting this activity. For example, our prevention teams already have great relationships with health partners – we want to expand on this.
What happens if there was a fire whilst a station was attending to an elderly fall?	As above, this would need to be explored to ensure that this work does not impact our core responsibilities.
What are the training implications here?	We will ensure all staff members are trained in any additional duties and we will work closely with our Learning and Development team to ensure there is capacity for this. Our operational staff are already trained in Immediate Emergency Care which is considered a benchmark for fire and rescue services.
Will staff be given a pay rise to reflect this addition to their operational role?	<p>This proposal will be a whole-service approach – not just the operational members of staff here in SFRS.</p> <p>Specific operational aspects such as co-responding will form part of wider national discussions regarding terms and conditions.</p>
How would you recruit for this much wider role in the future? It's a different profile of a person.	<p>As above – this proposal is not purely for operational members of SFRS to deliver.</p> <p>However, a firefighter's role is about preventing harm and saving lives. At the heart of our Core Code of Ethics (service values) is 'putting our communities first' and that is what this proposal is all about.</p>
How much would it cost to send a fully crewed vehicle to someone who has fallen?	As above, this proposal needs scoping with SECamb partners and our own colleagues. Sending a fully crewed vehicle/fire engine may not be what happens. We may be able to send an officer or a member of non-operational staff.

Question	Response
<p>Have you been asked to help discharge patients from hospital?</p>	<p>Our role in the Hospital Discharge Scheme is not about helping to discharge patients from hospital. It's about making sure they are safe in the home that they are returning to.</p> <p>For example: a patient may leave hospital with an oxygen cylinder or have limited mobility now. We can help them to ensure their homes are safer by giving them advice to prevent a fire and lifesaving equipment should the worst still happen, and they experience a house fire.</p>
<p>This has been done before, questions need to be asked why it was stopped?</p>	<p>Previous trials have taken place and are once again being discussed nationally. We will ensure we look at what went well and what lessons we can learn from.</p>
<p>Will SFRS take a benefit in exchange for our good will?</p>	<p>As mentioned above, this is about ensuring that we are putting communities first – especially those most vulnerable.</p> <p>The benefit to SFRS will be stronger partnership relationships and, hopefully in turn, safer residents.</p>
<p>Final thoughts/other question</p>	
<p>Has the plan considered responses to airfield/airports incidents in support of the airports rescue and firefighting services, and how this could impact on county fire and rescue cover?</p>	<p>We do not have any airports within Surrey however we work closely with airfields as part of our Business Fire Safety programmes and response preparation.</p> <p>The data used in creating the proposals and wider CRMP draft plan considers all risk within Surrey and the demand from previous years.</p>
<p>To protect, help retain and increase the diversity of SFRS staff, should the CRMP also include commitments on ways of working to help regain community confidence?</p>	<p>As mentioned above, the CRMP 2025-2030 is much wider than these seven proposals for change. The final plan will include all areas of our offer.</p>

Question	Response
<p>How is risk managed with blocks of flats whether private or council owned? With respect to ensuring there is an evacuation plan, how access is made by the fire and rescue service in case of emergency.</p>	<p>Under the Regulatory Reform (Fire Safety) Order 2005 (FSO) and The Fire Safety (England) Regulations 2022 which were introduced under Article 24 of the FSO and came into force on 23 January 2023.</p> <p>These regulations make it a requirement by law for responsible persons of high-rise blocks of flats to provide information to fire and rescue services to assist them to plan and, if needed, provide an effective operational response.</p> <p>More information can be found on Surrey County Council's website by searching 'Business Fire Safety'.</p>
<p>How does the CRMP align with the Surrey Climate Change Adaptation & Resilience Strategy 2023? Is SFRS assessing and preparing for increased risks from Climate Change? How can wildfires and floods themselves be prevented?</p>	<p>Our CRP (which is our analysis of risk in Surrey) does take into consideration climate change and our service works hard with landowners and those in high-risk areas to help keep them safe from wildfires and flooding.</p> <p>Our seasonal resilience and specialist capability proposals aim to improve our preparedness for these types of incident.</p>
<p>These are proposals, but no alternatives?</p>	<p>These are proposals suggested by SFRS as per what the service believes – based on risk – is required to deliver an efficient and effective county-wide service.</p> <p>However, any concerns, suggestions or ideas as a result of this consultation have been considered in the decision-making process.</p>
<p>Why do officers travel round in BMW X5's?</p>	<p>Our officers need appropriate vehicles to travel to incidents as much as our firefighters need appropriate fire engines to do so. We will always ensure that they are cost-effective – this particular batch of our fleet was purchased significantly under market value.</p> <p>These vehicles are paid for with Capital Funding (long-term investments) and not Revenue Funding (day-to-day operations).</p>

Question	Response
<p>Is there a set response time from initial 999 call to arrival at the emergency?</p>	<p>There is no national 'response targets' for fire and rescue services, however we have set our own target which we refer to as the Surrey Standard:</p> <ul style="list-style-type: none"> - First fire engine to *critical incidents in 10 minutes. - Second fire engine to *critical incidents in 15 minutes. - First fire engine to other emergencies in 16 minutes. <p>Within our most recent inspection by His Majesty's Inspectorate of Constabulary and Fire & Rescue Services (HMICFRS), they highlighted that our response times are well within the typical national range.</p> <p>(*Critical incidents for fire and rescue services are those that pose a threat to life.)</p>
<p>What are the survey results by age please? Not all ages will have been able to do this survey online.</p>	<p>Printed consultation papers were available in libraries and communications also took place via traditional means such as newspapers and local newsletters.</p> <p>Please see the breakdown of age below, more demographic information can be found by reading our consultation analysis on Surrey County Council's website:</p> <p>Under 18 years: 1.6% 18-24 years: 5.5% 25-34 years: 14.5% 35-44 years: 16% 45-54 years: 24.1% 55-64 years: 18.8% 65-74 years: 13.1% 75-84 years: 4.5% 85 years and above: 1% Prefer not to say: 1%</p>