

Introduction

Welcome to Surrey Fire and Rescue Services's Borough Plan for Guildford, covering the town of Guildford and fifteen villages throughout the Borough.

As part of our commitment to delivering first-class protection and prevention services to Surrey, Surrey Fire and Rescue Service produces tailored borough plans each year to show what our local priorities are and how we are working with other agencies in the area to improve the local quality of life. In order to do this we set specific targets in each area to address the issues particularly relevant to that area.

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.

Whether you are familiar with the service or not, this document aims to give you an overview of how we perform and how we will be improving that performance in the local area over the next 12 months.

Comments on this plan should be directed to Bob Weldon-Gamble on 01483 517277.

Welcome to the Guildford Borough Plan



BOROUGH MANAGER



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On behalf of Surrey Fire and Rescue Service, welcome to the Guildford Borough Plan for 2009/10. This plan helps you understand the risks in the borough and details the community safety work we will deliver over the coming 12 months to ensure we achieve the Service's vision of being '*a modern, efficient fire and rescue service that continuously improves the safety of the community*'. We recognise that we cannot achieve this vision working alone and so this plan details how we will work with our partners to deliver the necessary education, prevention and protection activities.

Surrey Fire and Rescue Service also recognises that, in order to achieve our strategic aims and objectives, we must have a risk managed and diverse approach, tailored to local needs, that is affordable and provides value for money. Surrey Fire and Rescue Service therefore works out of three geographical 'areas' that are aligned with both the local authority and Police boundaries, each with an area manager and management team based at a community fire station within the area boundary.

The Borough Plan supports both the principal aim of the Service of achieving safer communities by providing an improved and more equitable level service for more people who live, work or visit Surrey and the Service's '2020 Vision', which between now and 2020 will:

- Deliver an improved and more equitable level of service to a greater number of people who live, work or visit Surrey
- Maintain, and where possible improve, community safety through targeted prevention and protection work
- Improve the Service's operational response capability and resilience to deal with all types of emergency incident, particularly large-scale, complex or long-duration incidents
- Improve the safety, training and flexibility for the people who work for the Service on behalf of Surrey

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The County of Surrey

Population

Situated in the heart of South England in close proximity to London, Surrey has a dynamic economy and a population of around 1.1 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 & Ewell, with an average population of almost 20 people per hectare of land. The least populated area is Mole Valley, with three people per hectare. Currently around 77% of housing in the county is owned, not rented.

Transport

Surrey is served by two of the world's largest international airports, Gatwick and Heathrow. Most major towns in Surrey have connections by rail to central London with a frequency of half an hour or less.

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. It is estimated the resulting congestion costs the economy £600m a year.

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 1%. The 2002 workplace based Annual Business Inquiry puts the total number of Surrey businesses at around 56,000.

Education

There are 414 schools in Surrey and education is the council's single biggest area of expenditure. The county has three established Universities: Surrey, Royal Holloway and University of Creative Art and numerous others on its borders. Together these universities have over 21,000 undergraduate and postgraduate students

Politics

The county is run by a two-tier system comprising the County Council and 11 district/borough councils. The council is comprised of 80 political seats, and is Conservative-run. The make-up of the council is: Conservatives 58; Lib Dems 12; Independent/Residents' Associations 8; Labour 2. This means the Council chamber is 72.5% Conservative, 15% Lib Dem, 10% Independents/RAs and 2.5% Labour.

Living in Guildford

Key facts

Area
 Size in hectares 27,093
 Population density (per hectare) 4.8

Population
 Total population 129,701

0-4yrs	7,069
5-15yrs	16,311
16-24yrs	16,860
25-44yrs	38,888
45-64yrs	30,909
65+yrs	19,664

Ethnicity

White	124,378
Black	805
Asian	1,192
Mixed	1,224
Other	2,102

Key facts

Housing Type

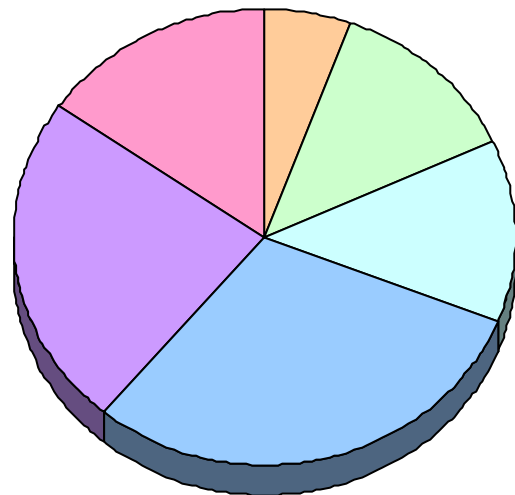
Detached	18,642
Semi-Detached	17,491
Terraced	7,466
Flat	9,437
Non-Permanent Accommodation	537
Vacant	1,223

Overcrowding
 Average Household Size 2.37

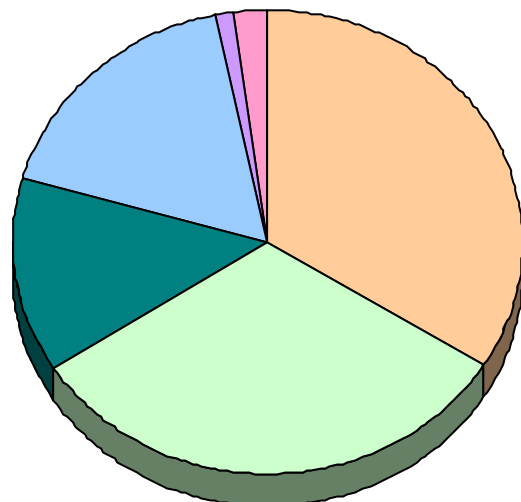
Housing Tenure

Owner Occupied	38,703
Social Rented	6,600
Other Rented	7,047

Population Breakdown



Housing

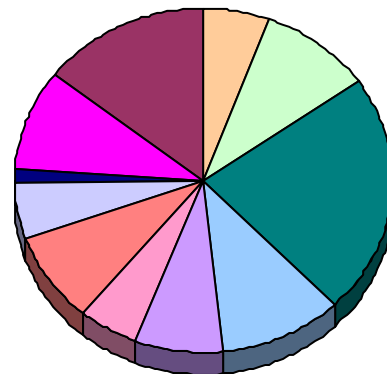


Education and Working in Guildford

Key facts

Socio Economic Classification

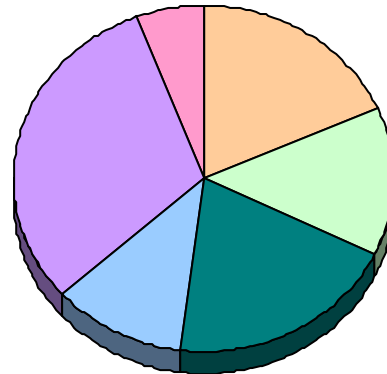
Large employers/higher managerial	5,483
Higher professional occupations	9,332
Lower managerial/prof. Occupations	21,864
Intermediate occupations	10,142
Small employers & own account workers	7,263
Lower supervisory/technical occupations	5,180
Semi-routine occupations	8,181
Routine occupations	4,942
Never worked and long-term unemployed	1,341
Full-time students	9,328
Not classifiable for other reasons	13,872



Qualifications

People aged 16-74 with:

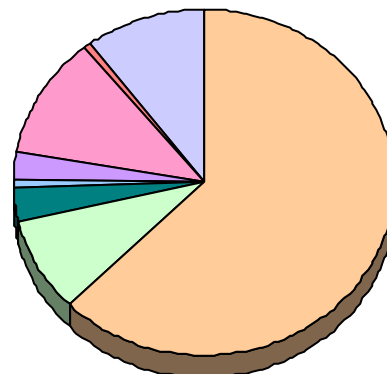
No qualifications	17,742
Less than 5 O levels/CSE/GCSE	13,491
5+ O levels, CSE grade 1, GCSE grade A-C	19,136
2+ A levels	11,150
First degree or higher	29,630
Other qualifications	5,779



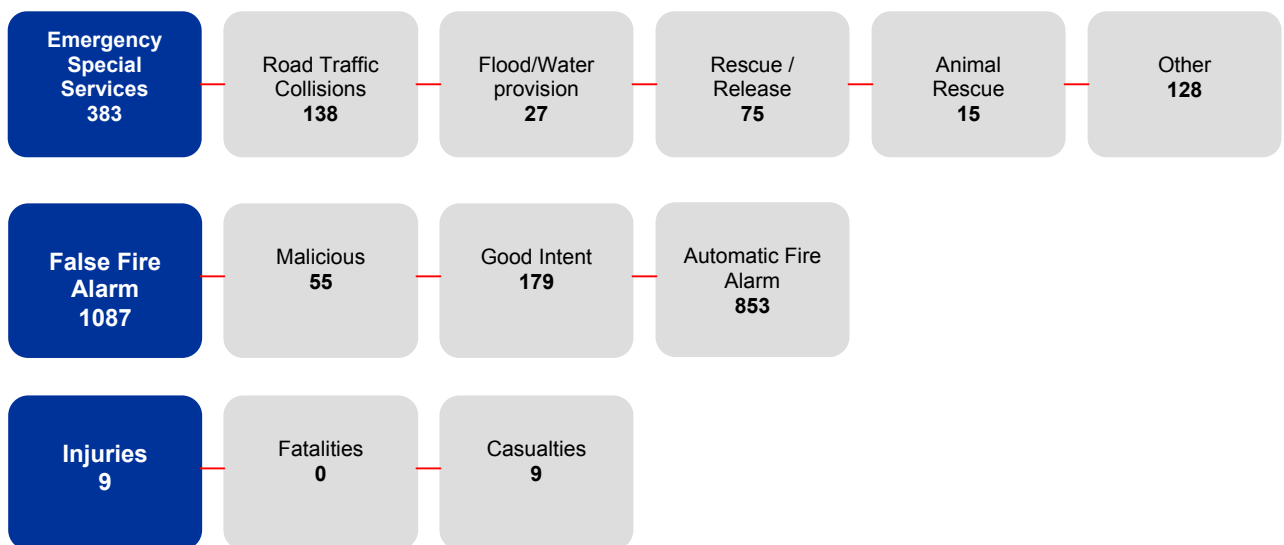
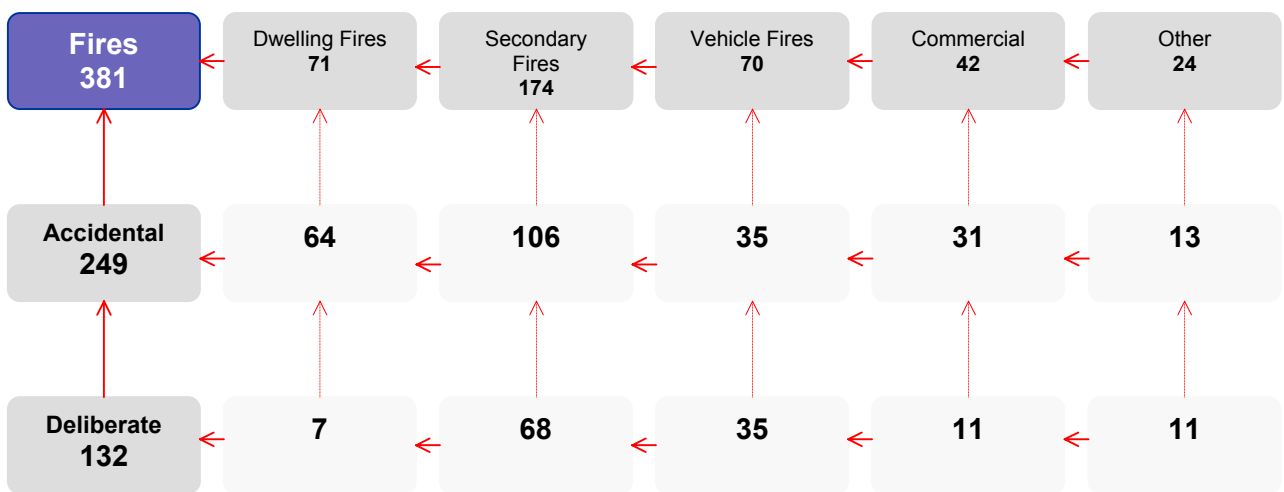
Travel to work

Main part of journey to work by

Car (driver or passenger)	41,989
Rail (including underground or tram)	5,819
Bus	2,140
Motor cycle	603
Bicycle	1,696
Walking	7,500
Other	369
Works at home	6,981



Summary of Incidents in Guildford during 2007/08



Community Safety

The Fire Service sets out in its Borough Plan the community safety initiatives that it feels will reduce risk in the community and make Guildford a safer place in which to live and work. To promote understanding of these initiatives and allow partners to become involved in them where applicable a short précis of each is provided in the following paragraphs.

Home Fire Risk Checks

This is a core activity for Surrey Fire and Rescue Service personnel. These visits not only help ensure people reduce the risk in their own homes through raising awareness of some of the hazards that exist, but also see the Service provide and fit free smoke detectors. A home fire risk check can be booked by dialling the free phone number or by referral from a partner agency. Targeted campaigns run by stations not only help raise awareness of this Service and its benefits, but also make it accessible to the higher risk groups in the County.

Hot Strike Campaigns

People are more aware of the dangers of fire when one has occurred close to where they live. Our crews will carry out a 'hot strike' leaflet drop to the nearest group of dwellings following a dwelling fire on their station ground. The number to be targeted will be at the discretion of the Watch Manager, but the suggested minimum is 25. Anyone then requesting further information will receive a home fire risk check by the station personnel.

Youth Engagement Courses

The Youth Engagement Scheme (YES) is a one-week practical programme based on a fire station for young people aged 14 – 17. The scheme aims to aid personal development of the young people and address anti-social behaviour in the community, including fire and vehicle related crime. YES is part of intervention package, delivered in partnership with Youth Justice and Educational Welfare.

During the course, young people will complete exercises and tasks that will help them have a more responsible attitude, have more respect for others, and understand the need for rules and consequences of breaking them or displaying anti-social behaviour. They will also learn about teamwork, develop leadership skills and increase their self-esteem and self-confidence.

The first course was delivered at Walton Fire Station in May 2006, with a further eight courses delivered up to October 2008. 111 young people started one of the nine courses, with 94 completing all five days. YES is set to expand to two further locations in February 2009, delivering three courses per school term, nine courses per year.

Firefighter for a Day

Firefighter for a Day is a one-day course with similar aims and objectives to those of the Youth Engagement Courses.

Firewise

Surrey Fire and Rescue Service recognises that fires started by children and young people, in the home, school or elsewhere, are a cause for concern. The Firewise Scheme aims to address fire setting behaviour and reduce the likelihood of children playing with fire in the future.

Firewise advisors visit children, with their parents present, who are showing an unhealthy interest in fire or who are involved in setting fires. Through one to one educational sessions, in the home or in school, the advisors aim to make children and young people more aware of the dangers and potential consequences to stop them playing with fire.

Advisors work with between 80 and 100 children per year, with over 200 visits to their homes, giving educational input to children and parents.

Schools Education Talks

The schools fire safety education programme targets children ranging from those in Nursery and Reception (Age 3-5) to Year 8 (Age 13 – 14) and those with Special Educational Needs.

The programme aims to:

- Help children learn about fire safety as well as their rights and responsibilities as citizens
- Help teachers fulfil some of the requirements of both Personal, Social, Health Education and Citizenship with the National Curriculum

Education Officers visit children in schools in Year 2, 5, 8 and 6 (Junior Citizens) whilst operational firefighters provide follow up visits, to the Early Years Learning Box, to Nursery and Reception age children.

In 2007/2008, in schools, the Education Officers worked with 37664 children and station personnel visited 4760 children.

Junior Citizens

Encouraging today's children to be the responsible citizens of tomorrow is the theme of the Junior Citizens Scheme. It is an imaginative way of teaching primary school children how to deal with everyday dangers safely and effectively. It provides practical learning for youngsters who are shortly to make the transition to secondary school, while at the same time encouraging good citizenship and sense of community responsibility.

Children take part in interactive scenarios that require them to make decisions about personal safety and the safety of others, while raising their awareness of danger and the consequences of criminal actions. The scheme highlights potential situations that might challenge them, such as: peer pressure (graffiti) and personal safety (rail track awareness). Early intervention and education is always helpful and this age group respond well to all the scenarios. As well as highlighting these issues the scheme tries to equip children with strategies to avoid these dangers in the first place and teaches basic first aid.

National Campaigns

Surrey Fire and Rescue Service is committed to delivering national prevention campaigns to raise awareness of the biggest causes of fires and RTCs in the county. Examples include the 'Pull Your Finger Out', summer, Christmas Fire Safety and RTC reduction campaigns. We will use the supplied promotional material provided to best effect as determined by local needs and coincide these campaigns with local ones where appropriate.

Community Fire Station Visits

We aim to make our stations as accessible to the community as practicable. A part of the work carried out by our operational crews will be to facilitate visits to the station by both adult and youth groups to both teach them about the hazards of fire and show them the full extent of the job of a modern day firefighter. Some examples of the type of education provided by our firefighters include:

- **Duke of Edinburgh Award Scheme** - The Service Delivery Education Team produced a set of resources for station personnel to deliver the Service section of the Duke of Edinburgh Bronze Award course. Resources have been produced in hard copy versions and electronically on the Intranet. Each of the 10 sessions include classroom based input and a practical session. The course was piloted at Woking fire station in 2005 and courses are now being delivered in ten of the eleven Surrey boroughs/districts.
- **Badge Schemes – Scouts/Guides** - The Service Delivery Education Team has developed a new set of resources for Scouts, Guides, Cubs and Brownies for use by station personnel. The Scouts package was piloted at Reigate and Chertsey fire stations and is now available to all stations to delivery to local Scouts and Guides groups.
- **Station Open Days** – Each station or borough aims to hold an annual 'Open Day' in liaison with partners. A range of educational activities will be provided along with attractions and displays of the type of operational work that we undertake.

Safe Drive, Stay Alive

'Safe Drive, Stay Alive' is a stage show aimed at raising awareness of the risks and dangers associated with driving among a vulnerable group of young people.

The show is based around a video reconstruction of a road traffic collision. The video traces the events leading up to the collision and then follows the actions of the emergency services dealing with the incident. At appropriate moments the video is halted whilst serving professionals from the Police, Ambulance Service, Fire and Rescue Service, and A & E speak of their own experiences at the scene and after the collision. Perhaps the most poignant testimonies come from the parent of a young person who lost his life in a collision and also from a person disabled by the actions of a young driver.

Initiated in Surrey in March 2006, and repeated in November 2006, 2007 and 2008, over 37 000 people have now seen a performance of Safe Drive, Stay Alive, including over 11 500 in 2008.

Joint Training Initiatives with Partners

We will train jointly with our partners where appropriate to ensure that we have a coordinated and professional response to a wide range of incidents. Joint training will increase our crews' competencies and enhance the skills of the teams responding to emergencies.

Business Arson Reduction

Arson is the single most common cause of fire in business premises and the majority of arson attacks are due to opportunist vandalism. The owner or employer in every workplace has a legal responsibility under the Regulatory Reform (Fire safety) Order 2005 for carrying out a fire risk assessment. This includes identifying the risk of arson and acting to reduce it as highlighted within this assessment.

Most of the arson fires affecting shops and stores are lit outside, often by vandals with no other motive than to cause trouble. They light fires with anything readily to hand - waste, packaging, rubbish in open skips and plastic trays. When fires are started inside the premises it may be by people who are mentally ill, extremists or a member of staff with some kind of grudge.

Our crews will carry out a variety of risk reduction activities to ensure that businesses are not affected by arson attacks. These activities include the removal of refuse in partnership with the local authorities, contacting businesses and offering advice and making businesses extra alert during peak times such as the busy Christmas period.

Schools Arson Reduction

School buildings have the highest risk, of any community building, of being attacked by Arsonists. The 'School Fire Watch' scheme encourages arson champions in schools who are identified by a prefect style Fire Watch badge. Following training by local firefighters, these pupils volunteer to take on the role and are charged with completing a monthly checklist to uncover potential arson hotspots on the school premises. The inspection covers areas such as waste management, perimeter fencing security, notification of incidents of graffiti or vandalism and general signs of arson. The checklist is then presented to the Head of School or other responsible person, to the School governors and to Surrey Fire and Rescue Service, for action as required.

Derelict Property

Derelict or unoccupied buildings cause the Fire Service and the community a number of problems. Firstly they become a centre of anti-social behaviour that can expand out into other parts of the community. This may lead to an increase in arson with the result that the derelict or unoccupied building becomes involved in a deliberate fire. Secondly the safety of our fire crews is put at risk when attending fires in these buildings.

Working closely with the Local Authority and private landlords, operational personnel will ensure that not only those buildings that are derelict, but also those that are in danger of becoming derelict or abandoned, are identified and boarded up.

Outdoor Fire Safety Initiatives

A large number of our most disruptive fires occur outdoors during the summer months. Many of these fires are either started deliberately or through a lack of understanding of the hazards associated with certain activities – for example smoking or BBQs. Where appropriate we will provide a physical presence in high risk areas that deters deliberate fire starting and provides appropriate advice.

Positive Action Days

Positive Action Days are run to allow people who are under-represented or who have been disadvantaged in their access to the Fire Service in the past. They allow everyone to compete for job opportunities on a level playing field. These days can open up opportunities to a wider diversity of people and bring about real and lasting change to the Service's employment profile. It is only with these changes that the Service will be able to provide a fair and equitable level of service to the whole community.

These days should be run a reasonable time before a recruitment campaign and stations holding these days will work with the Service to ensure that they are planned in appropriately.

During Performance Inspections

Joint inspections enable the Fire Service to engage with Partner agencies to deliver safer communities by maximising the use of resources to deliver a focused risk based inspection programme. By sharing information enforcing authorities deliver value for money and a cohesive inspection regime to ensure that replication of inspections are minimised and safety objectives are achieved that are proportionate to the risks within the business. Joint inspections allow the enforcing authorities to see at first hand how the business is operating against any licences that may be in force and to take a joint approach to any subsequent action that may be required. Equally the inspections provide reassurance to both businesses and members of the public that safety comes first.

Operational Information Gathering

The wide range of building types, their occupants and the process risks within premises can all impact on how the Fire Service manages incidents. Premises determined as high risk will be surveyed to capture key information to better inform the Incident Commander and where appropriate, to pre-plan for incidents. By working in partnership with the various business sectors the Fire Service will be able to offer advice on fire safety matters and work with businesses in order to limit the risk and effect of an incident. The information captured will be displayed in the crew cab via a tough book laptop.

Information displayed will include process risks, premises hazards and CAD plans, all of which will enable the first attendance to pre-plan en-route and to undertake an effective initial deployment. This year has seen the data gathering process extend to include high-rise buildings and extensive data gathering has been completed across the commons in Surrey to support the Wildfire strategy.

Partnership Referral Schemes

Surrey Fire and Rescue Service will work in partnership whenever possible to improve the health, safety and wellbeing of the people of Surrey.

We will enter into referral partnerships whereby all suitably trained personnel can identify, through listening to a member of the public or through what they observe that a referral to a partner agency may be required.

Consultation

If you wish to comment about this plan or if you would be interested in assisting us by responding to questionnaires, taking part in focus groups or citizens panels, please contact the undersigned giving your name, address, telephone numbers and email address and we will contact you to confirm we have added you to our register. Thank you.

Citizens Panels

These are groups of around 8-12 people that discuss a particular Service issue for between 1-2 hours with the help of a skilled facilitator. This can be a general discussion about our policies procedures but can also be used when an in depth discussion or feedback is required on a specific issue or proposal. The Service will be looking for around 15/20 people in each Borough. It is envisaged that there would be 3 borough meetings each year but with additional meetings in specific boroughs when required. Not everyone would be expected to attend each one - it's all about having a raft of people, some of whom would be available, to partake when needed.

If you are interested in taking part in these panels then please contact Viv using the details provided.

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