



## Annex 1 - Consultation report

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## 1 Executive Summary

Surrey Fire and Rescue Service (SFRS) intends to alter the deployment of fire engines in Spelthorne in order to maintain effective emergency response arrangements in accordance with the Public Safety Plan (PSP). SFRS aims to create a single fire engine fire station in the Ashford area, and close the existing fire stations in Staines and Sunbury by March 2015. Modelling and option analysis has shown that this would create a more efficient use of resources across the county.

Consultation on this proposal ran from 5 August to 4 November 2013 and members of the public, staff, councillors, MPs, community groups, businesses and partners were invited to provide us with their feedback.

Over 1460 responses were received from numerous channels including public meetings, surveys and questionnaires, email feedback, staff workshops, neighbourhood panels, community events and formal responses.

The consultation feedback we received was strongly opposed to the proposal. After collating and analysing the data, the level of support for the proposal overall is as follows:

- 90% opposing
- 7% supportive
- 3% uncertain

Staff were slightly less negative (77% opposition) but had concerns about the accuracy of the modelled response times, the unique characteristics of Spelthorne, reduced resilience of the fire service in the area, developments in neighbouring fire stations impacting Spelthorne and the health and safety of officers doing their job with fewer resources.

Members of the public (including community representatives and Councillors) were strongly opposed to the proposal (93%). The main concerns for the public included the unique urban and demographic makeup of Spelthorne, which in their view makes it a higher risk area, the traffic congestion and potential Heathrow extension, the amount of new developments and the fact that Spelthorne will have the lowest engine to population ratio of any borough or district in Surrey. Community groups and Local Committees further demanded more financial information (cost-benefit analysis) and how the planned development of the Eco Park will impact the proposed changes.

There were also some concerns about the safety of older people and young children, those on low incomes and disabled people in the area.

The most frequently mentioned alternative suggested by residents, community groups and councillors was to keep two engines, instead of one, at the new location (while accepting that Staines and Sunbury fire stations are closed).



## 2 Context – Surrey Fire and Rescue Service

The Public Safety Plan (PSP) outlines 12 outcomes to be achieved by 2020. These include improving the balance of service provision across Surrey and improving the provision and use of property.

Surrey Fire and Rescue Service (SFRS) currently base one 24 hour fire engine at each of Sunbury and Staines Fire Stations, which provide most of the initial response cover for the Spelthorne Borough area.

The proposal seeks to support the provision of more balanced service provision across the county, in order to be better positioned to achieve the Surrey Response standard whilst remaining within the available budget for the Service.

To achieve this, the Service has reviewed emergency response cover across the county and identified an area where the provision of a new location would enable the more effective use of resources.

### Proposal:

Surrey Fire and Rescue Service proposes to close the two existing fire stations in Spelthorne and replace them with a fire station in a more central location within the borough. This fire station would have one 24 hour immediate response fire engine.

This report summarises the results of the extensive consultation undertaken for this proposal between August and November 2013.

## 3 Context – consultation

This consultation is not a referendum – i.e. the outcome of the consultation is not binding. It forms part of the evidence to help Surrey County Council (SCC) Cabinet make its final decision. Other evidence will include cost-benefit analysis, assessments of other possible options, the requirement on SCC's budget and an Equality Impact Assessment. However, the feedback gathered during consultation will be taken seriously. We aim to be responsive - concerns, questions and comments have been thoroughly read, analysed and where possible responded to / acted upon (i.e. when an additional public meeting was set up). Key concerns have been reviewed to establish what mitigating action can be taken.

There is no minimum sample size that the consultation aimed for. While high risk groups have been targeted, we were aware that we would not achieve a statistically representative cohort of respondents with our survey (both in terms of demographic



characteristics or size). Consultations for Fire and Rescue Services across the country typically generate very low response rates.<sup>1</sup>

Equally, results of other fire and rescue authorities' consultations on proposed reduction in stations, engines or fire-fighters tend to attract public opposition. For example:

- The proposed reduction in fire cover in the London Safety Plan 5 (LSP5) attracted an opposition rate of 94% from all respondents (with brigade respondents being the group most in agreement with the proposal (14%)).<sup>2</sup>
- Devon and Somerset Fire and Rescue Authority's (FRA) consultation on their corporate plan 2013/14, where the hypothetical proposal to close stations and reduce engines produced an objection rate of 65%.<sup>3</sup>
- North Yorkshire's FRA's consultation on the closure of a fire station in Snainton in 2012, where a majority of respondents strongly opposed this proposal (93% were in agreement that Snainton needed a dedicated fire station).<sup>4</sup>

Furthermore, the reasons behind opposing changes to fire cover, especially in urban areas, tend to be similar and revolve mainly around: increases in population; new major building developments; areas of deprivation; fires in high rise buildings; and to protect the service's continuing ability to respond to major incidents. Other issues revolve around accuracy of modelling methodology, insufficient consideration of risks, significance of speed of response, the need for back-up at major incidents, and impact on community work (LSP5).<sup>2</sup>

#### 4 Methodology

When designing the consultation, we followed the good practice developed during the PSP consultation and national and SCC consultation and engagement guidance. We also sought advice and support from the directorate's Equality and Cohesion Officer so that all nine protected characteristics, as stipulated in the Equality Act 2010, have been considered in the consultation plan. As a result, a comprehensive consultation and

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<sup>1</sup> Leicestershire IRMP 2009: 0.07% (435 survey responses / population: 649,000); Devon & Somerset Draft Corporate Plan 2013/14: 0.06% (985 survey and email responses / population: 1.7m), <http://www.dsfire.gov.uk/FireAuthority/CalendarOfMeetings/documents/DSFRA10July13Agendaandpapers.pdf>; Kent & Medway FRA IRMP 2011-20: 0.12% (2022 responses / population: 1.7m)

<sup>2</sup> London Fire Brigade (18 July 2013) ,Fifth London Safety Plan, <http://moderngov.london-fire.gov.uk/mgconvert2pdf.aspx?id=2064>

<sup>3</sup> <http://www.dsfire.gov.uk/FireAuthority/CalendarOfMeetings/documents/DSFRA10July13Agendaandpapers.pdf>

<sup>4</sup> [http://www.northyorksfire.gov.uk/about-us/key-documents/committee-papers/fire-authority/fire\\_authority\\_2012/](http://www.northyorksfire.gov.uk/about-us/key-documents/committee-papers/fire-authority/fire_authority_2012/)



communications plan was established to target those who are likely to be most affected by the proposals.

Consultation started on 5 August and closed on 4 November 2013. We used a variety of quantitative and qualitative research methods, as well as a wide mix of communication channels to gather the views of our stakeholders. In order to reach people with protected characteristics, especially those that we know are high risk in terms of death and injury of fire, we produced 170 Easy Read questionnaires that were distributed in day centres and community centres, we directly contacted care home managers and we ensured that our meeting invites were published in accessible places. We also gathered feedback from the Empowerment Board North and used the External Equalities Advisory Group to promote our consultation. The consultation included print, on-line and direct contact (see Appendix 2 for consultation summary).

Direct contact:

- Presentation at one police surgery in Ashford, two neighbourhood panels in Staines and Laleham (through Surrey Police)
- Presentations at Runnymede, Elmbridge and Spelthorne Local Committees
- Presentation at Communities Select Committee
- Three public meetings in Spelthorne
- Attendance at 'Spelthorne Together' Assembly in Sunbury
- Presentation at a Shepperton library exhibition
- Presentation at the Empowerment Board North meeting
- Face to face briefings for staff at two workshops in Sunbury and Staines

On-line:

- On-line survey for residents, businesses, partner agencies, staff and Members (using email invites to Opinion Research Services panel, Spelthorne mailing list, business mailing list, External Equalities Advisory Group member mailing list)
- Consultation featured on SCC's website and social media outlets, Spelthorne Borough Council's website and social media outlets, Lower Sunbury Residents Association website

Print:

- Postal questionnaires to care homes, day centres, community centres and Voluntary Community and Faith Sector (VCFS) organisations in Spelthorne (Appendix 1)
- Letters and emails to partner agencies (e.g. Police, NHS, Ambulance, etc), VCFS organisations and County Council, Borough Council and London Borough Members



- Distribution of consultation material through the External Equality Advisory Group, borough councils' community officers' mailing lists and business associations
- Frequent briefs and written communication for staff
- Advertisement of our consultation through leaflets and posters in libraries, community centres, Citizens Advice Bureaux, schools, churches, GP surgeries, fire stations, youth centres, borough notice boards.
- Consultation published in Members' bulletin (Communicate) and local paper (Surrey Herald / Get Surrey)

## 5 Resources

A dedicated team developed, delivered and analysed the consultation between July and November 2013. The principle resources dedicated to this have been:

- Senior manager in Surrey Fire & Rescue (30% FTE throughout)
- Surrey Fire & Rescue officers (approx 80% FTE throughout)
- Project and evaluation support (approx 60% FTE throughout)
- Communications and promotional support (approx 40% FTE throughout)

In addition to the dedicated team, there has been a considerable time commitment from other senior Fire & Rescue officers, including the Chief Fire Officer, in providing guidance and progress review and liaising with elected Members.

The Cabinet Associate and Cabinet Portfolio Holder have dedicated support and time to help shape the process and to present to other elected Members.



## 6 Analysis

The consultation received feedback from over 1460 individuals and groups, through surveys, workshops, emails and calls, formal responses from Councils and other representative groups. We had nearly 1200 responses from members of the public, which represents around 1% of the Spelthorne population.

	Survey		PSP email / calls / letters / formal responses		Meetings (police panels, community event, public meetings, Committee meetings)		Petitions		TOTAL
Residents / businesses	423	35.7%	48	4.1%	195	16.5%	518	43.8%	1184
Councillors / MPs	13	31.0%	12	28.6%	17	40.5%			42
SFRS Staff	89	46.8%	48	25.3%	53	27.9%			190
Community group representatives	13	39.4%	15	1.3%	5	15.2%			33
Partners	4	80.0%	0	0.0%	1	20.0%			5
Other	14	100.0%	0	0.0%	0	0.0%			14
<b>TOTAL</b>	<b>556</b>	<b>37.9%</b>	<b>123</b>	<b>8.4%</b>	<b>271</b>	<b>18.5%</b>	<b>518</b>	<b>35.3%</b>	<b>1468</b>

See Appendix 3 for full listing and analysis.

### 6.1 Survey

#### 6.1.1 Number of respondents

There were 572 responses, of which 496 were online completions and 76 were postal returns (72 of which were Easy Read). 35% of those using the Easy Read questionnaires stated having a disability and 47% were 65 years or older, which shows that this method was an efficient tool to reach vulnerable people. After the consultation closure, the data was cleaned in preparation for the analysis, i.e. we assigned correct codes to verbatim and removed respondents that completed the survey unreasonably fast ('click-throughs'), empty returns, those that responded multiple times (where identifiable). After cleaning the survey data, we had a total of 556 survey responses. The response rate is hard to gauge, because invites were distributed to an unknown number of people from various partner agencies' mailing lists.



### 6.1.2 Respondent groups

The respondent groups were distributed as follows (11 respondents, although completing the rest of the survey, did not state their background):

Member of the public	411	75%
Representative of a business	12	2%
Member of staff (Surrey Fire and Rescue Service)	89	16%
Member of staff (Surrey County Council)	3	1%
Partner agency, for example NHS, Police, other FRS	4	1%
Representative of a community group	13	2%
Elected Member	13	2%
<b>answered question</b>		<b>545</b>

### 6.1.3 Valuing the SFRS

95% of respondents value or strongly value the SFRS (average value of 4.76 out of 5). Only 1% stated that they didn't value the service. The high level of value placed on Surrey Fire and Rescue Service as a local service provider means changes greatly concern residents and produce strong and heartfelt views. There was a link between the strength of support for the SFRS and the level of opposition (i.e. those opposing the proposal had a score of 4.86; whereas those supporting the proposal scored 4.36).

### 6.1.4 Contact with SFRS

68 respondents (13%) said that they had contact with the SFRS in the last three years because of a fire incident, and 88 respondents had a Home Fire Safety visit (16%). The main contact point, as staff and partners also completed the survey, was in a professional capacity (24%). 45% of residents and business owners had not had any contact with the service.

### 6.1.5 Attitude to proposal

536 respondents submitted an answer to the question of level of support for the proposal. 18% of these respondents agreed with the proposals. 8% were not sure and 73% rejected the proposals. Only 1% stated that they held no opinion. 20 respondents did not submit an answer to the question. The level of support for this proposal, by respondent group, was:





	SFRS staff (82)		Public (residents and businesses)					
			Spelthorne (385)		Outside Spelthorne (23)		Total (410)#	
Yes	39	48%	44	11%	4	17%	48	12%
Not sure	3	4%	32	8%	1	4%	34	8%
No	39	48%	306	79%	18	78%	325	79%
No opinion	1	1%	3	1%	0	0%	3	1%

	Community Representatives					
	Spelthorne (10)		Outside Spelthorne (3)		Total (13)	
Yes	2	20%	0	0%	2	15%
Not sure	1	10%	2	67%	3	23%
No	7	70%	0	0%	7	54%
No opinion	0	0%	1	33%	1	8%

	Elected Members					
	Spelthorne (10)		Outside Spelthorne (3)		Total (13)	
Yes	2	20%	0	0%	2	15%
Not sure	1	10%	0	0%	1	8%
No	7	70%	3	100%	10	77%
No opinion	0	0%	0	0%	0	0%

	Partners (4)		SCC staff (3)		TOTAL (536)*	
	Yes	1	25%	2	67%	94
Not sure	1	25%	0	0%	45	8%
No	2	50%	1	33%	391	73%
No opinion	0	0%	0	0%	6	1%

# includes those that didn't specify their location in Q2

\*All excluding those that did not state their attitude towards the proposal in Q5a

The greatest opposition comes from Spelthorne residents and businesses. Some areas of Spelthorne have particularly high levels of opposition (i.e. 93% of 30 residents, businesses from Lower Sunbury and Halliford reject the proposal).

Also the majority of local Councillors and community group representatives oppose the plans, which reflects the feedback we received at public meetings and Local Committee meetings. The strongest support for the proposal derives from SFRS staff and SCC



staff, who are probably more aware of the internal pressures on the service that drive this proposal.

#### 6.1.6 Reasons for opposition

The key reasons for opposition have been coded and are as follows (the percentage signifies the occurrence of the theme amongst the received total of 380 comments):

- Increase in response times means danger to lives and property (33%)
- General opposition to the proposal, as one engine will not be enough for the area (28%)
- Spelthorne has a high risk profile (high deprivation, high density population, several high rise buildings, Thames, motorways with RTCs) (28%)
- Traffic around Spelthorne will make it difficult for the engine to move / for additional support to come into the area (Sunbury Cross, M25, M3, Thames bridges) (15%)
- The potential expansion of Heathrow airport, and the timing of the consultation should be taken into account. Heathrow is also a big risk factor for major incidents. (14%)
- The removal of a fire engine causes serious doubts about the service's resilience for major incidents or at times when the crew is not available (training or other incident) (14%)
- Concerns were raised about the modelling of the response times, how they were set and what methodology was used (10%)
- This proposal is a pure money saving exercise and consideration for risk and safety have not been taken into account (6%)
- This would be an unfair service reduction (fire engines per population), compared to other wealthier areas of Surrey (6%)
- There might be delay in getting neighbouring support (London stations are closing, other Surrey stations around might be affected by changes) (6%)
- The oil depot and planned building of the Eco Park create considerable industrial risk, which the SFRS should take into account (5%)
- The proposed location of the new fire station is less than ideal, as it is removed from key risk points (5%)
- Questions about the response times for the water rescue unit and the crewing thereof (3%)
- The cost of building a new station was questioned. (3%)



- Respondents had personal experiences with the fire service and feel a reduction affects their sense of assurance and safety in case incidents occur in the future. (3%)
- The proposal would put fire fighters' safety at risk, as there would be less people on the ground, crews would have to wait longer for additional support (with accelerating fire), and outside support might not be familiar with the area / lay out of Spelthorne buildings. Also, the preventative community work would suffer. (2%)
- The planned changes at Walton and Esher fire stations, as outlined in the PSP Action Plan, will affect the resilience around Spelthorne and might make additional support take even longer to arrive. (2%)
- Spelthorne is a growing area, with an increase in population, new housing and commercial developments. (2%)

**Alternatives** suggested were:

- Keep two engines at the new location (9%)
- Raise council tax to fund the service / reduce council tax when service is cut (4%)
- Reduce the budget for other expenditure in the council (3%)
- Install more emergency cover, rather than reduce it (growing population, likely Heathrow expansion and other added risk factors) (3%)
- Keep an existing station and up-date it to suit future needs (2%)
- Cut expenditure elsewhere in the service – management roles, admin (1%)

There was a difference in the priority of respondent groups' concerns. SFRS staff were more concerned about the reliability of the response times / modelling approach, the possible delay and cost in getting neighbouring fire and rescue support, the increased risk to fire fighters' safety as a result of the proposed changes and the impact of planned changes to Walton and Esher fire stations on Spelthorne. On the other hand, some concerns were more prominent amongst residents, such as the recurrent traffic congestion in the area, Heathrow airport, the unfair service reduction compared to other Surrey districts and boroughs, council tax and the oil depot / Eco Park. Also, it was only members of the public that suggested adding more cover rather than reducing it.

#### 6.1.7 Clarity of information

8 in 10 respondents said that we explained the proposals clearly. 23% of SFRS staff required more clarity of information, highlighting the need for these groups to scrutinise data and apply their expert knowledge to the proposal. Equally, 26% of those that rejected the proposal required more information. Requests for clarification revolved around:



- Explain the reasoning and benefits behind the proposal better (17%)
- More financial information (cost / savings) (15%)
- Less biased / one-sided information (13%)
- More performance statistics and risk related data (10%)
- More publicity / better communications of the proposal (9%)
- Explain how emergency cover retains resilience (5%)

Further investigation into a possible link between lack of understanding and any protected characteristics (old age, disability, ethnicity (language)) produced no significant findings. 8% of those that said to have a disability, 5% of those with other than White British origin and 16% of over 65 year olds said that the proposal was not clearly explained, compared to an overall figure of 21%. There were no explanations on why the proposal was unclear that linked explicitly to any of the protected characteristics, confirming the conclusion that the perceived lack of clarity was mainly caused by a lack of specific information.

#### 6.1.8 Communication channels

20% of respondents heard about the consultation directly from the SFRS (for staff it was 73%, for Councillors it was 85% and for the public the figure was 7%). This is not surprising, as staff and known key stakeholders were directly invited to submit comments at the start of the consultation. The other major channel was leaflets, where 18% became aware of the consultation (although it is hard to determine if it was leaflets published by SFRS or by a Resident Association, which ran a mail drop campaign at the beginning of September). 12% of respondents were alerted to the survey through the SCC or SBC Facebook or Twitter account.

#### 6.1.9 General comments

242 respondents left comments relating to the SFRS in general and the consultation. The main comments were:

- 22% expressed praise and recognition for the SFRS.
- 35% used the opportunity to reiterate reasons for opposing the plans (increased response times, reduced resilience, Spelthorne's risk profile, Heathrow expansion, traffic congestion, reduction in community work, unfair service cut).
- 21% of the comments focused on consultation content and method. People would have liked to see the plans better publicised (mail drop or stand on the street). Also, in people's opinion, the information was presented in a one-sided and biased way. The consultation was seen only as a 'lip service' exercise, as



the decision to implement this proposal had already been made, according to some respondents.

- 17% proposed alternatives, including keeping two engines at one station, raising council tax, increasing emergency cover instead of reducing it, using SCC reserves, cutting money elsewhere in the service or the council.
- 8% of comments expressed support for this proposal, trusting the service decision makers to propose a robust and well researched plan.

#### 6.1.10 Equalities and Diversity section

Around 77% of respondents were willing to complete all questions in the Equality and Diversity section. Compared to the demographic makeup of Spelthorne, the sample was slightly older, more male and with fewer representatives of the BME section.

- **Age:** The distribution of age groups for the population of Spelthorne and the age distribution for the survey is as follows:

Age	Spelthorne	Applied to sample (18-85+)	Consultation sample (public)
18-24	7%	9%	3%
25-44	28%	35%	28%
45-64	27%	33%	45%
65-84	15%	19%	23%
85+	2%	3%	2%

It is not representative of the demographic makeup of the borough, as respondents of middle and old age are over-represented (45%) and younger residents under-represented (despite using youth centres and schools as communication outlets).

The survey contains questionnaires that were completed by care home managers, who represent old age pensioners (predominantly 75+). When looking at the postal questionnaires from care home managers, we find that all rejected the proposal outright, the main concern being the safety of the elderly residents.

Only nine members of the public were aged under 25 and they were least supportive of the proposal. The reasoning however reflected the average causes for objection and had no reference to young age.

Also, the older age groups were more likely to oppose the proposal (75%). Amongst the non-supporters, there were 22% 65+, and only 7% in the supporter group.

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Age	Sample size		Yes		Not sure		No		No opinion	
up to 24	11	2%	1	9%	2	18%	8	73%	0	0%
25-44	142	31%	33	23%	8	6%	99	70%	2	1%
45-64	207	46%	48	23%	12	6%	147	71%	0	0%
65+	93	21%	6	6%	15	16%	70	75%	2	2%
<b>Overall</b>	<b>453</b>	<b>100%</b>	<b>88</b>	<b>19%</b>	<b>37</b>	<b>8%</b>	<b>324</b>	<b>72%</b>	<b>4</b>	<b>1%</b>

In this survey, 24 comments were left with specific concerns about vulnerable people and how this proposal might impact them. Eight of those comments were non-specific and just mentioned 'vulnerable people'. Eleven comments revolved around old people and their increased risk, while three comments mentioned concerns around young children. For example a care home manager and a former social worker stated the following:

*"The current station in Sunbury is nearer to our business which would need attendance as soon as possible. We do not want a potentially slower time for attendance as we deal with old and vulnerable people 24/7."*

*"When I was working as a social worker in Spelthorne (Now retired) I had several dealings with the fire service in times of flooding, supporting very vulnerable older people etc and I fear this aspect of the work may be cut back."*

- Disability:** Mobility issues and mental health issues are known to be fire risk factors. The sample reflects the 15% prevalence of disabled population in Spelthorne (Census, 2011). Looking at the 60 respondents stating to have a disability, there was significant shift in support. The main concerns for the disabled group were the longer response times and the likelihood of gridlock on Spelthorne's roads, meaning that their requirement for quick assistance would not be met under the proposal. Also out of the 24 verbatim items received, four mentioned their concern for disabled people and those of ill health:

*"I'm not sure if one fire engine will be able to cope. What happens if there is an emergency at the airport, plus a fire in the residential area, say in a block of flats with older residents or disabled people who would need assistance to evacuate the premises."* (Spelthorne resident)

Disability	Sample size		Yes		Not sure		No		No opinion	
Yes	60	14%	12	20%	6	10%	41	68%	1	2%
No	366	86%	69	19%	30	8%	266	73%	1	0%
<b>Overall</b>	<b>426</b>	<b>100%</b>	<b>81</b>	<b>19%</b>	<b>36</b>	<b>8%</b>	<b>307</b>	<b>72%</b>	<b>2</b>	<b>0%</b>

- Gender:** The survey was completed by more men than women. However, looking at the staff and public cohorts separately, we can see that for public members the ratio



of women outweighs men compared to the borough's usual distribution. Also, females are more at risk of injury or death by fire.<sup>5</sup> Females were slightly less supportive of the proposals than men (only 33% of supporters were female, whereas 47% of non-supporters were female). Men had a slightly higher approval rate (reflecting the fact that 95% of SFRS staff, who were more supportive of the proposal, were male).

Gender	Sample size		Yes		Not sure		No		No opinion	
Female	198	46%	28	14%	23	12%	146	74%	1	1%
Male	235	54%	56	24%	11	5%	165	70%	3	1%
<b>Overall</b>	<b>433</b>	<b>100%</b>	<b>84</b>	<b>19%</b>	<b>34</b>	<b>8%</b>	<b>311</b>	<b>72%</b>	<b>4</b>	<b>1%</b>

- Ethnicity:** We know that the majority of those suffering injuries or death through fire are White British. In the survey, 94% of those members of the public that stated their ethnicity were White British (which is above the overall rate for Spelthorne, 81%). Eight respondents from the public domain came from an Other White background (3%) and five from an Asian background (2%), two (1%) from a Mixed Asian-White background. One member of the public came from the Black community. There were no ethnicity-specific comments amongst any of the ethnic groups. The attitude towards the proposal amongst non-White British respondents falls broadly amongst the overall split; the sample is too small to assign any meaning to small variances in support levels.

Ethnicity	Sample size		Yes		Not sure		No		No opinion	
White British	387	94%	75	19%	36	9%	272	70%	4	1%
Not White British	23	6%	6	26%	0	0%	17	74%	0	0%
<b>Overall</b>	<b>410</b>	<b>100%</b>	<b>81</b>	<b>20%</b>	<b>36</b>	<b>9%</b>	<b>289</b>	<b>70%</b>	<b>4</b>	<b>1%</b>

- Religion:** The majority of respondents that stated their religion classed themselves as Christian (53% of all respondents responding to the question, average for Spelthorne is 64%). 23% said they had no religion (average for Spelthorne is 23%). Two members of the public were Buddhist, two Jewish and one was Muslim. There were no Hindu respondents amongst the sample. There were no religious-specific comments amongst those that held a religion.

<sup>5</sup> Community Risk Profile, 2011-12



Religion	Sample size		Yes		Not sure		No		No opinion	
Christian	249	67%	57	23%	25	10%	164	66%	3	1%
Other faiths (Buddhist, Muslim, Jewish, Other)	19	5%	1	5%	2	11%	16	84%	0	0%
No religious / faith group	102	28%	21	21%	6	6%	74	73%	1	1%
<b>Overall</b>	<b>370</b>	<b>100%</b>	<b>79</b>	<b>21%</b>	<b>33</b>	<b>9%</b>	<b>254</b>	<b>69%</b>	<b>4</b>	<b>1%</b>

- Marital status:** Single occupancy is known to be a fire risk factor. Hence, looking at the 120 respondents stating to be single, divorced, separated and widowed, we can say that their level of support is not as positive but also that their negativity is slightly weaker. A considerable part was not sure about the proposal. The main concerns for the single group were reduced resources, longer response times and Spelthorne's urban makeup – however no comments about individual living conditions.

Status	Sample size		Yes		Not sure		No		No opinion	
Married, co-habiting, civil partnership	301	71%	6	21%	16	5%	221	73%	2	1%
Single, widowed, separated, divorced	120	29%	2	19%	3	16%	19	63%	76	2%
<b>Overall</b>	<b>421</b>	<b>100%</b>	<b>8</b>	<b>20%</b>	<b>5</b>	<b>8%</b>	<b>35</b>	<b>71%</b>	<b>297</b>	<b>1%</b>

- Sexual orientation:** 10 of 356 respondents that answered that question stated to be lesbian, gay or bisexual (LGB). There is no discernible difference between the level of support amongst this group compared to the heterosexual group. However, it was only a very small sample, which makes this data unrepresentative. The verbatim that the unsupportive respondents gave had no reference to their sexuality or any other lifestyle choice associated with this protected characteristic (single occupancy, etc).

Status	Sample size		Yes		Not sure		No		No opinion	
Heterosexual	346	97%	74	21%	31	9%	240	69%	1	0%
LGB	10	3%	3	30%	0	0%	7	70%	0	0%
<b>Overall</b>	<b>356</b>	<b>100%</b>	<b>77</b>	<b>22%</b>	<b>31</b>	<b>9%</b>	<b>247</b>	<b>69%</b>	<b>1</b>	<b>0%</b>

- Pregnancy / maternity:** Ten respondents stated that they were pregnant / had been pregnant in the last 12 months (one of whom identified himself as a gay male). Eight of these respondents objected to the proposal (80%), because of the increase of the response times and the growing population in Spelthorne. There was one specific comment about the difficulty of quickly evacuating a high rise flat with small children.

*"I live at Sunbury Cross, in a high rise flat with two children under three. The thought of a fire terrifies me, and the thought that there will be just one fire engine operating in Spelthorne is awful. [...]".* (Spelthorne resident)





- **Gender reassignment:** Three respondents stated that they had undergone gender reassignment (out of 391 responding to the question) – this would mean nearly 1% of the sample was transgender which is well above the national average of 0.04% (GIREs 2009). Regardless of the truthfulness of the respondents' answers, no comments were made that refer specifically to gender reassignment or issues related to gender reassignment.

For further findings and analysis see the Equality Impact Assessment.

## 6.2 Public meetings

As part of the consultation, members of the public were invited to three public meetings: Ashford (17 September 2013), Staines (25 September 2013), Sunbury (10 October 2013). The meetings were publicised in over 100 outlets, including libraries, town centres, GPs, community centres, churches, schools, post offices, borough council offices and Citizens Advice Bureaux. The events were publicised on the Spelthorne Borough Council's and Surrey County Council's websites and through social media sites Twitter and Facebook. County and local Members, as well as MPs were also briefed on the event so that they could raise it with their constituents. Businesses, residents from the ORS panel and those that registered in the survey were also emailed.

In total, around 170 people attended, amongst them borough and county councillors, residents, representatives of local neighbourhood groups and SFRS staff. SFRS officers and the Cabinet Associate gave a presentation and collected feedback and replied to questions and concerns which included:

- Spelthorne's unique risk profile means the area is at higher risk of fire and other incidents (high level of deprivation, density of population, number of high rise buildings, risk areas like motorways, industrial sites, Heathrow airport, river Thames)
- Traffic congestion impacting on response times (especially for supporting engines coming into the area)
- Increased response times will put people's lives at risk
- Reduced resilience with one engine, especially if compared to engine to population ratios of other boroughs and districts in Surrey
- Water rescue capability – longer incident attendance times which affect crewing of engine and overall resilience
- Cost – benefit of proposal (including all indirect costs – cost of fire death; predicted savings)



- Accuracy of modelling / mapping / predicted response times and other statistics used in consultation material; the way response standards are set; national comparison of performance of Surrey FRS
- Frequency, cost and nature of cooperation with London Fire Brigade
- Impact of possible Heathrow airport extension
- Impact of other new major developments (Eco Park, shopping centres, housing estates)
- Suitability / cost of new location (further away from high risk spots like Sunbury Cross, Ashford hospital, Thames)
- Publicity of consultation and impact of consultation findings on approving the proposal
- Impact of changes to community work (prevention, educational visits, risk assessments)
- Further use / disposal of equipment and appliance
- Alternatives – reduction in management posts, reduction in other services, using SCC reserves, increasing council tax for Surrey residents, reduction in SGI contract fees)

The overall consensus at the meetings was strong opposition to the proposal.

### 6.3 'Spelthorne Together' Community Event

On 27 September 2013, Spelthorne Borough Council ran a community event at Kempton Park Racecourse. Two SFRS officers presented information around the proposal at a stand, which 13 members of the public, the Chief Executive and the Leader of Spelthorne Borough Council visited.

Key questions included:

- What other Boroughs in Surrey had only one Fire Engine?
- What is happening with regard to Elmbridge Borough?

Two individuals who had also attended the public meeting on the evening of the 25th September stated that they *"feel like it is already decided and that it is not consultation at all"*.



#### **6.4 Shepperton library event**

On 21 October 2013, two SFRS officers raised awareness and responded to questions around the proposal at Shepperton library. The SFRS officers engaged with around 20 people, including two Borough Councillors and the chairman of Shepperton Residents Association. Key themes included:

- Changes to the Walton Bridge might impact on already congested traffic in the area
- Impact of proposed changes to Elmbridge fire cover on Spelthorne
- Eco Park as a major risk factor
- Request for a full cost-benefit analysis and timescales for implementation
- Queries about the necessity for Equalities and Diversity section in questionnaire
- Was a location closer to the Thames considered (re water rescue facilities)

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#### **6.5 Neighbourhood Panels**

SFRS officers attended two Neighbourhood Panel meetings (Staines Urban, Laleham) and a Police surgery (Ashford library) in August and September to engage with the residents, raise their awareness of the proposal and discuss the details of the merger. In total, SFRS officers spoke to 41 people and distributed 60 leaflets. Ashford RA also received 100 Easy Read questionnaires as an outcome of the Laleham Panel meeting. The key themes revolved around:

- Location of new fire station
- Training facilities at new fire station
- Availability of two engines for major incidents / resilience
- Staff support for proposal / possibilities of redundancies
- Where to find out more
- General feeling that Spelthorne fire cover should not be reduced

#### **6.6 Empowerment Board North meeting**

The Surrey Empowerment Boards is a group that represents disabled people with physical, sensory and cognitive impairments in Surrey. On 17 September 2013, a SFRS officer attended the Empowerment Board North meeting to present the proposal and gather feedback. Representatives from Runnymede Access and Liaison Group, White Lodge and Surrey Disabled People Partnership attended the meeting, and some



returned completed questionnaires. The key concerns discussed at the meeting included:

- Increased response times means greater risk to life and property (especially for those that are hearing impaired, who take their hearing aids out at night)
- Major gridlock in the area might prevent support cover to arrive in time
- Wheelchair users or vulnerable people might live in high rise buildings / dwellings that supporting crew from outside is not familiar with
- Staines station is better located (Ashford hospital)
- Some public buildings (i.e. Runnymede library) have no adequate fire evacuation points for wheelchair users
- Plans for removed crew and engine
- False alarms from increasingly used Telecare will go up – enough capacity of one crew
- Value of FRS preventative work – feasibility to run a fire awareness training session with the Board in the future

Overall the group was cautious about the proposal, as there were too many concerns around the time-increase in responding to people with mobility issues and hearing / visual impairments.

## 6.7 Staff feedback

### 6.7.1 Survey responses

89 SFRS staff responded to the survey. The support for their service was strong with everyone valuing or strongly valuing the service. Judging the proposed option, 48% of staff that responded to the question supported the approach, 4% were unsure and 48% rejected the proposal; only one SFRS staff said to have no opinion on this matter. Seven staff did not leave a response to that question.

32 respondents listed following key reasons for their lack of support:

- Spelthorne's high risk profile (high population density, high deprivation levels, urban buildings, river Thames, motorways) (34%)
- Increase in response time will cost lives (31%)
- Only one engine will reduce resilience (19%)
- General feedback that current arrangements should not be changed (16%)
- Question if response times are realistic / more modelling evidence needed (16%)



- Making the job harder for SFRS staff (fewer on the ground - less safe, less education / prevention work) (9%)
- Delay / cost in getting neighbouring support (9%)
- Proposal is a pure saving money exercise with no service improvement (6%)
- Water rescue capability (crewing / response times) (6%)
- Development at Walton / Esher stations will impact Spelthorne further (6%)
- Poor map in consultation material (3%)
- One-sided / biased information (3%)
- Traffic as a main barrier to moving one engine and getting support into the area (Sunbury Cross, Thames bridges, level crossing) (3%)
- Proposed location of new fire station (not suitable for training, not close to risk spots, current location better) (3%)

Alternatives suggested by staff were:

- Keep two engines at the new station (9%)
- Cut money elsewhere in the council 3%
- Cut money elsewhere in the SFRS (management / salaries) (3%)

77% said that we had explained the proposals clearly. The main criticism of the 23% that said that we hadn't was mainly lack of detail and statistics in the plan, and a one-sided representation of the information.

Other comments made by staff were:

*"The reality is the dropping of a pump. One pump within the first time schedule will not make up for losing the other appliance, you make it out to sound better than it is."*

*"Spelthorne is a huge risk within Surrey. Areas of social and economic deprivation. In addition the difference between 1 and two fire appliances is life critical."*

Of the 76 that were willing to submit information on their demographic background, all were of working age so fell into the 25-44 or 45-64 age groups. Three staff stated that they had a disability (5%), which is above with the general make up of the SFRS (1%). 92% of staff respondents that completed the E&D section were male, which matches the makeup of the SFRS (91%) and 97% were White British (around average, as 2% of SFRS staff are from a BME background).



### 6.7.2 Workshop themes

Workshops were held in Staines (27 August 2013, attended by 6 staff) and Sunbury (9 September 2013, attended by 15 staff) where SFRS officers presented the proposals and discussed concerns:

- Questions about the methodology of the modelling / accuracy of response times / ORH (modelling company)
- Response standards – how were they set? Why are they changing?
- Risk to fire fighters' safety with reduced fire cover and longer response times
- Demographics of Spelthorne – one of the most densely populated boroughs, very high deprivation levels, lots of high rise buildings, ageing / growing population
- Traffic – bridges over the Thames, gridlock on motorways which contribute to the risk levels of the area
- Costing / savings – how much is the new station; where do the savings come from; why have there been refurbishments; why are we spending money on Specialist Group International (private contractor) if we don't use them
- Other options – what was considered (closing Staines, keeping Sunbury); is the decision already made; if public rejects the proposal; SCC reserves could be used; admin staff could be cut
- Cover during training – what will happen if crew is out on boat training or has a boating incident. Incident times take longer for a boat. Was the boat taken into account in the modelling
- London partnership – was London taken into account in the modelling; did model factor in that Surrey's resources are used more than Surrey uses London
- Heathrow expansion – impact on risk levels; timing of consultation
- Skill set / training for new crew re water rescue
- Implementation – how long will it take to find new location and build new station
- Unfair cut – draining resources into wealthier parts of Surrey
- Sources for data used in information (statistics, list of wards)
- Map – Walton is not a 24/7 station

### 6.7.3 Formal response

We received a letter signed by 47 Spelthorne crew members who opposed the proposal for following reasons:



- Doubts over response times (used only ORH (modelling company) – no cross checking; no focus on worst case scenarios; used only 2 years worth of data; mobilisation computer doesn't recognise congestion issues)
- New location (Fordbridge roundabout) liable to flooding / cutting off access
- Outsider crews lack local knowledge to navigate
- London and Berkshire resources not on the Surrey control mobilisation computer (requires manual operation – 5 minute additional delay; automated solution expected in 2 years time)
- Other changes impacting the proposals (Windsor to reduce cover, Walton might reduce, as might London; Spelthorne will be heavily drawn in to support London on Heathrow incidents)
- No proper risk assessment has been done (Surrey is not an even county – urban versus rural; data used in option development not correct – right data: Fire Statistics Great Britain, DCLG; special characteristics not taken into account – high rise, island dwellings, flooding; Eco Park at Charlton Lane)
- Spelthorne is urban – unfair to compare against rural Surrey areas (square mile basis comparisons on fire death, road deaths, rescue from fires, led to safety from fires, residential fires; higher water death rate; high rate of high rise fires)
- Alternative areas in Surrey for cut in fire cover (cost savings as driver; money can be saved elsewhere with less impact: Walton, Esher, Haslemere becoming retained, Dorking-Leatherhead merger, one engine at Camberley, one engine at Woking, reduce spend on equipment and capital projects, fewer management posts)
- High deprivation levels, high concentration of vulnerable people, busiest roads, dangerous stretch of river, high rise buildings, borders Heathrow, West London oil depot, Poor performance indicators)

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#### 6.7.4 Fire Brigades Union

The Fire Brigades Union submitted a formal response in December 2013, which opposed the proposal, stating that:

- The proposal does not take account of the local demographics, risks or the rising population, in particular the elderly and vulnerable:
  - A larger population and a greater proportion of elderly and vulnerable people increases the likelihood of fires occurring. To control the risk of fires occurring, an increase in the amount of fire prevention work would be needed but this requires more fire fighters not less.
  - There will also be less fire fighters working on a daily basis to ensure the fire protection of buildings in Spelthorne are in compliance with the



regulations. Deviations from the regulations often cause greater fire spread so this will increase the severity even further.

- The proposal will have a detrimental effect on many areas of public safety and reduce the service's capacity to respond to all types of emergency calls in Spelthorne and surrounding boroughs.
- The reduced number of crews and amount of equipment would lead to losses in speed and weight of attack in Spelthorne. In cases of fire this will have a direct impact leading to fires growing larger, thus greater risk to fire fighters, greater insurance losses and an increased risk of injury and death.
- The proposal is likely to cost more than it is planned to save through indirect costs.

As an alternative option, FBU Surrey suggested that savings could be made by ending SFRS current contract with Specialist Group International (SGI), which is a private company working within SFRS.

## 6.8 Councils and Committees

Local Committees and Borough and County Councillors of Spelthorne, Elmbridge and Runnymede were written to as part of the consultation process. All Surrey County Councillors received a newsletter about the proposal and the consultation. The proposals were also presented to the Local Committees of Elmbridge, Runnymede and Spelthorne and to the Community Select Committee, at an informal briefing.

### 6.8.1 Survey responses from Members

There were 13 responses from Councillors (nine Spelthorne Borough Councillors, one Elmbridge Borough Councillor and one Ward Councillor for Brentford). Only two Councillors supported the proposal, while ten opposed it, one was unsure. The main reasons for opposing the plans were:

- The construction of the Eco Park poses a greater risk of fire, and one engine will not be able to provide enough cover for industrial emergencies
- The resilience of fire cover will reduce and will hence affect neighbouring areas like Elmbridge
- Spelthorne has some of the most heavily congested roads, which means higher risk of incidents but also more difficult to reach for the fire engines





### 6.8.2 Communities Select Committee (Scrutiny role)

At an informal briefing on 25 September 2013, two SFRS officers and a policy officer presented the proposal to ten Members of the Communities Select Committee. Questions were asked in particular around the business case for this proposal. Other comments included:

- Effect of the proposal on the water response unit
- Assessing the impact for Spelthorne before commencing the implementation of the PSP Action Plan in Elmbridge
- Spelthorne – residents' concerns seem valid, as it is an area of high deprivation and high population density
- Number of call outs currently and predicted in Spelthorne
- Consultation – decision on this proposal has not been made yet
- Financial information should be presented clearly

One Member was in favour of two fire engines at a new station, while another Member mentioned that residents of Spelthorne would be happy to pay more council tax to keep the current arrangement.

### 6.8.3 Spelthorne Local Committee

The proposal was presented at the Local Committee meeting on 30 September 2013, discussed and a motion carried to reject it. A petition containing 384 signatories against the proposal was also presented at the same meeting.

A formal response was submitted by the Chairman on behalf of the Local Committee stating that the Local Committee opposes the proposal to close the Sunbury and Staines Fire Stations for the following reasons:

- Spelthorne is second highest population density
- Number of high rise buildings, and high density of low social status housing
- High number of people with poor health
- Spelthorne is liable to flooding
- Industrial areas (warehouses)
- Heathrow airport and West London Oil Terminal
- High number of fires, road and river deaths / injuries compared to other areas in Surrey
- Congested roads and bridges will delay response times of engines from outside Spelthorne



- Increased response times will increase risk to property and lives
- Unclear on what savings can be achieved
- Residents oppose the proposal universally
- Changes in Windsor, Elmbridge fire cover might further reduce response times to Spelthorne
- Eco Park and gasification facility at Charlton Lane were not taken into account at PSP development stage
- Potential expansion of Heathrow airport might affect risk levels in Spelthorne
- Savings might be impacted by introduction of charging for call-outs from London Fire Brigade (also partnership is not legally binding)

The Local Committee requests that the fire stations in Sunbury and Staines be retained. However, if this is not acceptable, it strongly recommends that two engines be made available at the proposed new fire station.

#### 6.8.4 Spelthorne Borough Council

At the Spelthorne Borough Council meeting on 24 October 2013, a motion was discussed, put to the vote and unanimously carried with stated:

*“This Council opposes the closure of fire stations in Sunbury-on-Thames and Staines-upon-Thames. In the event that Surrey County Council proceeds with the closures, this Council insists that, at any new station, there will be at least two fully-manned and fully operational fire appliances on a 24-hour basis”.*

#### 6.8.5 Elmbridge Local Committee

The proposal was presented to Elmbridge Local Committee on 2 September 2013. The response from the Local Committee chair, on behalf of the Local Committee in Elmbridge is: 'Members were concerned about the knock on for Elmbridge of having one station in Spelthorne especially during the transition period. Also they are looking forward to discuss the proposals for Elmbridge in six months time'.

#### 6.8.6 Runnymede Local Committee

Runnymede Local Committee considered the report presented in public at its meeting on 30 September 2013, but as the Committee's county councillors include four who are Cabinet members they all declared an interest and abstained from comment because they will be required to make a final decision on the plan. Therefore no formal comments were submitted. However, they were grateful for the opportunity to be briefed on the likely implications.



No formal feedback was received from the Fire and Rescue Service Advisory Group.

## 6.9 Other feedback

### 6.9.1 PSP inbox

There have been 58 contacts with the psp inbox / phone number, eight of which came from elected Members, 48 from residents and businesses (including Bronzefield Prison and Sunbury Cross Ltd) and two from representatives of Residents Associations.

- The concerns from elected Members revolved around the appropriateness and reasoning behind the Equality and Diversity section of the survey, as well as the ratio of fire fighters to population in Spelthorne compared to other Surrey district and boroughs. A point was also made of the increased risk of the Eco Park, and the substantial traffic congestion that certain areas of Spelthorne experience.
- “The problem in Spelthorne is not distance but time. More especially the unpredictability in the time it will take to cover those relatively short distances because of the density of the traffic.” (Elected Member)
- All of the 48 emails and letters received from residents and businesses opposed the proposal; concerns centred on the increase in response times and the linked risk to life and property. Further factors such as congestion, the Heathrow airport (extension), the motorway network and Eco Park were all mentioned, as well as the general make up of Spelthorne (highly populated, high rise buildings, deprived). One letter from Suncross Limited, a housing management company looking after two blocks of flats in Sunbury, opposed the proposal as the current Sunbury fire station is ideally located for their blocks and other high density dwellings in the area and an increase in response times would be too dangerous.
- Kempton Residents Association (RA) and Pharaoh’s Island RA submitted feedback. Pharaoh’s Island RA had particular concerns about their island location which needs fire fighters that are familiar with the area and extra resilience, in case a crew is out to deal with an emergency on an island which would dramatically increase incident time. It also included other more general points about the increasing population in Spelthorne and the building of the Eco Park and a new CostCo.
- Kempton RA also strongly opposed the plans, stating that services dealing with matters of life and death should not be cut, and that the latest planned developments in the borough will add extra strain on the resources.



### 6.9.2 Lower Sunbury Residents Association (LOSRA) Submission

LOSRA submitted a formal response, which picked up points made in a briefing note, published on their website in September 2013.<sup>6</sup> LOSRA outlined their arguments against the proposal, which included:

- New location is not ideally situated (too far from high risk areas and closest to a golf club and reservoir)
- Critique of response times published by SFRS (in-depth exploration of definition of response time, own calculations and maps of travel time to areas in Spelthorne, comparison against other FRS)
- Exponential fire growth rates – increase in response time creates larger fires and thus puts people's lives and properties, and fire-fighters at greater risk.
- Traffic congestion / bridges will delay support coming in from outside of Spelthorne
- Support from outside of Spelthorne cannot be relied on (reduction in neighbouring stations, interoperability issues)
- Reduced resilience at multiple engine incidents or during water rescues
- Highly densely populated Borough with high proportion of people with poor health, which increases risk
- Unfair resource balance that doesn't take into account actual risk factors
- Not enough resources to carry out other non-emergency work (operational risk assessments, safety visits)

### 6.9.3 Ashford North Residents Association (ANRA) Submission

ANRA submitted a formal response outlining that all its members are against the proposals, because:

- Spelthorne is densely populated with numerous high rise buildings and has a high prevalence of vulnerable adults that are 'most at risk of fire'. Spelthorne has the highest density of Social Housing in Surrey
- Increase in response times would put residents' lives and property at greater risk
- Support from London cannot be relied upon (traffic situation makes moving into the Borough difficult, neighbouring stations might be affected by cuts and changes)

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<sup>6</sup> <http://www.losra.org/welcome-to-the-losra-homepage/item/393-effect-of-proposed-changes-to-fire-service-cover-in-spelthorne>



- Spelthorne's location needs to be taken into account (close to Heathrow airport, industrial areas, motorways and the river Thames)
- Reduction to one crew will have detrimental effect on community work (fire safety visits, staff training, operational risk assessments)
- Proposals are unfair for Spelthorne (engine to population ratio will be lowest in any Surrey district and borough)
- Consultation material did not contain sufficient information – savings against cost of building a new station were unclear.
- Savings should be found elsewhere.

#### 6.9.4 Collective Residents Association Response

On 31 October 2013, a statement was submitted by the Chairman of LOSRA on behalf of:

- Ashford North Residents Association
- Penton Hook Residents Association
- Central Ashford Residents Association
- Shepperton Residents Association
- Green Street Action Group
- Silvery Sands Residents Association
- Leacroft Residents Association
- Staines Town Society
- Lower Sunbury Residents Association
- Stanwell Moor Residents Association
- Kempton Park Residents Association

In the statement the Residents Associations called for the proposal not to be implemented, as they feared it would leave Spelthorne with inadequate fire and emergency cover.

#### 6.9.5 Petitions

As mentioned above, a local petition was signed by 384 members of the public and presented at the Spelthorne Local Committee meeting on 30 September 2013. The signatories protested "... against further restrictions on the boroughs fire and rescue services. Given the close proximity of Heathrow, the M25 and M3 our stations would appear essential for the safety of our borough. We cannot rely on other boroughs if they are too seeking to restrict their services; Hounslow and Feltham already tend Heathrow which puts any plans on seeking their assistance at risk. With only two remaining 24 hr stations, which would now seem to be under threat, we must ask that these remain as they are and other means are found to reduce costs."



Equally, an HM Government e-petition was started and signed by 134 members of the public: *“Surrey only have 2 remaining 24hr fire stations, Heathrow already use bordering authorities like Feltham and Hounslow, we would not be able to rely on these if they are on call to an adjacent borough. Protect our 2 remaining 24hr stations from further operational restriction.”*

The signatures were counted as individual items of negative feedback in the analysis.

### 6.10 Media coverage

From 8 August – 14 November 2013, the proposal and consultation featured in 12 media items (print and on-line), all of which were negative.

Cover date	Headline	Publication / Outlet
08/08/13	Fire station closures is a 'high risk' gamble	Getsurrey.co.uk
22/08/13	I'd be petrified on the top floor	Surrey Herald
23/08/13	Tower block residents raise fears over fire station closure	Getsurrey.co.uk
12/09/13	Meetings on fire station closures	Surrey Herald
01/10/13	Spelthorne fire station closure plans debated	Getsurrey.co.uk
10/10/13	Too many bosses, says Fire Union	Surrey Herald
17/10/13	Plans to reduce coverage continue apace	Staines Informer
24/10/13	Fire cover fear as Spelthorne engines sent outside borough	Getsurrey.co.uk
28/10/13	Councillors unite to oppose fire station closure in Spelthorne	Getsurrey.co.uk
07/11/13	I wouldn't feel safe in Founders building	Surrey Herald
07/11/13	Fire station closures: Campaign hotting up	Surrey Herald
14/11/13	Protesters to march against planned fire station closure	Getsurrey.co.uk

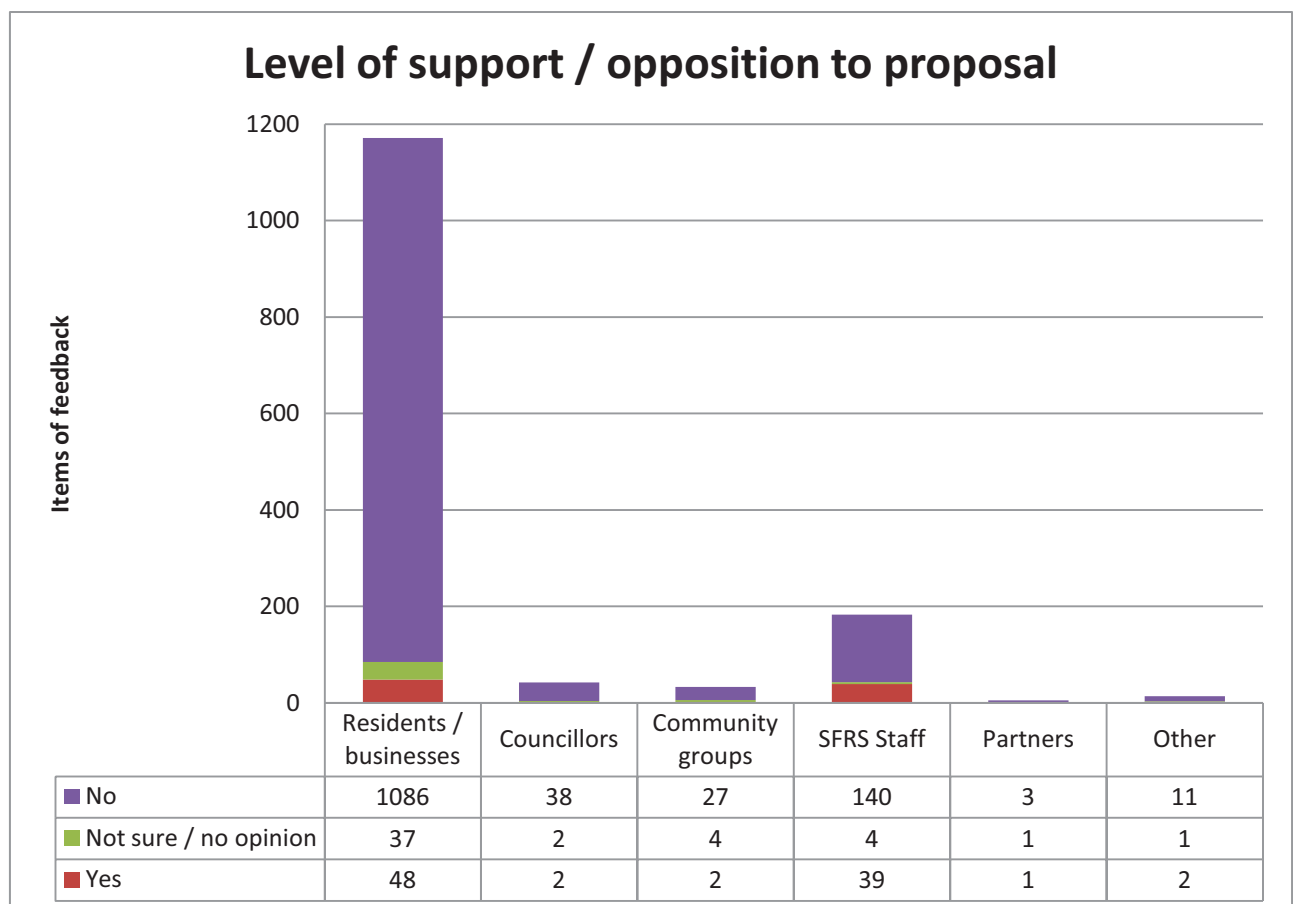


## 7 Key findings

All consultation data including formal responses, survey comments, emails, workshop feedback was coded to determine the most frequently raised concerns and questions. The feedback of the consultation overall has been negative, with key opposition from residents and councillors from Spelthorne.

	Total - items of feedback	Yes	Not sure	No	No opinion
Residents / businesses	1171	4.1%	2.9%	92.7%	0.3%
Councillors	42	4.8%	4.8%	90.5%	0.0%
Community groups	33	6.1%	9.1%	81.8%	3.0%
SFRS Staff	183	21.3%	1.6%	76.5%	0.5%
Partners	5	20.0%	20.0%	60.0%	0.0%
Other	14	14.3%	0.0%	78.6%	7.1%
<b>TOTAL*</b>	<b>1448</b>	<b>6.5%</b>	<b>2.9%</b>	<b>90.2%</b>	<b>0.4%</b>
TOTAL respondents	1468				

\*excludes survey respondents that did not leave an answer at Q5a





### 7.1.1 Concerns

Consolidating feedback from individuals in surveys, emails and letters, we can see that the most common concerns were (the percentage signifies the occurrence of the theme amongst the 779 received comments):

- General opposition to the plans and a view that one engine is not enough for Spelthorne (22%)
- Increase in response times will risk lives and property (22%)
- Spelthorne's profile makes it a high risk area (high density population, high level of deprivation, urban built, dangerous stretch of the river Thames, motorways) (18%)
- Heathrow - the airport might need support for major incidents; the expansion of the airport will add to the risk factor; timing of consultation could have been better coordinated to coincide with consultation about the expansion (10%)
- Traffic as a main barrier to moving the engine around or getting support into the area (Sunbury Cross, Thames bridges, level crossing) (10%)
- Reduced resilience in case of a major incident and / or when crew is busy otherwise (9%)
- Praise and recognition for SFRS (8%)
- Not a service improvement but a pure cost saving rationale (6%)
- Spelthorne has a lot of industrial sites (oil depot / Eco Park) which adds to the risk profile (4%)
- Unfair service reduction (lowest engine to population ratio in borough) (4%)
- Proposed new location is not suitable for training, not close to any high risk areas and prone to flooding (4%)
- There will be a delay and additional cost in getting neighbouring support (3%)
- Water rescue capability (longer response times) (2%)
- Personal experience with FRS gave respondents a sense of assurance; so reducing the cover is an emotive matter (2%)
- Spelthorne is a growing area with numerous new developments (commercial, industrial and residential) (2%)
- Cost of building a new station is unclear (2%)
- Proposal will make the job more difficult for FRS staff (fewer on the ground - less safe, more stretched to deliver education and prevention work) (2%)
- Staff will have reduced capacity to carry out community work – risk assessments, educational visits, and home fire safety visits (1%)





- Generally supportive of the proposal (1%)
- Litigation / legal consequences when lives are lost for those that approved this proposal (1%)

While most respondents submitted their views on why the proposal should not go ahead, fewer suggested alternatives. The most frequently mentioned alternatives were:

- Keep two engines in one station (5%)
- Raise tax to keep service / reduce tax if taken away (4%)
- Need more, not less cover (3%)
- Cut money elsewhere in the council (3%)
- Keep an existing station (refurbished / updated) (2%)
- Cut money elsewhere in the SFRS (management structure / salaries) (2%)

Specific comments around consultation included:

- Response times were not realistic / more modelling evidence needed (5%)
- There should have been more publicity (4%)
- The consultation should have included more financial information (3%)
- The tone and content of the information was one-sided and biased (3%)
- The material should have explained the reasoning better / benefits (2%)
- Consultation was seen as lip service (2%)
- More statistics on performance / risk should have been included (2%)

When looking at the comments made by groups (workshops, Committee meetings, public meetings, formal responses), the key themes were reflected by the individual concerns above. In addition, some concerns raised at group meetings or in formal responses were more focused around:

- cost-benefit analysis (cost of a new station, indirect costs including cost of fire death and cost of implementation, predicted savings, costing of other options),
- the impact of likely changes to the Walton and Esher fire stations and the London Fire Brigade in the future

See Appendix 3 for full analysis.



### 7.1.2 Specific concerns related to age and mobility / disability

There have been several comments with regards to the impact on vulnerable people, such as longer response times would delay essential assistance for elderly people, or those with mobility issues or dementia, disabled people and parents and carers of young children. Gridlocks on the roads would cause further delay and preventative work in the community might be reduced under the proposal.

## 8 Outcome

Surrey Fire and Rescue Service have considered the points raised during the consultation period.

In light of the overwhelmingly negative feedback, SFRS have decided to amend the proposal to take into account the raised concerns and suggested alternative. This is detailed more fully in the main report, and the impacts of this proposed amendment to the original plans are considered as part of the Equality Impact Assessment.

## 9 Next steps

The key themes from this consultation will be included in the Equality Impact Assessment (EIA) and the final report presenting the proposal to Cabinet in February 2014.

If the proposal is approved, the Action Plan will be implemented. Equally, actions outlined in the EIA will start to be implemented.



## **Appendix 1 – Questionnaire**

Thank you for your interest in our Surrey Fire and Rescue Service consultation about changes to fire engine deployment in the borough of Spelthorne.

The survey will take about 10 minutes and ask some generic questions about your views on the Surrey Fire and Rescue Service, before outlining the key proposals concerning closing fire stations in Staines and Sunbury and building a new fire station in the area of Ashford Common.

The survey will then ask if you're interested in attending a public meeting, followed by some general questions about yourself. These will help us to make sure that we include a representative cross sample of the residents of Spelthorne. All your answers will stay confidential and will only be used for the purpose of this consultation.

The survey will ask you in what capacity you complete it (for example resident, business owner, staff, elected Member). If you would like to give us your views in more than one capacity (for example as staff AND resident), you can either go to our website to fill in the online survey or request another questionnaire, when submitting this one.

Please note that the consultation closes on Monday, 4 November 2013.

In case you have any questions, please contact us at [psp@surreycc.gov.uk](mailto:psp@surreycc.gov.uk) or on 01737 242444.

Thank you for your help  
The Public Safety Plan Team,  
Surrey Fire and Rescue Service

### **A. General questions**

#### **1) Please tell us if you are responding to this survey as a:**

Please tick ✓ ONE BOX ONLY

- Member of the public
- Representative of a business
- Member of Surrey Fire and Rescue Service staff
- Member of Surrey County Council staff other than Surrey Fire and Rescue Service
- Partner agency, for example NHS, Police, other FRS (please specify):

- Representative of a community group (please specify):

- Elected Member (please specify the division):

10



**2) Which area in Spelthorne do you live in / is your business located in?**

Please tick  ONE BOX ONLY

- |                                  |   |
|----------------------------------|---|
| <input type="radio"/> Ashford    | <input type="radio"/> Staines South and Ashford West    |
| <input type="radio"/> Laleham    | <input type="radio"/> Stanwell and Stanwell Moor        |
| <input type="radio"/> Shepperton | <input type="radio"/> Sunbury Common and Ashford Common |
| <input type="radio"/> Staines    | <input type="radio"/> Lower Sunbury and Halliford       |

Outside Spelthorne (please specify):

10

**3) How much do you value Surrey Fire and Rescue Service?**

Please tick  ONE BOX ONLY on the five point scale

Don't value at all	Don't really value	Not sure	Value	Strongly value
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**4) During the past three years what, if any, contact have you had with Surrey Fire and Rescue Service?**

Please tick  ALL appropriate boxes

- Fire incident
- Road traffic incident
- Home Fire Safety Visit at your home / business
- Fire Station open day
- In a professional capacity (e.g. as member of staff, partner agency)
- No, I have not had any contact with Surrey Fire and Rescue
- Other (please specify)

**B. Proposal**

**Why do we need to change our provision?**

The Surrey Fire and Rescue Authority have statutory duties to provide a fire and rescue service for the county with the resources available. This proposal is part of a transformation programme for the Service, designed to meet the challenges we described in our Public Safety Plan. The



savings generated by the station rationalisation will enable us to continue to provide a balanced equitable service across the county without the need for a reduction in the response standard.

### What are we proposing?

We are proposing to change the number of fire engines based in Spelthorne. Currently there are two fire stations (Staines and Sunbury) with one fire engine each, crewed by staff to provide an immediate response 24 hours a day. **Our proposal is to close the two existing stations and base one fire engine at a new, modern fire station located in the Ashford Common area, providing 24 hour emergency response cover.** This will mean that some firefighters currently based at Staines or Sunbury will need to work from other locations within Surrey. We are proposing to start implementing the changes during 2014.



10

### Why this option?

The options were considered in relation to their impact on emergency response performance, cost, achievability within time and resource constraints and conformity with the principles agreed under the Surrey Public Safety Plan. This options analysis, linked with our understanding of the risk profile and from our experience of providing a fire and rescue service, helps to shape our professional opinion on the most appropriate course of action.

Further detail to support our proposal is available at [www.surrey-fire.gov.uk/psp](http://www.surrey-fire.gov.uk/psp)

### What will the impact be?

In Spelthorne, the **first fire engine will be attending incidents on average in under seven minutes** and in many cases that will be sufficient to deal with the emergency safely and effectively.

For life and property risk incidents, additional resources will be on their way to provide support for the first crew attending. On average this **second fire engine will arrive in under eleven minutes**, which is also well within our fire service emergency response standard.



	1 <sup>st</sup> fire engine attendance (average)	% attended in 10 minutes	2 <sup>nd</sup> fire engine attendance (average)	% attended in 15 minutes
<b>Current</b>	5 min 44 secs	97.0	9 min 13 secs	98.2
<b>Proposal</b>	6 min 42 secs	91.4	10 min 24 secs	94.5
<b>Surrey Average</b>	7 min 28 secs	80.8	10 min 27 secs	86.7

**5) Do you support this approach?**

Please tick  **ONE BOX ONLY**

- Yes (please go to question 6)
- Not Sure (please go to question 5a)
- No (please go to question 5a)
- I do not have an opinion (please go to question 6)

10

**5a) If you don't support this approach or are not sure, please say why. Are there any additional measures you think we should put in place to make the proposal acceptable to you?**



## **C. About the consultation**

### **6) Have we explained our proposals clearly?**

Please tick ✓ ONE BOX ONLY

- Yes
- Not really (please tell us how the approach could be made clearer)

10

### **7) How did you find out initially about this consultation?**

Please tick ✓ ONE BOX ONLY

- Direct contact from Surrey Fire and Rescue Service
- Surrey Fire and Rescue Service website
- Leaflets
- Newspaper / magazine
- From a local group or forum
- Facebook / Twitter
- Word of mouth
- Other

### **8) Do have any other comments about the Surrey Fire and Rescue Service, or this consultation?**



## **D. Public meeting**

We have arranged public meetings in Staines, Ashford and Sunbury, so that we can discuss our proposal in more detail and respond to concerns that residents of Spelthorne and neighbouring areas might have.

The meetings will take place on:

- **Tuesday, 17 September 2013**, 7-9pm at Hengrove Scout HQ, Station Crescent, Ashford TW15 3HN
- **Wednesday, 25 September 2013**, 7-9pm at Staines Community Centre, Thames St, Staines-upon-Thames, TW18 4EA
- **Thursday, 10 October 2013**, 7-9pm at Sunbury Manor School, 48 Nursery Road, Sunbury-on-Thames, TW16 6LF

## **9) We would like to gauge general interest in these meetings for planning purposes.**

**Please indicate if you'd like to attend a meeting:**

Please tick  **ONE BOX ONLY**

- on 17 September 2013 in Ashford
- on 25 September 2013 in Staines
- on 10 October 2013 in Sunbury
- No thank you (please go to question 10)

If you would like to attend a meeting, please leave your name for our register:

*Please note that your personal details will be treated confidentially and will only be used for the purpose of booking a place for you at the public meeting. Your data will be deleted at the end of this consultation process and your answers will not be linked to your personal data.*

## **E. Equality and Diversity**

You can help us to make sure we provide services equally and fairly by answering a few simple questions about yourself. This will take no more than a couple of minutes but will be very helpful to us. Whatever you say is completely anonymous and confidential and will not be linked back to you.

We will look closely at this information to see if there are groups of people that are not getting the best from us. If we see this is the case, what you tell us will help us improve things for them.





**10) Which of these age groups do you belong to?**

- |  |                                  |
|--|----------------------------------|
| <input type="radio"/> Up to 14               | <input type="radio"/> 45 to 64   |
| <input type="radio"/> 15 to 24               | <input type="radio"/> 65 to 84   |
| <input type="radio"/> 25 to 44               | <input type="radio"/> 85 or over |
| <input type="radio"/> I would rather not say |                                  |

**11) Do you consider yourself to have a disability or a longstanding condition that affects how you live your life?**

- |                           |                          |  |
|---------------------------|--------------------------|--|
| <input type="radio"/> Yes | <input type="radio"/> No | <input type="radio"/> I would rather not say |
|---------------------------|--------------------------|--|

**12) Are you:**

- |                            |                              |  |
|----------------------------|------------------------------|--|
| <input type="radio"/> Male | <input type="radio"/> Female | <input type="radio"/> I would rather not say |
|----------------------------|------------------------------|--|

**13) Are you:**

- |   |  |
|---|--|
| <input type="radio"/> Single                          | <input type="radio"/> Separated              |
| <input type="radio"/> Married                         | <input type="radio"/> Divorced               |
| <input type="radio"/> Cohabiting                      | <input type="radio"/> Widowed                |
| <input type="radio"/> In a same sex civil partnership | <input type="radio"/> I would rather not say |

**14) Which one of these groups do you belong to?**

- |  |   |
|--|---|
| <input type="radio"/> Arab                                   | <input type="radio"/> Mixed White and Black Caribbean                             |
| <input type="radio"/> Asian or Asian British Bangladeshi     | <input type="radio"/> White British   |
| <input type="radio"/> Asian or Asian British Indian          | <input type="radio"/> White Irish   |
| <input type="radio"/> Asian or Asian British Pakistani       | <input type="radio"/> White Traveller (including Gypsy, Roma, or Irish traveller) |
| <input type="radio"/> Black or Black British African         | <input type="radio"/> Any other White background                                  |
| <input type="radio"/> Black or Black British Caribbean       | <input type="radio"/> Chinese   |
| <input type="radio"/> Mixed White and Asian                  | <input type="radio"/> I would rather not say                                      |
| <input type="radio"/> Mixed White and Black African          |   |
| <input type="radio"/> Any other background - Please specify: |   |



**15) Which of the following faith and belief groups do you identify with?**

This includes a religious belief or a philosophical belief, which affects your view of the world. It also includes people who have no religion or belief.

- Buddhist                       Sikh  
 Christian                       Hindu  
 Muslim                       None  
 Jewish                       I would rather not say  
 Other faith or belief (please specify):

10

**16) What is your sexual orientation?**

- Bisexual                       Heterosexual  
 Gay man                       Other  
 Gay woman/lesbian                       I would rather not say

**17) Does your gender differ from your birth sex?**

- Yes                       No                       I would rather not say

**18) Are you currently pregnant or have you been pregnant in the last year?**

- Yes                       No                       I would rather not say

**End**

Thank you very much for your time. Please return the questionnaire by Monday, 4 November 2013 using the free post envelope, or send it to:

PSP Team  
Surrey Fire and Rescue Service  
Croydon Road  
Reigate  
Surrey  
RH2 0EJ



## **Appendix 2- Consultation and communication summary**

<b>Date</b>	<b>What</b>
2 August 2013	Inform SCC Spelthorne Members of consultation
5 August 2013	Inform all stakeholders by email / letter about consultation
5 August 2013	Ask distributors to forward information to their mailing list contacts
5 August 2013	Publish consultation on Surrey FRS PSP website Announce consultation on SFRS Facebook and Twitter
W/c 5 August 2013	Send article to Spelthorne Borough Council comms team for Twitter and facebook
8 August 2013	Consultation features in Surrey Herald / GetSurrey online
8 August 2013	Consultation features on Topix website
9 August 2013	Consultation features on Save Our Services In Surrey website
August 2013	Consultation features in Committee for Access Now Newsletter / on-line
August 2013	Send 18 posters to Spelthorne Borough Council
23 August 2013	Consultation features in Surrey Herald / GetSurrey online
27 August 2013	Staff workshop, Staines
28 August 2013	Present at Police Surgery, Ashford Present at Police Neighbourhood Panel meeting, Staines
29 August 2013	Consultation features on Spelthorne Borough Council website
1 September 2013	Consultation features on Spelthorne Lib Dems website
W/c 2 September 2013	Send out posters with public meeting dates to community outlets
W/c 2 September 2013	Item in SCC 'Issues Monitor' and SCC Members Bulletin
2 September 2013	Present at Elmbridge Local Committee
3 September 2013	Inform stakeholders by email about the public meetings
3 September 2013	Ask distributors to forward invite to their mailing list contacts
4 September 2013	Consultation features on Lower Sunbury Residents Association website
5 September 2013	Inform all survey respondents who gave their consent and contact details about additional emails
9 September 2013	Staff workshop, Sunbury
11 September 2013	Consultation features on FBU Surrey website
17 September 2013	Present at Empowerment Board North meeting
17 September 2013	Public meeting in Ashford
18 September 2013	Inform stakeholders about the added date
18 September 2013	Present at Laleham Police Neighbourhood Panel meeting
25 September 2013	Public meeting in Staines
26 September 2013	Present at Community Select Committee
27 September 2013	Present at Community Event 'Spelthorne Together'
30 September 2013	Present at Runnymede Local Committee Present at Spelthorne Local Committee
w/c 30 September 2013	Send out posters with Sunbury public meeting date to community outlets
1 October 2013	Consultation features in Surrey Herald / GetSurrey online
2 October 2013	Consultation features on Spelthorne Borough Council website
9 / 10 October 2013	Reminder about public meeting on SFRS Twitter and facebook
10 October 2013	Public meeting in Sunbury
21 October 2013	Exhibition at Shepperton library



### **Direct contact:**

- Emails to Members of the SCC Communities Select Committee
- Emails / phone calls to SCC Spelthorne members
- Emails to Spelthorne Borough Councillors
- Emails to Mayors of Elmbridge, Runnymede and Spelthorne
- Emails to Borough Council Leaders of Elmbridge, Runnymede and Spelthorne
- Emails to Borough Council Portfolio Holders of Elmbridge, Runnymede and Spelthorne
- Letters / emails to five MPs (Twickenham, Esher and Walton, Runnymede and Weybridge, Spelthorne, Feltham and Heston)
- Presentation to Community Select Committee
- Emails to all SFRS staff
- 2 staff workshops (Sunbury, Staines) – invited through newsletter and team briefings
- 3 public meetings for the public (Ashford, Staines, Sunbury) – invited through emails, posters, survey, press release
- Presentation at 'Spelthorne Together' community event
- Presentation to Elmbridge, Runnymede and Spelthorne Local Committees (LC)
- Presentation at two Police Neighbourhood Panel meetings (Staines, Laleham)
- Presentation at Police surgery (Ashford)
- Emails to 72 ORS panel members (Spelthorne residents)
- Emails to businesses from our Economy team (including: Thorpe Park, Bronzefield Prison)
- Presentation at Empowerment North Board meeting
- Letters / emails to local groups (Batavia Residents' Group, Manor Farm Residents' Association, Leacroft Residents' Association, Silvery Sands Residents' Association, Lower Sunbury Residents' Association, Kempton Residents' Association, Spelthorne Neighbourhood Watch, Shepperton Residents' Association, Ashford North Residents' Association, Staines Village Residents and Traders Association, Staines Town Society, Laleham Residents' Association, Sherbourne Gardens (Shepperton) Management Co. Ltd)
- Letters to 14 partner agencies (including Clinical Commissioning Group NW Surrey, MoD, British Red Cross, St Johns Ambulance, etc)
- Letters to 9 surrounding Fire and Rescue Authorities (including Bucks, Berks, Hants, London, Kent, Oxs, West Sussex)
- Emails to Neighbourhood Officers in Runnymede, Elmbridge and Spelthorne
- Emails to 33 internal SCC officers (including comms, Trading Standards, Environment and Infrastructure, Council Leadership Team)
- Letters to 5 health / carers groups (Surrey Disabled People's Partnership, White Lodge Centre, Carers Support Spelthorne, Community Mental Health Recovery Services, Spelthorne Mental Health Association)
- Email to FRAG members
- Email to Ashford Hospital

### **Distributors (to forward to their contacts):**

- Email to Business Link, Tourism SE
- Email to Economic Development Officers in Elmbridge, Runnymede and Spelthorne
- Email to Community Safety Officers in Elmbridge, Runnymede and Spelthorne



- Email to Community Partnership Officers for Elmbridge (LC), Runnymede (LC) and Spelthorne (LC)
- Email to Community Safety Partnerships in Richmond, Hounslow, Elmbridge, Spelthorne
- Email to Democratic Services in LB of Richmond and LB of Hounslow
- Email to Cabinet Support Officer (for SCC Cabinet)
- Email to 8 carers and health groups (DAY RESPITE CARE IN SPELTHORNE, Crossroads Caring For Carers, Surrey Association for Visual Impairment (SAVI), Spelthorne Committee for Access Now, Community Forum Spelthorne, SALDR, Voluntary Action in Spelthorne (VAIS), Staines Shop Mobility)
- Email to 3 GP clusters (Thames Medical, SASSE, East Elmbridge)
- Email to External Equalities Advisory Group
- Email to FBU and Unison

#### **Posters:**

- 10 Citizens Advice Bureaux (Sunbury, Egham, Staines, Chertsey, Hampton, Walton, Molesey, Feltham, Elmbridge Community Hub, Weybridge)
- 9 Community Centres and Day Centres (Staines Community Centre, Shepperton Village Hall, Ashford recreational Ground, Bishop Duppas Recreation Ground, Cedars Recreation Ground, Fordbridge Centre, Greeno Centre, Lord Knyvett Centre, Benwell Centre)
- 14 SCC Area Offices
- 34 churches and 1 synagogue in Spelthorne
- 29 GP surgeries in Spelthorne, Walton, Chertsey, Egham, Weybridge
- 2 hospitals (Ashford, St Peters) in A&E area
- 12 libraries / plasma screens (Shepperton Library, Sunbury Library, Molesey Library, Chertsey Library, Egham Library, Ashford Library, Stanwell Library, Walton, Staines Library, Bedfont Library, Feltham Library, Hanworth Library)
- 15 Post Offices in Egham, Staines, Sunbury, Shepperton, Ashford
- 35 primary schools, 7 secondary schools, 2 SEN schools in Spelthorne and neighbouring areas
- 6 youth clubs in Spelthorne
- 18 notice boards managed by Spelthorne BC

#### **Postal questionnaires / easy read questionnaires:**

- Postal questionnaires to 29 care homes in Spelthorne
- Easy read questionnaires to 3 community / day centres (Staines community Centre, Fordbridge Centre, Fairways) and a Resident Association
- Consultation leaflets to 2 fire stations (Sunbury, Staines)



## Appendix 3b – Collated coded data

	Q5a			Individual submissions				Grouped submissions																	
	All respondents	Q6	All respondents	Q8	SUM			Public meeting Ashford	Public meeting Staines	Public meeting Sunbury	Speltthorne Together	Police Panel meetings and surgery	Empowerment Board meeting	Shepton library	Staff worksh ops	Fromal response (SLC, Ras, FBU)	LORSA ANRA letter	SFRS staff letter	CSC	ELC	SBC	RLC	TOTAL		
					Feedback items	Letters / emails	TOTAL																		
TOTAL	380	99	242	721	58	779																			
don't do it (one engine not enough)	106	27.9%	3	3.0%	33	13.6%	142	19.7%	31	53.4%	173	22.2%	1	1	1	3	1	1	1	1	1	1	1	1	12
increase in response time / cost of lives	125	32.9%	0	0.0%	26	24.5%	151	20.8%	20	34.5%	171	22.0%	1	1	1	2	1	1	1	1	1	1	1	1	8
Spelthorne's profile (high density population, deprivation, urban, Thames, Motorways)	105	27.6%	0	0.0%	7	6.6%	112	15.5%	26	44.8%	138	17.7%	1	1	1	2	1	1	1	1	1	1	1	1	10
Headthrow - timing of consultation / impact of expansion / high risk traffic as a main barrier / Sunbury Cross / Thames bridges / level crossing	53	13.9%	1	0.9%	7	6.6%	61	8.5%	17	29.3%	78	10.0%	1	1	1	1	1	1	1	1	1	1	1	1	6
reduce resilience	57	15.0%	0	0.0%	2	1.9%	59	8.2%	15	25.9%	74	9.5%	1	1	1	1	1	1	1	1	1	1	1	1	7
praise / recognition for SFRS	53	13.9%	0	0.0%	8	7.5%	61	8.5%	10	17.2%	71	9.1%	1	1	1	1	1	1	1	1	1	1	1	1	4
saving money exercise	41	1.1%	0	0.0%	54	50.9%	58	8.0%	2	3.4%	60	7.7%	1	1	1	1	1	1	1	1	1	1	1	1	1
keep two engines in one station	22	5.8%	5	4.7%	13	12.3%	40	5.5%	9	15.5%	49	6.3%	1	1	1	1	1	1	1	1	1	1	1	1	2
response times not realistic / more modelling evidence	33	8.7%	1	0.9%	6	5.7%	40	5.5%	2	3.4%	42	5.4%	1	1	1	1	1	1	1	1	1	1	1	1	3
Other	36	9.5%	0	0.0%	2	1.9%	38	5.3%	3	5.2%	41	5.3%	1	1	1	1	1	1	1	1	1	1	1	1	6
oil depot / incinerator - additional risk	19	5.0%	0	0.0%	3	2.8%	22	3.1%	12	20.7%	34	4.4%	1	1	1	1	1	1	1	1	1	1	1	1	9
unfair service reduction (engine per borough / district)	21	5.5%	1	0.9%	4	3.8%	26	3.6%	7	12.1%	33	4.2%	1	1	1	1	1	1	1	1	1	1	1	1	6
more publicity needed	0	0.0%	9	8.5%	21	19.8%	30	4.2%	3	5.2%	33	4.2%	1	1	1	1	1	1	1	1	1	1	1	1	2
proposed location (not suitable for training, not close to anything, prone to flooding, current location better)	17	4.5%	0	0.0%	1	0.9%	18	2.5%	10	17.2%	28	3.6%	1	1	1	1	1	1	1	1	1	1	1	1	6
raise tax to keep service / reduce tax if taken away	16	4.2%	0	0.0%	11	10.4%	27	3.7%	0	0.0%	27	3.5%	1	1	1	1	1	1	1	1	1	1	1	1	3
delay / cost in getting neighbouring support	21	5.5%	0	0.0%	0	0.0%	21	2.9%	5	8.6%	26	3.3%	1	1	1	2	1	1	1	1	1	1	1	1	8
need more financial information	2	0.5%	15	14.2%	3	2.8%	20	2.8%	3	5.2%	23	3.0%	1	1	1	1	1	1	1	1	1	1	1	1	9
need more not less cover	13	3.4%	0	0.0%	5	4.7%	18	2.5%	5	8.6%	23	3.0%	1	1	1	1	1	1	1	1	1	1	1	1	2
onedited / biased information	5	1.3%	13	12.3%	4	3.8%	22	3.1%	0	0.0%	22	2.8%	1	1	1	1	1	1	1	1	1	1	1	1	0
cut money elsewhere in the council	13	3.4%	0	0.0%	6	5.7%	19	2.6%	1	1.7%	20	2.6%	1	1	1	1	1	1	1	1	1	1	1	1	0
water rescue capability (crewing / response times)	13	3.4%	0	0.0%	2	1.9%	15	2.1%	3	5.2%	18	2.3%	1	1	1	1	1	1	1	1	1	1	1	1	2
explain reasoning better / benefits	0	0.0%	17	16.0%	0	0.0%	17	2.4%	0	0.0%	17	2.2%	1	1	1	1	1	1	1	1	1	1	1	1	5
personal experience - sense of assurance	10	2.6%	0	0.0%	4	3.8%	14	1.9%	3	5.2%	17	2.2%	1	1	1	1	1	1	1	1	1	1	1	1	1
growing area / new developments	6	1.6%	0	0.0%	4	3.8%	10	1.4%	5	8.6%	15	1.9%	1	1	1	1	1	1	1	1	1	1	1	1	3
No comments	2	0.5%	0	0.0%	13	12.3%	15	2.1%	0	0.0%	15	1.9%	1	1	1	1	1	1	1	1	1	1	1	1	0
consultation is 'lip service'	0	0.0%	1	0.9%	11	10.4%	12	1.7%	2	3.4%	14	1.8%	1	1	1	1	1	1	1	1	1	1	1	1	5
cost of building a new station	10	2.6%	0	0.0%	1	0.9%	11	1.5%	3	5.2%	14	1.8%	1	1	1	1	1	1	1	1	1	1	1	1	4
keep an existing station (refurbished / updated)	7	1.8%	0	0.0%	3	2.8%	10	1.4%	4	6.9%	14	1.8%	1	1	1	1	1	1	1	1	1	1	1	1	3
making the job harder for FRS staff (fewer on the ground - less safe, less education / prevention work)	8	2.1%	0	0.0%	5	4.7%	13	1.8%	1	1.7%	14	1.8%	1	1	1	1	1	1	1	1	1	1	1	1	2
more statistics on performance / risk	0	0.0%	10	9.4%	3	2.8%	13	1.8%	0	0.0%	13	1.7%	1	1	1	1	1	1	1	1	1	1	1	1	4
cut money elsewhere in the SFRS (management / salaries)	5	1.3%	0	0.0%	5	4.7%	10	1.4%	2	3.4%	12	1.5%	1	1	1	1	1	1	1	1	1	1	1	1	2
reduce community work	4	1.1%	0	0.0%	6	5.7%	10	1.4%	1	1.7%	11	1.4%	1	1	1	1	1	1	1	1	1	1	1	1	5
Supportive (general)	1	0.3%	0	0.0%	10	9.4%	11	1.5%	0	0.0%	11	1.4%	1	1	1	1	1	1	1	1	1	1	1	1	0
litigation / legal consequences	4	1.1%	0	0.0%	1	0.9%	5	0.7%	3	5.2%	8	1.0%	1	1	1	1	1	1	1	1	1	1	1	1	0
development at Walton / Esher stations will impact Spelthorne further	6	1.6%	0	0.0%	1	0.9%	7	1.0%	0	0.0%	7	0.9%	1	1	1	1	1	1	1	1	1	1	1	1	8
Reason behind E&D section unclear	1	0.3%	2	1.9%	3	2.8%	6	0.8%	1	1.7%	7	0.9%	1	1	1	1	1	1	1	1	1	1	1	1	1
unsatisfactory public meeting	0	0.0%	1	0.9%	3	2.8%	4	0.6%	3	5.2%	7	0.9%	1	1	1	1	1	1	1	1	1	1	1	1	0
should have presented alternatives	1	0.3%	4	3.8%	1	0.9%	6	0.8%	0	0.0%	6	0.8%	1	1	1	1	1	1	1	1	1	1	1	1	0
trust SFRS in their decision / fair proposal	1	0.3%	0	0.0%	5	4.7%	6	0.8%	0	0.0%	6	0.8%	1	1	1	1	1	1	1	1	1	1	1	1	0
information about resilience	0	0.0%	5	4.7%	0	0.0%	5	0.7%	0	0.0%	5	0.6%	1	1	1	1	1	1	1	1	1	1	1	1	0
poor map	2	0.5%	2	1.9%	0	0.0%	4	0.6%	0	0.0%	4	0.5%	1	1	1	1	1	1	1	1	1	1	1	1	4
information about neighbouring stations needed	0	0.0%	4	3.8%	0	0.0%	4	0.6%	0	0.0%	4	0.5%	1	1	1	1	1	1	1	1	1	1	1	1	2
house fire needs two crews	3	0.8%	0	0.0%	3	2.8%	3	0.4%	1	1.7%	4	0.5%	1	1	1	1	1	1	1	1	1	1	1	1	0
price of insurance	2	0.5%	1	0.9%	0	0.0%	3	0.4%	1	1.7%	4	0.5%	1	1	1	1	1	1	1	1	1	1	1	1	0
Alternatives (general)	0	0.0%	0	0.0%	0	0.0%	0	0.0%	3	5.2%	3	0.4%	1	1	1	1	1	1	1	1	1	1	1	1	0
stand up to central government cuts	2	0.5%	0	0.0%	1	0.9%	3	0.4%	0	0.0%	3	0.4%	1	1	1	1	1	1	1	1	1	1	1	1	1
combine with Ambulance service	0	0.0%	0	0.0%	3	2.8%	3	0.4%	0	0.0%	3	0.4%	1	1	1	1	1	1	1	1	1	1	1	1	0
not mentioned the boat	0	0.0%	3	2.8%	0	0.0%	3	0.4%	0	0.0%	3	0.4%	1	1	1	1	1	1	1	1	1	1	1	1	0
proposal helps avoid redundancies	0	0.0%	0	0.0%	3	2.8%	3	0.4%	0	0.0%	3	0.4%	1	1	1	1	1	1	1	1	1	1	1	1	0
unclear information	0	0.0%	2	1.9%	3	2.8%	3	0.4%	0	0.0%	3	0.4%	1	1	1	1	1	1	1	1	1	1	1	1	0
wrong data	0	0.0%	2	1.9%	0	0.0%	2	0.3%	0	0.0%	2	0.3%	1	1	1	1	1	1	1	1	1	1	1	1	3
stop private sector contract (SGI)	2	0.5%	0	0.0%	0	0.0%	2	0.3%	0	0.0%	2	0.3%	1	1	1	1	1	1	1	1	1	1	1	1	0
use SCC reserves	1	0.3%	0	0.0%	0	0.0%	1	0.1%	1	1.7%	2	0.3%	1	1	1	1	1	1	1	1	1	1	1	1	3
need to state exact location	0	0.0%	2	1.9%	0	0.0%	2	0.3%	0	0.0%	2	0.3%	1	1	1	1	1	1	1	1	1	1	1	1	1
change way crew works (no rest)	0	0.0%	0	0.0%	2	1.9%	2	0.3%	0	0.0%	2	0.3%	1	1	1	1	1	1	1	1	1	1	1	1	0
more information on crewing / staffing	0	0.0%	2	1.9%	0	0.0%	2	0.3%	0	0.0%	2	0.3%	1	1	1	1	1	1	1	1	1	1	1	1	0
consultation should have only been for Spelthorne	0	0.0%																							

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